


CONTRA COSTA WATER DISTRICT
Interoffice Memorandum

DATE: June 3, 2011
TO: CCWD Employees
FROM: Steve Welch 
SUBJECT: 2011 Employee Safety Perception Survey Data

Thanks to all of you who participated in the 2011 Employee Safety Perception Survey. The survey was conducted to help us understand how well the safety program and culture are functioning and how we can improve. The survey data is attached. Survey comments that were provided are not included to protect respondents' confidentiality and anonymity.

Global Safety Management Consultants (Steve Bowers) is categorizing the survey comments, analyzing the survey data and preparing recommendations that will be presented later this month. The 2009 survey as well as this new survey data are posted on the CCWD Safety website.

215 employees participated in the survey. A quick review of the data indicates some areas of nice improvement in our safety program and culture. The entire District team has made these improvements happen. Thank you. We are still short of having a "world-class" safety program, but I am confident we will get there working together.

If you have any questions, feel free to call me at ext. 8060, or the Safety Officer, Spiro Zapantis at ext. 8185.

SJW:kc

Attachment – 2011 Safety Survey: Data Only

2011 CCWD Employee Safety Perception Survey

Please select your job classification:

Answer Options	Response Percent	Response Count
Manager	9%	19
Superintendent/Supervisor	20%	42
Employee (non-supervisory)	72%	154
	<i>answered question</i>	215
	<i>skipped question</i>	0

CCWD provides a safe and healthful working environment.

Answer Options	Response Percent	Response Count
Strongly Agree	43%	90
Somewhat Agree	43%	91
Neutral	10%	20
Somewhat Disagree	4%	8
Strongly Disagree	1%	1
	<i>answered question</i>	210
	<i>skipped question</i>	5

I know where to find the District Safety Policies and Procedures that I need to safely perform my work.

Answer Options	Response Percent	Response Count
Strongly Agree	51%	108
Somewhat Agree	41%	86
Neutral	4%	9
Somewhat Disagree	2%	5
Strongly Disagree	1%	2
	<i>answered question</i>	210
	<i>skipped question</i>	5

District Safety Policies and Procedures are clear and easy to understand.

Answer Options	Response Percent	Response Count
Strongly Agree	27%	56
Somewhat Agree	49%	103
Neutral	15%	32
Somewhat Disagree	6%	13
Strongly Disagree	3%	6
	<i>answered question</i>	210
	<i>skipped question</i>	5

I believe that the current safety program is effective in preventing injuries.

Answer Options	Response Percent	Response Count	
Strongly Agree	24%	50	
Somewhat Agree	51%	106	***
Neutral	14%	30	
Somewhat Disagree	10%	20	
Strongly Disagree	2%	4	
	<i>answered question</i>		210
	<i>skipped question</i>		5

I know, or have access to, the current safety performance indicators (injury rates and other safety measures) for employees working at CCWD.

Answer Options	Response Percent	Response Count	
Strongly Agree	43%	90	
Somewhat Agree	31%	64	
Neutral	17%	36	
Somewhat Disagree	8%	17	
Strongly Disagree	1%	3	
	<i>answered question</i>		210
	<i>skipped question</i>		5

I know how to report an unsafe act or condition.

Answer Options	Response Percent	Response Count	
Strongly Agree	66%	139	
Somewhat Agree	26%	54	
Neutral	4%	9	
Somewhat Disagree	3%	6	
Strongly Disagree	1%	2	
	<i>answered question</i>		210
	<i>skipped question</i>		5

The District provides enough resources to support the safety program.

Answer Options	Response Percent	Response Count	
Strongly Agree	31%	66	
Somewhat Agree	33%	70	
Neutral	16%	34	
Somewhat Disagree	11%	22	
Strongly Disagree	9%	18	***
	<i>answered question</i>		210
	<i>skipped question</i>		5

Senior Management is dedicated to improving the safety culture and program.

Answer Options	Response Percent	Response Count
Strongly Agree	45%	93
Somewhat Agree	32%	66
Neutral	11%	22
Somewhat Disagree	12%	25
Strongly Disagree	1%	3
	<i>answered question</i>	209
	<i>skipped question</i>	6

Senior management cares about my personal safety and the safety of my co-workers.

Answer Options	Response Percent	Response Count
Strongly Agree	50%	105
Somewhat Agree	27%	57
Neutral	12%	25
Somewhat Disagree	8%	16
Strongly Disagree	3%	6
	<i>answered question</i>	209
	<i>skipped question</i>	6

I have all the tools and equipment necessary to perform my work safely.

