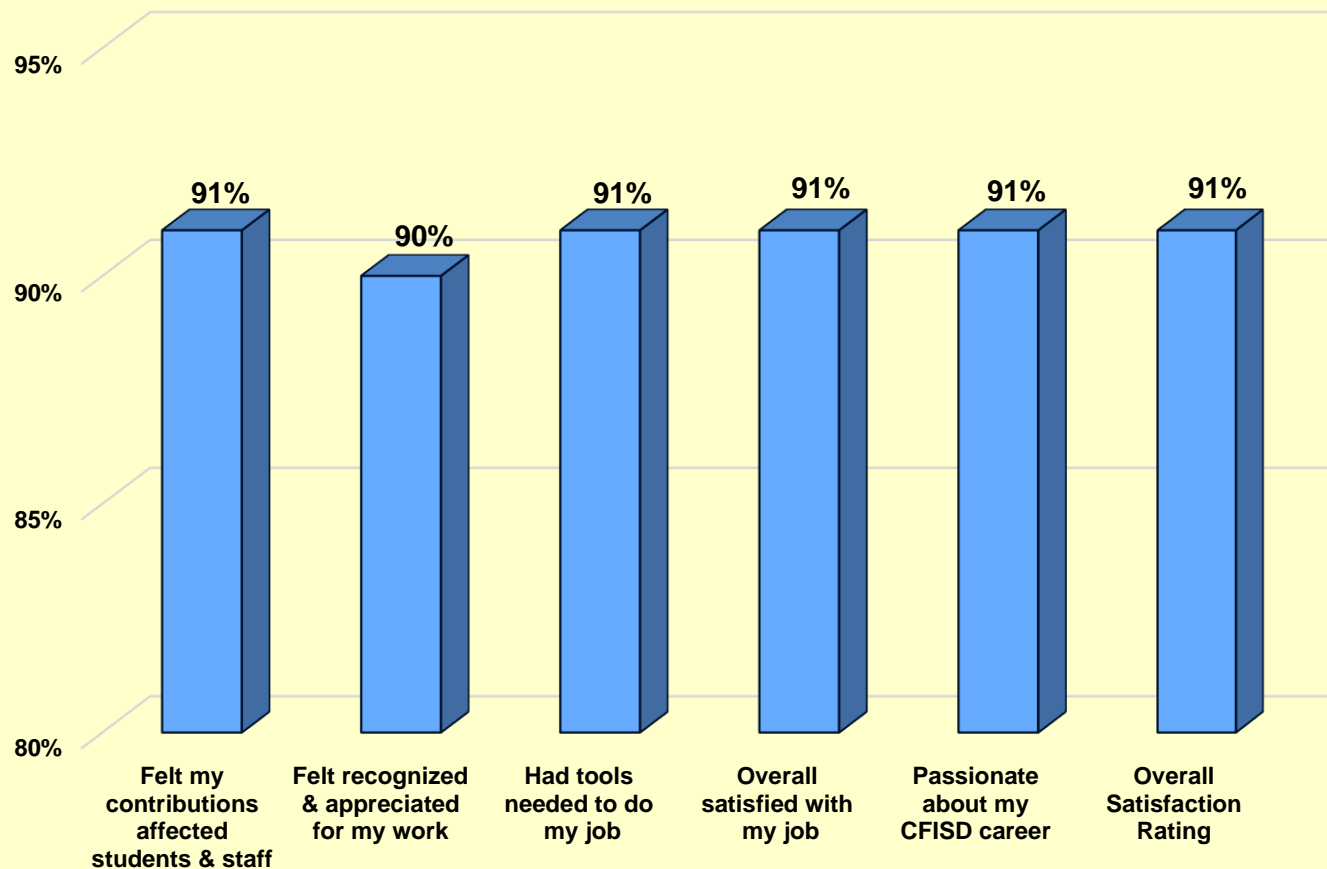




Employee Satisfaction



EMPLOYEE SATISFACTION SURVEY NOVEMBER, 2018 RESULTS



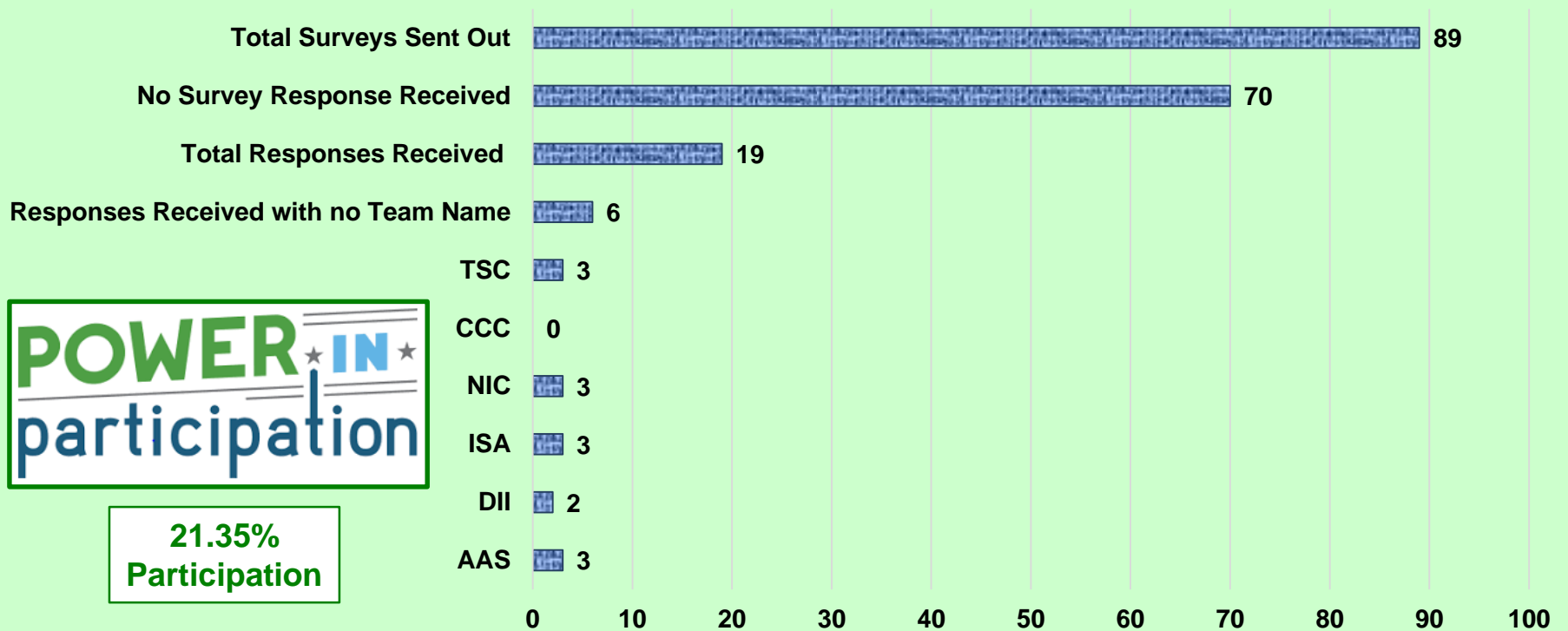
Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .



Employee Satisfaction Response Numbers



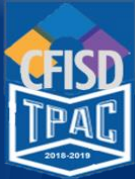
EMPLOYEE SATISFACTION SURVEY TEAM PARTICIPATION FOR NOVEMBER, 2018



**21.35%
Participation**



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)
Members: Kim Bowlin, Geoff Brown, Julia Gibson, Demetria Hargrove, Katie Hernandez, Ashley Katzenberger, Elizabeth Montes, Tony Rogers, Lillie Swearingen, Aaron Widrick

November Comments and TPAC Responses:

1. All of the events have been great. Luncheon was fun.

TPAC RESPONSE

TPAC concurs. Everything went well that week. The hams were fantastic. There was a variety of food and plenty of it.

