

Employee Viewpoint Survey Results: Communication

Gateway Arch National Park Employee Viewpoint Task Force Assessment of Communication July 30, 2019



Employee Viewpoint Survey Results: Communication

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Purpose

Collect feedback related to communication at Gateway Arch National Park with the goal of working toward and/or implementing solutions.

Methodology

1. After identifying themes from the 2018 Employee Viewpoint Survey, the Employee Viewpoint Task Force selected communication as the third set of questions for employee feedback.
2. Thirty-five (35) questions were created to assess the current state of communication and inform the Task Force of possible solutions/recommendations.
3. Data collection was completed via an online survey and the distribution of paper surveys.
4. A total of 120 responses were received out of 330 **(36%)** total employees from the Arch Café, Bi-State Development, Gateway Arch Park Foundation, Jefferson National Parks Association, National Park Service, and Photogenic.
5. The paper and online surveys were combined and analyzed in order to provide a summary report.

Sampling Procedure

Online Survey:

Responses were collected via an online survey on Survey Monkey. A personalized URL was distributed to employees via email.

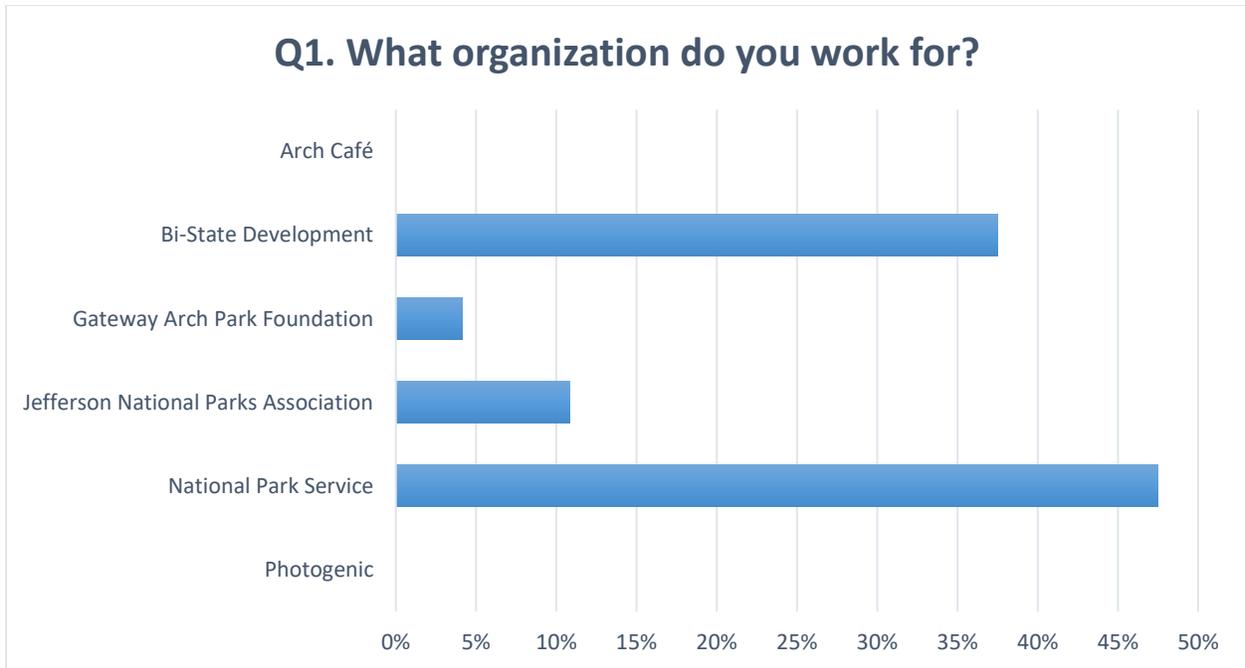
Paper Surveys:

A paper version of the survey was made available to those with limited computer access and returned via mail.

Findings

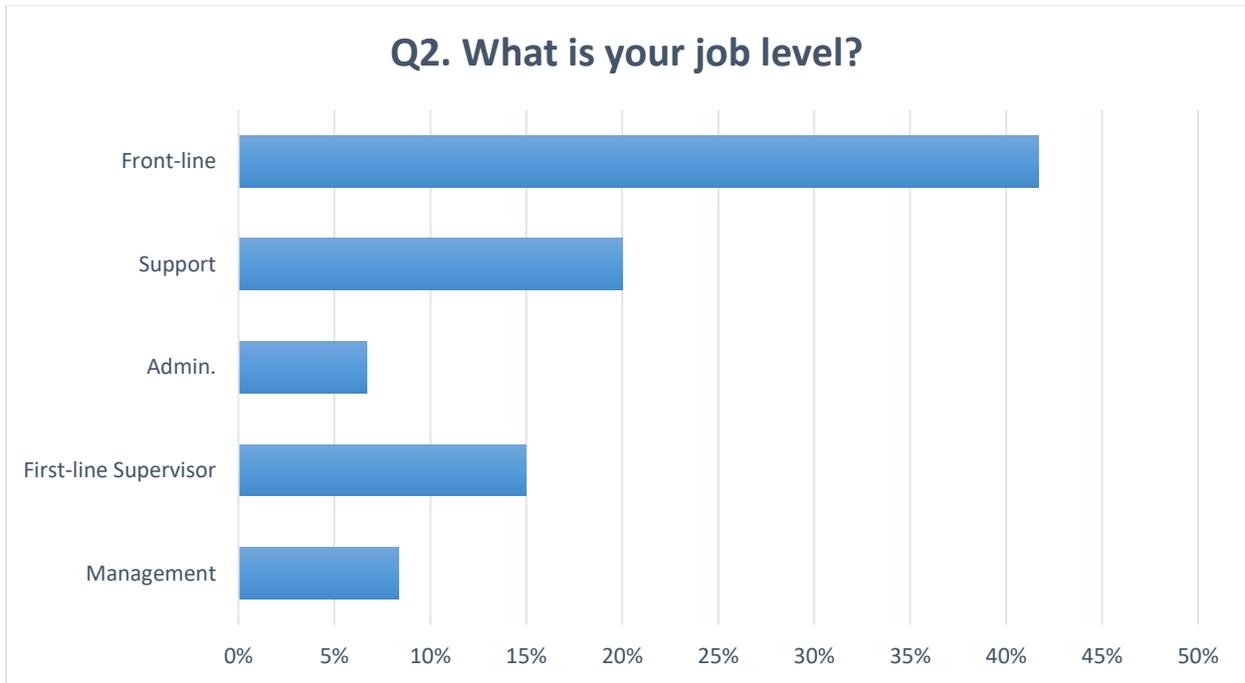
1. Based on the responses, current communication regarding the Old Courthouse Renovations (Q32) was rated the lowest among all the scenarios with an average rating of **2.99/5.00**. The highest rated was communication concerning MODOT road closures (Q20) with an average rating of **3.36/5.00**.
2. Of the respondents, **83.76%** have access to company email.
3. A total of **57.14%** of respondents rated overall satisfaction with internal communication as above average.
4. The top choice for who should communicate the information across all scenarios was **Direct Supervisor**.
5. Across Scenario 1, Scenario 3, and Scenario 4, respondents wanted the information communicated to them **within a week**.

Employee Viewpoint Survey Results: Communication



Q1. What organization do you work for?	Responses	
Bi-State Development	37.50%	45
Gateway Arch Park Foundation	4.17%	5
Jefferson National Parks Assoc.	10.83%	13
National Park Service	47.50%	57
Grand Total	100.00%	120

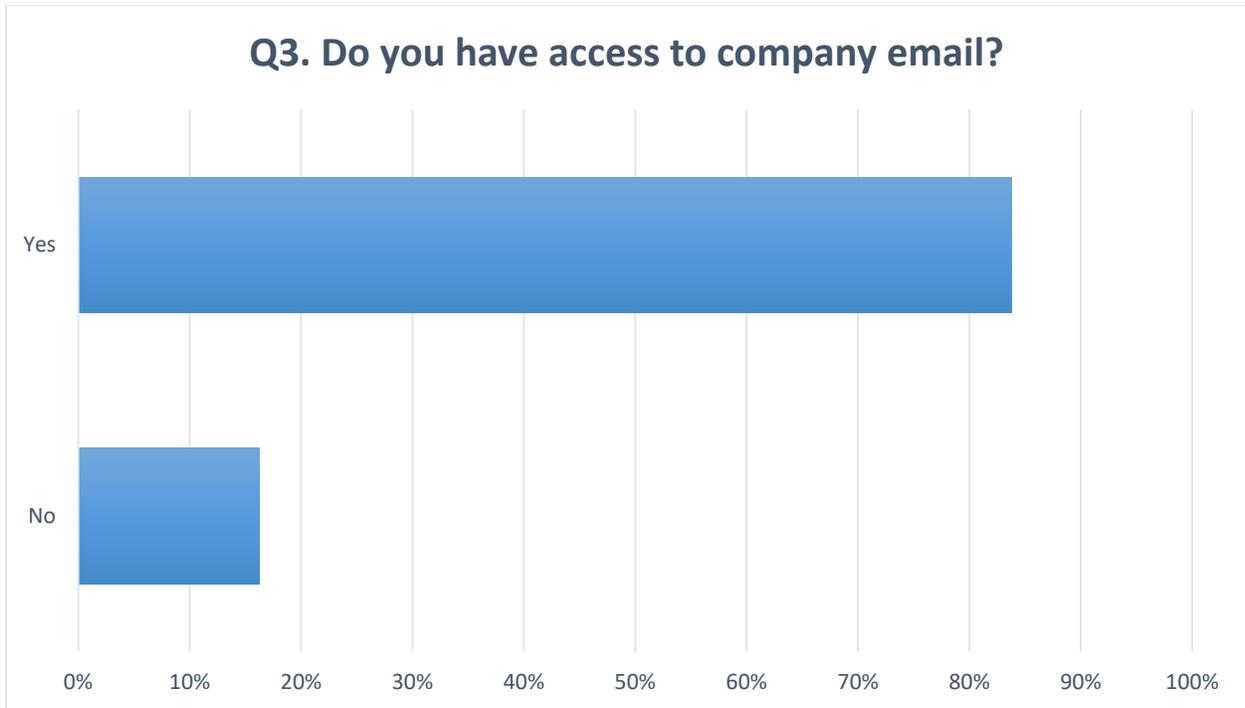
Employee Viewpoint Survey Results: Communication



Q2. What is your job level?		Responses	
Front-line (e.g. Tour Guide, Cashier, Ranger, etc.)	41.18%	49	
Support (e.g. Dispatch, Exhibits, Audio Visual, IT, Grounds, Maintenance, etc.)	27.73%	33	
Admin. (e.g. HR, Payroll, Accounting, Marketing, etc.)	7.56%	9	
First-line Supervisor (e.g. Tram Supervisor, Ticket Sales Supervisor, etc.)	15.13%	18	
Management (e.g. Director, Superintendent, Chief, etc.)	8.40%	10	
Grand Total	100.00%	119	

