

ENGAGEMENT INDEX

■ Engaged

Current



Percent Engaged available when N ≥ 30.  
All categories available when N ≥ 100.

OVERALL



|                                                                                                                | Score<br>(Respondents) | Gallup Database Percentile Rank |
|----------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------|
| <b>Q00   Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | <b>3.99</b> (77)       | <b>61</b>                       |
| <b>Q01   Know What's Expected</b><br>I know what is expected of me at work.                                    | <b>4.36</b> (77)       | <b>54</b>                       |
| <b>Q02   Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | <b>4.20</b> (76)       | <b>77</b>                       |
| <b>Q03   Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | <b>4.08</b> (77)       | <b>64</b>                       |
| <b>Q04   Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | <b>3.34</b> (73)       | <b>36</b>                       |
| <b>Q05   Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | <b>3.93</b> (76)       | <b>25</b>                       |
| <b>Q06   Development</b><br>There is someone at work who encourages my development.                            | <b>3.83</b> (76)       | <b>52</b>                       |
| <b>Q07   Opinions Count</b><br>At work, my opinions seem to count.                                             | <b>3.48</b> (75)       | <b>23</b>                       |
| <b>Q08   Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | <b>4.01</b> (77)       | <b>50</b>                       |
| <b>Q09   Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | <b>3.84</b> (77)       | <b>18</b>                       |
| <b>Q10   Best Friend</b><br>I have a best friend at work.                                                      | <b>2.63</b> (73)       | <b>1</b>                        |
| <b>Q11   Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | <b>3.70</b> (74)       | <b>41</b>                       |
| <b>Q12   Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | <b>3.93</b> (75)       | <b>46</b>                       |

# Department of Public Utilities

## Employee Engagement Survey 2016 | Overall

Percentile range in Gallup Database  >33 |  33-66 |  >66  
Current Percent Engaged  **36%**

|            |                                                                                                          |                  | Gallup Poll                                                                            | Public Admin                                                                           | Companies <100                                                                         |
|------------|----------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
|            |                                                                                                          |                  | <b>3.78</b><br>GRANDMEAN<br>PERCENTILE RANK 33%                                        | <b>3.78</b><br>GRANDMEAN<br>PERCENTILE RANK 63%                                        | <b>3.78</b><br>GRANDMEAN<br>PERCENTILE RANK 33%                                        |
| <b>Q00</b> | <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | <b>3.99</b> (77) | 61    | 73    | 51    |
| <b>Q01</b> | <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | <b>4.36</b> (77) | 54    | 73    | 60    |
| <b>Q02</b> | <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | <b>4.20</b> (76) | 77    | 75    | 62    |
| <b>Q03</b> | <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | <b>4.08</b> (77) | 64    | 74    | 64    |
| <b>Q04</b> | <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | <b>3.34</b> (73) | 36    | 61    | 33    |
| <b>Q05</b> | <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | <b>3.93</b> (76) | 25    | 44    | 32    |
| <b>Q06</b> | <b>Development</b><br>There is someone at work who encourages my development.                            | <b>3.83</b> (76) | 52   | 69   | 44   |
| <b>Q07</b> | <b>Opinion's Count</b><br>At work, my opinions seem to count.                                            | <b>3.48</b> (75) | 23  | 60  | 32  |
| <b>Q08</b> | <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | <b>4.01</b> (77) | 50  | 68  | 40  |
| <b>Q09</b> | <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | <b>3.84</b> (77) | 18  | 35  | 32  |
| <b>Q10</b> | <b>Best Friend</b><br>I have a best friend at work.                                                      | <b>2.63</b> (73) | 1   | 27  | 28  |
| <b>Q11</b> | <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | <b>3.70</b> (74) | 41  | 59  | 43  |
| <b>Q12</b> | <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | <b>3.93</b> (75) | 43  | 68  | 36  |



# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

|            |                                                                                                          | OVERALL                                                               | ELECTRIC PRODUCTION                                                   |                                 |
|------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------|
|            |                                                                                                          | <div><div>3.78</div><div>GRANDMEAN<br/>PERCENTILE RANK:33</div></div> | <div><div>4.16</div><div>GRANDMEAN<br/>PERCENTILE RANK:84</div></div> |                                 |
|            |                                                                                                          | Score<br>(Respondents)                                                | Score<br>(Respondents)                                                | Gallup Database Percentile Rank |
| <b>Q00</b> | <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)                                                             | 4.13 (8)                                                              | 76                              |
| <b>Q01</b> | <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)                                                             | 4.50 (8)                                                              | 78                              |
| <b>Q02</b> | <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)                                                             | 4.50 (8)                                                              | 97                              |
| <b>Q03</b> | <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)                                                             | 4.25 (8)                                                              | 84                              |
| <b>Q04</b> | <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)                                                             | 4.00 (8)                                                              | 89                              |
| <b>Q05</b> | <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)                                                             | 4.63 (8)                                                              | 98                              |
| <b>Q06</b> | <b>Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)                                                             | 4.25 (8)                                                              | 91                              |
| <b>Q07</b> | <b>Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)                                                             | 4.00 (7)                                                              | 84                              |
| <b>Q08</b> | <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)                                                             | 4.25 (8)                                                              | 79                              |
| <b>Q09</b> | <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)                                                             | 4.00 (8)                                                              | 37                              |
| <b>Q10</b> | <b>Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)                                                             | 3.38 (8)                                                              | 50                              |
| <b>Q11</b> | <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)                                                             | 4.00 (8)                                                              | 70                              |
| <b>Q12</b> | <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)                                                             | 4.14 (7)                                                              | 72                              |



# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

| OVERALL                                                                                                        |                        | ELECTRIC DISTRIBUTION                                                 |                                 |
|----------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------|---------------------------------|
| <div><div>3.78</div><div>GRANDMEAN<br/>PERCENTILE RANK:33</div></div>                                          |                        | <div><div>4.06</div><div>GRANDMEAN<br/>PERCENTILE RANK:75</div></div> |                                 |
|                                                                                                                | Score<br>(Respondents) | Score<br>(Respondents)                                                | Gallup Database Percentile Rank |
| <b>Q00   Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)              | 4.29 (14)                                                             | 89                              |
| <b>Q01   Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)              | 4.57 (14)                                                             | 88                              |
| <b>Q02   Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)              | 4.46 (13)                                                             | 95                              |
| <b>Q03   Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)              | 4.29 (14)                                                             | 88                              |
| <b>Q04   Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)              | 3.50 (12)                                                             | 54                              |
| <b>Q05   Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)              | 4.08 (13)                                                             | 44                              |
| <b>Q06   Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)              | 4.21 (14)                                                             | 89                              |
| <b>Q07   Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)              | 3.93 (14)                                                             | 79                              |
| <b>Q08   Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)              | 4.43 (14)                                                             | 92                              |
| <b>Q09   Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)              | 4.07 (14)                                                             | 49                              |
| <b>Q10   Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)              | 3.15 (13)                                                             | 27                              |
| <b>Q11   Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)              | 4.17 (12)                                                             | 81                              |
| <b>Q12   Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)              | 3.86 (14)                                                             | 36                              |



# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

| OVERALL                                                                                                             |                        | WATER PRODUCTION                                             |                                 |
|---------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------|---------------------------------|
| <div>3.78</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 33</div>                                                        |                        | <div>3.57</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 11</div> |                                 |
|                                                                                                                     | Score<br>(Respondents) | Score<br>(Respondents)                                       | Gallup Database Percentile Rank |
| <b>Q00</b> <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)              | 3.83 (6)                                                     | 38                              |
| <b>Q01</b> <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)              | 4.00 (6)                                                     | 5                               |
| <b>Q02</b> <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)              | 3.83 (6)                                                     | 26                              |
| <b>Q03</b> <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)              | 3.83 (6)                                                     | 30                              |
| <b>Q04</b> <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)              | 3.00 (6)                                                     | 9                               |
| <b>Q05</b> <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)              | 3.00 (6)                                                     | 1                               |
| <b>Q06</b> <b>Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)              | 3.33 (6)                                                     | 7                               |
| <b>Q07</b> <b>Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)              | 3.17 (6)                                                     | 4                               |
| <b>Q08</b> <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)              | 4.00 (6)                                                     | 49                              |
| <b>Q09</b> <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)              | 4.33 (6)                                                     | 85                              |
| <b>Q10</b> <b>Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)              | 3.17 (6)                                                     | 29                              |
| <b>Q11</b> <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)              | 3.17 (6)                                                     | 6                               |
| <b>Q12</b> <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)              | 4.00 (6)                                                     | 54                              |



# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

|            |                                                                                                          | OVERALL                                                      | WASTEWATER                                                   |                                 |
|------------|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|---------------------------------|
|            |                                                                                                          | <div>3.78</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 33</div> | <div>4.03</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 72</div> |                                 |
|            |                                                                                                          | Score<br>(Respondents)                                       | Score<br>(Respondents)                                       | Gallup Database Percentile Rank |
| <b>Q00</b> | <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)                                                    | 4.43 (7)                                                     | 96                              |
| <b>Q01</b> | <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)                                                    | 4.86 (7)                                                     | 99                              |
| <b>Q02</b> | <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)                                                    | 4.57 (7)                                                     | 98                              |
| <b>Q03</b> | <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)                                                    | 4.57 (7)                                                     | 98                              |
| <b>Q04</b> | <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)                                                    | 3.57 (7)                                                     | 60                              |
| <b>Q05</b> | <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)                                                    | 4.14 (7)                                                     | 52                              |
| <b>Q06</b> | <b>Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)                                                    | 4.00 (7)                                                     | 73                              |
| <b>Q07</b> | <b>Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)                                                    | 3.86 (7)                                                     | 71                              |
| <b>Q08</b> | <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)                                                    | 4.29 (7)                                                     | 82                              |
| <b>Q09</b> | <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)                                                    | 3.71 (7)                                                     | 8                               |
| <b>Q10</b> | <b>Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)                                                    | 1.83 (6)                                                     | 1                               |
| <b>Q11</b> | <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)                                                    | 4.29 (7)                                                     | 87                              |
| <b>Q12</b> | <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)                                                    | 4.67 (6)                                                     | 99                              |

# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

| OVERALL                                                                                                        |                        | GAS, WATER, & SEWER                                         |                                 |
|----------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------|---------------------------------|
| <div>3.78</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 33</div>                                                   |                        | <div>3.39</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 3</div> |                                 |
|                                                                                                                | Score<br>(Respondents) | Score<br>(Respondents)                                      | Gallup Database Percentile Rank |
| <b>Q00   Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)              | 3.52 (23)                                                   | 9                               |
| <b>Q01   Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)              | 4.35 (23)                                                   | 52                              |
| <b>Q02   Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)              | 3.74 (23)                                                   | 18                              |
| <b>Q03   Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)              | 3.87 (23)                                                   | 36                              |
| <b>Q04   Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)              | 3.09 (22)                                                   | 14                              |
| <b>Q05   Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)              | 3.65 (23)                                                   | 7                               |
| <b>Q06   Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)              | 3.36 (22)                                                   | 8                               |
| <b>Q07   Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)              | 2.91 (23)                                                   | 1                               |
| <b>Q08   Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)              | 3.52 (23)                                                   | 6                               |
| <b>Q09   Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)              | 3.43 (23)                                                   | 1                               |
| <b>Q10   Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)              | 1.87 (23)                                                   | 1                               |
| <b>Q11   Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)              | 3.09 (22)                                                   | 5                               |
| <b>Q12   Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)              | 3.78 (23)                                                   | 28                              |



# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

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|            |                                                                                                          | OVERALL                                                      | ADMINISTRATIVE/FINANCE                                       |                                 |
|------------|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|---------------------------------|
|            |                                                                                                          | <div>3.78</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 33</div> | <div>3.69</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 21</div> |                                 |
|            |                                                                                                          | Score<br>(Respondents)                                       | Score<br>(Respondents)                                       | Gallup Database Percentile Rank |
| <b>Q00</b> | <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)                                                    | 4.08 (13)                                                    | 72                              |
| <b>Q01</b> | <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)                                                    | 4.00 (13)                                                    | 5                               |
| <b>Q02</b> | <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)                                                    | 4.38 (13)                                                    | 92                              |
| <b>Q03</b> | <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)                                                    | 3.85 (13)                                                    | 33                              |
| <b>Q04</b> | <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)                                                    | 3.00 (13)                                                    | 9                               |
| <b>Q05</b> | <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)                                                    | 3.92 (13)                                                    | 24                              |
| <b>Q06</b> | <b>Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)                                                    | 3.77 (13)                                                    | 44                              |
| <b>Q07</b> | <b>Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)                                                    | 3.31 (13)                                                    | 8                               |
| <b>Q08</b> | <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)                                                    | 3.92 (13)                                                    | 38                              |
| <b>Q09</b> | <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)                                                    | 3.77 (13)                                                    | 12                              |
| <b>Q10</b> | <b>Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)                                                    | 2.75 (12)                                                    | 2                               |
| <b>Q11</b> | <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)                                                    | 4.00 (13)                                                    | 70                              |
| <b>Q12</b> | <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)                                                    | 3.62 (13)                                                    | 13                              |



# Employee Engagement Survey 2016 | DIVISION

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

|            |                                                                                                          | OVERALL                                                               | ENGINEERING                                                           |                                 |
|------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------|
|            |                                                                                                          | <div><div>3.78</div><div>GRANDMEAN<br/>PERCENTILE RANK:33</div></div> | <div><div>4.28</div><div>GRANDMEAN<br/>PERCENTILE RANK:92</div></div> |                                 |
|            |                                                                                                          | Score<br>(Respondents)                                                | Score<br>(Respondents)                                                | Gallup Database Percentile Rank |
| <b>Q00</b> | <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)                                                             | 4.33 (6)                                                              | 92                              |
| <b>Q01</b> | <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)                                                             | 4.33 (6)                                                              | 48                              |
| <b>Q02</b> | <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)                                                             | 4.50 (6)                                                              | 97                              |
| <b>Q03</b> | <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)                                                             | 4.33 (6)                                                              | 91                              |
| <b>Q04</b> | <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)                                                             | 4.00 (5)                                                              | 89                              |
| <b>Q05</b> | <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)                                                             | 4.50 (6)                                                              | 93                              |
| <b>Q06</b> | <b>Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)                                                             | 4.50 (6)                                                              | 98                              |
| <b>Q07</b> | <b>Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)                                                             | 4.40 (5)                                                              | 99                              |
| <b>Q08</b> | <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)                                                             | 4.50 (6)                                                              | 95                              |
| <b>Q09</b> | <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)                                                             | 4.50 (6)                                                              | 97                              |
| <b>Q10</b> | <b>Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)                                                             | 3.60 (5)                                                              | 65                              |
| <b>Q11</b> | <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)                                                             | 3.83 (6)                                                              | 55                              |
| <b>Q12</b> | <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)                                                             | 4.33 (6)                                                              | 89                              |