2. I am concerned that the department's level of enthusiasm will diminish with Frankie's departure. I'm concerned the commitment to excellence will eventually go back to the way it was before she came. I can already see a difference in the website and in some of the initiatives she started. Sad time for the team.

TPAC RESPONSE

TPAC understands the concern but has total faith in the continued pursuit of excellence by the new leadership and each individual staff member. There have been multiple initiatives that have been top priorities. These have been performed at a high caliber of excellence.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

Members: Kim Bowlin, Geoff Brown, Julia Gibson, Demetria Hargrove, Katie Hernandez, Ashley Katzenberger, Elizabeth Montes, Tony Rogers, Lillie Swearingen, Aaron Widrick



TPAC would like to thank everyone who helped with the Cookie Exchange, holiday movie contest, ornament exchange, Secret Santa, and coke floats. The luncheon was a great event where we were able to recognize the Technicians and their contributions to the department.



Update



- February – Valentine's Day Dessert Contest and Board Game Hour – Details to come
- March – Hot Sauce & Chili Cook-Off hosted by last year's champions, ISA Group
- Astros Day
- Cinco de Mayo
- Summer Luau



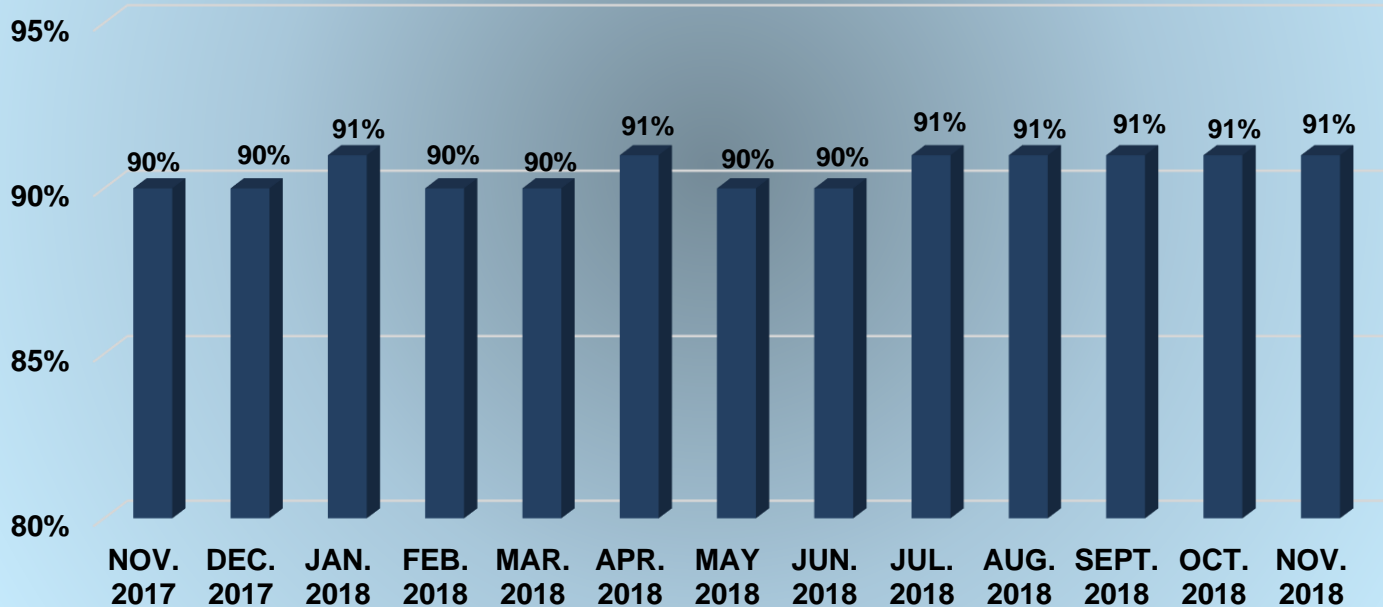


Employee Satisfaction Annual Summary



EMPLOYEE SATISFACTION SURVEY RESULTS

Overall Satisfaction November, 2017 - November, 2018



Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .