

# Contra Costa Water District

## 2011 Safety Survey Results

July 2011



# Survey Process Overview

- **Survey:**
  - **Questions Pool developed by GSMC**
  - **Final question selection/content by CCWD Safety Committee, Task Force and Management Team**
  - **46 Questions**
  - **2 requests for Feedback/comments**
  - **~200 Respondents**

# Survey Overview

- 19 Managers 8.8%
- 42 Superintendent/Supervisor 19.5%
- 154 Employees (non-supervisory) 71.6%
- 215 started course/198 completed 88.0%

# Survey Response

- ~ 60% Response Rate
- 452 written comments
- 104 “value added” comments
  - Both positive and negative
- Cleansed comments to be shared with:
  - Management
  - Safety Committee

# Summary

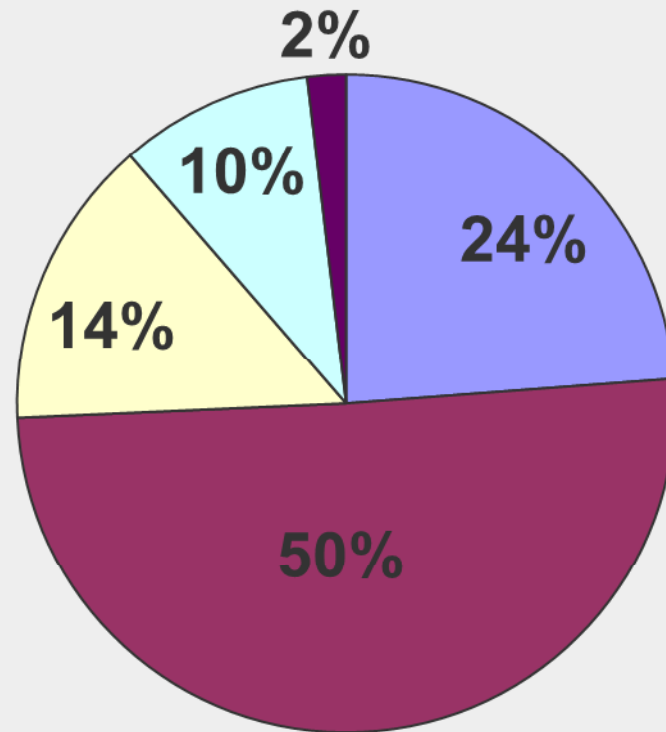
- **Safety Culture and Performance is Improving**
- **Fewer Injuries and Incidents**
- **More Employee Involvement**
  - Safety Committees have improved
- **More Incidents and Near Misses Reported**
- **Continuous Improvements:**
  - Strategic Objectives
  - Training Program Evaluation and Improvements
  - Incident Investigation
  - SOP's/Procedures

# Survey Feedback Areas for Improvement

- **Concerns documented in feedback include:**
  - **Additional Safety Support**
  - **Improve Incident Investigation and Discipline Process**
  - **More Flexible, Frequent and Improved Training**
  - **Better Communication from:**
    - **Management**
    - **Safety Committees**
    - **Supervisors**
  - **Continue to Improve Recognition Program**

# Question #5: I believe that the current safety program is effective in preventing injuries.

2011 CCWD Employee Safety Perception Survey

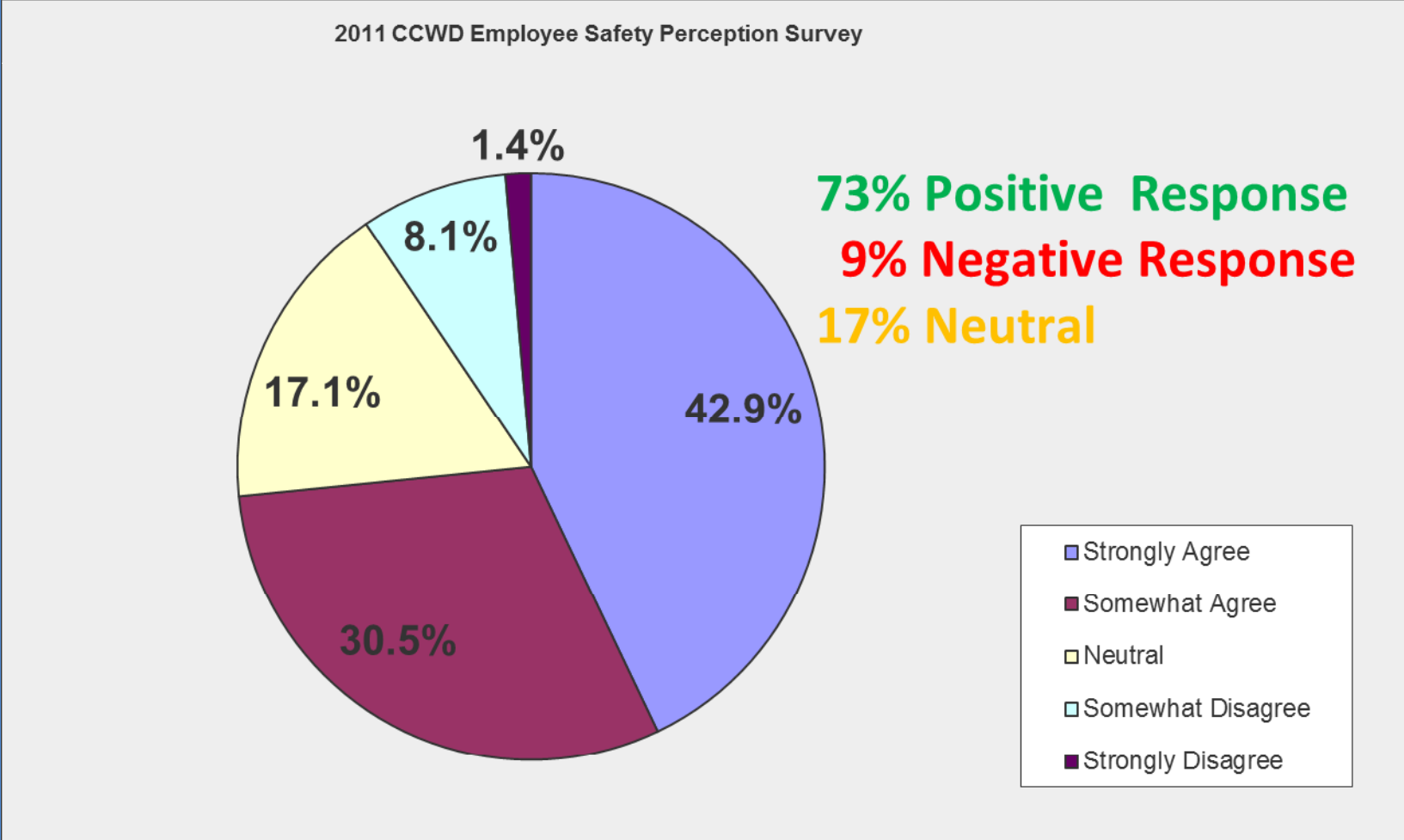


**74% Positive Responses**  
**12% Negative Response**  
**14% Neutral**

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

**2009: 70% believed that the existing safety program is effective.**

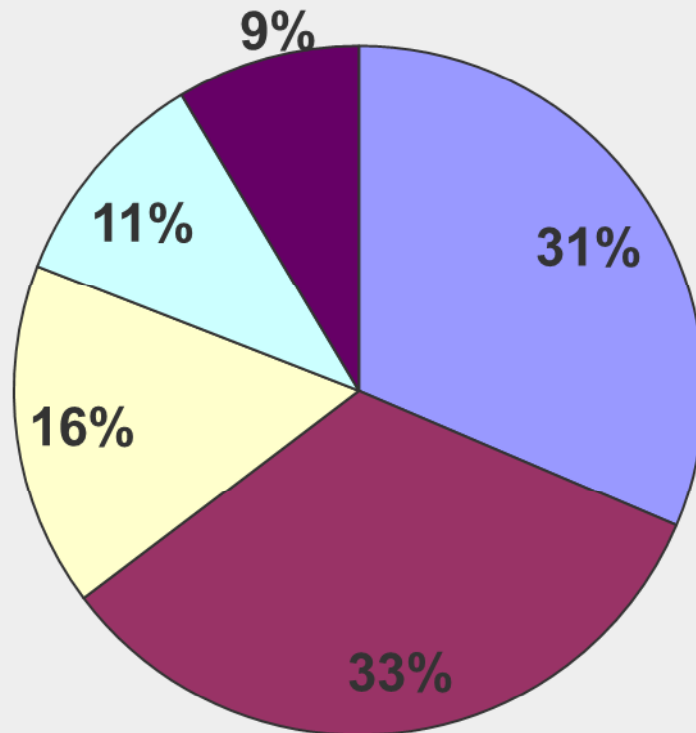
Question #6: I know, or have access to, the current safety performance indicators (injury rates and other safety measures) for employees working at CCWD.



