



### **3. COMMITTEE CHAIR'S REPORT**

Chairman Murray provided members and attendees of the committee with a copy of an article titled, "Why diversity matters". Chairman Murray reminded the committee that Diversity is a subject discussed at this committee and will continue to be in the future. Diversity is also one of the performance metrics for Department Heads. He felt this article had applicable and useful information.

Chairman Murray requested that the Director of IT Tom Miller provide details and instructions for any committee members who would like to schedule a tour of Metropolitan's computer room. Director Wunderlich requested a summary of what the tour would include. Mr. Miller provided a summary as requested.

Director Calkins entered the meeting at 2:50 p.m.

### **4. CONSENT CALENDAR ITEMS – ACTION**

None

### **5. OTHER BOARD ITEMS – ACTION**

None

### **6. BOARD INFORMATION ITEMS**

None

### **7. COMMITTEE ITEMS**

- a. Subject: Voices 2014 Employee Survey  
Presented by Program Manager III Irwin Jankovic

General Manager Jeffrey Kightlinger introduced this item. Program Manager III Irwin Jankovic provided a summary of the results of the Voices 2014 Employee Survey. In this presentation Mr. Jankovic explained the design process of the survey, that two-thirds of Metropolitan's employees participated in this year's survey at a rate higher than 77 percent on the Federal Government Employee Survey, and the importance of maintaining anonymity and confidentiality of individual respondents.

Mr. Jankovic provided the committee with a detailed summary of the survey feedback, feedback on improvement priorities, comparisons between management and employee perspectives, and a breakdown of results for Department Heads with

sufficiently large departments to maintain participant confidentiality, and what is being done to address identified issues. Mr. Jankovic went through the survey scoring on various topics, including comparing the perspectives of employees who favorably rated Metropolitan as a good place to work with those who did not. Mr. Jankovic stated that survey results were provided to all employees, to each group, and said that the follow-up on the findings will be incorporated into Human Resources initiatives and into the General Manager's Business Plan.

Mr. Jankovic summarized his presentation with a plan of action that focuses on improvement over current levels, increasing employee survey participation in future surveys and reviewing key priorities with Management.

Director Ballin expressed a concern with a scoring drop from 2009 to 2014 in one of the categories. Director Ballin was also concerned with setting benchmarks against other agencies.

Director Gray requested the difference in participation in the 2009 survey versus the survey in 2014. Director Gray asked what was done with the results from the 2009 survey. Director Gray also asked if it was determined why there were scoring drops from the 2009 survey to the one in done in 2014.

Director Friedman asked what the management to employee ratio is at Metropolitan and if Metropolitan has established a target. Director Friedman expressed concern with the lack of improvement from the survey results in 2009 to the results of 2014. Director Friedman also expressed concerns with the scoring received from employees regarding fiscal responsibility. Director Friedman asked if discussions can be set up with the employees who expressed specific concerns.

Director Evans commented about the low scoring in the area of no consequences for poor performers and what Metropolitan is doing to address that. Director Evans also expressed concern with open-ended questions in the survey.

Director Steiner commented that the low scoring areas need attention and agreed with Director Evans on not including questions in the survey that are not well defined.

Director Murray encouraged management to use the survey results to address employee concerns.

Director Peterson asked why NASA was selected as a comparator agency.

Mr. Jankovic and Mr. Mares both addressed comments and questions asked by the Directors.

**8. FOLLOW-UP ITEMS**

None

**9. FUTURE AGENDA ITEMS**

None

**10. BOARD INFORMATION ITEMS**

None

Next meeting will be held on March 9, 2015.

Meeting adjourned at 3:47 p.m.

John W. Murray Jr.  
Chair