

# COVID-19 Employee Survey Results

## Communicating the findings

- Staff will want to know the basic findings (including themes from free response)
- Staff will want to know what leadership is doing with the findings (what changes will happen as a result)
- Process for data analysis:
  - **We read 2,454 individual comments**, pulling out suggestions and these themes.
  - # of questions, # of overall respondents

## Working Remotely

Please provide details about what you need to work effectively long-term		
Theme	Count	Note
<b>PHYSICAL SUPPLIES</b>		
Printer	15	/scanner (2)
Second/Monitor	11	
laptop	9	1 using smart phone, issues with accessing internal docs (3), Teams meetings
Better work space	5	
Office chair	3	
webcam	3	Teams meetings with remote desktop a challenge (2)
Cell phone	1	Using personal cell phone (1)
Misc. Office supplies	1	
Work vehicle	1	Off-week visits (1)
<b>SOFTWARE, ETC</b>		
Data	1	
E-signatures	3	
Better internet	1	
Zoom and WebEx licenses	1	
Ability to send certified mail	1	
<b>OTHER</b>		
childcare	4	
Face-to-face collaboration	2	
Resume training	1	BLET
Regular remote tasks	2	
More flexibility	1	
Office access	1	To print/send docs (1)

- Takeaways: Many folks don't have a comparable work spaces at home

What barriers do you experience when working remotely?		
Theme	Count	Notes
Equipment/Supplies	38	Laptop (4), printer (6), internet/hotspot connectivity (12), proper desk (1), scanner (1), can go pick up what is needed (2), remote desktop connectivity (5), monitors (4), home office/ furniture (5), LAMA (1), ArcGIS (1)
Connecting to server/sites	4	Town Hall (1), MUNIS (1)
Communication: Lack of face-to-face Interaction	28	Isolation (1), community engagement challenging (3), spontaneity info-sharing (8), some residents don't have video (1), work feels less important (1)
Work/life balance	8	Using personal cell phone (5), suggested app to dial through office phone using cellphone
Childcare/dependents	20	Focus with family at home (2), guilt when they're not with kids (1)
Workflow/Processes	31	Other departments(1), <b>BMD processes [e-signatures, invoices, contracts] (15)</b> , delayed responses from coworkers (3), can't accept scanned documents (1), too much email (1), need to meet residents on-site (1), circulating materials requires in-person, busy work (1), need to conduct in-person training (1), can't lifeguard (2), sharing office with remote-working partner (3)
Prompt info from leadership	1	
Know who is sick when interacting with public	1	

- Takeaways: Some barriers are related to the infrastructure of working remotely (access to supplies needed, e-signatures). Other barriers are issues that existed before the pandemic (communication, workflow) that are exacerbated by remote work.

## Working in Town Facility

- Note: Total counts and counts in notes differ. Counts relate to commenters, notes relate to how often that concept popped up (ex. One commenter sharing a list of PPE needs would have a Count of 1 with each need having one count)

Working in Town Facility: What could be done better?		
Theme	Count	Notes
Safety - PPE access	3	Delay in receiving N-95's (1), gaps in plexi-glass (1), masks (1), sanitizer (1)
Safety - Enforcing CDC guidelines with staff	7	Requiring all staff to wear masks (4); Following physical distancing (1)
Safety - Sanitization	4	Sanitize Town Hall at COB (1), more frequent cleaning by contractor (1), yellow sanitizer corrosive on equipment (1)

Non-Town	1	Vaccine (1), back to lockdown (1)
Safety - Minimize folks coming in	4	PD (1), large training groups (2), keep public out (1)
Working with public	3	Mask compliance (1), Ways to teach community computer skills (1),
Communication	2	Not feeling heard (1), more details when staff are confirmed positive (2),
Nothing could make me feel safe	2	
ventilation	2	Transit (1)
Bathroom access	1	
Ability to work from home	2	

- Takeaways
  - Pros: Masks and sanitizer access better now than in beginning;
  - Cons:
    - Some jobs can't be socially distanced;
    - supervisor shooting down raised concerns
    - Some folks wish their duties allowed them to work from home

