



EXIT SURVEYS

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The Purpose

- The Exit Survey will provide PAG with valuable insights into the reasons behind employee departures. In 2024, voluntary turnover was 20%, below the industry average.

A total of 1,845 voluntary terminations would have qualified to complete the survey.

- The Exit Surveys will offer precise, up-to-date, and actionable insights into the reasons behind employee resignations.
- Survey results will be shared with designated members of corporate management and SVP's.



What Would It Look Like

- Surveys feed from terminations in ADP
- Surveys sent to personal email / text message or both
- Waiting period 30 to 60 days after ending employment
 - **Why not immediate:**
Employees may still be concerned about references or maintaining professional relationships
Raw emotions from the departure process might skew responses
Time for reflection on the overall experience
 - **Why 30-60 days works well:**
Employees have had time to decompress and reflect objectively
They're typically more comfortable being candid about their experience
The experience is still fresh enough for detailed, accurate feedback
Higher likelihood of honest responses about management, culture, and organizational issues
- Reminders sent every 2 to 3 days during the 2-week open period
- Customized message to termed employee

16 Recommended Questions

Strongly Disagree / Disagree / Neutral / Agree / Strongly Agree

1. The realities of my job matched what I was told to expect when I was first hired?
2. I had adequate opportunities for career growth?
3. My manager(s) clearly explained what was expected of me?
4. My manager(s) recognized and appreciated my efforts?

Very Negative / Negative / Neutral / Positive / Very Positive

5. Looking back, how would you describe your overall experience working at this location?

Yes/No

6. If you were eligible for rehire, would you be willing to work for this location again in the future?
7. Prior to leaving the company, did you ask about other open positions available within the company?

(Continued)

How much impact did each of the following items have on your decision to leave?

No Impact / Minor Impact / Neutral / Moderate Impact / Significant Impact

- 8. The work environment (rules, stress, frustration, hostility, etc.)
- 9. Total pay, incentives and pay plan issues
- 10. Health care and insurance benefits
- 11. Other benefits (vacations, holidays, sick leave)
- 12. Proper training and personal development
- 13. Problems with coworkers
- 14. Treatment with supervisor(s) or manager(s)
- 15. Business reputation or treatment of customers
- 16. In what ways do you expect your new job or employer to be better? (Comments allowed)

What's Included

- Pilot Program September - December 2025
- Pilot Pricing 20% off:
 - \$27.60 per dealership
 - Unlimited surveys per store
- After pilot \$34 per dealership
- Monthly reports detailing survey results
 - Corporate management
 - SVP's

Survey preview will be available in August