GSMC/CS **38% NO in 2009 – 41% Improvement**

# Question #8: The District provides enough resources to support the safety program

2011 CCWD Employee Safety Perception Survey

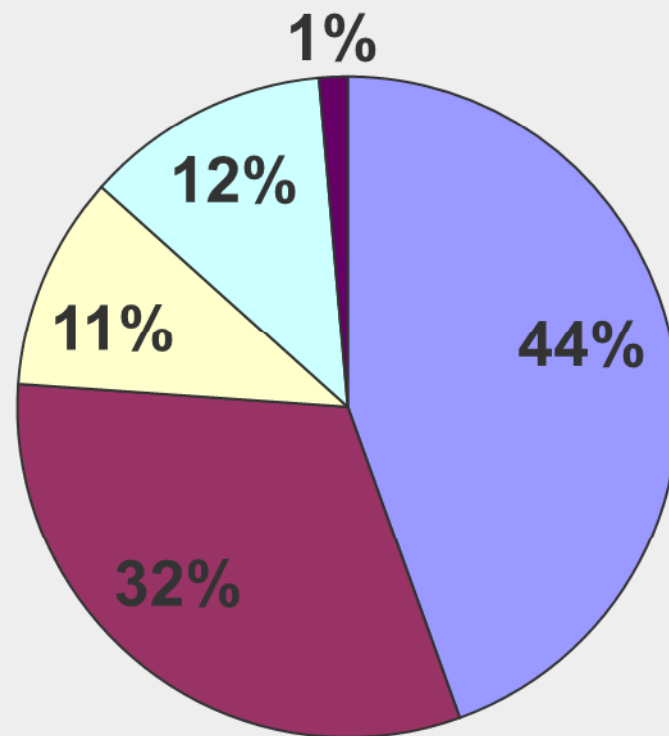


**64% Positive Response**  
**20% Negative Response**  
**16% Neutral**

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

# Question #9: Senior Management is dedicated to improving the safety culture and program.

2011 CCWD Employee Safety Perception Survey

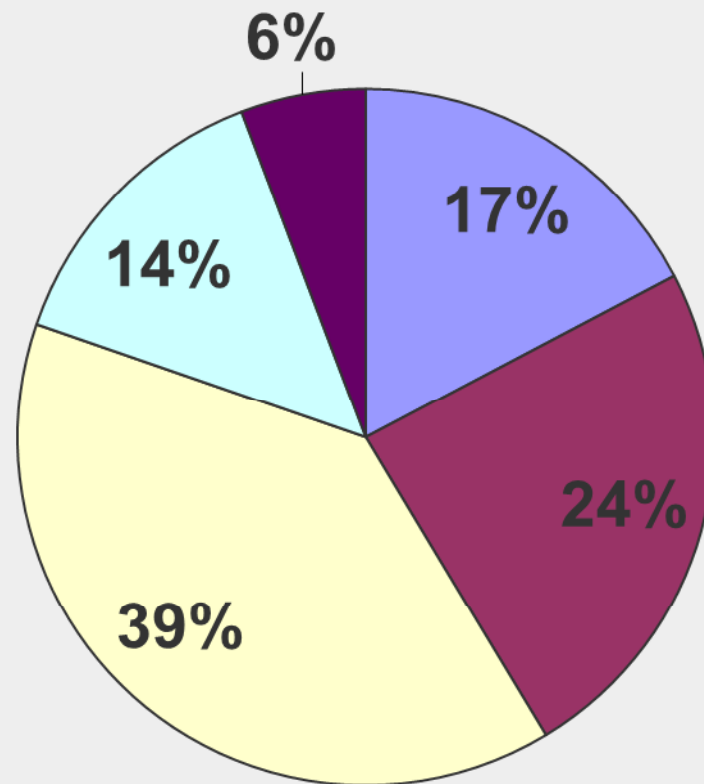


**76% Positive Response**  
**13% Negative Response**  
**11% Neutral**

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

# Question #15: The fairness of the disciplinary process for safety violations has improved

2011 CCWD Employee Safety Perception Survey

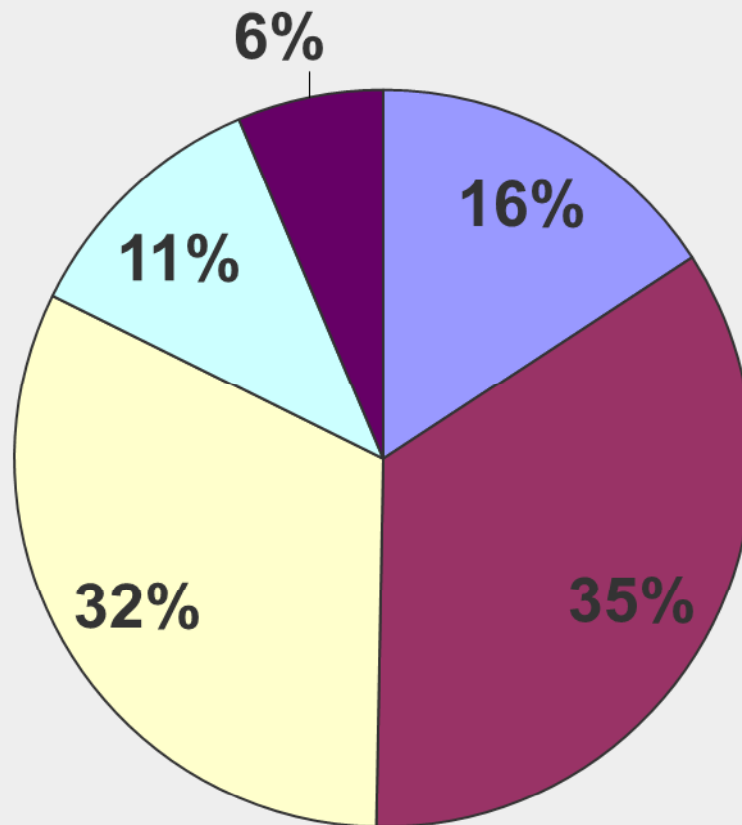


**41% Positive Response**  
**20% Negative Response**  
**39% Neutral**

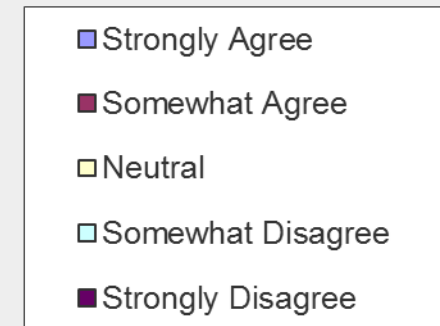
- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