Answer Options	Response Percent	Response Count
Strongly Agree	54%	113
Somewhat Agree	33%	68
Neutral	8%	16
Somewhat Disagree	5%	10
Strongly Disagree	1%	1
N/A	1%	1
	<i>answered question</i>	209
	<i>skipped question</i>	6

CCWD management effectively communicates their support of the safety program.

Answer Options	Response Percent	Response Count
Strongly Agree	47%	99
Somewhat Agree	30%	62
Neutral	14%	29
Somewhat Disagree	7%	14
Strongly Disagree	2%	5
	<i>answered question</i>	209
	<i>skipped question</i>	6

The root cause and corrective actions from injury and incident investigations are communicated to all employees.

Answer Options	Response Percent	Response Count	
Strongly Agree	34%	71	
Somewhat Agree	39%	81	***
Neutral	15%	31	
Somewhat Disagree	9%	18	
Strongly Disagree	3%	7	
	<i>answered question</i>		208
	<i>skipped question</i>		7

I support fair and just disciplinary actions for people that knowingly violate a documented safety procedure.

Answer Options	Response Percent	Response Count	
Strongly Agree	58%	121	
Somewhat Agree	25%	51	
Neutral	11%	23	
Somewhat Disagree	4%	9	
Strongly Disagree	2%	4	
	<i>answered question</i>		208
	<i>skipped question</i>		7

The fairness of the disciplinary process for safety violations has improved.

Answer Options	Response Percent	Response Count	
Strongly Agree	17%	36	
Somewhat Agree	24%	50	
Neutral	39%	81	***
Somewhat Disagree	14%	29	
Strongly Disagree	6%	12	
	<i>answered question</i>		208
	<i>skipped question</i>		7

I follow the required safety procedures at all times.

Answer Options	Response Percent	Response Count	
Strongly Agree	63%	127	
Somewhat Agree	32%	64	
Neutral	3%	6	
Somewhat Disagree	3%	5	
Strongly Disagree	1%	1	
	<i>answered question</i>		203
	<i>skipped question</i>		12

The focus on improving safety over the last 2 years has improved my morale.

Answer Options	Response Percent	Response Count	
Strongly Agree	16%	32	
Somewhat Agree	35%	70	
Neutral	32%	65	***
Somewhat Disagree	11%	23	
Strongly Disagree	6%	13	
	<i>answered question</i>		203
	<i>skipped question</i>		12

I specifically identify and take actions to eliminate safety hazards to me and my co-workers.

Answer Options	Response Percent	Response Count	
Strongly Agree	67%	136	
Somewhat Agree	26%	52	
Neutral	6%	13	
Somewhat Disagree	1%	2	
Strongly Disagree	0%	0	
	<i>answered question</i>		203
	<i>skipped question</i>		12

I have been formally recognized for working safe or for a safety suggestion in the past.

Answer Options	Response Percent	Response Count	
Strongly Agree	27%	55	
Somewhat Agree	11%	22	
Neutral	42%	86	***
Somewhat Disagree	7%	15	
Strongly Disagree	12%	25	
	<i>answered question</i>		203
	<i>skipped question</i>		12

I am just as likely to follow safety procedures when my supervisor is not around.

Answer Options	Response Percent	Response Count	
Strongly Agree	81%	165	
Somewhat Agree	15%	30	
Neutral	2%	4	
Somewhat Disagree	1%	2	
Strongly Disagree	1%	2	
	<i>answered question</i>		203
	<i>skipped question</i>		12

I personally perform safety audits in my work environment and report unsafe findings.

Answer Options	Response Percent	Response Count
Strongly Agree	38%	77
Somewhat Agree	31%	62
Neutral	27%	55
Somewhat Disagree	2%	4
Strongly Disagree	3%	5
	<i>answered question</i>	203
	<i>skipped question</i>	12

My co-workers are good role models of safety leaders.

Answer Options	Response Percent	Response Count
Strongly Agree	31%	62
Somewhat Agree	45%	92
Neutral	19%	38
Somewhat Disagree	3%	7
Strongly Disagree	2%	4
	<i>answered question</i>	203
	<i>skipped question</i>	12

Safety is a topic that I discuss with my co-workers on a daily basis.

Answer Options	Response Percent	Response Count
Strongly Agree	22%	45
Somewhat Agree	32%	65
Neutral	25%	50
Somewhat Disagree	15%	30
Strongly Disagree	6%	13
	<i>answered question</i>	203
	<i>skipped question</i>	12

My co-workers expect me to not take risks to get my job done faster.

Answer Options	Response Percent	Response Count
Strongly Agree	60%	122
Somewhat Agree	23%	46
Neutral	14%	28
Somewhat Disagree	2%	3
Strongly Disagree	2%	4
If your response is strongly or somewhat disagree,		3
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor cares about my safety and well-being.