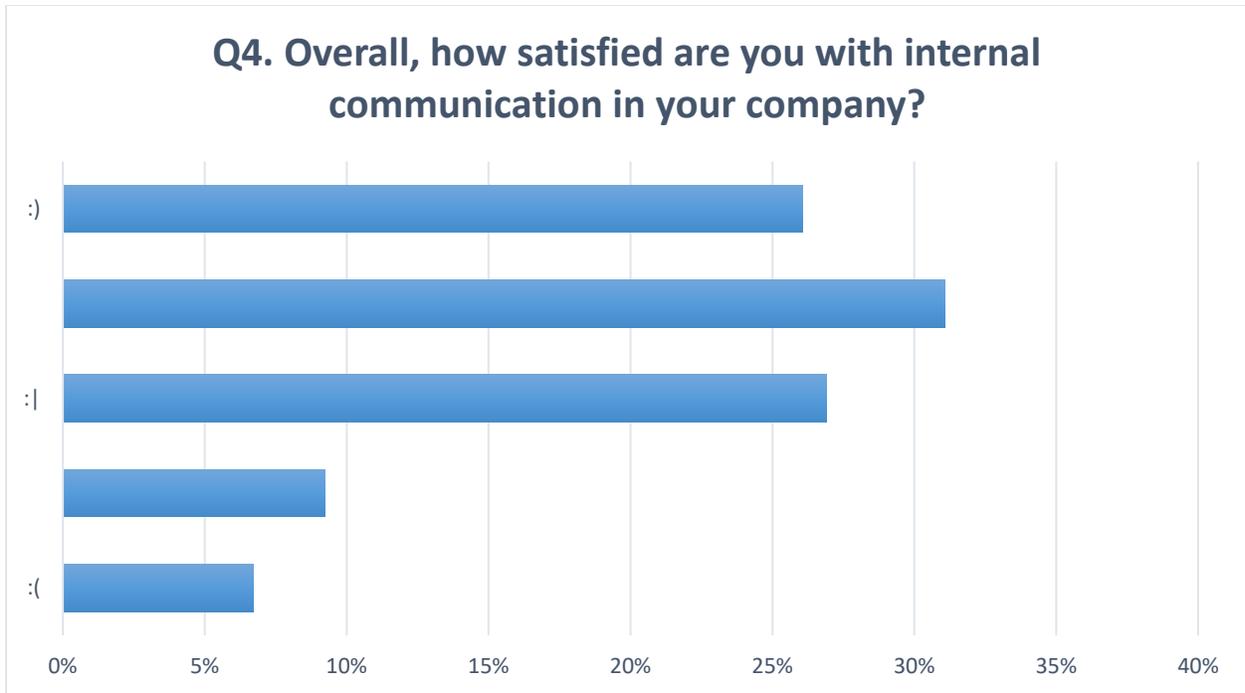
Q2. by Organization	BSD	GAPF	JNPA	NPS	Responses
Front-line	23.53%	0.00%	2.52%	15.13%	41.18%
Support	4.20%	1.68%	4.20%	17.65%	27.73%
Admin.	2.52%	1.68%	1.68%	1.68%	7.56%
First-line Supervisor	5.88%	0.00%	0.00%	9.24%	15.13%
Management	1.68%	0.84%	1.68%	4.20%	8.40%
Grand Total	37.82%	4.20%	10.08%	47.90%	100.00%

Employee Viewpoint Survey Results: Communication



Q3. Access to email?	BSD	GAPF	JNPA	NPS	Responses	
Yes	21.37%	3.42%	10.26%	48.72%	83.76%	98
No	16.24%	0.00%	0.00%	0.00%	16.24%	19
Grand Total	37.61%	3.42%	10.26%	48.72%	100.00%	117

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Q4. Overall Satisfaction	Responses	
5 - 😊	26.05%	31
4	31.09%	37
3 - 😐	26.89%	32
2	9.24%	11
1 - 😞	6.72%	8
Grand Total	100.00%	119
Average Rating (1-5)	3.62	

Employee Viewpoint Survey Results: Communication

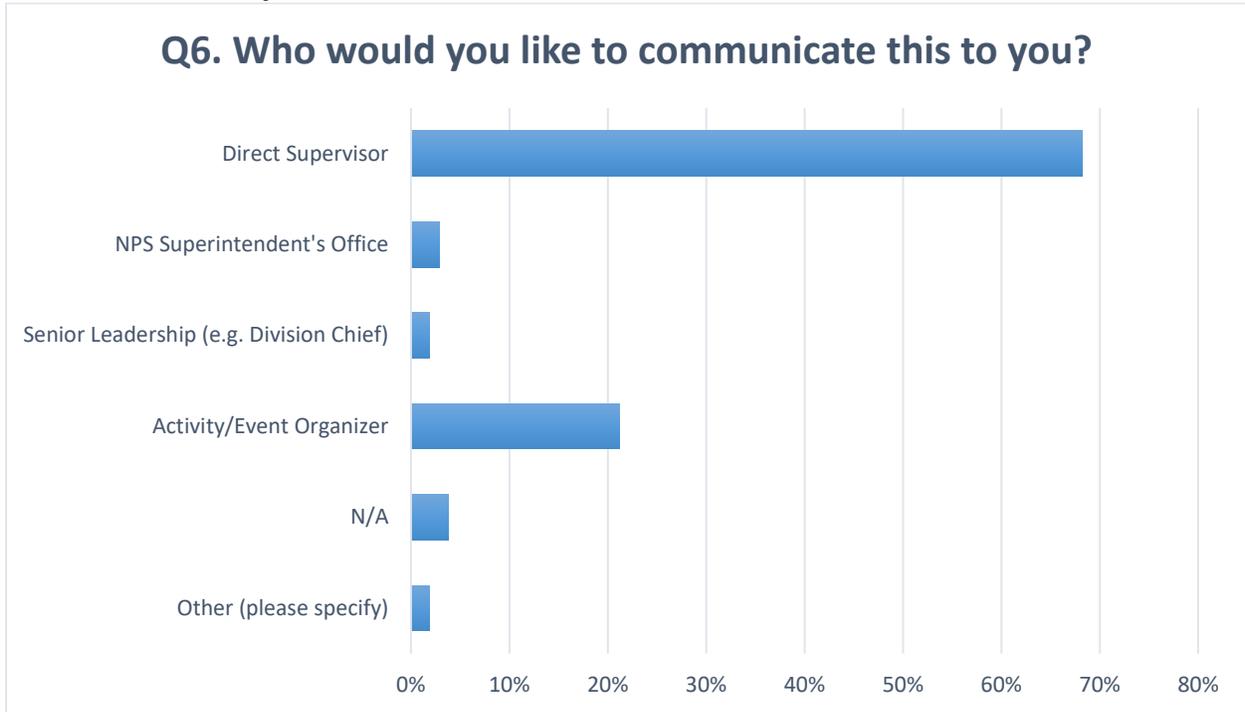
Scenario 1: A group of 400 students will be visiting the Gateway Arch. They have reservations to explore the museum, eat lunch at the Arch Café, and will be shopping in the Arch Store. This day will also be a Cardinal’s day game.

Q5. What is your preferred medium for this information to be communicated to you? (Rank up to three choices in order)						
Preferred Medium	Rank 1		Rank 2		Rank 3	
In-person	16.30%	15	21.95%	18	23.94%	17
Phone Call	3.26%	3	10.98%	9	12.68%	9
Radio	0.00%	0	1.22%	1	4.23%	3
Text	3.26%	3	2.44%	2	7.04%	5
Email	46.74%	43	19.51%	16	12.68%	9
Daily Group Sheet	21.74%	20	18.29%	15	14.08%	10
Meeting	7.61%	7	23.17%	19	22.54%	16
SWN Emergency Alert System	1.09%	1	2.44%	2	2.82%	2
Grand Total	100.00%	92	100.00%	82	100.00%	71

- When considering how they would want to be contacted in Scenario 1, the top three mediums respondents **ranked first** were:
 1. **Email** (46.74%)
 2. **Daily Group Sheet** (21.74%)
 3. **In-person** (16.30%)
- When considering how they would want to be contacted in Scenario 1, the top three mediums respondents **ranked second** were:
 1. **Meeting** (23.17%)
 2. **In-person** (21.95%)
 3. **Email** (19.51%)
- When considering how they would want to be contacted in Scenario 1, the top three mediums respondents **ranked third** were:
 1. **In-person** (23.94%)
 2. **Meeting** (22.54%)
 3. **Daily Group Sheet** (14.08%)

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Scenario 1: Group of 400 Students



Q6. Who would you like to communicate this to you?	Responses	
Direct Supervisor	68.27%	71
NPS Superintendent's Office	2.88%	3
Senior Leadership (e.g. Division Chief)	1.92%	2
Activity/Event Organizer	21.15%	22
N/A	3.85%	4
Other (please specify)	1.92%	2
Grand Total	100.00%	104

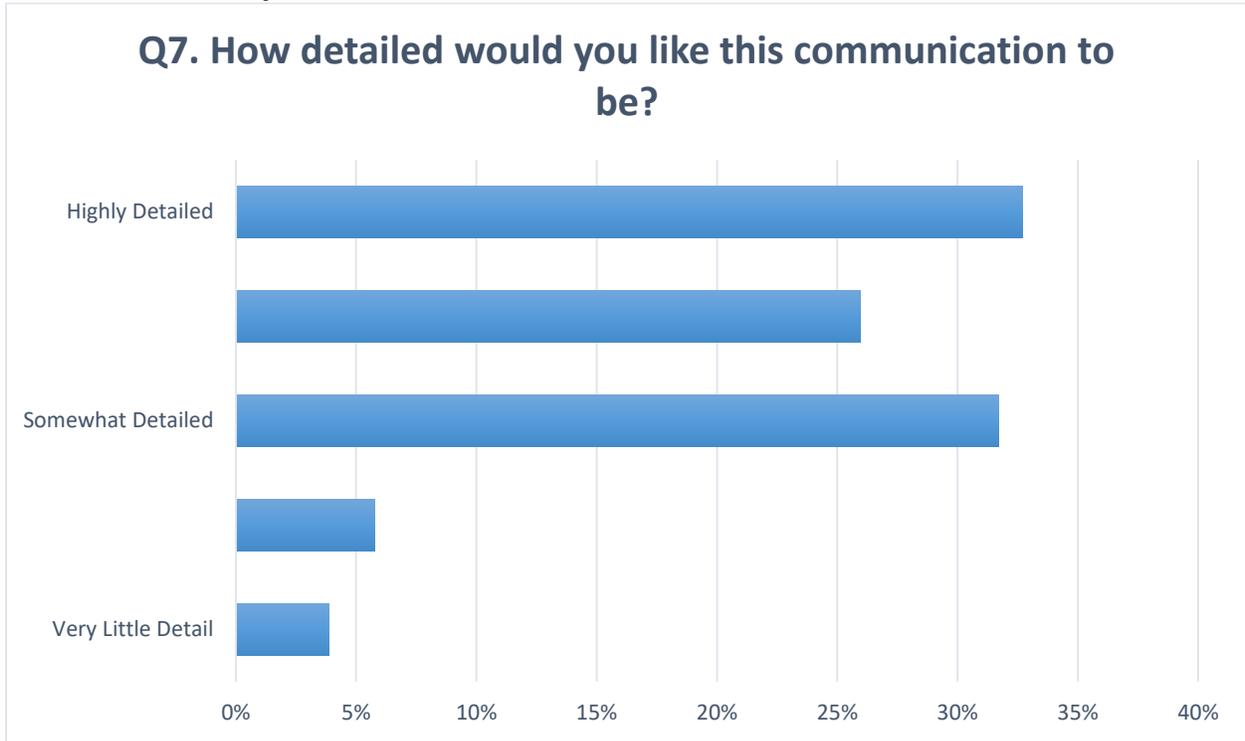
Q6: Other (please specify)

The person who took the reservations, they are closest to the source of the information in case there are follow up questions

Would be preferable to be a consistent person. For example, Alaina from Bi-State who is taking the group order and can share the info with all partners

Employee Viewpoint Survey Results: Communication

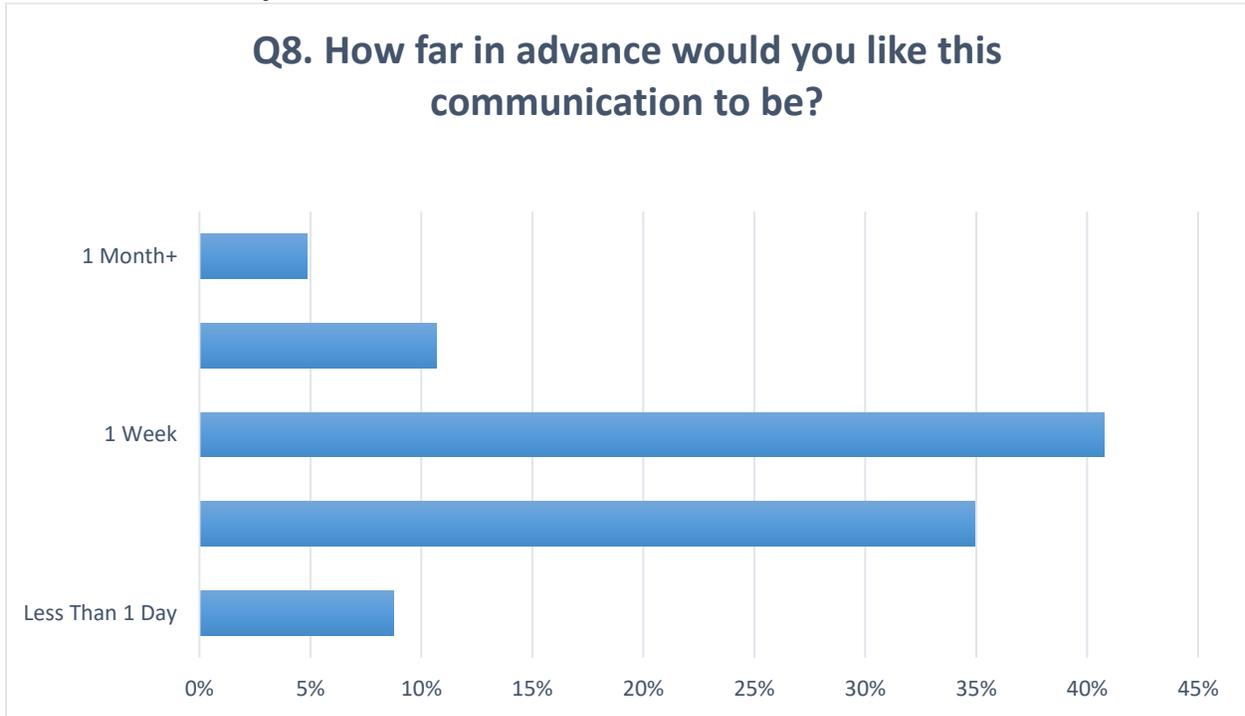
Scenario 1: Group of 400 Students



Q7. How detailed would you like this communication to be?		Responses	
5 - Highly Detailed		32.69%	34
4		25.96%	27
3 - Somewhat Detailed		31.73%	33
2		5.77%	6
1 - Very Little Detail		3.85%	4
Grand Total		100.00%	104
Average Rating (1-5)		3.78	

Employee Viewpoint Survey Results: Communication

Scenario 1: Group of 400 Students

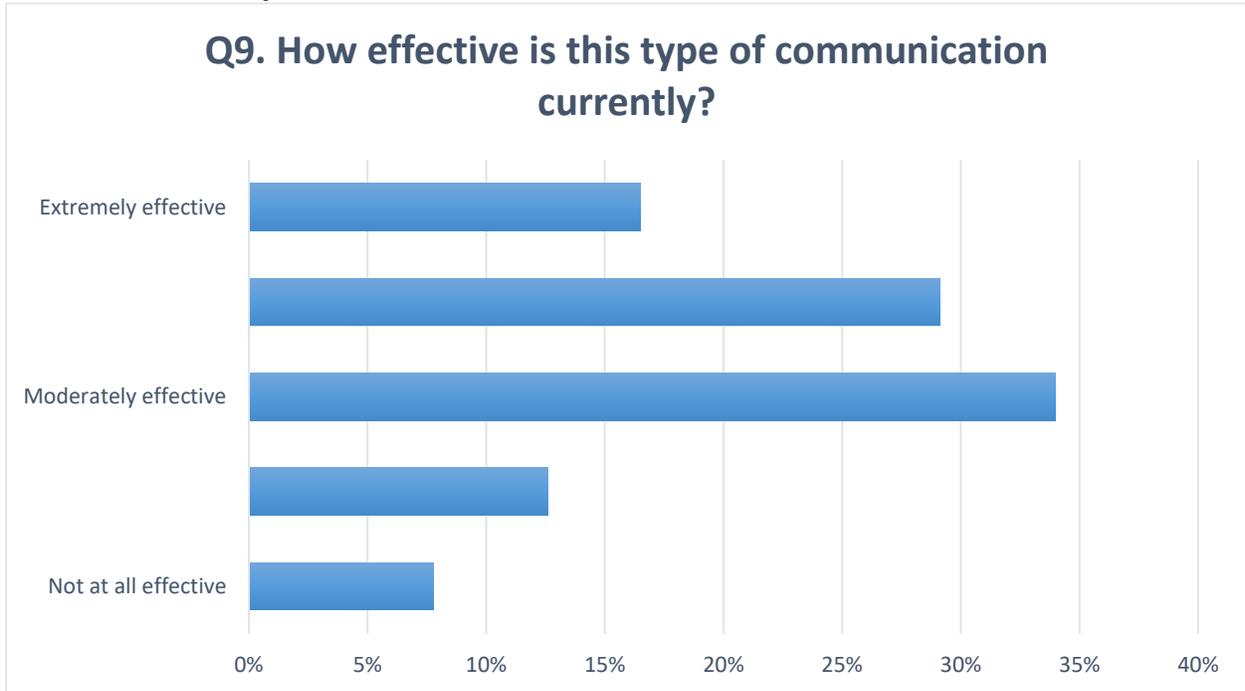


Q8. How far in advance would you like this communication to be?	Responses	
5 – 1 Month+	4.85%	5
4	10.68%	11
3 – 1 Week	40.78%	42
2	34.95%	36
1 – Less Than 1 Day	8.74%	9
Grand Total	100.00%	103
Average Rating (1-5)	2.68	

- The majority of respondents, **84.47%**, would like this communicated to them in **a week or less**.

Employee Viewpoint Survey Results: Communication

Scenario 1: Group of 400 Students



Q9. How effective is this type of communication currently?	Responses	
5 – Extremely effective	16.50%	17
4	29.13%	30
3 – Moderately effective	33.98%	35
2	12.62%	13
1 – Not at all effective	7.77%	8
Grand Total	100.00%	103
Average Rating (1-5)	3.34	

Q10: Comment Examples

Often when at the podium staff has difficulty finding a supervisor. Perhaps having a walkie talkie just for the podium may help.

Everyone in every division/partnership should be informed by email and by their supervisor of a situation like above.

The current emails, from Dugan, work well...but I think they get lost in the barrage of emails from time to time.

Perhaps all reservations could include a point of contact for follow up questions, not just the large groups of 400 students.

I feel there should be advance notice on any large groups coming to visit any Park. Also, to make sure staff is adequate.

Employee Viewpoint Survey Results: Communication

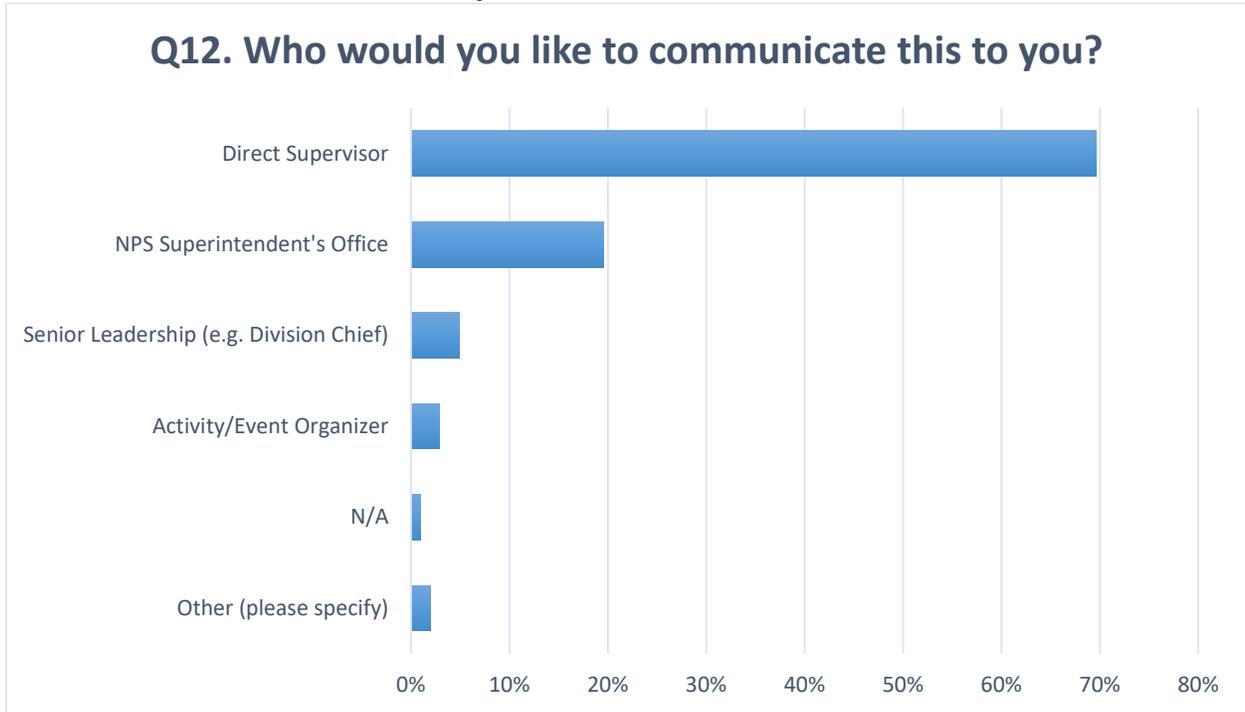
Scenario 2: The Secretary of the U.S. Department of Interior has been scheduled with less than one days' notice.

Q11. What is your preferred medium for this information to be communicated to you? (Rank up to three choices in order)						
Preferred Medium	Rank 1		Rank 2		Rank 3	
In-person	36.67%	33	21.25%	17	9.09%	7
Phone Call	13.33%	12	16.25%	13	15.58%	12
Radio	0.00%	0	2.50%	2	1.30%	1
Text	6.67%	6	6.25%	5	11.69%	9
Email	26.67%	24	22.50%	18	23.38%	18
Daily Group Sheet	4.44%	4	5.00%	4	14.29%	11
Meeting	8.89%	8	23.75%	19	19.48%	15
SWN Emergency Alert System	3.33%	3	2.50%	2	5.19%	4
Grand Total	100.00%	90	100.00%	80	100.00%	77

- When considering how they would want to be contacted in Scenario 2, the top three mediums respondents **ranked first** were:
 1. **In-person** (36.67%)
 2. **Email** (26.67%)
 3. **Phone Call** (13.33%)
- When considering how they would want to be contacted in Scenario 2, the top three mediums respondents **ranked second** were:
 1. **Meeting** (23.75%)
 2. **Email** (22.50%)
 3. **In-person** (21.25%)
- When considering how they would want to be contacted in Scenario 2, the top three mediums respondents **ranked third** were:
 1. **Email** (23.38%)
 2. **Meeting** (19.48%)
 3. **Phone Call** (15.58%)

Employee Viewpoint Survey Results: Communication

Scenario 2: Visit from Secretary of Interior



Q12. Who would you like to communicate this to you?