# Question #17: The focus on improving safety over the last 2 years has improved my morale

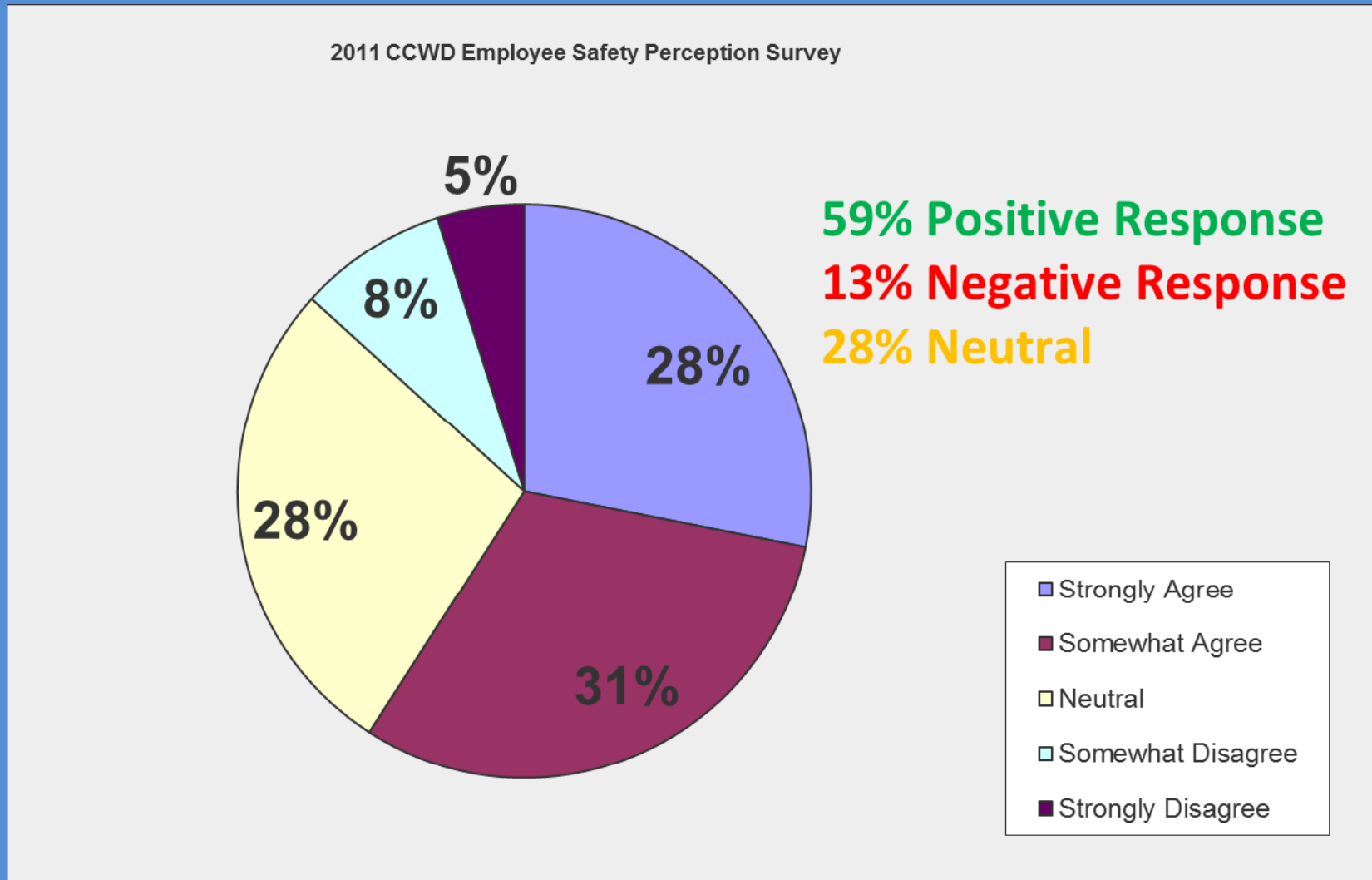
2011 CCWD Employee Safety Perception Survey



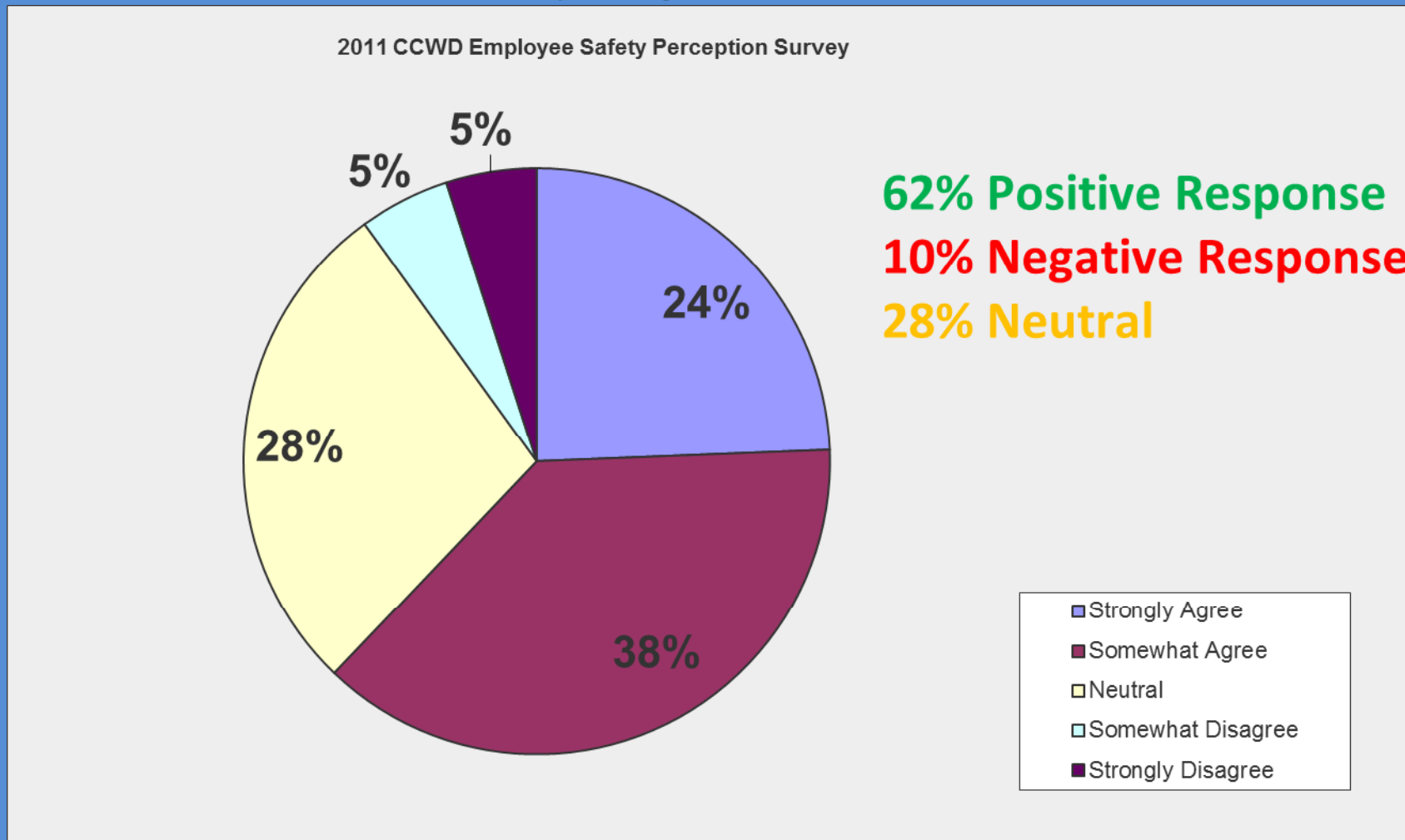
**51% Positive Response**  
**17% Negative Response**  
**32% Neutral**



# Question #28: My supervisor offers me coaching and mentoring on how to work safely.



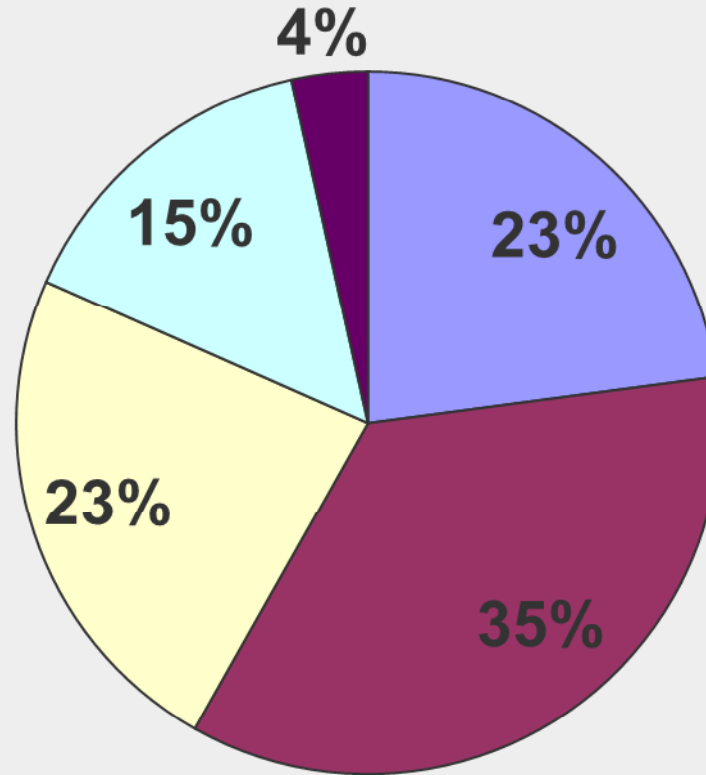
# Question #36: The safety committees are effective and providing value to our safety program.



