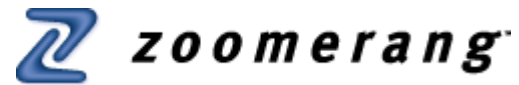


City Light Employees'Online Survey -Strategic Plan Results Overview



Date: 8/17/2011 10:18 AM PST
 Responses: Completes
 Filter: No filter applied

Seattle City Light is preparing a six-year strategic plan. That plan will look at a number of issues that face the electric utility. As an employee of City Light, you have a stake in what the outcome of the plan will be. We want your opinion! Tell us what you think some of the assumptions we are making about programs and services. Your feedback is important to us. The survey should take you about 10 minutes to complete. Your answers are completely anonymous. If you would like to be contacted for more opportunities to participate in the strategic plan, you will have a chance to do that at the end of the survey. The survey is best viewed by maximizing your computer screen. Please be sure to scroll down to the bottom of each page and click the "Next" button to proceed. Please click on "Done" when you have completed the survey. Thank you for your opinions. We appreciate the time you took to complete this survey.

1. Are you a City Light customer?














Yes		115	51%
No		110	49%
Total		225	100%














2. If so, how long have you been a City Light customer

1 0 – 3 years		20	9%			
2 4 – 10 years		21	9%			
3 11 – 20 years		30	13%			
4 More than 20 years		59	26%			
5 Not a City Light customer		98	44%			
Mean	Median	Mode	Range	Standard Deviation	Standard Error	Confidence Interval @ 95%
3.85	4	5	4	1.31	0.09	[3.68 - 4.02]

3. What do you think are the three greatest challenges facing Seattle City Light today? (Please select three from the list below. You have the option of "other" to express your view.)

1	Improving ease of access/use with utility's web site to better manage your account online		3	1%
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2	More billing options (e.g. monthly bills; "green" billing rate)		5	2%
3	Providing one-call resolution of customer accounts or questions		9	4%
4	More access to programs/services to save energy and reduce customer bills		10	4%
5	Predictable rates		9	4%
6	Keeping rates as low as possible while preserving system reliability		64	28%
7	Ensuring long-range financial stability		50	22%
8	Providing reliable power (i.e. few or no outages)		40	18%
9	Maintaining reduced rates for low income residents		6	3%
10	Upgrading electric meters to allow customers to keep track of energy use		12	5%
11	Aging infrastructure		108	48%
12	Lagging technology hampers efficiency		18	8%
13	Increasing the pace of replacing aging infrastructure (e.g. poles, streetlights, underground cable, etc.)		33	15%
14	Maintaining sufficient financial reserves to counter economic downturn		16	7%

15	Becoming more efficient in operations		35	16%		
16	Putting in place best practices in all operations		14	6%		
17	Protecting fish and wildlife		5	2%		
18	Continuing programs such as providing free or low cost CFL bulbs		2	1%		
19	Remaining "carbon neutral"		7	3%		
20	Requiring City Light to purchase new, renewable power		5	2%		
21	Providing more training and/or education opportunities to employees		35	16%		
22	Implementing a succession plan to address the number of retirements coming up		52	23%		
23	Recruiting and retaining a highly skilled workforce		67	30%		
24	Increased emphasis on safety		3	1%		
25	Additional technology to perform my job more efficiently		11	5%		
26	The tools necessary to do my job		9	4%		
Other, please specify			32	14%		
Mean	Median	Mode	Range	Standard Deviation	Standard Error	Confidence Interval @ 95%
13.56	11	11	25	6.59	0.26	[13.04 - 14.07]

On a scale of 1 to 5, where 1 is LEAST IMPORTANT and 5 is MOST IMPORTANT, how would you rank the following items?