# Employee Engagement Survey 2016 | JOB TYPE

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

| OVERALL                                                                                                        |                        | HOURLY POSITION                                                           |                                 |
|----------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------|---------------------------------|
| <div> <div>3.78</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 33</div> </div>                                      |                        | <div> <div>3.60</div> <div>GRANDMEAN<br/>PERCENTILE RANK: 13</div> </div> |                                 |
|                                                                                                                | Score<br>(Respondents) | Score<br>(Respondents)                                                    | Gallup Database Percentile Rank |
| <b>Q00   Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)              | 3.83 (54)                                                                 | 38                              |
| <b>Q01   Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)              | 4.33 (54)                                                                 | 48                              |
| <b>Q02   Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)              | 4.02 (53)                                                                 | 53                              |
| <b>Q03   Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)              | 3.96 (54)                                                                 | 48                              |
| <b>Q04   Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)              | 3.27 (52)                                                                 | 30                              |
| <b>Q05   Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)              | 3.66 (53)                                                                 | 7                               |
| <b>Q06   Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)              | 3.68 (53)                                                                 | 33                              |
| <b>Q07   Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)              | 3.15 (53)                                                                 | 3                               |
| <b>Q08   Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)              | 3.85 (54)                                                                 | 31                              |
| <b>Q09   Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)              | 3.67 (54)                                                                 | 6                               |
| <b>Q10   Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)              | 2.37 (52)                                                                 | 1                               |
| <b>Q11   Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)              | 3.41 (51)                                                                 | 17                              |
| <b>Q12   Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)              | 3.79 (53)                                                                 | 29                              |

# Employee Engagement Survey 2016 | JOB TYPE

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

\*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

|            |                                                                                                          | OVERALL                                                  | SALARIED POSITION                                        |                                 |
|------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|---------------------------------|
|            |                                                                                                          | <p><b>3.78</b><br/>GRANDMEAN<br/>PERCENTILE RANK: 33</p> | <p><b>4.21</b><br/>GRANDMEAN<br/>PERCENTILE RANK: 88</p> |                                 |
|            |                                                                                                          | Score<br>(Respondents)                                   | Score<br>(Respondents)                                   | Gallup Database Percentile Rank |
| <b>Q00</b> | <b>Overall Satisfaction</b><br>How satisfied are you with your organization as a place to work?          | 3.99 (77)                                                | 4.35 (23)                                                | 93                              |
| <b>Q01</b> | <b>Know What's Expected</b><br>I know what is expected of me at work.                                    | 4.36 (77)                                                | 4.43 (23)                                                | 66                              |
| <b>Q02</b> | <b>Materials and Equipment</b><br>I have the materials and equipment I need to do my work right.         | 4.20 (76)                                                | 4.61 (23)                                                | 99                              |
| <b>Q03</b> | <b>Opportunity to do Best</b><br>At work, I have the opportunity to do what I do best every day.         | 4.08 (77)                                                | 4.35 (23)                                                | 92                              |
| <b>Q04</b> | <b>Recognition</b><br>In the last seven days, I have received recognition or praise for doing good work. | 3.34 (73)                                                | 3.52 (21)                                                | 56                              |
| <b>Q05</b> | <b>Cares About Me</b><br>My supervisor, or someone at work, seems to care about me as a person.          | 3.93 (76)                                                | 4.57 (23)                                                | 96                              |
| <b>Q06</b> | <b>Development</b><br>There is someone at work who encourages my development.                            | 3.83 (76)                                                | 4.17 (23)                                                | 87                              |
| <b>Q07</b> | <b>Opinions Count</b><br>At work, my opinions seem to count.                                             | 3.48 (75)                                                | 4.27 (22)                                                | 97                              |
| <b>Q08</b> | <b>Mission/Purpose</b><br>The mission or purpose of my organization makes me feel my job is important.   | 4.01 (77)                                                | 4.39 (23)                                                | 90                              |
| <b>Q09</b> | <b>Committed to Quality</b><br>My coworkers are committed to doing quality work.                         | 3.84 (77)                                                | 4.26 (23)                                                | 76                              |
| <b>Q10</b> | <b>Best Friend</b><br>I have a best friend at work.                                                      | 2.63 (73)                                                | 3.29 (21)                                                | 39                              |
| <b>Q11</b> | <b>Progress</b><br>In the last six months, someone at work has talked to me about my progress.           | 3.70 (74)                                                | 4.35 (23)                                                | 90                              |
| <b>Q12</b> | <b>Learn and Grow</b><br>This last year, I have had opportunities at work to learn and grow.             | 3.93 (75)                                                | 4.27 (22)                                                | 85                              |