**57% NO IN 2009 – 44% Improvement**

# Question #37: I am aware of the issues and topics that the safety committees are working on.

2011 CCWD Employee Safety Perception Survey

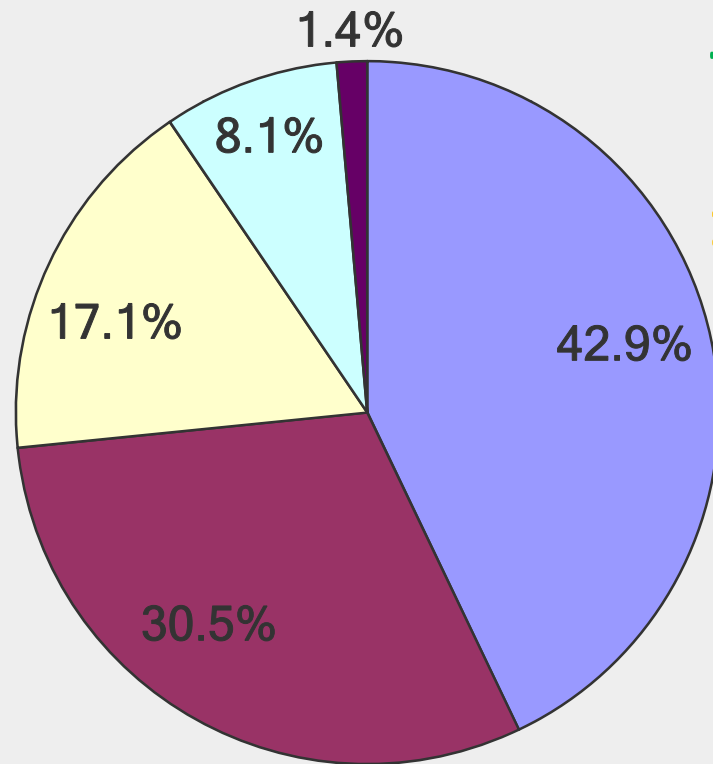


**58% Positive Response**  
**19% Negative Response**  
**15% Neutral**

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

# Question #38: After I bring an issue to the safety committee, it gets addressed.

2011 CCWD Employee Safety Perception Survey

