



City of Madison Workplace Climate Report Update

Who are we?



MAC/WIC Workplace Climate Survey

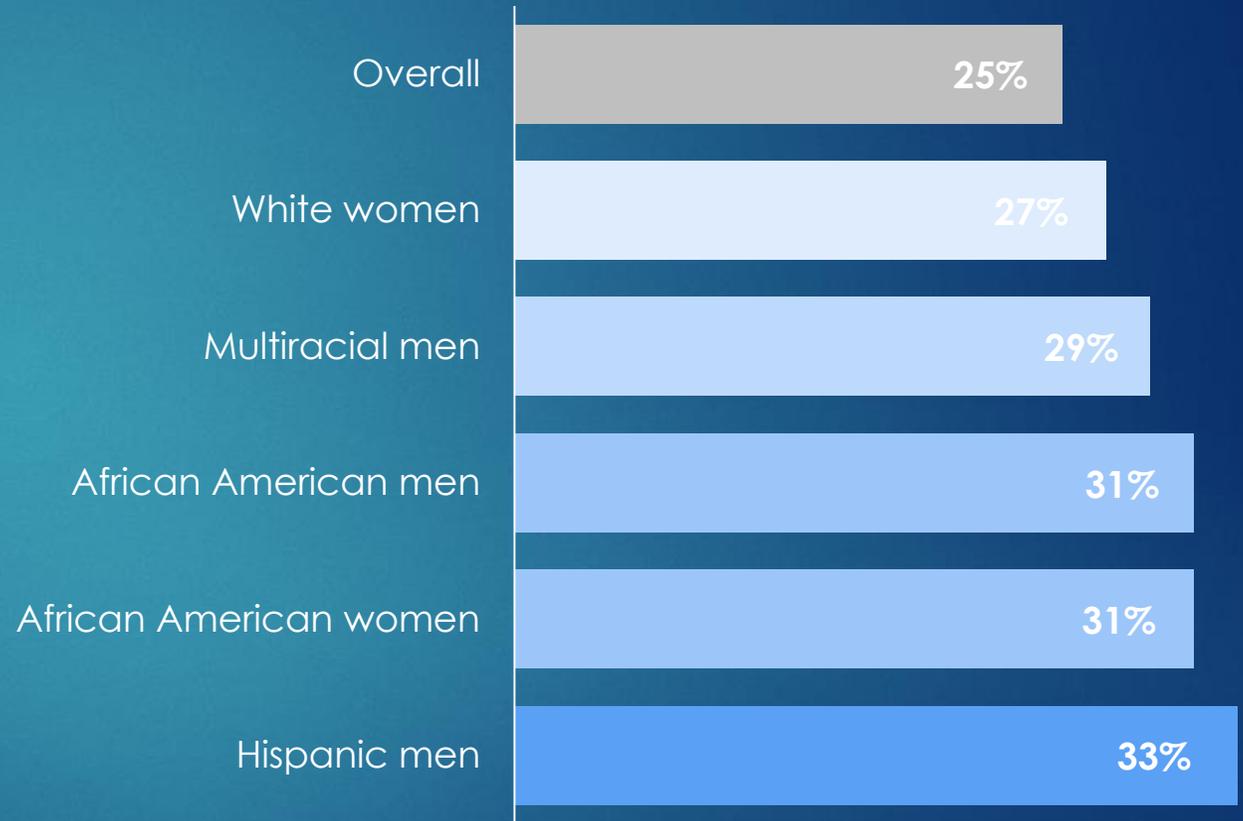
- ▶ The **purpose** of the Workplace Climate Report is to take a snapshot of the current workplace climate and inform the work of the committees and the City's priorities. The survey asked questions relating to workplace culture centered on concerns of **women**, other **marginalized genders**, and **employees of color**.

Timeline

- ▶ Summer 2019 – Administered survey
- ▶ Fall 2019- Analyzed data and drafted report
- ▶ January 2020 Published report
- ▶ Spring & Summer 2020- Met with 12 stakeholder groups* to discuss survey results and recommended actions.
- ▶ Fall 2020- Progress Report on Recommendations
- ▶ 2021 Track Recommendations

Concerns around employee **development** and **safe, respectful workplaces** emerged as the two major findings of the report.

Women and people of color are **more likely** than average to experience harassment



One out of four
survey respondent
experienced or
witnessed
harassment, bullying,
or discrimination.



42%

of respondents
who experienced
harassment **never**
reported it.