Answer Options	Response Percent	Response Count
Strongly Agree	67%	135
Somewhat Agree	22%	45
Neutral	8%	16
Somewhat Disagree	1%	2
Strongly Disagree	3%	5
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor does a good job of recognizing people for safety ideas and suggestions.

Answer Options	Response Percent	Response Count
Strongly Agree	39%	79
Somewhat Agree	31%	63
Neutral	22%	44
Somewhat Disagree	4%	8
Strongly Disagree	4%	9
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor cares more about my personal safety than schedule or budget concerns.

Answer Options	Response Percent	Response Count
Strongly Agree	57%	115
Somewhat Agree	20%	41
Neutral	15%	31
Somewhat Disagree	4%	9
Strongly Disagree	3%	7
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor offers me coaching and mentoring on how to work safely.

Answer Options	Response Percent	Response Count
Strongly Agree	28%	57
Somewhat Agree	31%	63
Neutral	28%	56
Somewhat Disagree	8%	17
Strongly Disagree	5%	10
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor expects me to not take risks to get my job done faster.

Answer Options	Response Percent	Response Count
Strongly Agree	65%	131
Somewhat Agree	20%	41
Neutral	11%	22
Somewhat Disagree	2%	4
Strongly Disagree	3%	5

My supervisor is a good role model of a safety leader.

Answer Options	Response Percent	Response Count
Strongly Agree	46%	94
Somewhat Agree	33%	67
Neutral	16%	33
Somewhat Disagree	1%	2
Strongly Disagree	3%	7
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor seeks input and comments on new work and safety procedures before they are implemented.

Answer Options	Response Percent	Response Count
Strongly Agree	42%	86
Somewhat Agree	26%	52
Neutral	20%	41
Somewhat Disagree	3%	6
Strongly Disagree	5%	10
N/A	4%	8
	<i>answered question</i>	203
	<i>skipped question</i>	12

My supervisor gives me the opportunity to conduct safety committee or safety improvement work.

Answer Options	Response Percent	Response Count
Strongly Agree	54%	109
Somewhat Agree	15%	31
Neutral	30%	60
Somewhat Disagree	1%	1
Strongly Disagree	1%	2
	<i>answered question</i>	203
	<i>skipped question</i>	12

I have received all the safety training I need to safely perform my job.

Answer Options	Response Percent	Response Count
Strongly Agree	43%	87
Somewhat Agree	39%	80
Neutral	13%	27
Somewhat Disagree	4%	9
Strongly Disagree	0%	0
	<i>answered question</i>	203
	<i>skipped question</i>	12

The safety training I receive is effective in teaching me what I need to know.

Answer Options	Response Percent	Response Count
Strongly Agree	37%	75
Somewhat Agree	40%	81
Neutral	19%	38
Somewhat Disagree	4%	9
Strongly Disagree	0%	0
If your response was strongly or somewhat disagree,		10
	<i>answered question</i>	203
	<i>skipped question</i>	12

I get the support I need from the Safety Officer.

Answer Options	Response Percent	Response Count
Strongly Agree	49%	99
Somewhat Agree	33%	66
Neutral	13%	26
Somewhat Disagree	4%	8
Strongly Disagree	2%	4
	<i>answered question</i>	203
	<i>skipped question</i>	12

The safety committees are effective and providing value to our safety program.

Answer Options	Response Percent	Response Count
Strongly Agree	24%	49
Somewhat Agree	38%	76
Neutral	28%	56
Somewhat Disagree	5%	10
Strongly Disagree	5%	10
If your response is strongly or somewhat disagree,		14
	<i>answered question</i>	201
	<i>skipped question</i>	14

I am aware of the issues and topics that the safety committees are working on.

Answer Options	Response Percent	Response Count	
Strongly Agree	23%	46	
Somewhat Agree	35%	71	***
Neutral	23%	47	
Somewhat Disagree	15%	30	
Strongly Disagree	4%	7	
	<i>answered question</i>		201
	<i>skipped question</i>		14

After I bring an issue to the safety committee, it gets addressed.

Answer Options	Response Percent	Response Count	
Strongly Agree	19%	39	
Somewhat Agree	20%	40	
Neutral	54%	108	***
Somewhat Disagree	6%	11	
Strongly Disagree	2%	3	
	<i>answered question</i>		201
	<i>skipped question</i>		14

I believe that CCWD's safety culture has improved over the last 2 years.