4.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Least Important 1	Less Important 2	Important 3	More Important 4	Most Important 5	N/A	
Provide greater rate predictability	11 5%	22 10%	102 45%	53 24%	37 16%	0 0%	
Anticipate and exceed customer service expectations	2 1%	12 5%	66 29%	82 36%	63 28%	0 0%	
Promote environmental stewardship	14 6%	18 8%	89 40%	51 23%	53 24%	0 0%	
Increase conservation efforts	17 8%	34 15%	71 32%	47 21%	54 24%	2 1%	
Ensure a safe work environment	3 1%	3 1%	29 13%	55 24%	135 60%	0 0%	
Attract, train and retain a high performance workforce	1 0%	2 1%	18 8%	52 23%	152 68%	0 0%	
	Mean	Median	Mode	Range	Standard Deviation	Standard Error	Confidence Interval @ 95%
Provide greater rate predictability	3.37	3	3	4	1.03	0.07	[3.23 - 3.50]
Anticipate and exceed customer service expectations	3.85	4	4	4	0.92	0.06	[3.73 - 3.97]
Promote environmental stewardship	3.49	3	3	4	1.12	0.07	[3.35 - 3.64]
Increase conservation efforts	3.39	3	3	4	1.22	0.08	[3.23 - 3.55]
Ensure a safe work environment	4.40	5	5	4	0.86	0.06	[4.29 - 4.52]
Attract, train and retain a high performance workforce	4.56	5	5	4	0.72	0.05	[4.47 - 4.66]



On a scale of 1 to 5, where 1 is LEAST IMPORTANT and 5 is MOST IMPORTANT, how would you rank the following items?

5.



Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Least Important 1	Less Important 2	Important 3	More Important 4	Most Important 5	N/A	
Provide reliable, safe, cost-effective electric service to our customers	1 0%	3 1%	31 14%	58 26%	132 59%	0 0%	
Maintain a stable, cost-effective, environmentally-responsible power supply portfolio	6 3%	11 5%	58 26%	78 35%	72 32%	0 0%	
Incorporate technology to meet future customer needs	5 2%	11 5%	68 30%	83 37%	58 26%	0 0%	
Improve communication about, and support for, City Light's strategic priorities	15 7%	33 15%	76 34%	62 28%	38 17%	1 0%	
Implement best practices in business processes and technology across the utility	7 3%	9 4%	54 24%	86 38%	68 30%	1 0%	
Ensure fiscal strength	4 2%	2 1%	37 16%	99 44%	82 36%	1 0%	
	Mean	Median	Mode	Range	Standard Deviation	Standard Error	Confidence Interval @ 95%
Provide reliable, safe, cost-effective electric service to our customers	4.41	5	5	4	0.81	0.05	[4.30 - 4.51]
Maintain a stable, cost-effective, environmentally-responsible power supply portfolio	3.88	4	4	4	1.00	0.07	[3.75 - 4.02]
Incorporate technology to meet	3.79	4	4	4	0.96	0.06	[3.67 - 3.92]

future customer needs								
Improve communication about, and support for, City Light's strategic priorities	3.33	3	3	4	1.12	0.08	[3.19 - 3.48]	
Implement best practices in business processes and technology across the utility	3.89	4	4	4	0.99	0.07	[3.76 - 4.02]	
Ensure fiscal strength	4.13	4	4	4	0.85	0.06	[4.02 - 4.24]	

6. Have you participated in any employee discussions about Seattle City Light's strategic plan?




Yes		68	30%
No		157	70%
Total		225	100%

7. Would you be likely to attend a small-group discussion about City Light's strategic plan?

Yes		98	44%
No		127	56%
Total		225	100%

Demographic information (Optional)





10. What is your gender?

1 Female		77	38%
2 Male		126	61%
3 Other		2	1%
Total		205	100%

Mean	Median	Mode	Range	Standard Deviation	Standard Error	Confidence Interval @ 95%
1.63	2	2	2	0.50	0.04	[1.57 - 1.70]

11. Which of the following categories includes your age?

1 18 to 24		4	2%
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2	25 to 34					15	7%
3	35 to 54					108	53%
4	55 to 64					71	35%
5	65 and over					5	2%
Total						203	100%
Mean	Median	Mode	Range	Standard Deviation	Standard Error	Confidence Interval @ 95%	
3.29	3	3	4	0.72	0.05	[3.19 - 3.39]	

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