

Listening to Voices 2009

Legal and Human Resources Committee
August 18, 2009



Voices 2009 Survey Goals

- Foster a high performance culture
- Understand employee experience at work
- Establish baseline on how we are doing
- Identify opportunities and actions to improve


High Performance Workplace



Ensure Metropolitan is a high performance workplace with excellent leadership and management practices that engage employees, ensure alignment with Metropolitan's business goals, provide the right talent and skills for the future, and where employees and cost-effective processes and programs deliver outstanding value and customer support.

June/July Survey Deployment

- Confidential survey open for inputs during 2.5 week period
- Low-cost, in-house development, marketing, deployment and follow-up
- Survey participation endorsed by all bargaining units




Voices 2009
High Performance Workplace Survey
The Metropolitan Water District of Southern California

We want to hear from you!

Let's improve Metropolitan

Check your e-mail for the Voices 2009 Survey

The Voices 2009 Survey will close July 7.

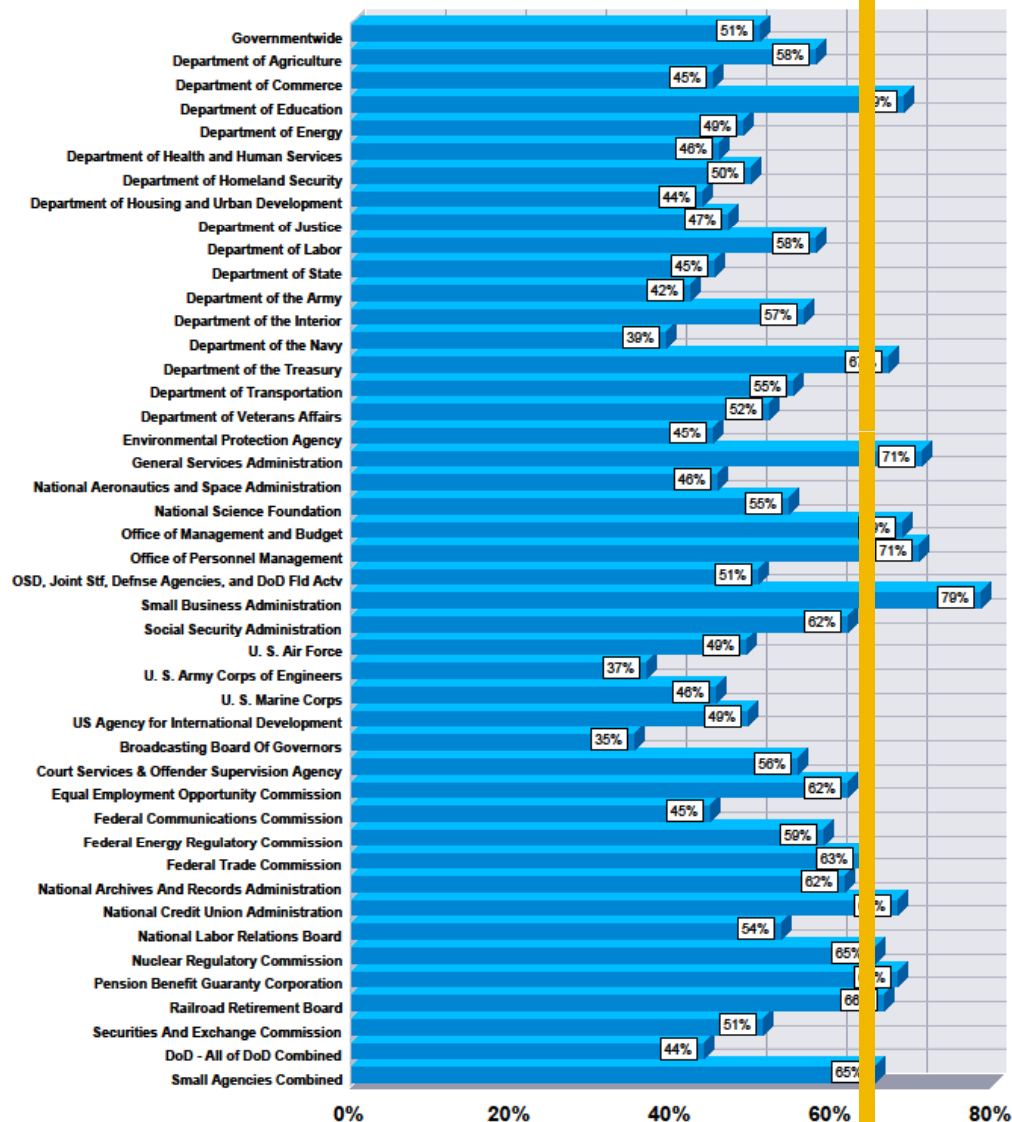


METROPOLITAN PARTICIPATION LEVEL

63 Percent

2008 Federal Human Capital Survey Response Rate

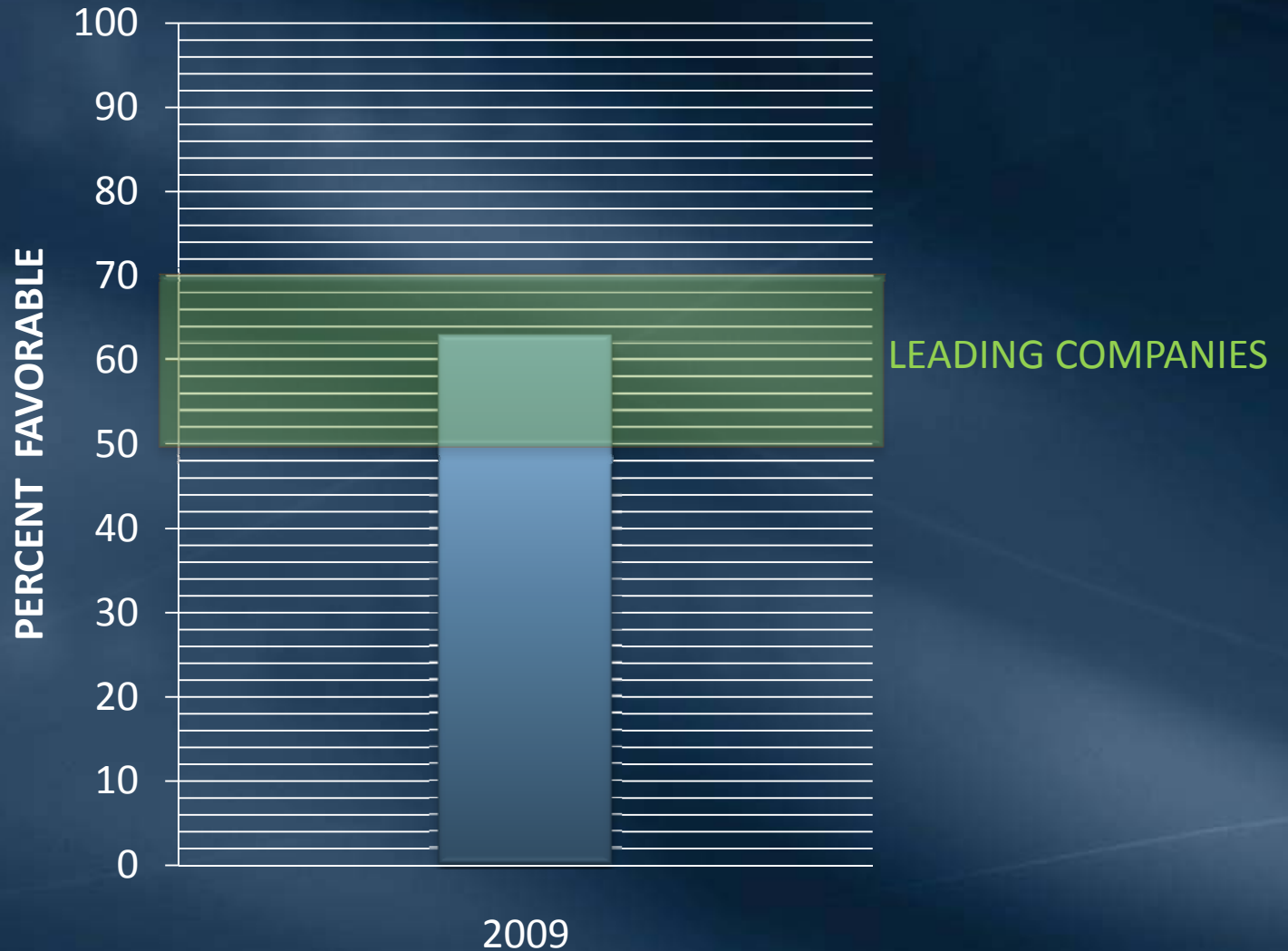
63%



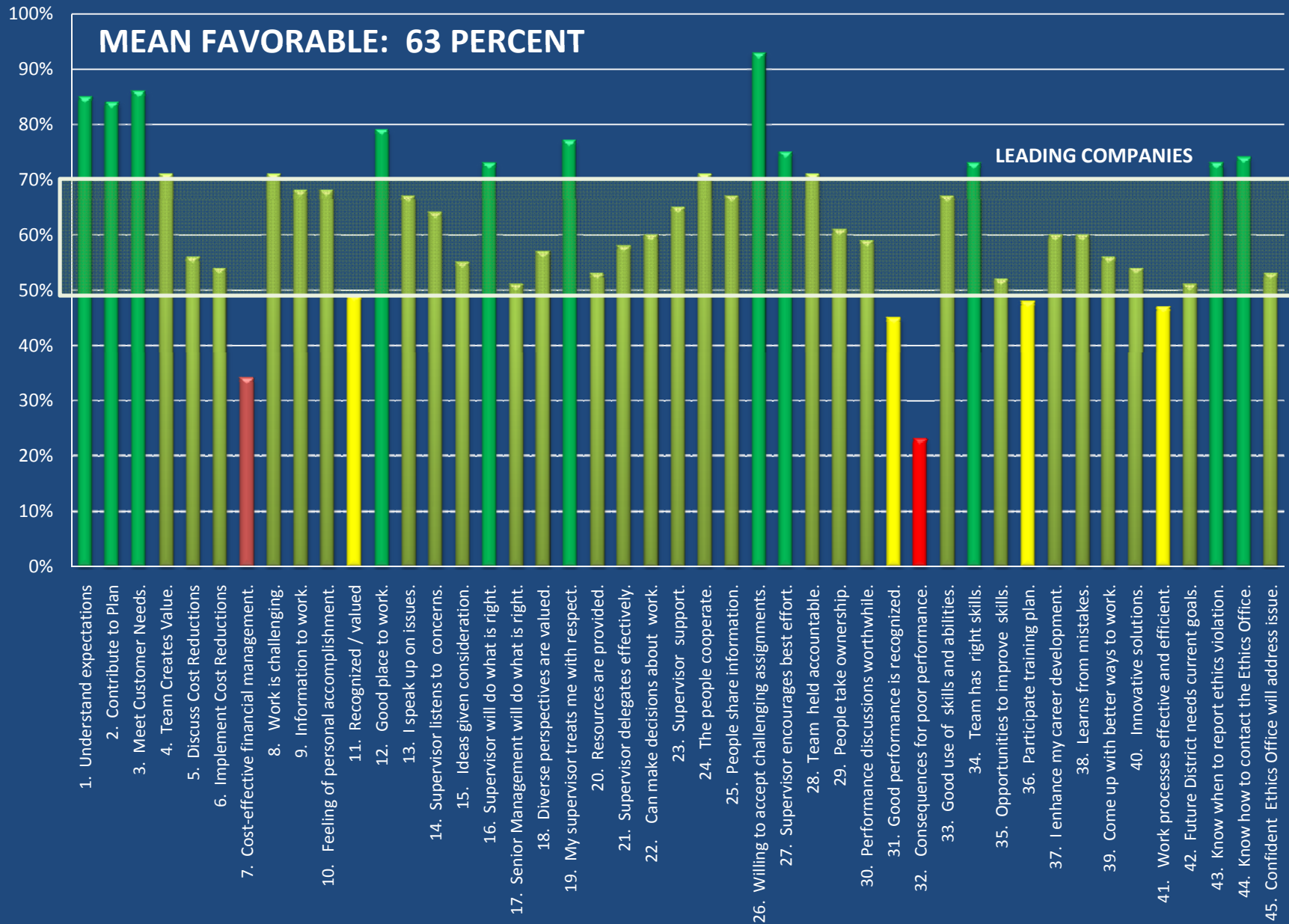
■ Response Rate

Overall Metropolitan Voices 2009 Rating

63 PERCENT FAVORABLE



METROPOLITAN VOICES 2009 - PERCENT FAVORABLE



Acting on the Findings

Listen, Learn, Visibly Improve

Simple Improvement Methodology

1. Share
Results With
Team

2. Work One
or Two Items
at a Time That
Matter for
Team Success

3. Discuss
How Item is
Currently
Addressed

4. Team
Brainstorm
Workgroup
Actions

5. Over 52
Weeks, Many
Items Can Be
Addressed

Additional Actions

- Results to Group and Sections ✓
- Complete content analysis of written comments
 - Description of current culture
 - Key improvement needed at Metropolitan
 - Key improvement needed to improve team performance
 - Improvement to enhance understanding of Met
- Communicate findings to workforce
- Human Resources Advisory Council Review
- Executive / Group Manager Team Review

In Summary

- Employee Survey feedback points to strong positive sentiment about working at Metropolitan
- Have a strong high performance workplace platform from which to make improvements
- Opportunities to enhance performance management practices, strengthen financial responsibility and tackle process efficiencies
- Management follow-on actions will be reflected in next Voices Survey



High Performance Workplace Survey

The Metropolitan Water District of Southern California



Questions?

BACKUP SLIDES

Detailed Questions and Findings

Here's What You Said

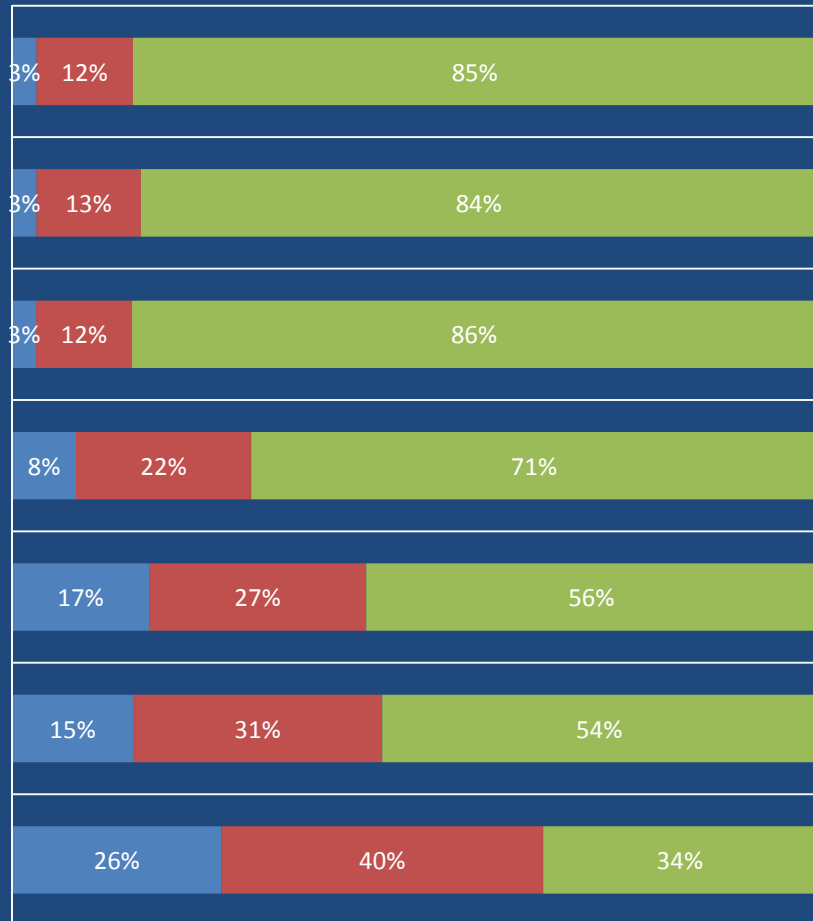
Favorable = To a Great Extent +
To a Very Great Extent

Unfavorable = To a Little Extent +
To a Very Little Extent

ALIGNMENT

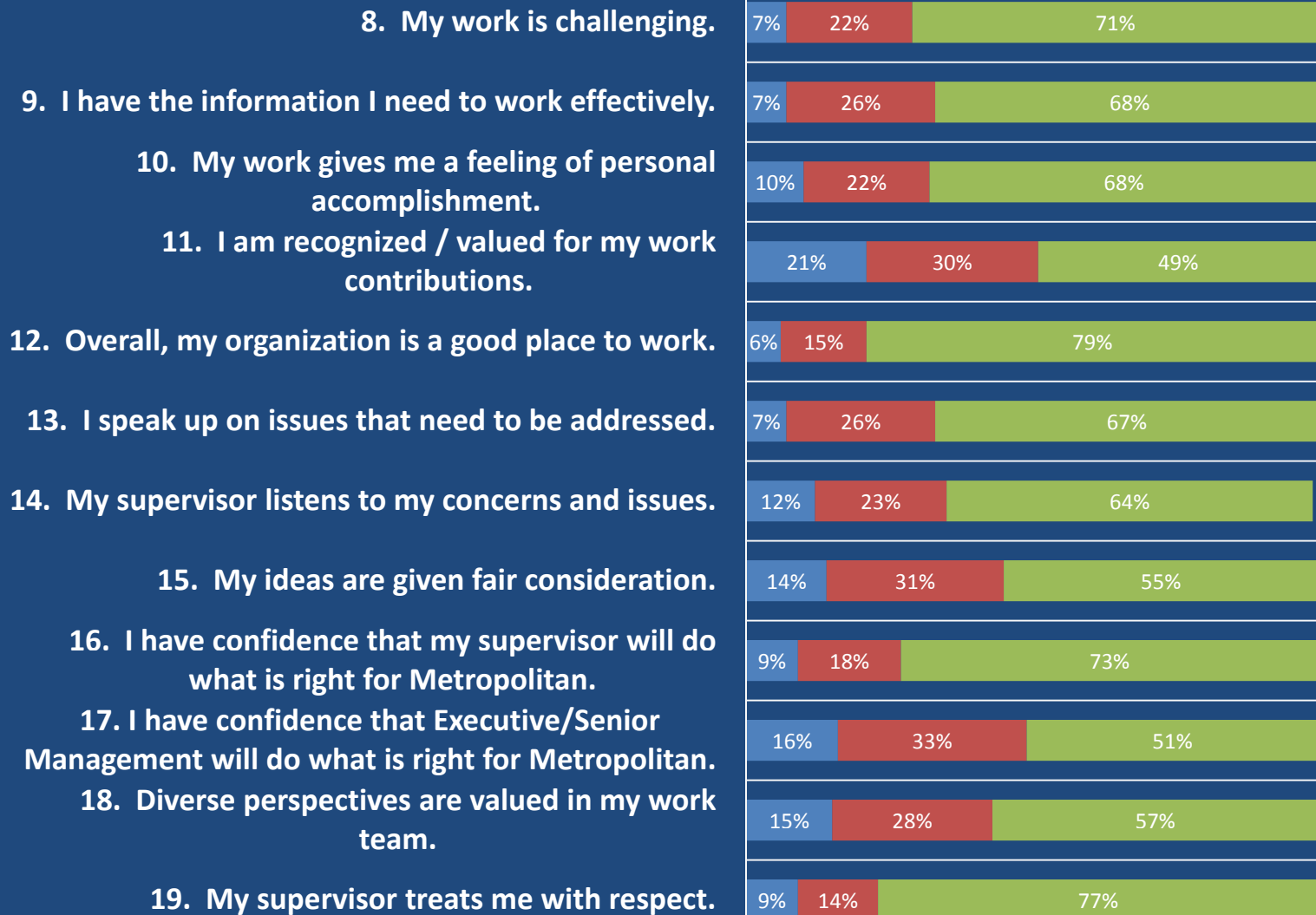
■ PERCENT UNFAVORABLE ■ PERCENT TO SOME EXTENT ■ PERCENT FAVORABLE

1. I understand the performance expected of me.
2. My work contributes to Metropolitan's Business Plan goals.
3. My team's work products and services meet the needs and expectations of our customers.
4. My supervisor ensures that our team's decisions and actions create value.
5. My team has discussed how to reduce costs.
6. My team implements effective methods to reduce costs.
7. Metropolitan Executive/Senior Management demonstrates cost-effective financial management.