	Responses	
Direct Supervisor	69.61%	71
NPS Superintendent's Office	19.61%	20
Senior Leadership (e.g. Division Chief)	4.90%	5
Activity/Event Organizer	2.94%	3
N/A	0.98%	1
Other (please specify)	1.96%	2
Grand Total	100.00%	102

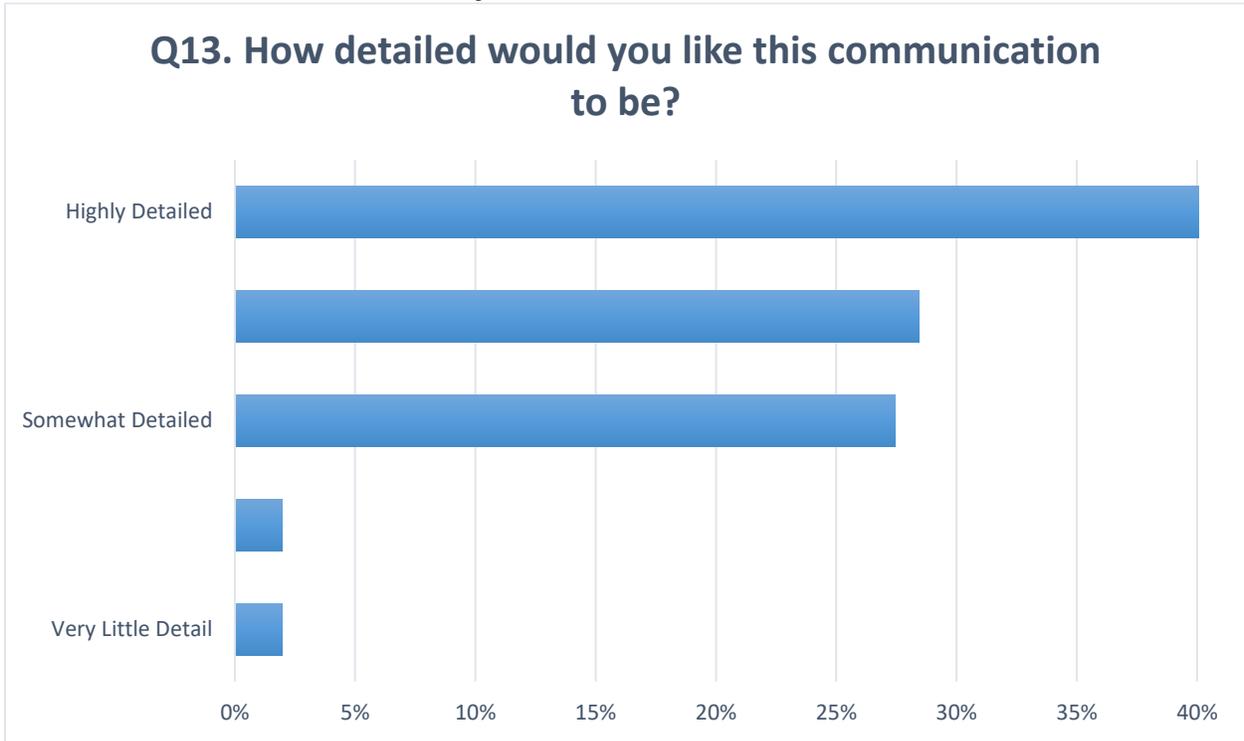
Q12: Other (please specify)

Squad meeting notes from division chiefs

Whoever has the most information about this visit of a high ranking official on short notice. Need to know what my role is in the visit.

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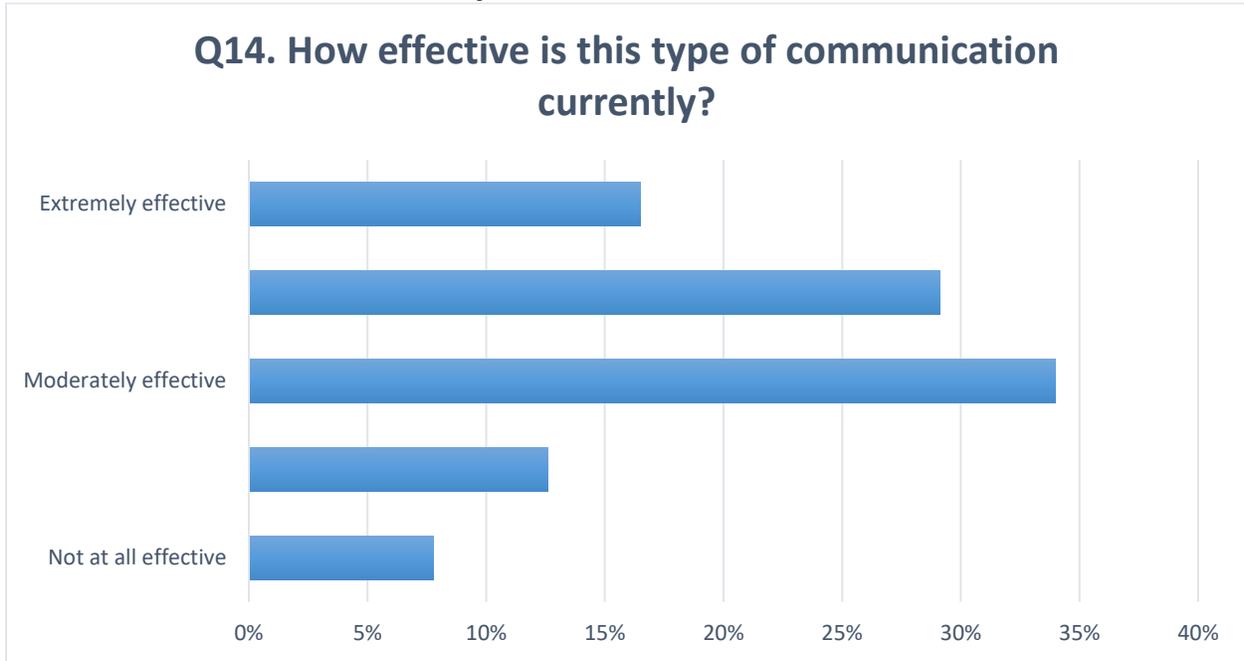
Scenario 2: Visit from Secretary of Interior



Q13. How detailed would you like this communication to be?		Responses	
5 - Highly Detailed		40.20%	41
4		28.43%	29
3 - Somewhat Detailed		27.45%	28
2		1.96%	2
1 - Very Little Detail		1.96%	2
Grand Total		100.00%	102
Average Rating (1-5)		4.03	

Employee Viewpoint Survey Results: Communication

Scenario 2: Visit from Secretary of Interior



Q14. How effective is this type of communication currently?	Responses	
5 – Extremely effective	15.84%	16
4	21.78%	22
3 – Moderately effective	40.59%	41
2	12.87%	13
1 – Not at all effective	8.91%	9
Grand Total	100.00%	101
Average Rating (1-5)	3.23	

Q15: Comment Examples

This a good example of why we need wifi and cell coverage in the whole complex so a text message could be received. Not everyone has radios but most employees carry a cell phone. This communication would probably get to more employees than anything else.

All visitors are important, therefore we should always shine and put our best foot forward shouldn't be any different if it is someone from WASO or the Queen of England

Found out Biden visited a couple days after it happened.

I do not live my life through email. I check it sometimes only one time per day. Have more modes of communication than just by email.

This kind of information rarely trickles down in time for the front line people to be aware of it.

Employee Viewpoint Survey Results: Communication

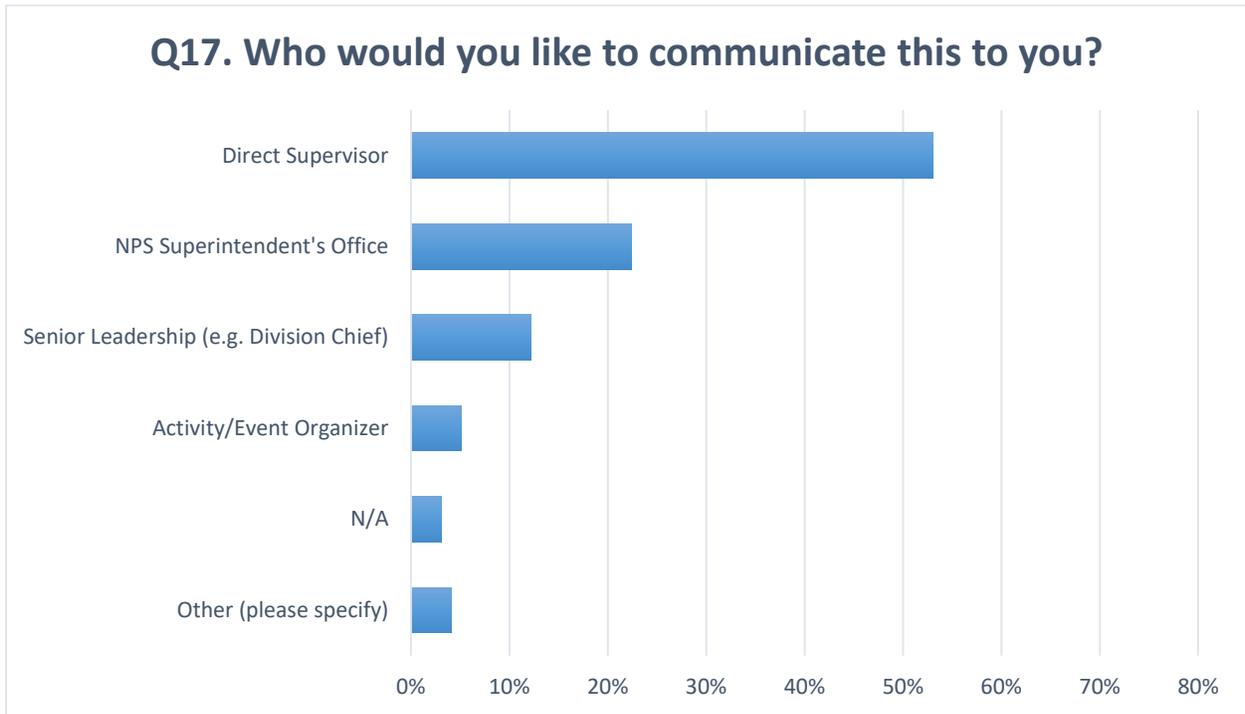
Scenario 3: MODOT will be closing roads leading to the Arch grounds for an extended period of time. This will significantly affect guests and employees traveling to and from the park.

Q16. What is your preferred medium for this information to be communicated to you? (Rank up to three choices in order)						
Preferred Medium	Rank 1		Rank 2		Rank 3	
In-person	14.94%	13	19.18%	14	15.63%	10
Phone Call	1.15%	1	8.22%	6	17.19%	11
Radio	0.00%	0	2.74%	2	1.56%	1
Text	4.60%	4	8.22%	6	14.06%	9
Email	64.37%	56	17.81%	13	14.06%	9
Daily Group Sheet	1.15%	1	10.96%	8	10.94%	7
Meeting	6.90%	6	24.66%	18	17.19%	11
SWN Emergency Alert System	6.90%	6	8.22%	6	9.38%	6
Grand Total	100.00%	87	100.00%	73	100.00%	64

- When considering how they would want to be contacted in Scenario 3, the top three mediums respondents **ranked first** were:
 1. **Email** (64.37%)
 2. **In-person** (14.94%)
 3. **Meeting and SWN Emergency Alert** (6.90%)
- When considering how they would want to be contacted in Scenario 3, the top three mediums respondents **ranked second** were:
 1. **Meeting** (24.66%)
 2. **In-person** (19.18%)
 3. **Email** (17.81%)
- When considering how they would want to be contacted in Scenario 3, the top three mediums respondents **ranked third** were:
 1. **Meeting and Phone Call** (17.19%)
 2. **In-person** (15.63%)
 3. **Email and Text** (14.06%)

Employee Viewpoint Survey Results: Communication

Scenario 3: MODOT Road Closures



Q17. Who would you like to communicate this to you?

	Responses	
Direct Supervisor	53.06%	52
NPS Superintendent's Office	22.45%	22
Senior Leadership (e.g. Division Chief)	12.24%	12
Activity/Event Organizer	5.10%	5
N/A	3.06%	3
Other (please specify)	4.08%	4
Grand Total	100.00%	98

Q17: Other (please specify)

Park Dispatch

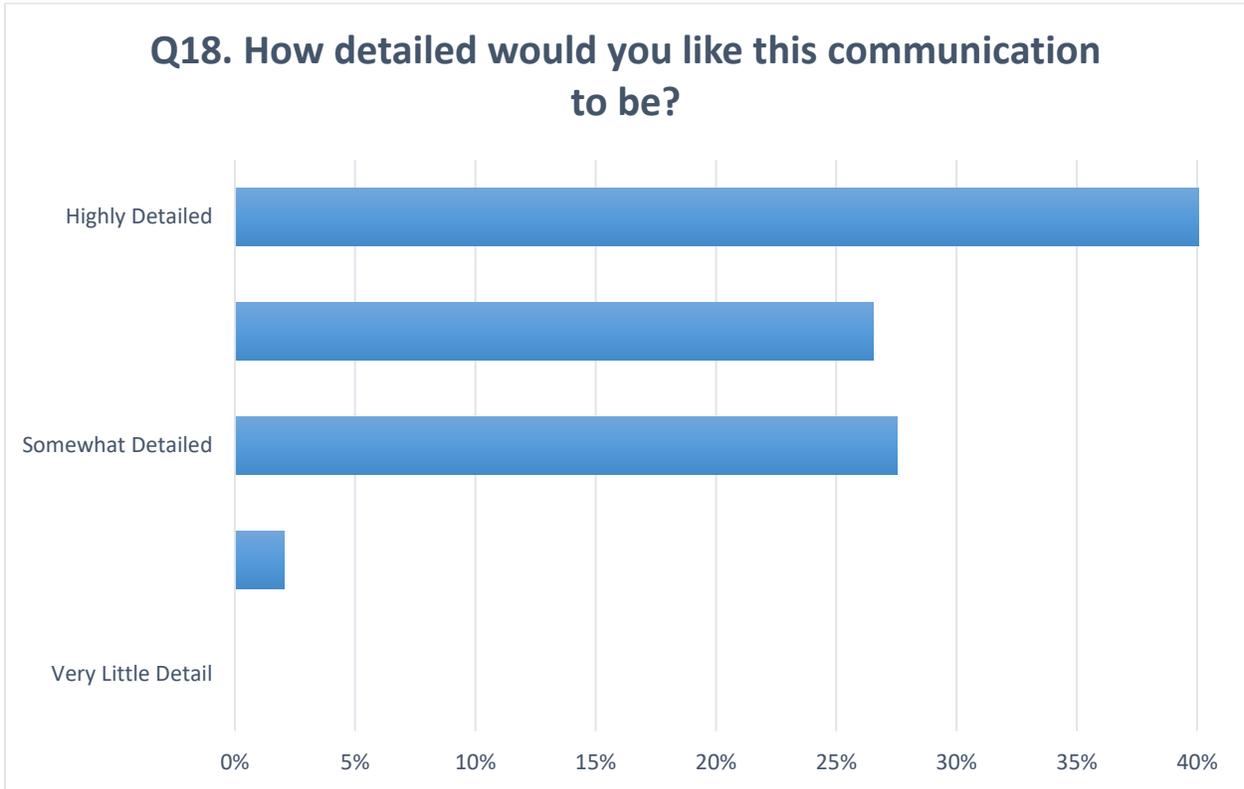
Squad meeting notes from division chiefs

The person who spoke with Modot, they will have the details and a point of contact for follow up questions.

Scott Cluck has done a nice job with this. I'd like if it continued to come from Scott or dispatch.

Employee Viewpoint Survey Results: Communication

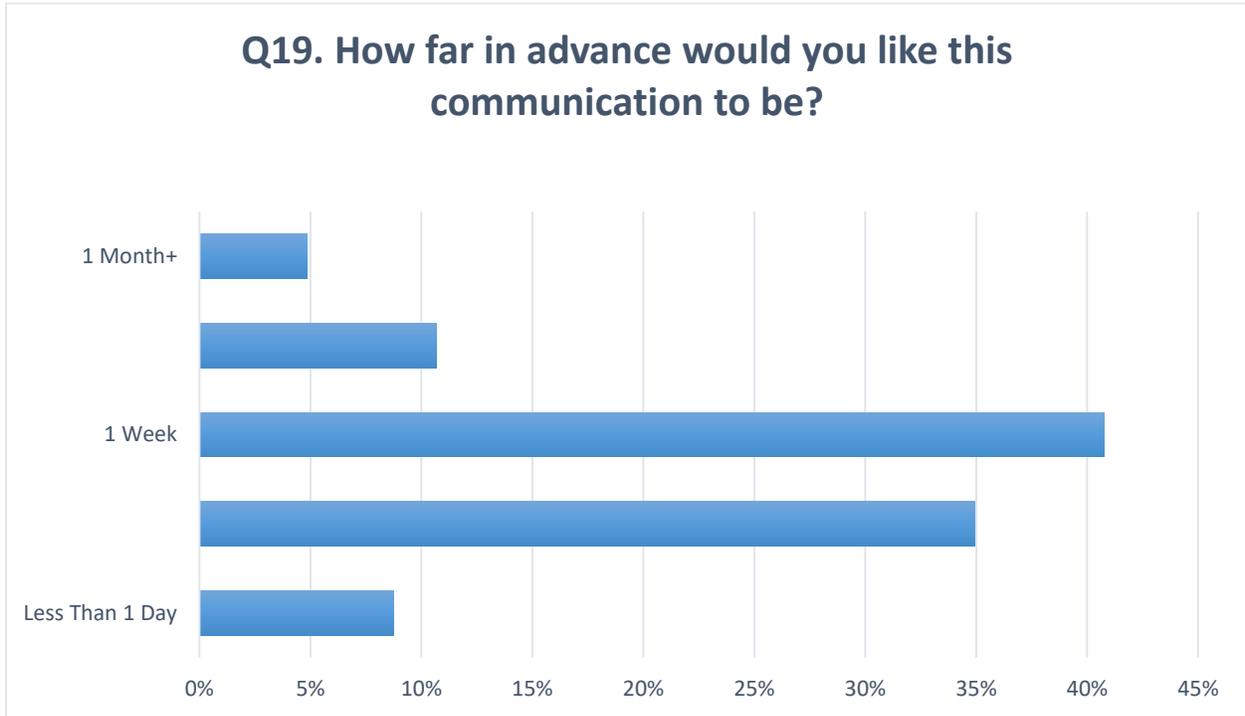
Scenario 3: MODOT Road Closures



Q18. How detailed would you like this communication to be?		Responses	
5 - Highly Detailed		43.88%	43
4		26.53%	26
3 - Somewhat Detailed		27.55%	27
2		2.04%	2
1 - Very Little Detail		0.00%	0
Grand Total		100.00%	98
Average Rating (1-5)		4.12	

Employee Viewpoint Survey Results: Communication

Scenario 3: MODOT Road Closures

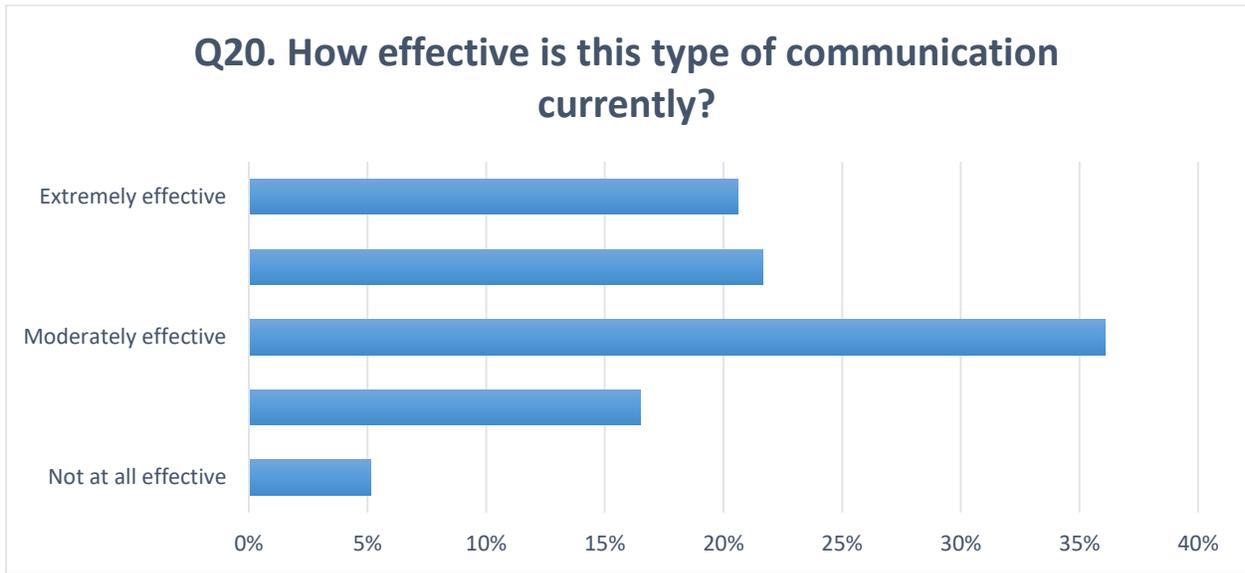


Q19. How far in advance would you like this communication to be?	Responses	
5 – 1 Month+	12.12%	12
4	20.20%	20
3 – 1 Week	50.51%	50
2	14.14%	14
1 – Less Than 1 Day	3.03%	3
Grand Total	100.00%	99
Average Rating (1-5)	3.24	

- The majority of respondents, **67.68%**, would like this communicated to them in **a week or less**.

Employee Viewpoint Survey Results: Communication

Scenario 3: MODOT Road Closures



Q20. How effective is this type of communication currently?	Responses	
5 – Extremely effective	20.62%	20
4	21.65%	21
3 – Moderately effective	36.08%	35
2	16.49%	16
1 – Not at all effective	5.15%	5
Grand Total	100.00%	97
Average Rating (1-5)	3.36	

Q21: Comment Examples

This is critical information for individuals who answer the main phone lines and schedule deliveries for the park. It is necessary to provide options when possible, which we typically have to research depending on number of visitors in group, size of vehicle and access to various park locations.

it's improved in recent time

Those lane closure emails have helped

I get the email forwards from the Modot now, but analysis of the info from park managers could help me decide what are expectations of me during prolonged construction.

Communication should be at least a week ahead. Staff leaves in different states and longer distances. If we no ahead of time we can plan accordingly.

This is very important information for the call center to have

I get frequent emails about road closures from several sources, including deputy superintendent of park.

I appreciate that Scott Cluck tries to send out updates to park staff about road work.

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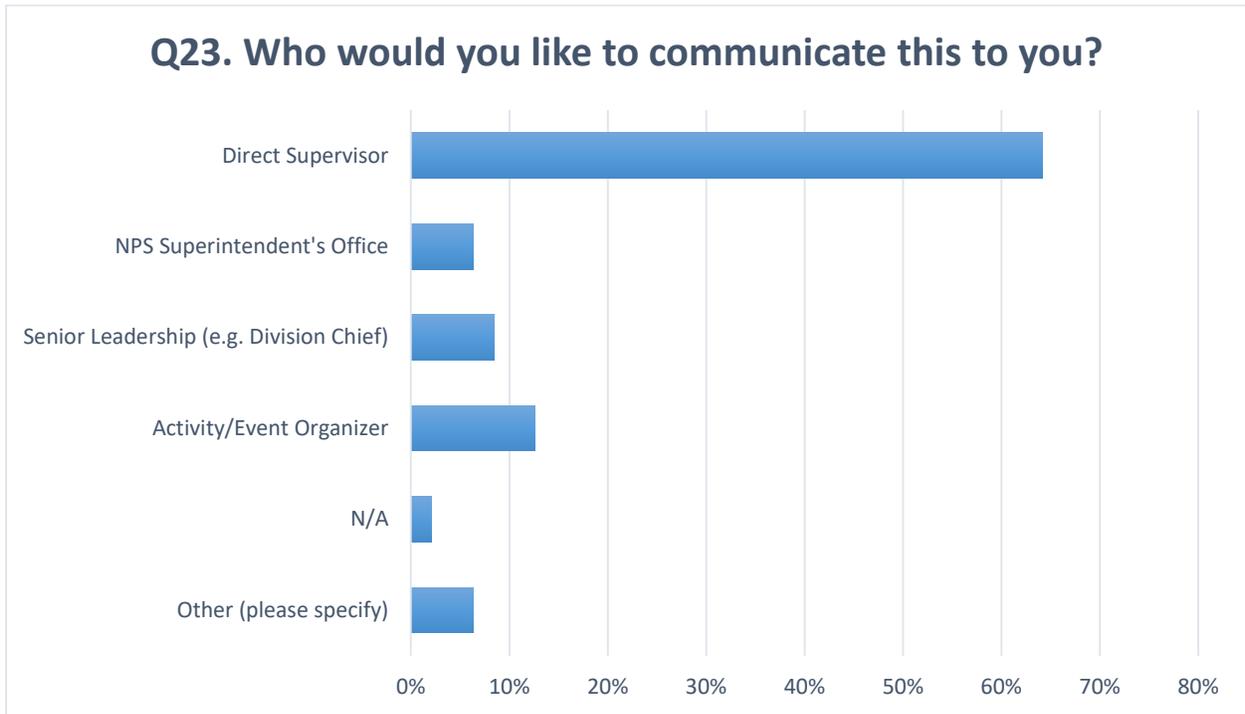
Scenario 4: The Jehovah's Witness Convention will be at America's Center this August, significantly increasing the amount of visitors in the city.

