

# **Employee Safety Survey Results**

# Safety Culture Survey Results



- Surveys commonly seek a 3% - 5% sampling to achieve accurate insight of a specific pool of individuals.
- Our goal was to acquire 90 surveys, or what equates to approximately 5% of the City of Denton workforce.
- We are glad to announce that a total of 157 surveys were completed, representing a 7.8% cross-section of the City workforce.



# Data Curve Trended Upward



In the event that a survey question was not completed, for the purpose of the survey the “most favorable” option was utilized.

What this demonstrates, is that each of the questions and categories have a data curve upward, reflecting the best potential outcome.

*An actual example is presented below. Survey #134, Question #32*

Question 32:	I feel like my health and safety matters here	<input checked="" type="checkbox"/>
	Mostly I feel like my health and safety matters here	<input type="checkbox"/>
	I don't feel like my health and safety matters here	<input type="checkbox"/>

# Signs Survey Taken Serious



There were a significant number of signs that the surveys were taken serious, and sincere thought went into the answers. There were numerous occasions when individuals scratched out one answer to chose another answer.

*An actual example is presented below. Survey #152, Question #26*

Question 26:	If I didn't follow a safety procedure, I'd feel like I was letting the team down	<input checked="" type="checkbox"/>
	If I didn't follow a safety procedure, I might get away with it with some managers/supervisors	<input checked="" type="checkbox"/>
	No one would really care if I didn't follow a safety procedure	<input type="checkbox"/>



# Avoiding Data Pitfalls



## Plunking / Not Interested

- Surveys where every single question was answered with the first (*most favorable*) option.
- Total number of surveys **4**