ENGAGEMENT

■ PERCENT UNFAVORABLE ■ PERCENT TO SOME EXTENT ■ PERCENT FAVORABLE



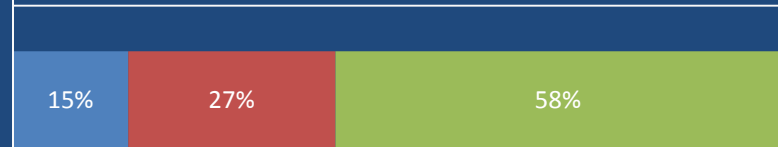
EMPOWERMENT

■ PERCENT UNFAVORABLE ■ PERCENT TO SOME EXTENT ■ PERCENT FAVORABLE

20. Resources are provided to achieve team goals.



21. My supervisor delegates work effectively.



22. I have appropriate authority to make decisions about my work.



23. My supervisor provides the support necessary for our work team to be effective.



24. The people I work with cooperate to get the job done.



25. People on my team willingly share information.



HIGH PERFORMANCE STANDARDS

■ PERCENT UNFAVORABLE ■ PERCENT TO SOME EXTENT ■ PERCENT FAVORABLE

26. I am willing to accept challenging assignments with minimal instructions.



27. My supervisor encourages everyone to give their best effort.



28. My team is held accountable for high-quality, timely and cost-effective results.



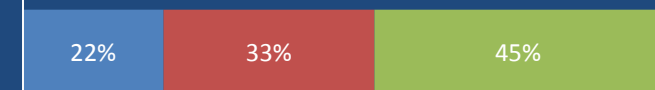
29. In my team, people take ownership for their own performance.



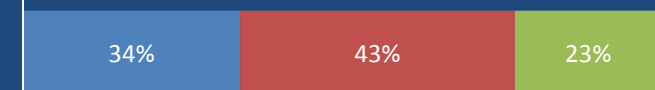
30. Discussions with my supervisor about my performance are worthwhile.



31. In my work team, good performance is recognized in a meaningful way.



32. In my work team, there are negative consequences for poor performance.



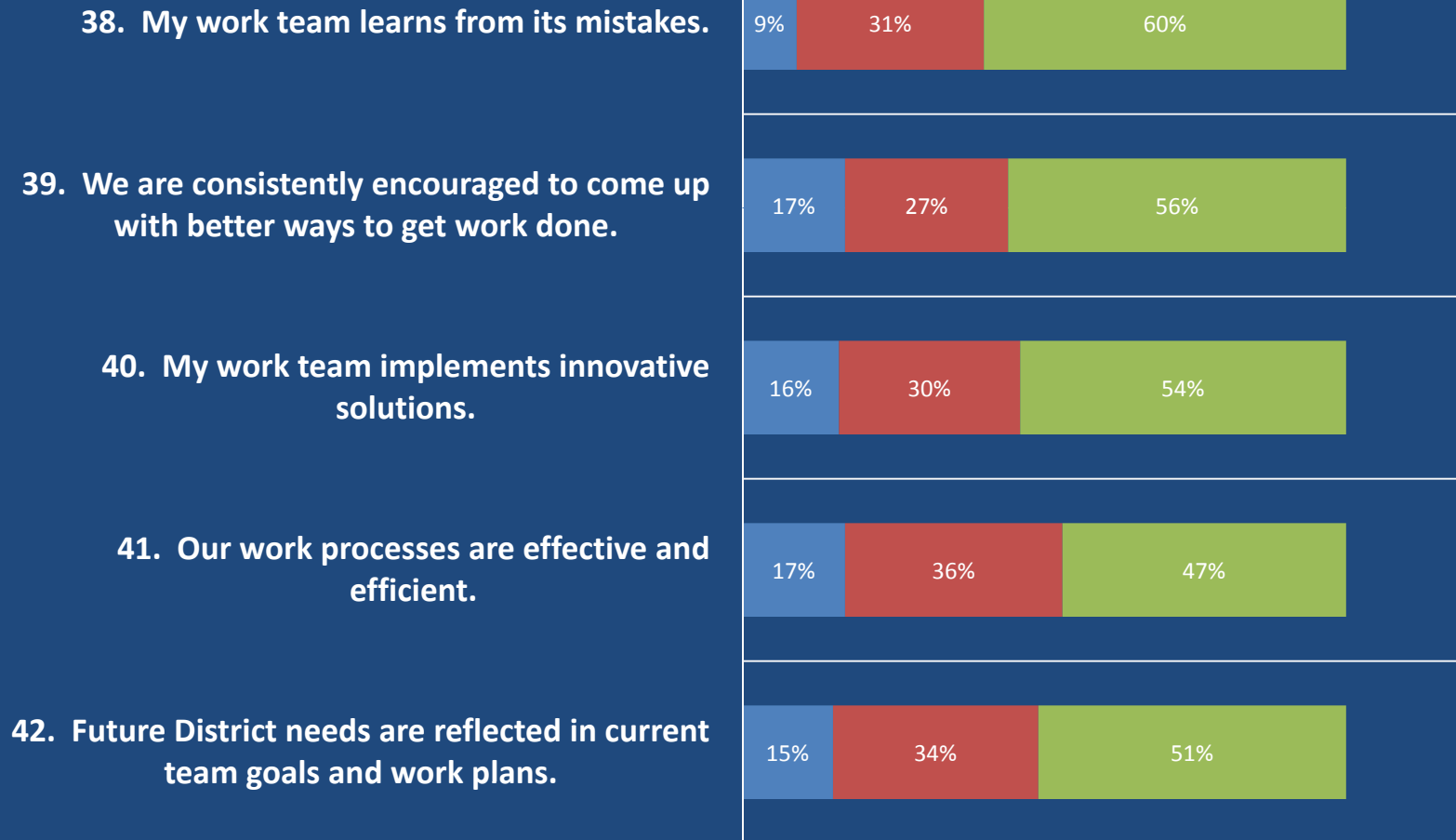
RIGHT SKILLS AND TALENT

■ PERCENT UNFAVORABLE ■ PERCENT TO SOME EXTENT ■ PERCENT FAVORABLE



CONTINUOUS IMPROVEMENT

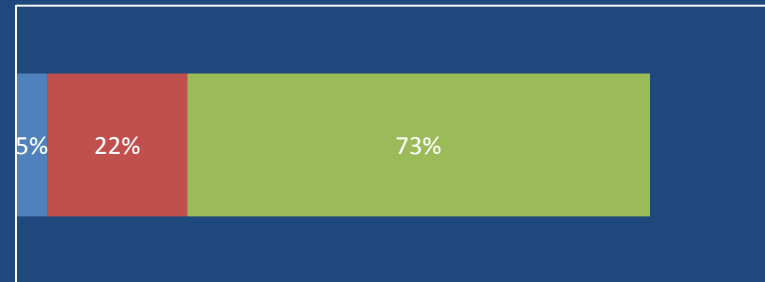
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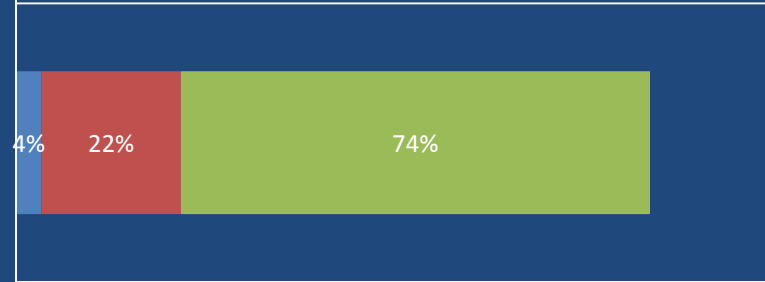
ETHICS

■ PERCENT UNFAVORABLE ■ PERCENT TO SOME EXTENT ■ PERCENT FAVORABLE

43. I know when to report a violation of the District's ethics policy.



44. I know how to contact the Ethics Office to ask for advice or express a concern.



45. If I bring an ethical issue forward, I am confident that the Ethics Office will address it.