Q22. What is your preferred medium for this information to be communicated to you? (Rank up to three choices in order)						
Preferred Medium	Rank 1		Rank 2		Rank 3	
In-person	13.10%	11	11.59%	8	23.21%	13
Phone Call	1.19%	1	7.25%	5	8.93%	5
Radio	2.38%	2	1.45%	1	3.57%	2
Text	3.57%	3	7.25%	5	1.79%	1
Email	55.95%	47	20.29%	14	12.50%	7
Daily Group Sheet	10.71%	9	20.29%	14	17.86%	10
Meeting	13.10%	11	28.99%	20	30.36%	17
SWN Emergency Alert System	0.00%	0	2.90%	2	1.79%	1
Grand Total	100.00%	84	100.00%	69	100.00%	56

- When considering how they would want to be contacted in Scenario 4, the top three mediums respondents **ranked first** were:
 1. **Email** (55.95%)
 2. **In-person and Meeting** (13.10%)
 3. **Daily Group Sheet** (10.71%)
- When considering how they would want to be contacted in Scenario 4, the top three mediums respondents **ranked second** were:
 1. **Meeting** (28.99%)
 2. **Email and Daily Group Sheet** (20.29%)
 3. **In-person** (11.59%)
- When considering how they would want to be contacted in Scenario 4, the top three mediums respondents **ranked third** were:
 1. **Meeting** (30.36%)
 2. **In-person** (23.21%)
 3. **Daily Group Sheet** (17.86%)

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Scenario 4: Jehovah's Witness Convention



Q23. Who would you like to communicate this to you?

	Responses	
Direct Supervisor	64.21%	61
NPS Superintendent's Office	6.32%	6
Senior Leadership (e.g. Division Chief)	8.42%	8
Activity/Event Organizer	12.63%	12
N/A	2.11%	2
Other (please specify)	6.32%	6
Grand Total	100.00%	95

Q23: Other (please specify)

Maybe Explore St. Louis group might best provide this information

Whoever would most likely be in the "know"

Squad meeting notes from division chiefs

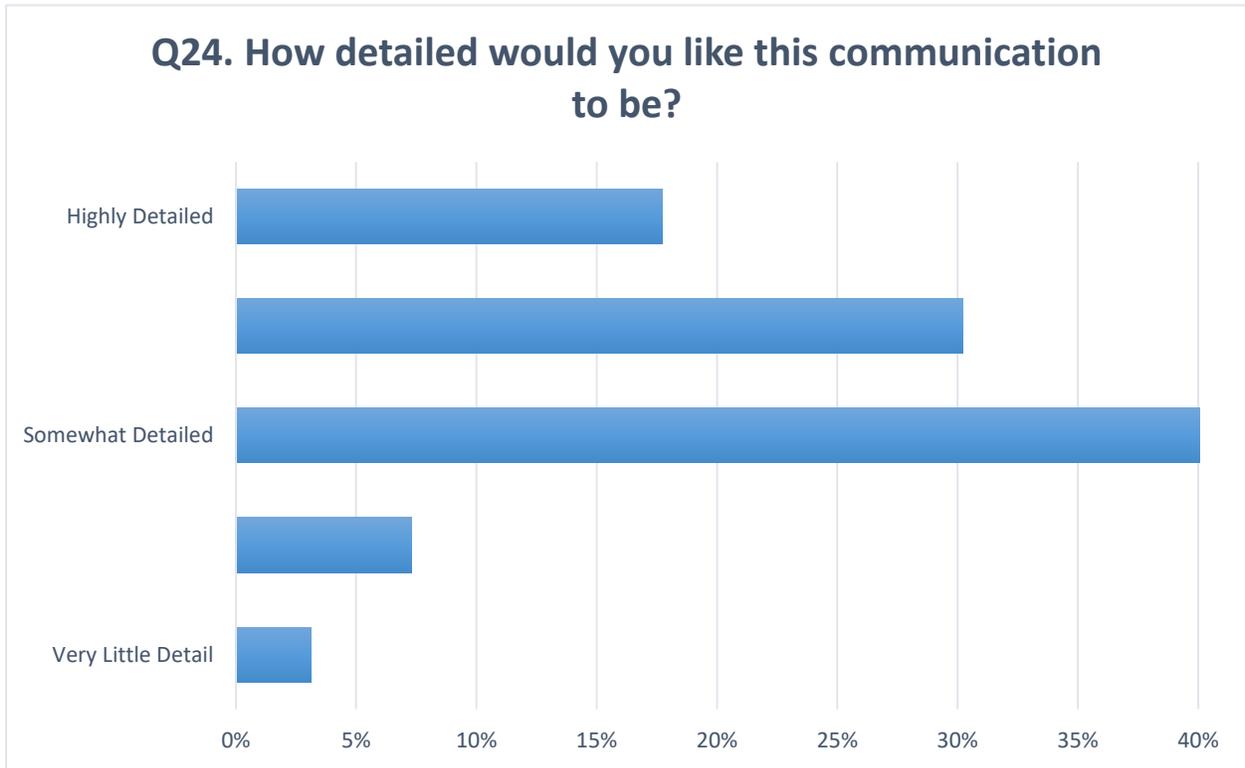
The person closest to the source of the information; perhaps Explore St. Louis, because they arrange conventions

MS&I used to have a committee (NPS, Metro, JNPA) that put together list of info like this

It would be ideal if the same source provided info on large conventions downtown to partners

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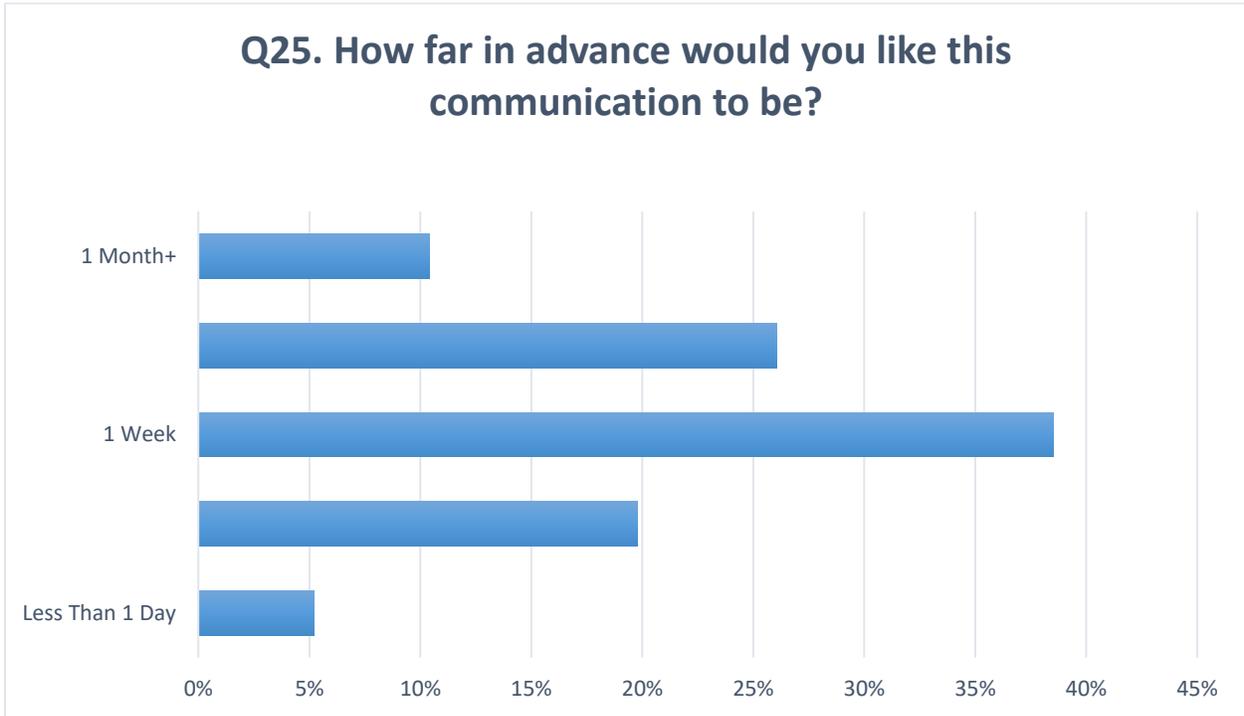
Scenario 4: Jehovah's Witness Convention



Q24. How detailed would you like this communication to be?		Responses	
5 - Highly Detailed		17.71%	17
4		30.21%	29
3 - Somewhat Detailed		41.67%	40
2		7.29%	7
1 - Very Little Detail		3.13%	3
Grand Total		100.00%	96
Average Rating (1-5)		3.52	

Employee Viewpoint Survey Results: Communication

Scenario 4: Jehovah’s Witness Convention

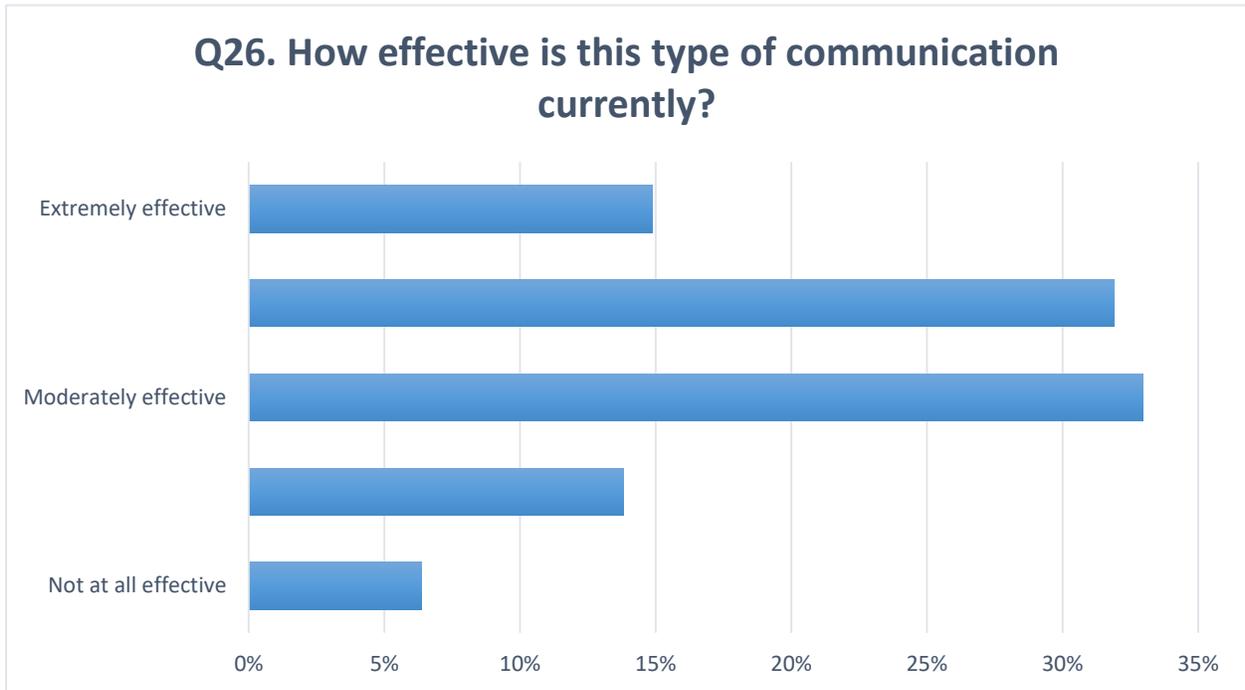


Q25. How far in advance would you like this communication to be?	Responses	
5 – 1 Month+	10.42%	10
4	26.04%	25
3 – 1 Week	38.54%	37
2	19.79%	19
1 – Less Than 1 Day	5.21%	5
Grand Total	100.00%	96
Average Rating (1-5)	3.17	

- The majority of respondents, **63.54%**, would like this communicated to them in **a week or less**.