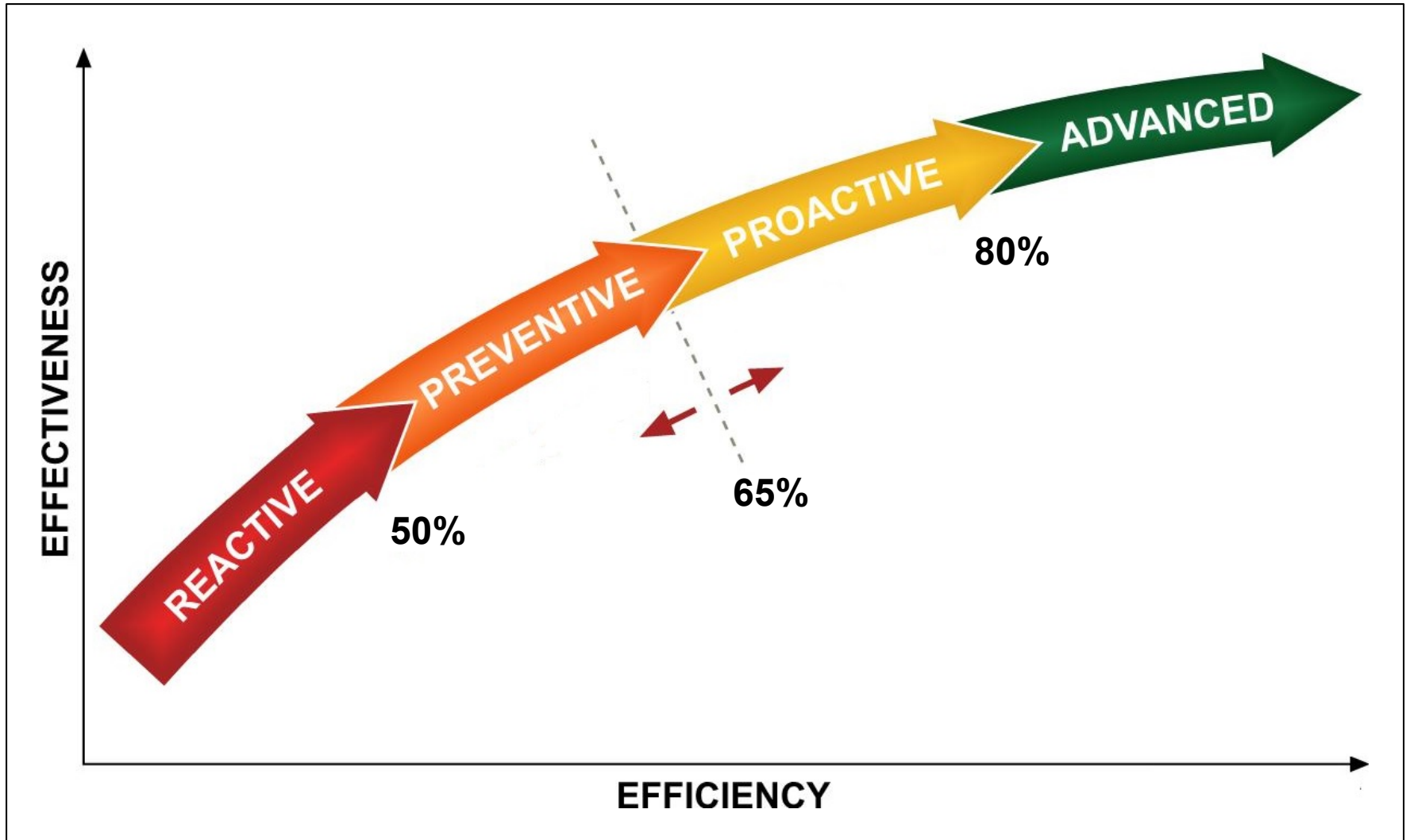
## Disgruntled

- Surveys where every single question was answered with the last (*most unfavorable*) option.
- Total number of surveys **0**

