

Metro
Team
Survey
2017

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Frequently Asked Questions

Q: How do I take the survey?

A: You can take it by going to this link: <https://survey.quantumworkplace.com/lametro>

Q: How much time will the survey take to complete?

A: Approximately 20-30 minutes

Q: Do I have to take the survey right now?

A: No, the survey will be open from **Monday, October 16 to Friday, November 3, 5PM**. You can take it on a work computer any time during that period.

Q: Can I start the survey and then finish it later?

A: Yes, you can come back to it and finish any time before it closes on November 3, 5PM.

Q: Is the survey mandatory?

A: No, it is totally up to you whether you want to take the survey.

Q: Will I be paid for taking the survey?

A: Yes, all employees who take the survey will be paid for 30 minutes at their usual hourly rate.

Q: How do I know the survey is confidential?

A: We are using an outside survey administrator, Quantum Workplace, to conduct the survey. Quantum Workplace will not release individual data to Metro; survey answers are entirely confidential. You may view Quantum Workplace's full privacy policy here: <http://www.quantumworkplace.com/privacy-policy>

Q: If the survey is confidential, why do I have to enter my badge number?

A: Badge numbers are needed to ensure that only current Metro employees can take the survey, that each employee takes the survey only once, and that we pay employees for their participation.

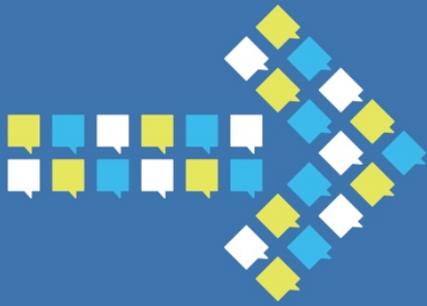
Q: What demographic information are you collecting?

A: The types of information collected include department/division, location, years of service, management/non-management, contract/non-contract, gender, ethnicity, age, and job type.

Q: Why are you collecting demographic information?

A: This will give us much better information about the results and allow Metro to categorize the information to identify opportunities for improvements.





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Q: How can you pay me if the results are confidential?

A: Quantum Workplace will submit only the badge numbers of individuals who took the survey directly to payroll. They will not share any other information with payroll.

Q: Why are you doing a survey?

A: This survey is part of our strategic planning effort to create a brighter future for our organization and for our customers. This is your opportunity to help shape Metro's future and make Metro a great place to work. Your feedback will give us an honest assessment of our organizational readiness to execute the vision of the upcoming Metro Strategic Plan. We will use your feedback to improve your workplace and work experience. The survey will help us understand how employees feel about the organization, what strengths we can build on as we move forward, and where there are opportunities to improve.

Q: Is this an annual survey or a one-time thing?

A: This will be a regular, annual survey so we can see whether the actions we take actually improve outcomes for our employees.

Q: Who will see the results?

A: For the first year of the survey, Quantum Workplace will report consolidated results to Metro management and union leaders at the deputy executive officer level and/or division director level. No one at Metro will see individual responses.

Q: How do I know Quantum Workplace won't just give my answers to Metro?

A: Quantum Workplace and other reputable employee survey companies build their name on trust. Selling your information to Metro would be bad business. Quantum Workplace's full privacy policy is available here: <http://www.quantumworkplace.com/privacy-policy>.

Q: Will I hear about the results?

A: During winter 2017, we will share with all employees a brief summary of preliminary survey results, followed with detailed results and Metro Senior Leadership Team's plans for improvement early next year.

Q: My worksite is at Gateway Building but I don't have a computer. What do I do?

A: Computers are available to you at:

1. The Computer Training Room on the 4th Floor from 7AM to 8PM on Tuesdays: Oct. 17 and Oct. 24, and Fridays: Oct. 20 and Oct. 27.
2. Metro Library on the 15th Floor from 9AM to 4PM, Monday through Thursday.