Employee Viewpoint Survey Results: Communication

Scenario 4: Jehovah’s Witness Convention



Q26. How effective is this type of communication currently?	Responses	
5 – Extremely effective	14.89%	14
4	31.91%	30
3 – Moderately effective	32.98%	31
2	13.83%	13
1 – Not at all effective	6.38%	6
Grand Total	100.00%	94
Average Rating (1-5)	3.35	

Q27: Comment Examples

Often iPads and scanners are not always ready for large groups for tour guides giving tours and at the podium. Perhaps on heavy days like there should be better monitoring of our tools for work.

I knew about this event already because I have talked to some of the Witnesses. This survey is the first official acknowledgment from the park that they are thinking about the JW's in August. What are the plans?

To plan ahead for staff and calls.

I rarely see info like this on a consistent, regular basis. Doesn't really affect my job, but interesting to know who are visitors are.

Currently I find the information out myself, it could be helpful to have a consistent person to send it out to all partners.

Employee Viewpoint Survey Results: Communication

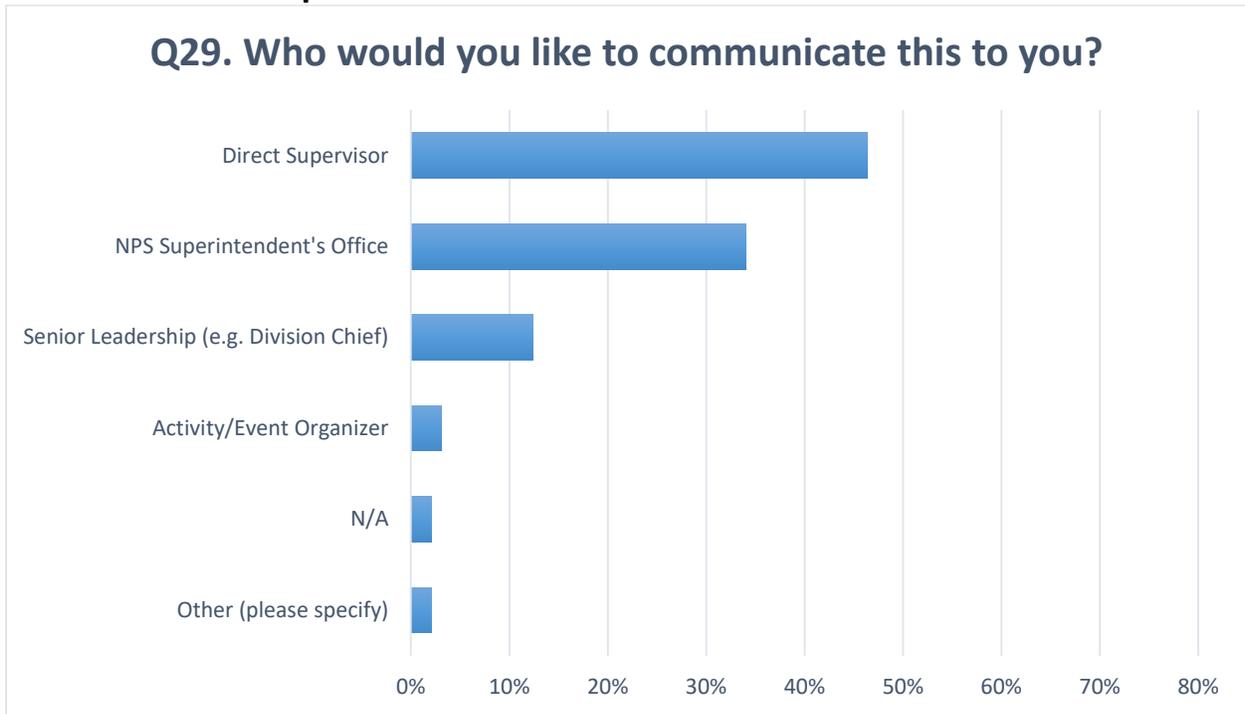
Scenario 5: As the Arch renovations come to a close and we transition to the Old Courthouse improvements, consider how you would like to be updated on the status of these renovations.

Q28. What is your preferred medium for this information to be communicated to you? (Rank up to three choices in order)						
Preferred Medium	Rank 1		Rank 2		Rank 3	
In-person	15.12%	13	16.67%	12	33.33%	20
Phone Call	0.00%	0	8.33%	6	10.00%	6
Radio	0.00%	0	0.00%	0	3.33%	2
Text	3.49%	3	4.17%	3	0.00%	0
Email	62.79%	54	18.06%	13	13.33%	8
Daily Group Sheet	3.49%	3	9.72%	7	15.00%	9
Meeting	13.95%	12	38.89%	28	20.00%	12
SWN Emergency Alert System	1.16%	1	4.17%	3	5.00%	3
Grand Total	100.00%	86	100.00%	72	100.00%	60

- When considering how they would want to be contacted in Scenario 5, the top three mediums respondents **ranked first** were:
 1. **Email** (62.79%)
 2. **In-person** (15.12%)
 3. **Meeting** (13.95%)
- When considering how they would want to be contacted in Scenario 5, the top three mediums respondents **ranked second** were:
 1. **Meeting** (38.89%)
 2. **Email** (18.06%)
 3. **In-person** (16.67%)
- When considering how they would want to be contacted in Scenario 5, the top three mediums respondents **ranked third** were:
 1. **In-person** (33.33%)
 2. **Meeting** (20.00%)
 3. **Daily Group Sheet** (15.00%)

Employee Viewpoint Survey Results: Communication

Scenario 5: OCH Improvements



Q29. Who would you like to communicate this to you?

	Responses	
Direct Supervisor	46.39%	45
NPS Superintendent's Office	34.02%	33
Senior Leadership (e.g. Division Chief)	12.37%	12
Activity/Event Organizer	3.09%	3
N/A	2.06%	2
Other (please specify)	2.06%	2
Grand Total	100.00%	97

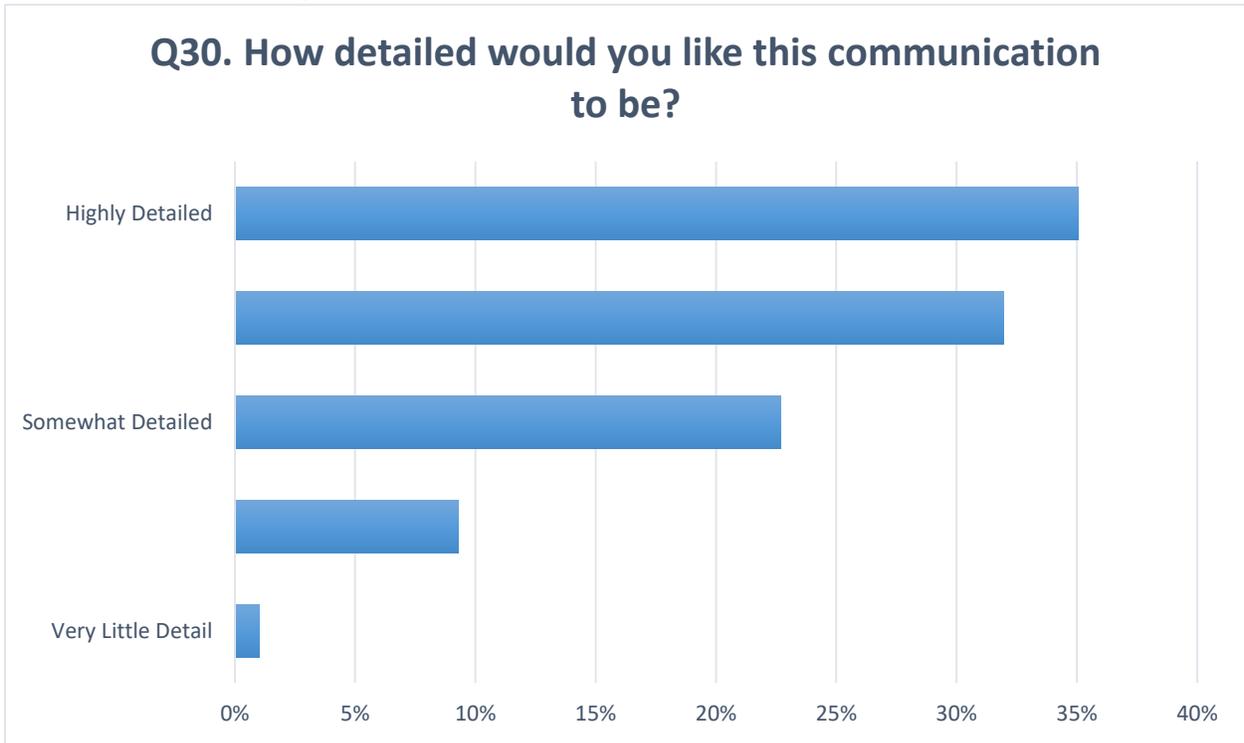
Q29: Other (please specify)

Squad meeting notes from division chiefs

Multiple sources, since this is a big project. My Chief, the cotr, my supervisor, so that I get perspectives from different layers of responsibility.

Employee Viewpoint Survey Results: Communication

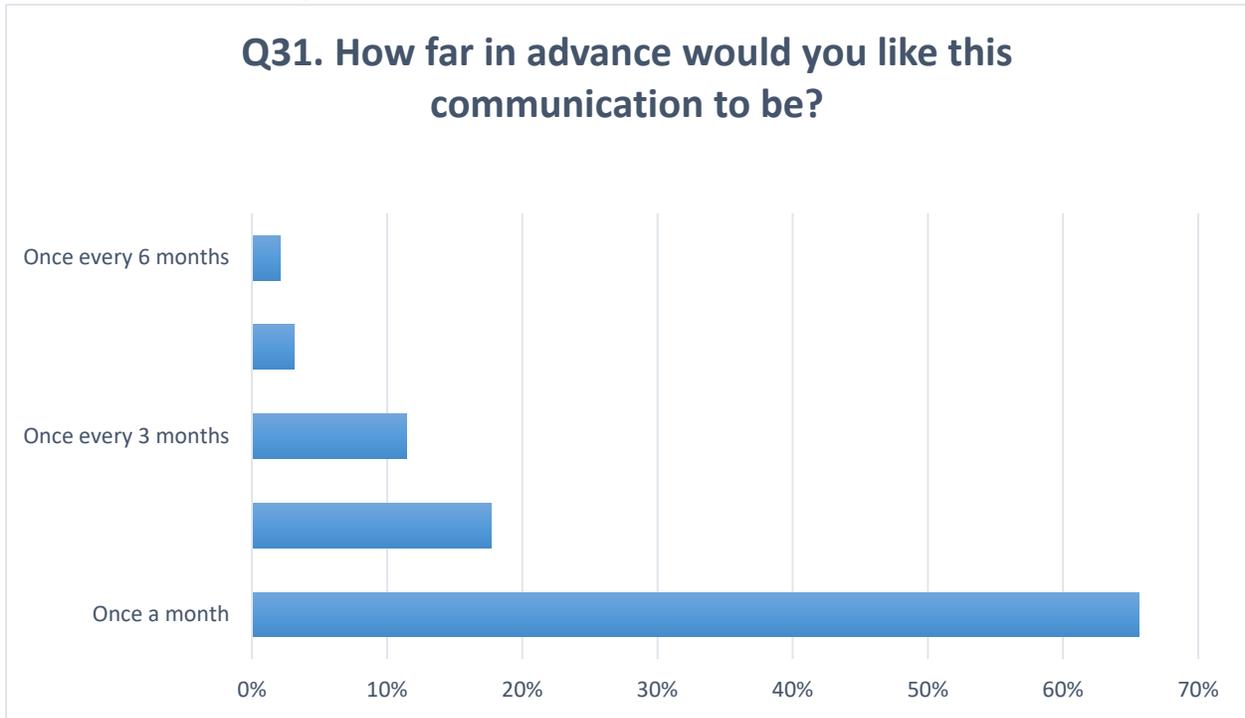
Scenario 5: OCH Improvements



Q30. How detailed would you like this communication to be?		Responses	
5 - Highly Detailed		35.05%	34
4		31.96%	31
3 - Somewhat Detailed		22.68%	22
2		9.28%	9
1 - Very Little Detail		1.03%	1
Grand Total		100.00%	97
Average Rating (1-5)		3.91	