Working in Town facility: What is going well?		
Theme	Count	Notes
Working remotely	11	Teams/zoom (4), no commute (1), better control of interruptions (1), limited exposure (2)
Ability to go to office as needed	4	
Ability to volunteer at food bank	2	
Safety measures	23	PPE Access (7); PPE compliance (9), physical distancing (4), sanitizing supplies (2), quarantining possible exposures (1), sanitizing facility (4), 3 W's (2)
Safety - Plexiglass barriers	1	
Safety - Layout of facilities	23	closed to public (6), limited staff access (13), own office/space (6)
Schedules	11	Weekly rotations (4), staggered schedules (5), flexible schedule (2)
Reopening	2	Slow introduction of programs (1), patron limits (1)
processes	3	Online permit process (1), work orders (1), outdoor meetings (2)
Keeping employees informed	5	Library (1), opportunity to provide input (2)
Team atmosphere	2	
External	1	Inspections can happen when businesses are open (1),

- Takeaways:
  - Several Transit employees feel they have adequate access to PPE and sanitizing supplies
  - Staff feel that management is making thoughtful decisions
  - Rotations limit exposure by having fewer staff in a facility at a given time

- Office 365 keeps folks connected
- Folks with individual offices feel fairly safe

I feel supported by my manager: What could be done better?		
Theme	Count	Notes
Feedback	3	Recognize employees (1)
More ETO	1	Can't distance (1),
Supervisor no longer supports remote work	1	
Listen to staff	1	
Safety - Enforce PPE processes	1	Send drivers home w/ admin pay when there's not enough work

I feel supported by my manager: What is going well?		
Theme	Count	Notes
Communication	38	Manager's Weekly emails (3), feedback welcome (1), frequent emails (4), Teams (3), COVID updates (1), EOC updates (1), timeliness (3), check-ins (6), staff meetings (3), COVID contacts (1), concern for health (5)
flexibility	10	Proactive (1), helpful (1), modifying responsibilities to allow for remote work (1), autonomy (1), feel trusted (1), flexible schedule (2), deadlines (1)
support	7	Admin leave (1), liaisons (1), resources (3)
Safety	6	A priority (4)
Supplies	2	Work phone (1), electronic time sheets (1)

- Takeaways
  - Cons: Concern that managers care most about staffing levels (1);
    - "I feel supported by immediate supervisors, but higher up does not take care of its department."
  - Pros: Trust in immediate supervisor
    - Non-performance related check-ins viewed favorably
    - "This whole pandemic is a Giant mess I am happy that its not my job to keep ALL employees safe during this pandemic. It looks to me that transportation administrators are doing all they know to do to keep us safe."
    - "Learning new skills and having time to participate in webinars related to my field. Finding alternate things to work on that are related to my job but were not something that I focused on pre-Covid."
    - "I am able to adjust my schedule as needed, and I feel I'm getting the work done without any micromanaging of my work or my schedule. If I have any needs, my manager supports those needs with few questions."

I feel supported by my coworkers: What could be done better?		
Theme	Count	Notes
Safety compliance	4	Wear mask (2), social distance (2),
Stay closed to public	1	
Facility	1	Limit staff in building (1),
Communication	2	Adapting to digital tools (1), keeping everyone updated (1)
Accountability	1	Require daily report (1)
Support from management	3	

- Takeaways
  - Cons:
    - “I think this is a result of being between admin and staff in hierarchy. Admin expects middle management to conduct their job with little support and we strive to provide a lot of support to those we supervise, but often don't receive support ourselves.”
  - Pros:

I feel supported by my coworkers: What is going well?		
Theme	Count	Notes
Working as a team	22	Process improvement (2), look out for each other (6), adaptable (3)
Communication	29	Check-in meetings (5), Teams (6), COVID updates (1)
Structures	3	Physically together (1), schedules (2)
Safety compliance	8	

- Takeaways
  - Cons:
    - “Some have gone cranky as all get-out (compared to before Covid) and make it harder on the public and on co-workers. Others have really stepped up and made it easier for everyone around them when a problem occurs.”
    - “I don't interact with as many co-workers as I did pre-Covid and I miss that. The few that I work with are awesome and very supportive.”
  - Pros
    - “regular staff meetings, video calls help with staying connected and feeling like people are accessible”

I trust Town leaders ... safety measures ...: What could be done better?		
Theme	Count	Notes
Safety - Do not reopen	1	Buses aren't safe (1),
Playing into politics	1	
communication	3	Breaks down during plan execution (1), meet with staff to discuss (1),
Safety	3	Install step-n-pull devices on doors which require pulling to open (1), proper masks (1), employee screening (1),

trust	1	Guilt until proven innocent (1),
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- Takeaways
  - "I just don't know what is happening or will happen. Not knowing is difficult."
  - "Hold cleaning crews accountable"
  - "Installation of step n pull devices on all doors which require pulling to open. I don't strongly disagree but in order to say what I want to say that's what I had to do. I do agree that Town leaders are taking appropriate safety measures."