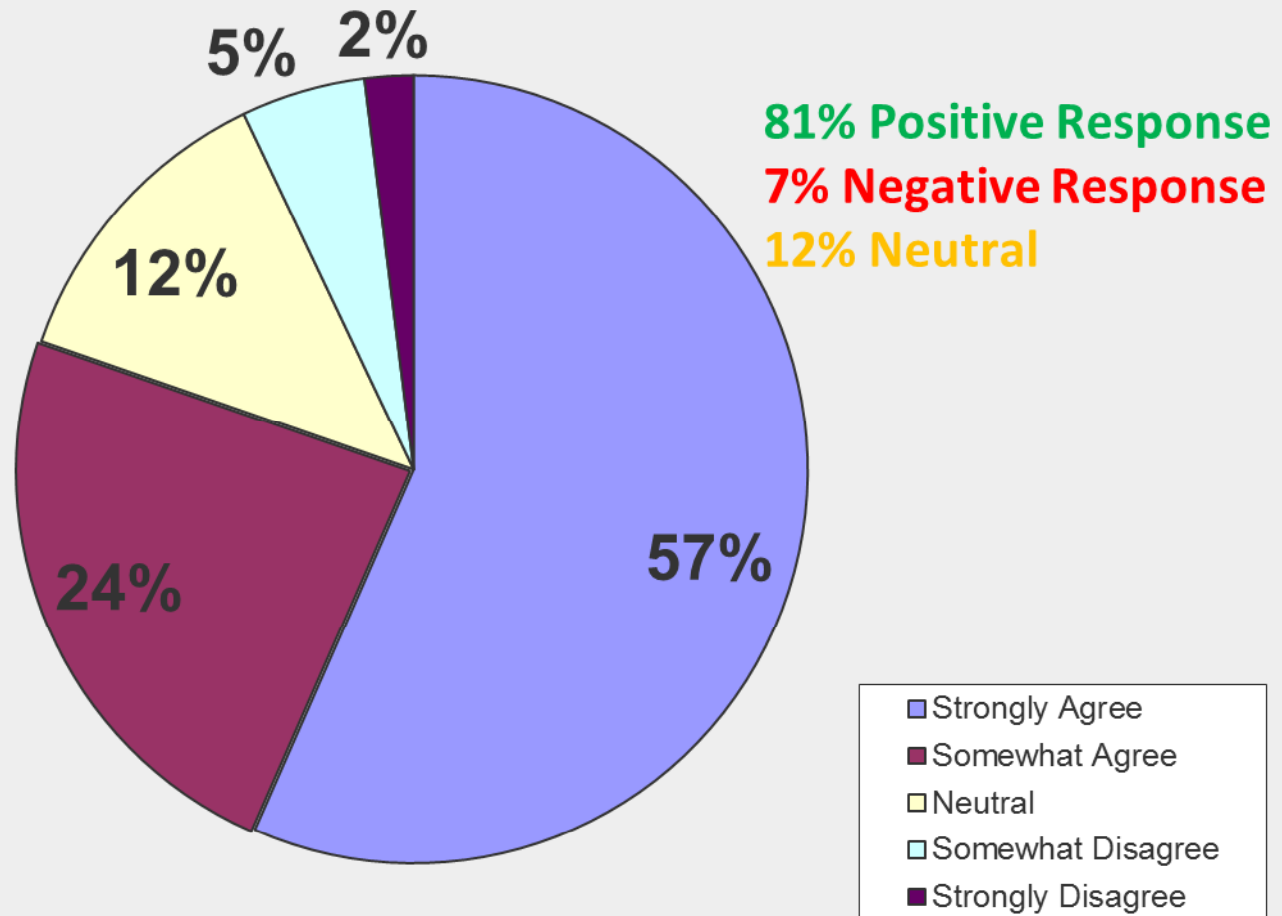


**73% Positive Response**  
**9% Negative Response**  
**17% Neutral**



# Question #40: I am not afraid to report accidents or near misses when they occur.

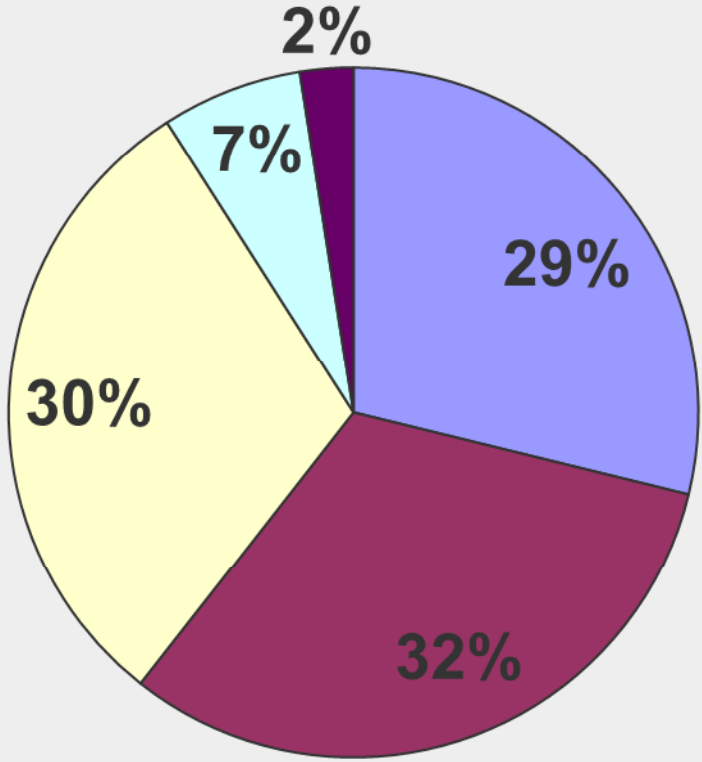
2011 CCWD Employee Safety Perception Survey



65% Said YES in 2009---25% Improvement

# Question #43: Safety issues that I bring up are addressed in a timely manner.

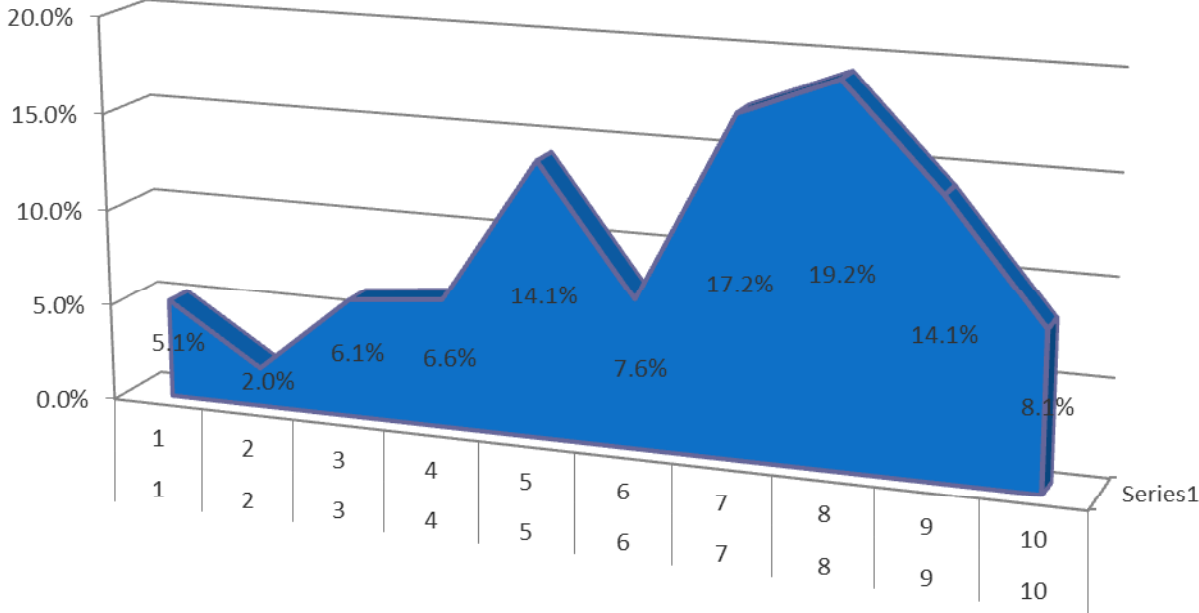
2011 CCWD Employee Safety Perception Survey



