

# EMPLOYEE SURVEY RESULTS

In August, Charlotte Water leadership asked all employees to participate in an online survey, which was used to inform Charlotte Water's strategic plan. We are incredibly grateful to the 340 people from all areas of the organization who offered input and commentary, and we wanted to share some of the survey results with the organization.

## When asked "What are the greatest strengths of Charlotte Water?" you responded with:

-  **Dedicated and skilled employees** - we go above and beyond to provide essential services to our community
-  **Work environment** - our culture, workforce development opportunities, benefits, etc.
-  **Financial position** - we are financially strong and have the resources that we need to get our jobs done

## When asked "What opportunities do you see for Charlotte Water in the next 3-5 years?" you responded with:

-  Increased workforce development and employee engagement
-  Technology, innovation, and process improvements to increase efficiency, safety, and service delivery
-  Regional growth and expansion

## When asked "What would make you proud of Charlotte Water in 5 years" you answered:

-  If Charlotte Water were an employer of choice in the region and industry
-  If we make strong investments in our infrastructure and operations
-  If we are known as a leader in technology, research, and innovation

## When asked to rate performance on different attributes of an effectively managed utility, you answered:



## When asked what the most important issues for Charlotte Water to focus on in the future are, you answered:

