

Employee Engagement

Wave 4 | October 2025



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Methodology



The survey was administered to employees in the [Administrative, Maintenance/Fleet & Facilities, and Operations divisions](#) in October 2025, with [55 responses](#).



Employees were able to complete the survey on a [tablet](#), via a [QR Code](#) flyer, or through an [emailed link](#). All results were transmitted directly to TransPro and have been compiled and reported out at an aggregate level.



When available, results are compared to [previous waves](#). Wave 1 was conducted in November – December 2022, Wave 2 was conducted in November 2023, and Wave 3 was conducted in September 2024.

Division	Respondents	Response Rate
Administrative	12	92%
Maintenance/Fleet & Facilities	8	89%
Operations	35	47%
Total	55	57%

Results Overview



Mountain Line overall employee engagement score is **74**.

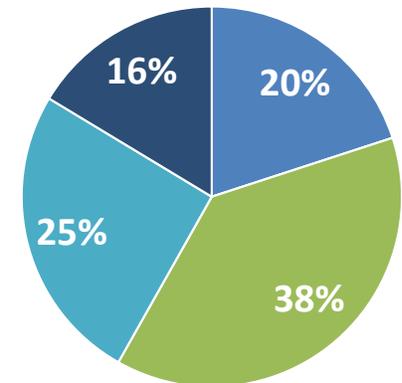
Employees are MOST satisfied with...

- ▶ Commitment to making a welcoming environment for all [96%]
- ▶ Job performance is important to the success of Mountain Line [93%]
- ▶ Commitment to solving problems with an eye for improving services and community [87%]
- ▶ Job responsibilities are clearly defined [87%]

Employees are LEAST satisfied with...

- ▶ Mountain Line taking feedback seriously [49%]
- ▶ Everyone at Mountain Line is treated with kindness and grace [55%]
- ▶ Being recognized and respected when making suggestions for process improvements [56%]

Employee Tenure



- Less than 1 year
- 1-3 years
- 4-10 years
- More than 10 years



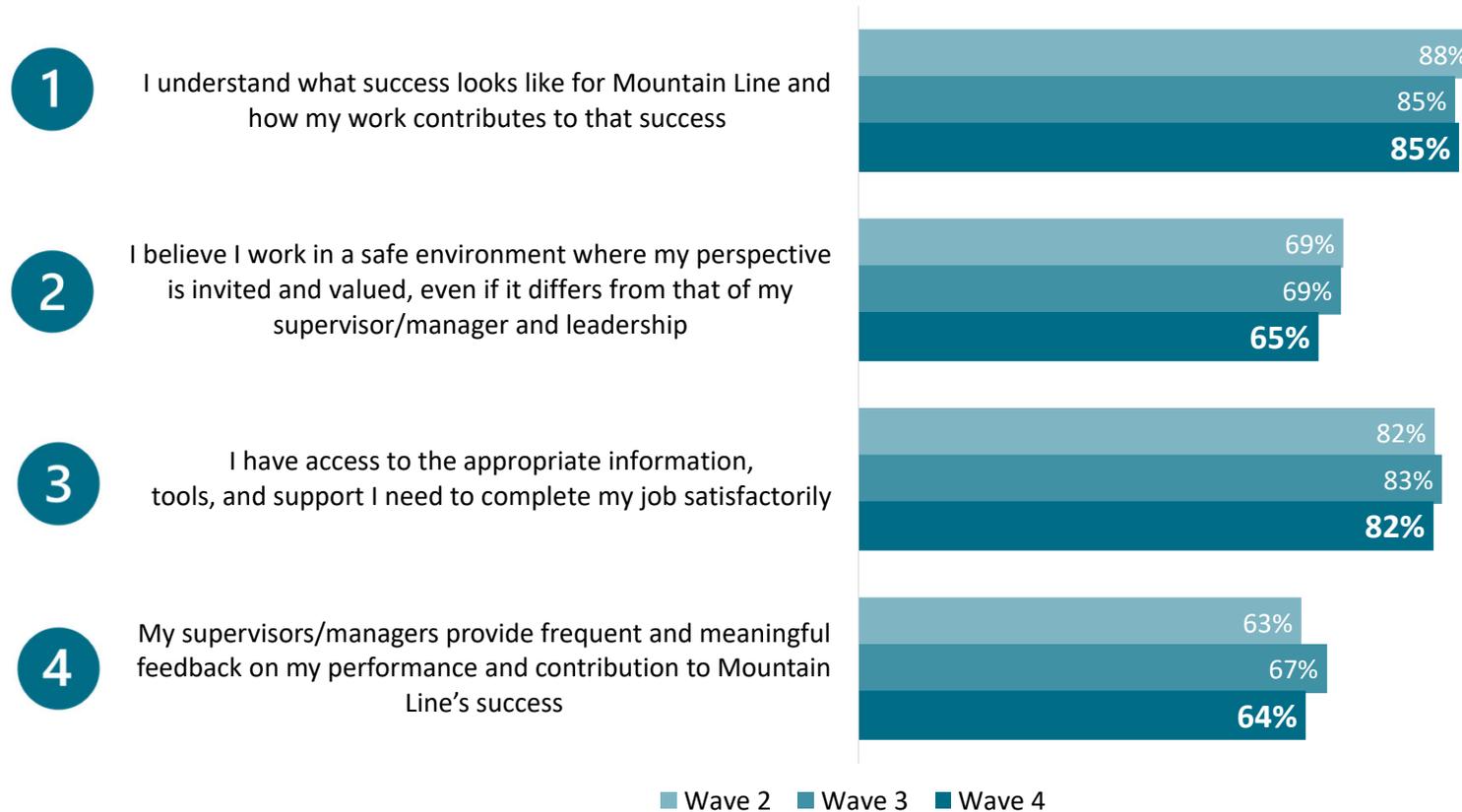
Employee Engagement

To better understand and define employee engagement, four (4) key elements of the workplace experience are reflected:

- 1 Do employees feel they understand what success looks like for Mountain Line and how they contribute to that success?
- 2 Do employees believe they work in a safe environment where their perspective is invited?
- 3 Do employees believe they have the resources/tools necessary to perform their duties?
- 4 Do employees feel their supervisors provide feedback on their performance?



Employee Engagement



Employee Engagement Score

Wave 2	76
Wave 3	76
Wave 4	74

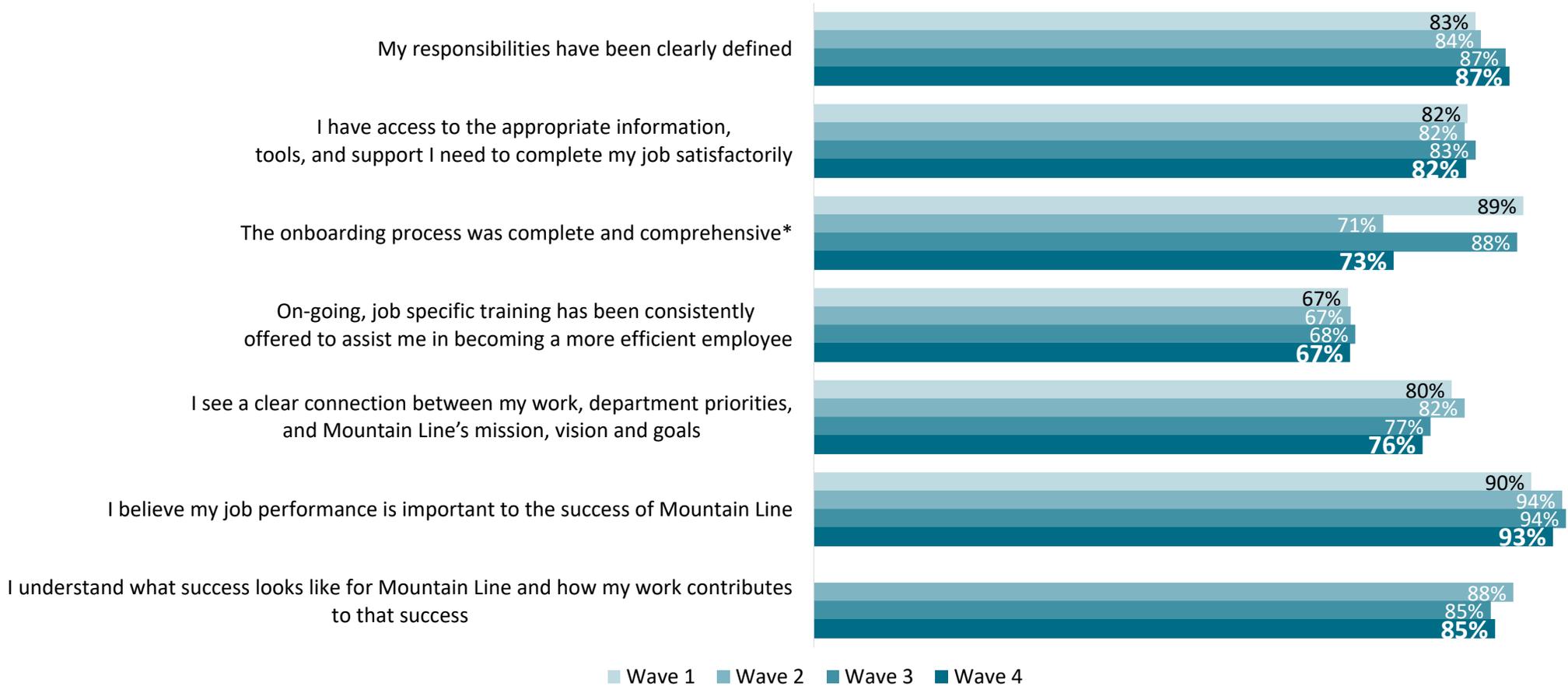
Mountain Line Values



■ Wave 2 ■ Wave 3 ■ Wave 4

Employee Perceptions

Performance

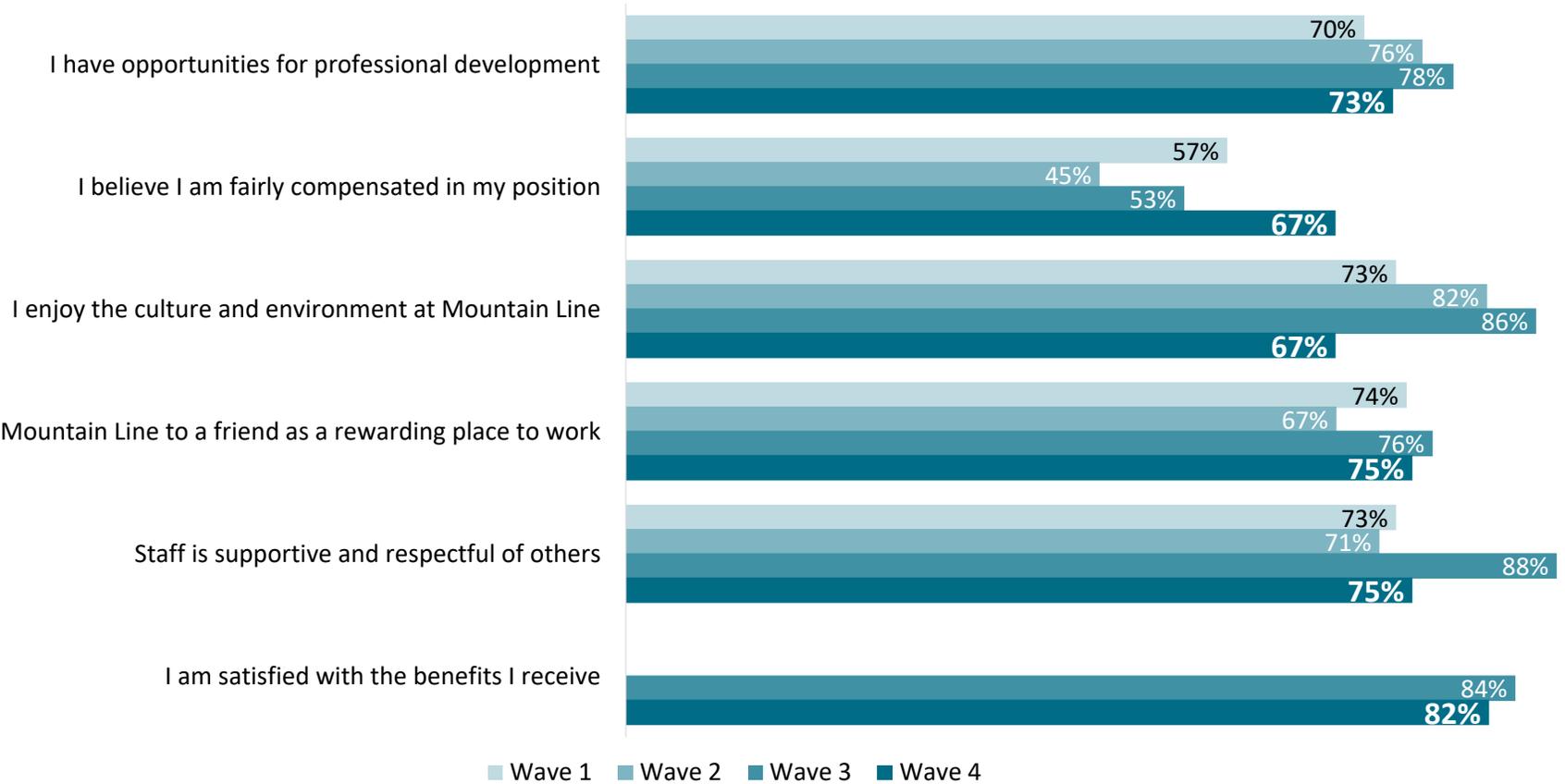


*In Waves 3 & 4, the onboarding question was only asked to employees who have been employed at Mountain Line for less than one year.

Feedback



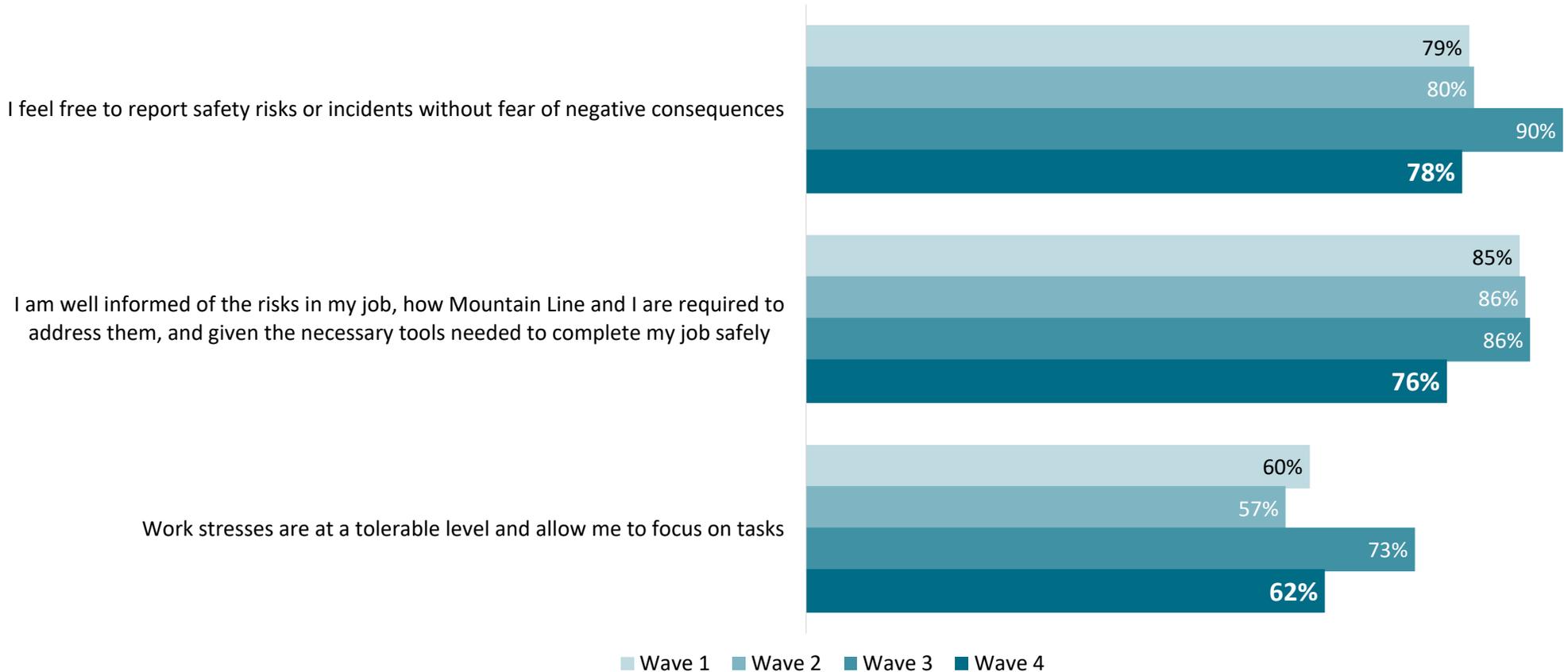
Job Satisfaction



Management



Employee Safety



■ Wave 1 ■ Wave 2 ■ Wave 3 ■ Wave 4

Open Responses



Open Response Themes

Areas for Improvement

- Need for continued training, support and development
- Consistent communications throughout the agency
- Clear operations SOPs and more consistent training
- Benefits for operations staff
- Compensation for non-driver employees
- Issues with new timepoints and on-time performance calculation

“More open collaboration. I notice supervisors and managers work almost exclusively in their offices and wish we had more opportunities for interaction. I completely understand work needs do not usually allow for this interaction, through wish there was more sense of community among administrative staff (don't fit in with leadership or operators and generally 'stuck' in the middle).”

“I think company morale among coworkers could be improved as well as improved communication within operations. There needs to be better communication among supervisors where everyone is on the same page through a set company policy regarding certain situations.”

“We need to have a base of knowledge for drivers that transcends the tenure of managers, supervisors, and operators. Otherwise, we just keep repeating the same mistakes – flip-flopping back and forth and back again. Of course, this point has been made by drivers and supervisors for years via prior employee satisfaction surveys - and yet here we are, still stuck spinning around and around on the operations carousel.”

Best Parts of Working at Mountain Line

- Co-workers/Teamwork
- Providing an important service to the community and customers
- Positive environment

“I really think that the people you work with make the job. I really love being with everyone I work with. They are positive and encouraging. Were able to talk to each other, but still get our work done and respect each other's time.”

“Helping the community get to where they need to go. Being part of a positive community organization and helping the public that need our services. Its also great having a solid career through transit.”

“The best part about working at Mountain Line is the employees. They all are kind, communicative, hard-working, and enjoy their jobs.”

Next Steps

- ✓ **Communicate results** to employees - we will be communicating results at multiple levels of the agency, including having conversations at the manager/supervisor levels.

- ✓ **Continue to develop strategies** to address most important factors that can improve Mountain Line's future employee engagement score, including:
 1. Continuing to listen to and address employee feedback– this could include identifying priority areas identified within this survey and discussing strategies to respond to and address areas where scores have slightly decreased between Wave 3 & Wave 4.
 2. Continuing to build capacity, especially in the Operations area of the agency.
 3. Keep the momentum going– look for opportunities to engage and communicate at all levels of Mountain Line around your “why” and how the job the workforce does impacts our customers and the community.