**61% Positive Response**  
**9% Negative Response**  
**30% Neutral**

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

# Senior Management Trust & Respect

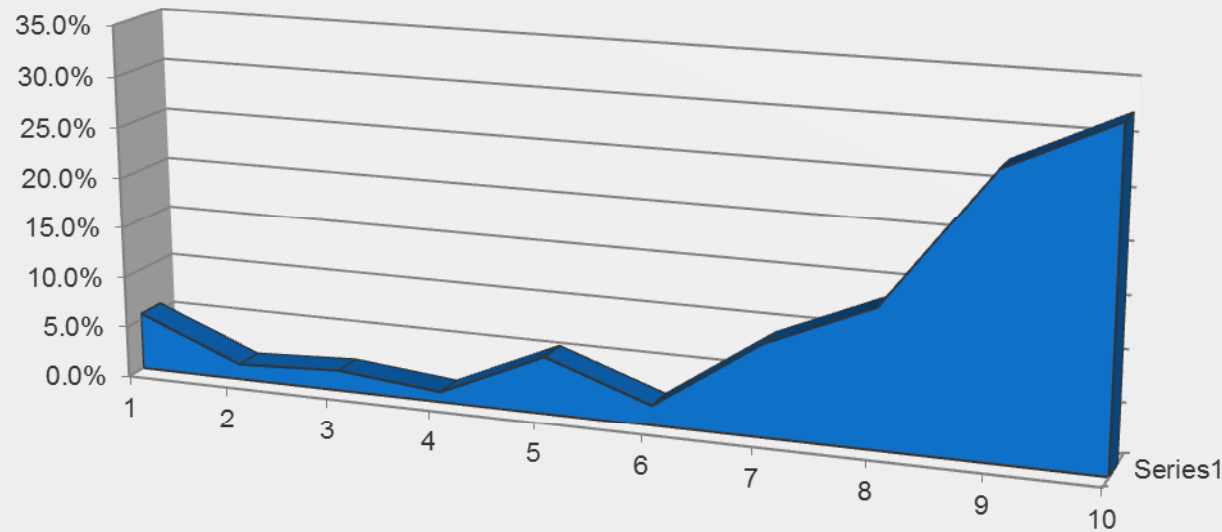


Response Percent	Response Count
#1--5.1%	10
#2--2.0%	4
#3--6.1%	12
#4--6.6%	13
#5--14.1%	28
#6--7.6%	15
#7--17.2%	34
#8--19.2%	38
#9--14.1%	28
#10--8.1%	16

2009 Average 5.8  
 2011 Average ~7.2

# Supervisor Trust & Respect

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



Average ~8.5

Response Percent	Response Count
<b>#1--5.6%</b>	<b>11</b>
<b>#2--1.5%</b>	<b>3</b>
<b>#3--2.0%</b>	<b>4</b>
<b>#4--1.0%</b>	<b>2</b>
#5--5.6%	11
#6--2.0%	4
<b>#7--9.1%</b>	<b>18</b>
<b>#8--13.6%</b>	<b>27</b>
<b>#9--27.3%</b>	<b>54</b>
<b>#10--32.3%</b>	<b>64</b>

# 2009/2011 Feedback Improvements

- Are all company policies followed: **46%-Yes/94% YES**
- Are all incident and injury findings communicated to all employees: **49%-No/2011- 27% NO**
- Are corrective actions communicated to everyone: **38%-No/2011 – 27% NO**
- Does the safety staff have a good relationship with employees: **86%-Yes/81% YES to Effective Support**
- Are Safety Committee meetings seen as being effective: **43%-Yes/62% Yes**

# 2009/2011 Feedback Improvements

- Are Safety Committee results communicated to the workforce: **51% YES/58% YES**
- Are you aware of any past injuries or incidents that occurred but went unreported: **65%-Yes/80% NO**
- Do you know the injury/incident reporting procedures: **57%-YES/60% YES**
- Do you feel that you can freely report injuries/incidents: **65%-YES/80% YES**

# Future Focus Areas

- **Develop Formal Employee Training Program**
- **Continue to Improve Incident Investigation and Disciplinary Process**
- **Improve communication with employees:**
  - Ensure open door policy at all levels
  - Implement anonymous safety suggestion process
  - Improve Safety Committees effectiveness and communication
- **Improve Recognition Program**
- **Evaluate Safety Support options**

**QUESTIONS???**