

DPT EMPLOYEE SURVEY RESULTS 2003

1. Overall, how well do you feel DPT is meeting its goals as set forward by the Department's mission statement?	
Excellent	14%
Good	29%
Fair	19%
Poor	10%
Not Familiar	27%
No Answer	1%
2. Generally, how would you rate your overall satisfaction with your job	
Very satisfied	23%
Satisfied	40%
Somewhat satisfied	25%
Not satisfied at all	12%
No answer	0%
3. How would you rate your working relationship with your manager/supervisor?	
Excellent	43%
Good	27%
Fair	16%
Poor	12%
No Answer	2%
4. Rate the level of support receive from manager/supervisor when you have questions or concerns about your job?	
Excellent	38%
Good	25%
Fair	22%
Poor	14%
No Answer	1%
5. How would you rate the communication between employees within your division?	
Excellent	22%
Good	42%
Average	23%
Poor	14%
No Answer	0%
6. How would you rate the communication between divisions of DPT?	
Excellent	5%
Good	34%
Average	39%
Poor	19%
No Answer	2%
7. Do you feel that your work effort is appreciated by DPT management staff?	
Very appreciated	20%
Appreciated	25%
Somewhat appreciated	32%
Not appreciated at all	22%
No answer	0%

8. Do you feel that your work is appreciated by the public?	
Very appreciated	11%
Appreciated	29%
Somewhat appreciated	42%
Not appreciated at all	17%
No answer	1%
9. When you have a suggestion to improve service or work conditions do you feel your voice is heard?	
Always heard	11%
Usually heard	33%
Sometimes heard	30%
Never heard	24%
No answer	1%
10. Do you feel that you have the proper tools, equipment and/or technology to do your job well?	
Always	17%
Usually	42%
Sometimes	30%
Never	11%
No answer	0%
11. How proud are you of the work you do for DPT?	
Very proud	47%
Proud	35%
Somewhat proud	12%
Not proud	6%
No answer	1%
12. How long have you worked for DPT?	
Less than one year	8%
1-5 years	30%
5 -10 years	31%
More than 10 years	30%
No answer	0%
13. How would you characterize the work that you perform?	
Management/Supervisory	21%
Technical/Professional	25%
Administrative/Clerical	19%
Field Operations	20%
Maintenance	2%
Other/Decline to State	11%
14. What Division do you work in?	
Operations	9%
Admin/Parking Authority	11%
Citations/RPP	21%
Enforcement	29%
Engineering	25%
Hearings	5%
TOTAL NUMBER OF RESPONSES	
	161

Mission Statement: The Department of Parking and Traffic is an agency dedicated to enhancing the quality of life for the residents of San Francisco by encouraging the efficient movement of people and goods throughout the City. We are a customer-service organization working to improve traffic safety, management and awareness while supporting public transit and offering parking opportunities in our neighborhoods.