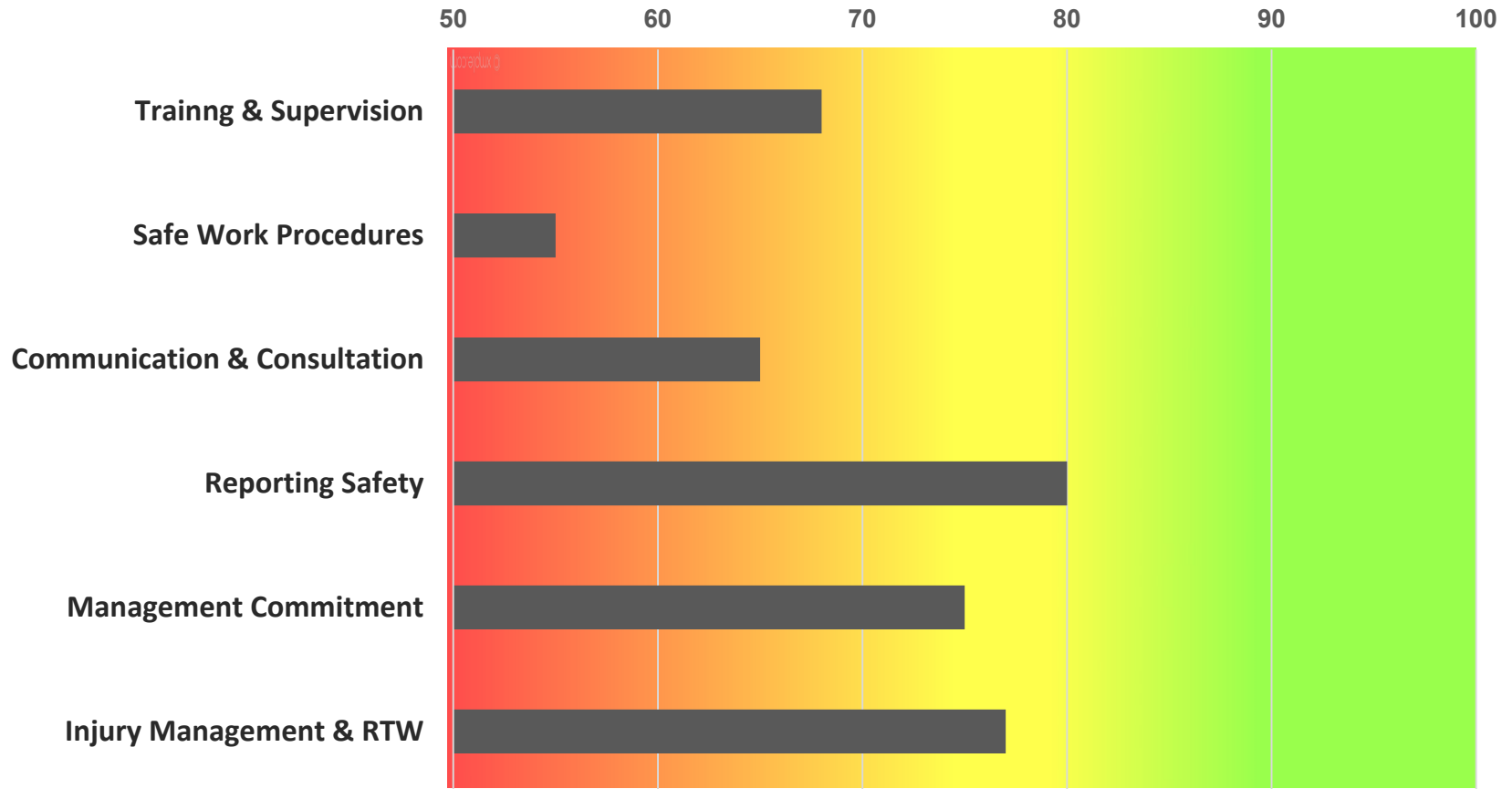
# Safety Culture Survey Results



# Understanding the Scale



# Safety Culture Survey Results





# Training & Supervision Section



We all get “New Hire Safety Orientation” training when we start

Not everyone gets “New Hire Safety Orientation” training when they start

We don’t get “New Hire Safety Orientation” training when we start

65%

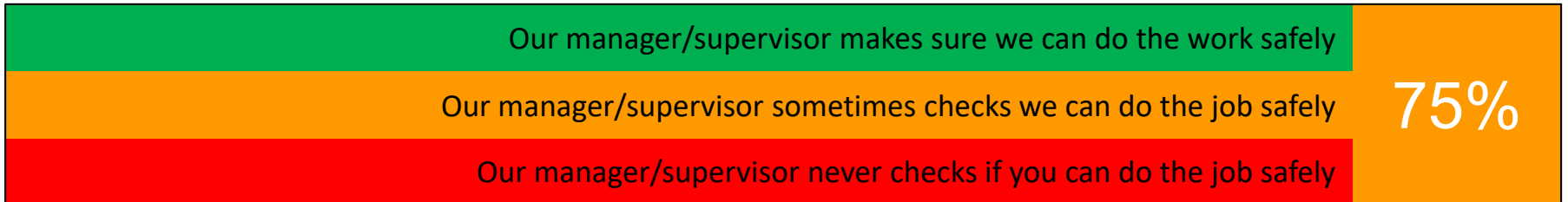
We all get trained in safe work procedures\* for our jobs

Some people miss out on safe work procedures\* training for their jobs

We don’t get trained in safe work procedures\* for our jobs

70%

# Training & Supervision Section



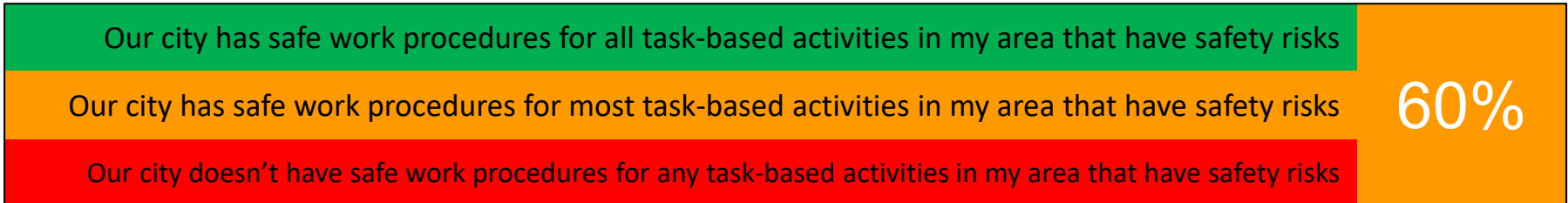
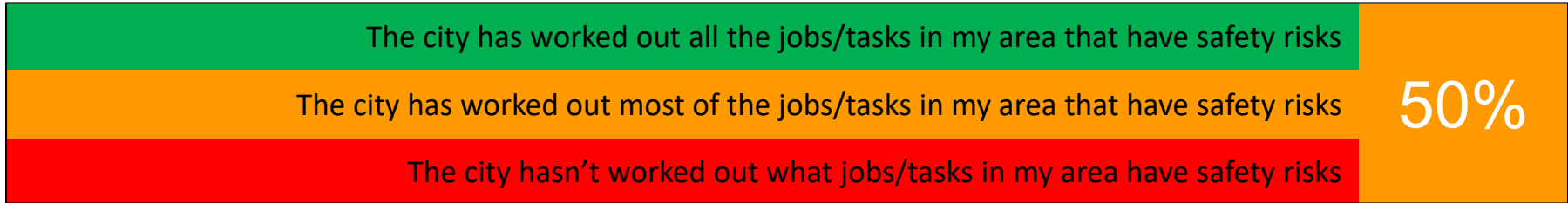


# Training & Supervision Section Average

# 68%



# Safe Work Procedures Section



# Safe Work Procedures Section





# Safe Work Procedures Section



We are provided sufficient time and opportunity to learn how to do our job duties safely

Sometimes we get enough time and opportunity to learn how to do our job duties safely

We don't get enough (or) any time to learn how to do our job duties safely

60%

We always do a risk assessment when we start a new process or when a process is changed

We usually do a risk assessment when we start a new process or when a process is changed

We don't do risk assessments when we start a new process or when a process is changed

45%



# Safe Work Procedures Section Average

55%





# Consultation Section



Managers communicate with us and listen to us about health and safety

We have a way of communicating with managers about health and safety but it doesn't work very well

We haven't got a formal way of communicating with managers about health and safety

70%

We (or our representatives) are always involved in safety matters\*

We (or our representatives) are sometimes involved in safety matters\*

We (or our representatives) are not involved in safety matters\*

60%

Management takes notice of what we say about safety

Management sometimes takes notice of what we say about safety

Management doesn't take notice of what we say about safety

70%

# Consultation Section



We (or our representatives) are involved in putting safety procedures together

We (or our representatives) are sometimes involved in putting safety procedures together

We (or our representatives) are not involved in putting together safety procedures

55%

We always get feedback on what's happening with our safety issues within a reasonable amount of time

We usually get feedback on what's happening with our safety issues within a reasonable amount of time

We don't get feedback about what's happening with our safety issues

55%

We know who our safety committee member (or safety rep) is

We have a safety committee member (or safety rep) but we're not sure who it is

We don't have a safety committee (or safety rep) or we don't know who it is

80%

**Consultation  
Section Average**

**65%**





# Reporting Safety Section



We have safety reporting procedures (for incidents and issues) and we use them

We have safety reporting procedures, but we don't always use them

We don't have safety reporting procedures or we don't use them

85%

We always report safety incidents

We mostly report safety incidents

We don't report safety incidents

80%

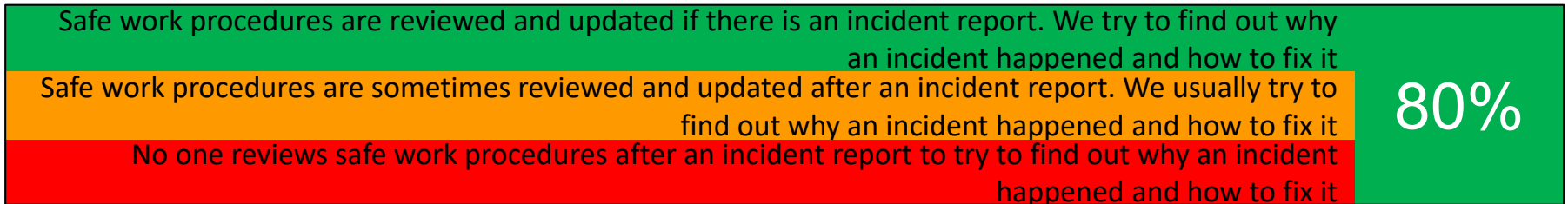
We are always encouraged to report safety incidents

We are usually encouraged to report safety incidents

We are Never encouraged to report safety incidents

90%

# Reporting Safety Section



# Reporting Safety Section



Our safety training is reviewed or updated if there is an incident

Our safety training is sometimes reviewed or updated after an incident

Our safety training doesn't get reviewed or updated after an incident

70%

If we report a serious problem where someone could get hurt, the issue is addressed immediately

If we report a serious problem where someone could get hurt, the issue will be eventually addressed

If we report a serious problem where someone could get hurt, the issue is usually never addressed or takes a long time before anything gets done.