Employee Viewpoint Survey Results: Communication

Scenario 5: OCH Improvements

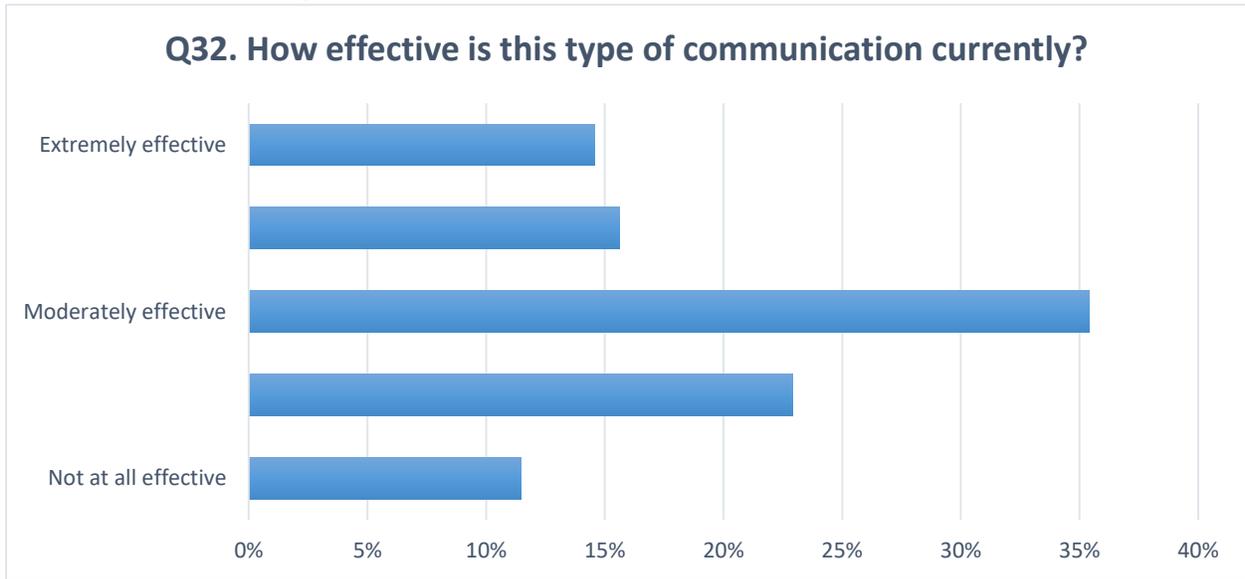


Q31. How far in advance would you like this communication to be?	Responses	
5 – Once every 6 months	2.08%	2
4	3.13%	3
3 – Once every 3 months	11.46%	11
2	17.71%	17
1 – Once a month	65.63%	63
Grand Total	100.00%	96
Average Rating (1-5)	1.58	

- The majority of respondents, **65.63%**, would like this communicated to them **once a month**.

Employee Viewpoint Survey Results: Communication

Scenario 5: OCH Improvements



Q32. How effective is this type of communication currently?	Responses	
5 – Extremely effective	14.58%	14
4	15.63%	15
3 – Moderately effective	35.42%	34
2	22.92%	22
1 – Not at all effective	11.46%	11
Grand Total	100.00%	96
Average Rating (1-5)	2.99	

Q33: Comment Examples

I understand how impossible it was to put a precise timeline on the Arch renovations, but having more frequent updates would ease guests' concerns a great deal.

Communication during the Arch renovation was very poor hoping all kinks have been adjusted and the OCH renovation is smooth sailing

This isn't going to have a high impact on most of the staff it is just an update of activities. Need to know information will be fairly superficial.

Q31. My response is once per week. The choice of once per month as the most frequent interval of update tells me that I am not a consideration in management's view of this massively disruptive project. How would the senior management like to wait one whole month to get a progress update from the contractor?

I would appreciate updates related to how construction would affect the visitor and overall progress/timelines but don't need other details.

Is there going to be name change with these updates as well? The New Courthouse!

Arch staff are not updated on OCH renovations

This is extremely anxiety provoking and stressful for everyone to have to move everything and work somewhere else and effects lots of aspects of our lives like parking, work commutes and needs to be updated often and effectively.

Employee Viewpoint Survey Results: Communication

Scenario 6: Fair STL will be returning to the Arch grounds in July for its second year since construction has ended. We will be working with partners to make the fair a success in 2019.

Q34. What is the best way to handle communication across the partners?
Email/Meetings/In-person/Texts/Phone call/Direct Supervisor <i>(x50 responses)</i>
Make sure all supervisors know everything that's going to let employees know - handouts, and emails.
Make sure all partners know the expected # of guests, make sure to tell all partners how long in advance to arrive to work to get here on time.
Make sure everyone has the information needed to know what is going on through email, in person, or group sheet.
What is being done now is fine; I have never really had issues with this as I ride the Metro-link and luck out with avoiding crowds.
Frequent messages on humanity for Bi-State. Maybe a meeting with all partners before work involving leaders who could then relay info to workers.
Meetings should be planned to discuss how the Fair will affect aspects of the Park: A meeting with Grounds Maintenance Chief and Frontline Supv to discuss impact to the Park. A meeting with the Chief Ranger and Frontline Supv to discuss Law Enforcement objectives to include Checkpoint activities and closed areas. It is the frontline employees that are going to deal with the Fair directly, it follows that the Supervisors be involved. These meetings should take place in enough time (whether it be a month or 2) for the Frontline Supv to inform and update their employees and address issues to the Fair committee about the event before they arise. Consistency in how it is run during the event and in future events is desirable.
I think the best form of communication would be email updates leading up to the event as far as any new information/developments so that everyone can do their best to communicate to visitors how to navigate their experience while the fair it going on. In person meetings leading up to the event as seen fit concerning more specific details are also helpful so that we can be sure to keep the website (alerts, pop-ups, e-newsletters, etc.) up to date with any information that could improve the overall experience for our guests that may be visiting during that time as well.
Email or meetings of department heads who then disseminate the information to all staff. This year's very different security boundaries were not communicated to us at all, until 2 days before the Fair when we realized by sight that our building was nearly inaccessible. We had already sent party invitations to our donors with detailed directions using last year's boundaries. We had to go downstairs and find a (luckily extremely helpful) Fair employee who showed us the boundaries and had to send revised instructions to our guests the day before Fair. This affected our entire building, not just us. No one from Fair had communicated with the building manager either regarding the new security boundaries. Hopefully next year's security boundaries will return to the previous year's assuming that the Riverfront is not underwater. There were a LOT of confused guests trying to get to both our building and to the Fair.
At about 3 months prior a every other week receive updates, and three weeks every week, or as information becomes available. For NPS programming planning, information should be provided as soon as it becomes available.
Come up with a cross-organization solution. Perhaps an employee newsletter that all employees can access and that each organization has access to send out information from. Maybe a single NPS

Employee Viewpoint Survey Results: Communication

admin can regularly push out the content provided each month by each organization and additional pushes for special occasions and when information is needed quickly.
Let management do operational, if there is a safety issue, bring it to the attention of law enforcement
Making sure everyone knows their roles and responsibilities beforehand. Then ensuring the information desks have the contact information for any partners in case visitors have questions or concerns.
I was told to have an orange sticker on my access card as an indicator that I am employed at the park (I heard this from my supervisor and from Scott Cluck). Just show it to the folks at security and you will get in. However, in conversations with several NPS law enforcement rangers and with park guards, they did not know about the orange stickers and what they were intended to mean. These people would be staffing the checkpoints! To me, this is the very definition of poor communications.
Office correspondence
I would think something in print that outlines everyone's responsibilities/contact information would be good for reference throughout the event. Hoping that the correct information trickles down to the front line supervisors, a meeting about a week before the event with your supervisor would be appropriate.
1. Meeting 2. Email 3. Daily reservation sheet or handout 4. In-Person 5. Phone 6. Text 7. Radio 8. Send Word Now 9. Sky Writing during the Air Show practice runs Like to hear it from Event Organizers. At least 2 weeks in advance, especially when it comes to road closures. It has been handled Moderately well.
Not sure if tour guides have any say in what goes on for this situation
I believe daily group sheets, and a brief meeting before shifts would be helpful.
Actually try it. Maybe if you disseminate information to the public, stick by it. Back your employees when inevitably they are at odds with the contractors on the grounds.
Bi-State puts out a guide for their staff that details the schedule of events, what to plan for, what you can/can't bring into the park, driving directions, etc. It's helpful! It would be great to share something like that among all partners.
Actually communicate. Let people on the ground talk to each other. People sitting in offices tend to make bad decisions based on bad information.
Use Radios

Employee Viewpoint Survey Results: Communication

Q35. Anything else?
It would be good for us as Bi-State employees to have a better way of communicating real-time situations with our direct supervisors to act on situations more quickly. Often radio communications through NPS don't get through properly.
Suggestion: Bi-State employees have many difficulties getting a hold of their supervisors. Either improving the process or giving us all walkies would be my ideas. Costly, but effective. 5
It's hard to get a hold of your supervisor at the podium.
Communication has improved significantly with the formation of this committee.
Radio dead spots continue to vex me when I work at the Old Courthouse. Please improve radio coverage at the OCH as part of the construction project.
Disseminating information from the top down, is essential to any organization that strives to function effectively and efficiently. All the scenarios presented are examples of this kind of communication, which in all honesty should have been figured out years ago in an organization this big. However, communication goes both ways. I think what is often lacking here is the listening part. I believe that across all divisions/departments what happens is the supervisor, the superintendent, the senior leadership often fails to listen to their employees' concerns, issues, suggestions, and solutions. Employees on the front line are the ones that know how this place works and what our visitors want and what is good for our visitors. Those who bring up issues and concerns are often labeled as negative. Valid suggestions and solutions are often lost as they move through a myriad of links in the chain of command. In closing, my point is the flow of information from top to bottom is really a no-brainer if you want your organization to function, but hearing the flow of information from bottom to top would go a long way in solving this organization's problems.
As a tour guide it is very hard to get a hold of any supervisor, at any position on the floor and at the top. We need to be able to get the supervisor when we need them in a quick manner.
My department's internal communication is generally good but I have regularly heard over the years that information we have received from park leadership did not make it down to staff in other partners/departments. That results in partners/departments not all on the same page. Thank you for working toward solutions!
Fix our employee parking situation, please. ASAP
Phone and Text were very low on my list because there is no signal or Wi-Fi. Would rank higher if I could receive or send calls or text without leaving the facility. Also Radios were at the bottom because they are for important information like Code 3's or severe weather alerts. With that being said, radios signal has gotten worse to the point where a lot of call are unintelligible. Would hear a message come in garbled over one radio, stop, and then continue garbled over a different radio in the other room. In terms of safety for employees and guests, functional working radios in all part of the faculty and park is an ABSOLUTE MUST before anything else is address. (I would bold, underline, and highlight that last sentence if I could.)
Plan to have adequate staff to handle all incoming calls.
Radios should be made available for all participating partners as well.
Everything is going GREAT
SEND WORD NOW IS AN EMERGENCY NOTIFICATION SYSTEM. STOP USING IT AS A GENERAL NOTIFICATION SYSTEM. Also, going on 4 years of nonfunctioning radios. It's at this point comical to field staff. Maybe try to do something about it this year. After 2 years of the employee viewpoint meetings, this was the first thing brought up. And nothing has changed.
The supervisors have to pass on information. If you hardly ever see your supervisor and they don't pass on information from meetings it is so frustrating to be left in the dark.

Employee Viewpoint Survey Results: Communication

Some things are last minute, and staffing may not always be adequate for certain amounts of unplanned visitors. Making sure that each department understands the operations of the others is key.

Communication of the Arch facility temperature drop was nonexistent. Info should have been sent via email and possibly through the emergency system. Bad for visitors as well as staff. Additionally, onsite maintenance staff did not have access to HVAC controls. Why was this implemented on a weekend knowing Cards were in town and high visitation????? Many verbal complaints and who is left holding the bag - front line staff as usual. VERY POOR COMMUNICATION!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

In person when important or urgent

It would be good for us as Bi-State employees to have a better way of communicating real-time situations with our direct supervisors to act on situations more quickly. Often radio communications through NPS don't get through properly.