Answer Options	Response Percent	Response Count	
Strongly Agree	41%	82	
Somewhat Agree	38%	76	
Neutral	16%	31	
Somewhat Disagree	4%	7	
Strongly Disagree	1%	2	
	<i>answered question</i>		198
	<i>skipped question</i>		17

I am not afraid to report accidents or near misses when they occur.

Answer Options	Response Percent	Response Count	
Strongly Agree	57%	112	
Somewhat Agree	24%	47	
Neutral	13%	25	
Somewhat Disagree	5%	10	
Strongly Disagree	2%	4	
If the response was strongly or somewhat disagree,		8	
	<i>answered question</i>		198
	<i>skipped question</i>		17

I don't know of any injuries or incidents that went unreported during the last 12 months.

Answer Options	Response Percent	Response Count
Strongly Agree	64%	127
Somewhat Agree	16%	31
Neutral	16%	31
Somewhat Disagree	3%	5
Strongly Disagree	2%	4
	<i>answered question</i>	198
	<i>skipped question</i>	17

I am empowered by management to stop any unsafe work that I see without fear of retaliation or discipline.

Answer Options	Response Percent	Response Count
Strongly Agree	57%	113
Somewhat Agree	19%	38
Neutral	19%	37
Somewhat Disagree	3%	5
Strongly Disagree	3%	5
	<i>answered question</i>	198
	<i>skipped question</i>	17

Safety issues that I bring up are addressed in a timely manner.

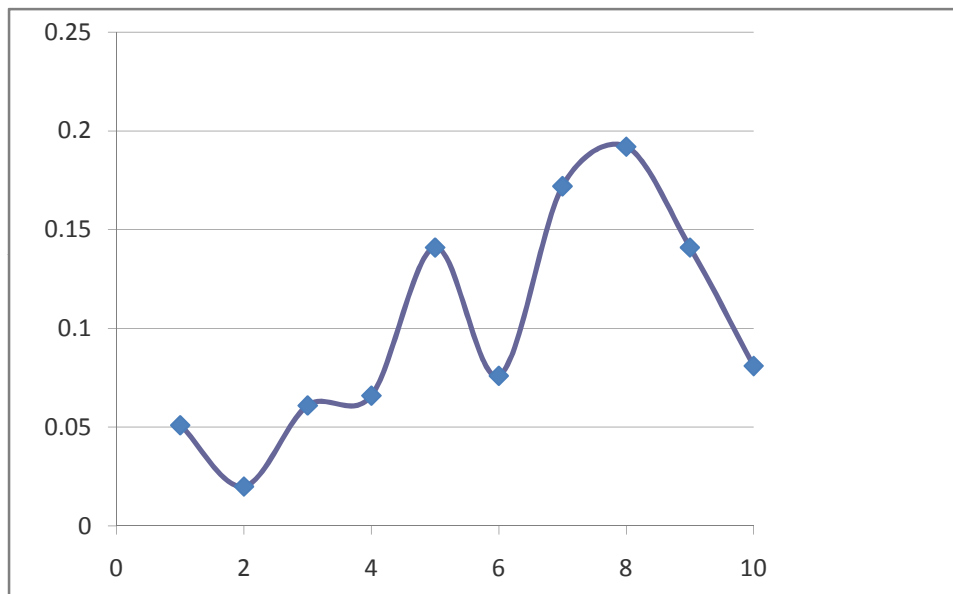
Answer Options	Response Percent	Response Count
Strongly Agree	29%	57
Somewhat Agree	32%	63
Neutral	30%	60
Somewhat Disagree	7%	13
Strongly Disagree	3%	5
	<i>answered question</i>	198
	<i>skipped question</i>	17

My co-workers take the time to identify and assess hazards and ensure that their workplace is set up safely.

Answer Options	Response Percent	Response Count
Strongly Agree	38%	75
Somewhat Agree	38%	75
Neutral	19%	38
Somewhat Disagree	5%	10
Strongly Disagree	0%	0
	<i>answered question</i>	198
	<i>skipped question</i>	17

Please rate your level of trust and respect that you currently have for the senior management team at CCWD: (1 is the lowest level and 10 is the highest level)

Answer Options	Response Percent	Response Count
1	5%	10
2	2%	4
3	6%	12
4	7%	13
5	14%	28
6	8%	15
7	17%	34
8	19%	38
9	14%	28
10	8%	16



Please rate your level of trust and respect that you currently have for your immediate supervisor. (1 is the lowest level and 10 is the highest level)

Answer Options	Response Percent	Response Count
1	6%	11
2	2%	3
3	2%	4
4	1%	2
5	6%	11
6	2%	4
7	9%	18
8	14%	27
9	27%	54
10	32%	64

2011 CCWD Employee Safety Perception Survey
Immediate Supervisor Trust & Respect Rating