80%



**Reporting Safety  
Section Average**

**80%**

# Management Commitment Section



Managers seem to understand what we and they should do regarding safety

Managers sometimes seem to understand what we and they should do regarding safety

Managers don't know what we or they should do regarding safety

75%

If I didn't follow a safety procedure, I'd feel like I was letting the team down

If I didn't follow a safety procedure, I might get away with it with some managers/supervisors

No one would really care if I didn't follow a safety procedure

80%

There is enough time put into safety

Time is put into safety but it's not quite enough

There is hardly any time put into safety

65%



# Management Commitment Section



I feel that there are enough resources to do my job safely

I feel that resources are put into safety but it's not quite enough

I feel that there aren't enough resources put into safety

75%

Safety is a high priority for our city leadership (supervisors, managers, directors, etc.)

Safety is sometimes a high priority for our city

Safety is not a priority for our city

80%

Management always gets involved in safety issues

Management sometimes gets involved in safety issues

Management doesn't get involved in safety issues

75%

# Management Commitment Section



Managers/Supervisors mean what they say and do what they say, in safety matters

Managers/Supervisors sometimes mean what they say and do what they say, in safety matters

Managers/Supervisors don't mean what they say or do what they say, in safety matters

75%

I feel like my health and safety matters here

Mostly I feel like my health and safety matters here

I don't feel like my health and safety matters here

75%



**Management  
Commitment  
Section Average**

**75%**

# Injury Management & Return To Work Section



I know who to ask about what to do, if I get injured at work

I'm not sure who to talk to about injuries at work, but I think someone here could tell me

We don't have anyone to talk to about injuries at work

90%

We all have to report all injuries as soon as they happen

The city only want us to notify serious injuries

The city don't like us to report injuries

90%

Our notice board has a poster about injury management

I'm not sure if we have information about injury management or not

There is no information about injury management on display

55%

# Injury Management & Return To Work Section



Injured Employees are offered to return to work with reasonable accommodations (or) light duty work.

Most injured Employees are helped to come back to work as soon as possible

Injured employees remain at home until they are considered 100%.

80%

Everyone believes that they are responsible for each other's safety.

Some people believe that they are responsible for their co-workers safety.

If you want to get home safe, it is pretty much up to you. No one cares about my safety.

70%





**Injury Management  
& Return To Work  
Section Average**

**77%**



# City of Denton's Next Steps





# Recommended Next Steps



1. **Leadership Team** : Develop Strategic Safety Plan
2. **Site Safety Audits** : Regulatory & Administrative
3. **Safety Procedure** : Development & Implement
4. **Safety Training** : Development & Perform
5. **Effective RTW Program**



# Safety Team - Strategic Plan



- In collaboration with key City of Denton staff members, develop a strategic plan that will outline the corrective actions, identify task specific stakeholders and generate a timeline for implementation. This information in addition to other project related documents, communications, tasks, and benchmarks may be maintained within a cloud based online repository that all authorized project stakeholders could access at any time.



# Develop Safety Procedures



Based upon the safety assessment collected through the survey, it has been determined that a great deal of regulatory required safety procedures are significantly outdated or do not exist. The steps to accomplish this task includes:

- Evaluate how the applicable regulation applies to a site, multiple sites or the organization as a whole.
  - Work with affected stakeholders and strategize how best to integrate the requirements into the site's operations
  - Develop site specific procedure accordingly.



- Utilize the information provided in the new policy in conjunction with regulatory required education information and transfer into a PowerPoint Presentation,
- Work with affected stakeholders to ensure that the presentation information correlates with real world practices while simultaneously ensuring that regulatory requirements are met.
- Work toward establishing **in-house** capabilities to provide required safety training programs.





# Return To Work Program



Successful “Return to Work” programs begin with prompt and effective care immediately after an incident. The steps to take to provide this level of response should be carefully planned and documented. The goal of a transitional employment plan is to progressively move an injured employee from restricted work status to full working capacity with as little time as possible away from the workplace.

The Key components of an effective RTW Program are:

- Guiding Principles
- Objectives
- Process
- Roles and Responsibilities
- Measures of Success



Thank you for your time today.  
Hopefully it offered some insight.



Any questions at this time?