I trust Town leaders ... safety measures ...: What is going well?		
Theme	Count	Notes
Safety - Physical distancing protocols	1	
Communication	14	Manager's email (7), director updates (1),
Safety - PPE and Supplies availability	2	
Safety - PPE enforcement	1	
schedule	2	Rotation (2),
Safety - Facilities	7	Staying closed (4), limited access (2), scholastic learning centers (1)

- Takeaways
  - " Town leaders have taken safety measures above and beyond the minimum required thus far and I don't expect anything less going forward."
  - "The town is making good decisions overall for the public, however, some measures have created difficulties for first responders; ie. the 6 ft rule and maximum number of people in a room makes training difficult, which is paramount for us to succeed."
  - Frequent communication is favorable
  - "More communication about people going out and returning to work would be helpful here but HIPPA is probably a factor"
  - "Leadership puts on a show and pr but falls short of actually following through"
  - "I trust my immediate supervisor but I don't think the decision makers are on the ground enough to make the right decisions."

I feel well-informed...: What could be done better?		
Theme	Count	Notes
Communication	7	Be specific (1), unsure of future of operations (1)
Supplies	1	

- Takeaways
  - " Timely, clear, specific information. There's a lot of talking about things. Updates rarely share anything new."
  - "I know what we're doing now but that won't work for whatever new normal operations look like and no one knows what the goal is for new normal operations or when we want to reach it. How do we plan to do something safely if we don't know what it is?"

I feel well-informed...: What is going well?		
Theme	Count	Notes
Communication	21	Manager's emails (9), frequent (1), meetings (1), reports from Dpt head (2), basecamp (1), EOC reports (2)
Safety - facilities	4	Safety improvements (1), low bus capacity (1), closed to public (1), limited capacity (1)
safety	4	Protocols (1), supply availability (2)

- Takeaways
  - Cons:
    - Looking for a “dashboard that quickly encapsulates national, state, and local data and discusses state and town procedures and requirements.”
  - Pros

What could we do to better support you?		
Theme	Count	Notes
Communication	13	Weekly check-ins (1), streamline communications about reopening (2), budget impact (1), decision-making transparency (2), possible exposures (1), reopening metrics (1), guidance on working with kids at home (1), PPE orders (1)
Recognition	12	ETO (5), bonuses (3), hazard pay by hour (2), those working with public (3)
Understand role uniqueness	2	First responders more exposed (1),
schedule	1	
safety	12	Provide adequate supplies (6), sanitize facilities and trucks more often (2), stop changing rules (1), physical distancing (1), temperature screening (2), subcontractor compliance (1)
Processes	6	E-signatures for contracts (2), flexibility for folks with dependents at home (1), additional breaks for breather from PPE (1), remote working (1), work logs (1)
supplies	2	Laptop (2), printer (1)
healthcare	1	Mental health access (1), 100% coverage if exposed (1),

- Takeaways
  - Cons:
    - “Treat all employees the same or at least treat the employees working better than the employees sitting at home.”
    - “Those that do come in to work should be better recognized for the additional risk they endure to help the Town fulfill it's commitments. Money is a good place to start. Coming into work has a cost that others no longer have when they stay at home.”
    - “Staying 6 feet apart and one person in a vehicle and stay masked”
    - “Share expectations with public. Let them know what we can and can't do, especially in facilities. That you won't tolerate poor treatment of staff by frustrated public. We're all frustrated.”

- “Pay us hazard pay by the hour. Continue to allow administrative pay and us to go home or stay home when there isn't enough work. Demand Response serve many sick people and our vans are small so we are in closer proximity leaving us vulnerable to Covid19.”
  - “More transparency about decision making. Even if there aren't answers, I want to know you're looking for them. I want to know what questions are being asked and who is deciding the answers and when they think they might have them.”
  - “Mental health included in our insurance”
  - “If we, who work in the streets, have ideas or suggestions, listen to them. Maybe we don't need the masks when outside and distancing ourselves.”
  - Equity concerns arise often: ETO, working from home, working every other week,
  - “I need more technology training quickly,”
  - “A remote time keeper such as T-Sheets to assure employees are giving the town what they are being paid for and in some instances so they can monitor the time they are working remotely and separate personal and work demands .”
- Pros

Additional Suggestions		
Theme	Count	Notes
Recognition	1	ETO (1),
Safety - processes	3	Face covering reminders on buses (1), employee screening (2), provide testing (1),
facilities	12	Stagger schedules (3), reconfigure spaces (1), protective barriers on door handles (1), limit capacity (2), designated space for public (1), continue remote working (2), send folks home if there aren't enough tasks (1), post occupancy on meeting rooms (1),
safety	3	Mandatory masks (1), provide hand sanitizer (1), clean facilities (1), provide masks to patrons (1),
guidance	1	Script for patrons without masks or showing signs of illness (1),
services	2	Outdoor programs for public (1), limit other staff at FD educational events (1),

- Takeaways
  - “We have a scrolling Information board inside the buses for passengers. I would love to see scroll across that board please wear nose and mouth covering at all times when inside the buses and or a vocal announcement.”
  - “CHT at times have too many people in the facility lounging. Mostly "standbys". Standbys need to be sent home when later shift "standbys" report to work.”
  - “All meeting rooms and spaces will need to be posted on the maximum number of persons allowed. Remove or tape off chairs that shouldn't be used. Erect of hang clear barriers to help separate people”

What is a process or practice that you would like to see continued when we open Town facilities?		
Theme	Count	Notes

facilities	23	Remote working (18), Virtual meetings (4), shower truck (1), limit capacity (2), one person per vehicle (1), limit public entrances (1), keep doors open (1),
safety	22	Mandatory masks (16), physical distancing (9), handwashing/sanitizing stations (5), deep cleaning of bus/facility (4),
processes	13	Adaptability (1), temperature screening (4), weekend routes for essential travel only (1), hygiene safety (1), online applications (1), technology training (1), task system (2), electronic timesheets (1), community programs that allow staff to interact with other departments (1)
recognition	1	ETO (1),
Communication	2	Weekly updates (2),

- Takeaways

- “The Town's ability to adapt as new challenges have risen has been wonderful to see. I would like to see that continue - we've stepped away from "It's always been done this way" to meet the needs of others, and it's been fantastic.”
- “Town Ordinance to wear masks inside every building”
- Shower truck under housing buy it with FEMA funds
- “Rear door boarding only in the buses. Mandatory face covering while in the buses. Continue to provide us with good quality personal cleaning supplies. Keep the combination locks on the portable bathrooms for bus operators use only.”
- masks allowed or promoted, even for the common cold
- I think it is important for the town to have reminders to the public to be kind and considerate of each other. Feel ridiculous saying that but there are a lot of folks out there that could use the reminders.
- Continue looking for ways to assist/engage members of the public without them needing to come to Town Hall (participating in public meetings, taking payments over the phone and online, submitting documents electronically, etc.)

## Returning to Work

Please describe the challenges to remote school programming		
Theme	Count	Notes
Childcare/ Supervising kids	51	Assisting with virtual learning (25), unable to afford childcare (4)
Work Productivity	3	
Unable to work remotely	5	

- Takeaways

- “uncertainty about schedule, needing supervision when child care not available, needing parent to be involved with teacher and overseeing work”

- “One parent has to be home & available for teaching during school hrs. Work schedule has to change to accommodate child care/school needs.”
- “not able to afford and provide child care”
- “My position can not function remotely 100%, It will be difficult to account for my time and ensure my son is "attending" and completing school work as expected. He is 7”
- “If daycare is closed, I will have to make other arrangements or miss work for childcare, as I work 42 hours and am not authorized to work remotely..”
- “I only have childcare 6 hours/day so that leaves some hours where I may have my kid on a Teams meeting or need to work at night while she's sleeping to make up for work hours missed during the day.”
- Overall a need for flexibility to make work-life balance possible for folks with children

Describe the challenges to dependent care		
Theme	Count	Notes
childcare	7	
Picking up kids	1	
resources	1	Time (1), money (2),
Supporting family	10	Doctor's visits (1), I am a caregiver (1), immunocompromised family (3),
pets	1	

- Takeaways
  - Overall a need for flexibility to make work-life balance possible for folks with dependents. Need to limit personal exposure to help support other family.
  - Note: Sammy stopped counting the childcare needs as they are represented in the previous question

Aside from what has been communicated, do you have additional suggestions...?		
Theme	Count	Notes
Processes	19	Continue task system (2), working remotely (14), Reduce in-person transactions (3), consistent guidance on safety protocols (1), guidance on refusing service (1), electronic BMD processes (1),
safety	33	Access to PPE (2), access to sanitization (4), limit public access (11), temperature screening (4), partitions (3), mask requirement (4), no public events (2), stagger shifts (7), keep facilities closed (3), construction site protocol (1), PPE enforcement (2), one person per vehicle (1),
communication	5	Signage (4), physical distancing floor markers (1), clear ERT response process (1),

- Takeaways

- “Would like to see us continue to reduce in person transactions when possible - payments can be left in drop box, appointments, etc. to reduce in person traffic.”
- “Use the Town Hall parking deck (covered in case of rain or hot days) to receive visitors to Town Hall and maybe have staff meet them outside instead of inside. If some employees are working from home every day, then there should be ample parking elsewhere”
- “The partitions on the front desks need to be solid. No gaps should be between the partitions.”
- “The Town doesn’t care about police/fire.”
- “Methods to provide better food storage or access for those that bring meals from home.”
- “Limit or discontinue EMS service by the fire department until Covid is no longer a problem. The rise in population and increase of medical calls to UNC for students will increase risk factor for fire personnel.”
- “Educate the public for them to become more aware and precautious with social distancing. Especially when citizens and visitors feel they can treat government employees any kind of way, simply because we work for a municipality that service them.”
- “Come back to work and re open the town.”
- “All managers, supervisors and crew leads must support and reinforce the importance of social distancing, the use of face masks, and proactive safety measures among all staff.”
- “Adding personal barriers in the Council chamber between Council members and think through the public comment aspect. Consider using a gym for smaller public meetings, instead of small conf rooms, to provide a larger space to distance.”

What’s one process or practice that you would like to see continued when we reopen to the public		
Theme	Count	Notes
NOTE: This question is also on page 8-9. The themes are the same.		

What is one process or practice that you would like to see stopped when we reopen to the public?		
Theme	Count	Notes
Communications	3	Updates with the same information (1), using Teams (2),
safety	19	Required masks (14), touching (handshakes or hugs) (1), temperature screening (1), signing in (1), coming to work when sick (2), random drug-testing at public facilities (1),
supplies	1	Single-use/disposable items (1),
facilities	9	No hot water (1), remote working (1), public access to work spaces (2), public roaming without guidance (5),
processes	12	Requiring wet-ink signatures (3), in-person meetings (9),
Decision-making	2	Relying on precedent (1), EOC-layer (1),

- Takeaways

- “Using "we've always done it this way" or "we're too busy to change" as reasons to not change.”
- “The EOC layer of decision making and communication. Sometimes I feel like we need to run things by two chains of authority and the EOC is constantly changing. Sometimes the scope of the EOC feels unclear as well.”
- “Stop meetings other than staff meetings. No use for the others, waste of our time.”
- “Public entering fire stations and fire trucks.”
- “Masks. Because the ones provided do not work as they are not supported by osha regulations and cdc even says healthy people do not need to wear a mask as it can damage health if no symptoms are present. Masks are a dog and pony show”
- “Issues with homeless and their drinking and wanting to ride bus inebriated.”
- “I would like to see random drug testing performed at work instead of being tested at facilities where they are testing for Covid 19 . I feel I should be sent to a place where I am least exposed.”
- “I would like to see HRD become more of an by appointment department. Many people walk freely with in the department, sometimes while we are discussing sensitive information.”
- “I would like to see fewer online and in-person meetings. Many of the meetings I attend could have been handled with an email.”
- “Halloween on Franklin St”
- “EMS response to non life threatening calls.”
  - “better triage of 911 calls made by supervisors, not it falling on patrol officers to decide. supervisors are compensated to make such decisions, start making them”

## Safety & Support

Are there any additional personal materials, training, or equipment that you need to feel safe?		
Theme	Count	Notes
facilities	6	Working remotely (2), install automatic doors (2), water quality in building (1), HVAC sanitation (2),
safety	37	Sanitizing methods (3), sanitization access (11), PPE requirements (6), PPE access (22), temperature screening (2), antibody testing (1), plexiglass barriers (1),
equipment	3	Zoom license (1), Town laptop (1),

- Takeaways
  - Sanitization
    - “Wipes for the bus operator area. I say this due to the fact the spray on sanitizer/disinfectant is leaving a heavy residue that will deteriorate bus equipment such as steering wheel, etc.... also, this residue is coming off on operator hands and clothing.”
    - “When indoor facilities reopen electrostatic sprayers that are safe for our furniture would be a huge asset and working with Piedmont Energy to install UV disinfection on the air handlers would only add a great layer of safety for the public & staff”
    - “The buses are supposed to be cleaned DAILY. However, I get on a bus at 5am and it's still dirty..trash and debris on floor, trash can still full...I know it had NOT been cleaned. This happens regularly. How am I supposed to feel confident?”
    - “more access to cleaning products”
    - “I have concerns that everyone will not take responsibility for cleaning after themselves. I recognize pre COVID, employees sharing common areas didn’t practice good housekeeping. How can I expect different results when we return?”
    - “Adequate disinfectant & information about how we work these new procedures into our safe chemical storage. I'm told someone in Fire refilled our yellow disinfectant with some other chemical that wasn't the same and didn't tell us what it was.”
  - PPE
    - “Training employees on proper mask wearing (ie proper fitting, not slipping or having gaps), and proper glove/handwashing protocol (exactly when to wash hands/gloves or sanitize, how to prevent cross contamination from gloves/hands”
    - “ability to require masks to enter and engage in business”
    - “PPE supplies and cleaning need to be more freely distributed. I'd like to see us put more focus on the use of fresh PPE in day to day operations. I know there's a balance of cost and availability to factor but we could probably issue fresh stuff more.”
    - “Making sure that no one from the public is allowed into the building especially if they are not wearing a mask.”

- “I wish we had mask at our office. I had to meet a client at the office and they forgot to bring a mask. I had to do the interview with just my mask on, they didn't have on one. I could have rescheduled but that was inconvenient.”
  - “Explain why some co-workers can work without a mask and others do--do we assume it's for medical reasons?”
  - “Cloth mask with a nose clip. The ones we received are floppy and gap around your nose.”
- “There is no amount of personal material, Training, or equipment that can make me feel safe At work when I am still being exposed to the public daily.”
- Facilities
  - “Permanent remote work options, or hybrid model with 1-2 days per week in office, staggered with other departments so buildings capacity remains around 50%.”
  - “I would like to know that the building itself is safe. Mainly speaking, the water quality and the a/c & heating units.”
  - “Employees who travel to highly infected states should be required to self-quarantine before returning to a shared work space.”

What is one thing the Town can do to better support you at this time?		
Theme	Count	Notes
recognition	13	hazard pay (9), ETO (5)
Town is doing a good job	19	
Communication	22	Timely information (3), promote our services (1), decision-making logic (3), protocols (1), potential exposures (6), clear signage (1)
processes	40	Working remotely (14), flexible schedule (13), shorter route times (1), childcare assistance (4), Teams training (2), mental healthcare (1), e-signatures (2), resume training (2), hire vacant positions (2), voluntary travel policy (1), leave for parents (3),
safety	5	Supply access (1), PPE access (2), sanitization access (4), reduce public interaction (1),
equipment	10	Printer/scanner (1), laptop (4), stipend for home office supplies (3), Zoom license (1), hotspots (1),

- Takeaways
  - Recognition
    - “We need more compensation for working FULL TIME through this”
    - “Treat me the same as the employees that have been given more or less a four month paid vacation. Only a small number of employees have stay at work during all this.”
    - “Provide equitable direct exposure hours to employees when they have been out interfacing with the public in a variety of locations and circumstances.”
    - “Just continue to acknowledge the challenging times we are in and recognize ALL Town employees roles in keeping the Town running, not just the frontline people.”
  - Communication
    - “This has been on my mind for months. Even before the pandemic. I love are kids. Not just the kids who live here, but even our visitors who attend the

College. I think we need to promote more of the services we offer, like the late evening SAFE RIDE bus's."

- "There have been plexiglass barriers placed around the library as though for reopening. We've been told that's a "long way off" but additional communication would be appreciated"
- "Remove previous information and directives when new information is provided. Indicate in new information distributed thru emails which new actions are in place and which old actions are no longer applicable."
- "Move our team back into one location Be consistent in responses to COVID-19 exposure... Some sent home, some not in very similar situations, not clear on protocol"
- "Instructions on what to do if an employee or patron feels ill in a facility. Also, consistent messaging: remote workers begin to return to fulfill essential duties AND # are going up, stay at home. What should we do? Provide accurate info about C-19."
- "I need better mid and low level communication. The weekly emails from Maurice and dept leads are great but that's high level highlights." [This is echoed a few times]
- Processes
  - "The Town should consider allowing people with pre-existing health conditions or family obligations (esp. when schools and daycares are closed) to work remotely as much as possible, especially when the Town changes conditions."
  - "Set up a standard work from home process with standard required reporting to ensure quality and quantity of work is completed from home."
  - "Need some early planning and communication about expectations for working while my children also need to be home and learning virtually. We can't do it all- either physically/logistically and emotionally/mentally."
  - "Mental health assistance. It would be very helpful to a lot of people if it was included in our health insurance. For me it would be life changing. Medication is included but not therapy."
  - "making the hive more easily accessible on multiple platforms."
  - "Affirm or review allowing employees to use sick leave for mental health days, if this does conflict work scheduling."
- Safety
  - "Stockpile supplies at the aquatic center for us to move and distribute as needed at our various sites based on program needs."
  - "Schedule employees in Demand Response according to the work load. We spend hours just SITTING in vehicles that could possibly be contaminated after transporting sick people. This is unsafe and puts us at higher risk at getting this virus."
  - "Give me the PPE equipment we ask for and not have to wait a week after we have ordered it"
  - "Contracting an outside cleaning company to come into the Transit Facility and do a daily Cleaning the companies that they currently employ are not doing a good job,"
- Equipment
  - "Provide better equipment with which to work remotely."

How are you balancing personal and work demands under these conditions?		
Theme	Count	Notes
No change to well	46	Flexibility helps (5)
With difficulty	25	Caretaker to ill family member (1), childcare challenges (10), fear of taking virus home (3)
Work-life balance	6	Boundary issues (1),
workload	9	Too high (6), shifting schedule (1)
teleworking	17	Possible with Office 365 (2), cut off from team (1), home office lacks equipment (1), reduced commute (2), offers flexibility (2), children at home (8),

- Takeaways
  - No change to well
    - “Well. It is easier to balance work/life working remotely.”
  - Work-life balance
    - “While I am more productive from home because of decreased interruptions, my work hours are bleeding into my home hours more often. I find myself beginning work 2 hours earlier or really late when family is doing other things.”
    - “There's no way to handle or balance this situation. I feel like my health is not a factor in This I'm being told that if I want to be paid I have to report to work or I can pay myself from my time. how do I pay myself if I do not have saved time?”
    - “Avoiding my in-home office space as much as possible when off the clock (not even looking at it)”
    - “Attempting hard cutoffs on time worked.”
  - Workload
    - “Well. Schedules have had to change due to child care issues, but we're making it work. My most stressful pain point is dealing with my Supervisor, trying to come up with a consistent schedule. It changes daily, without warning, or a chance to prepare.”
    - “Police are short staffed on a good day, law enforcement is getting harder and our pay is not competitive so people are leaving law enforcement or going to other departments that pay better and have take home cars.”
    - “Our work load has increased exponentially during COVID and we have been expected to work at a much higher efficiency than is realistic. There are continued expectations that we take on more until burnt out, even when we are also handling a pandemic, etc.”
    - “Its been very difficult and the separation from the team has not helped. It was made work responsibilities on the team uneven when we are being exposed anyway due to the nature of our job. It cut off our support system of each other”
    - “I am struggling to watch full time administrator be well compensated for not doing much, while a handful of full and part time employees are doing all the work. The organization is top heavy and they exploit the lower level employees