“ “ When larger complaints do not result in discipline or change, it's **not worth reporting** smaller ones.”

-- an anonymous employee



“ “ When another female employee told me of a similar incident with the same harasser I suggested she **not report it** because of the **negative experience I had.**”

-- an anonymous employee



One out of four white respondents reported receiving career mentoring.



But only, **one out of eight African American** respondents reported receiving career mentoring.



Recommendations

1. Ensure a **safe** and **respectful** workplace environment **for all** employees.
2. Provide **equitable access** to professional development opportunities and **mentoring**.
3. Assess and support **pay equity** within our organization, specifically as it relates to **race** and **gender**.

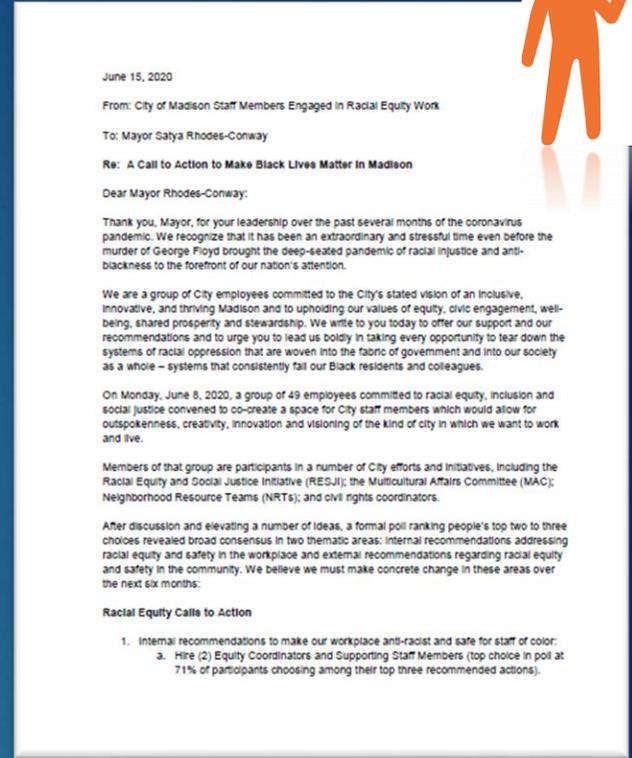
Accountability and Progress

- ▶ 75% (9 out of 12) of our recommendations have active or stated support
- ▶ 4 items no Progress
- ▶ Committed to tracking progress 2021

MAC/WIC Recommendations		Progress	What Agency is Responsible?	Contact	Related Progress
Ensure a safe and respectful workplace environment for all employees.					
1. Review and improve policies, procedures, and work rules (including APMs 3-5, 2-25, and 2-33) as they relate to workplace harassment, discrimination, bullying, and violence.	✓	Active Support	DCR	Norman Davis, Melissa Gombar	APM 3-5 Revision on-track
	⚠	Stated Support	HR	Harper Donahue IV, Erin Hillson	Plan to complete APM 2-25, 2-33 in 2020 or spring 2021
2. Evaluate and improve harassment prevention and response training for supervisors and all staff.	✓	Active Support	DCR	Tracy Lomax	Supervisor training should be prioritized
3. Develop and implement clear, proactive policies to protect employees in frontline and service positions from harassment and abuse by patrons, customers, and members of the public.	✗	NoProgress			MAC/WIC created civility posters and distributed to public facing agencies Oct 2020. Kudos to departments like Libraries Consequence Chart & Civility Guidelines
4. Review rules of conduct and training for elected officials and committee members to ensure they include provisions for appropriate treatment of staff.	✗	NoProgress	Common Council Office	VACANT CC Director	
5. Develop a reporting process for employees who wish to maintain anonymity to share concerns about their workplace. (Employees would continue to have the right to make formal complaint at any time.)	✓	Active Support	DCR	Melissa Gombar	Complainant anonymity/increased communication is coded into new software- implementation scheduled late 2020
6. Plan for continuous communication and outreach to ensure employees understand their rights, how to report incidents, and who can offer them support.	✓	Active Support	DCR/HR Orientation	Bill Wick/ Sherry Severson	In planning: will incorporate into Employee Orientation & Onboarding & Subtle Acts of Exclusion Training
				Tracy Lomax	MAC/WIC Peer Advisor Pilot
7. Increase communication with individuals who file reports to ensure they understand the process, are aware of timelines, and are not experiencing retaliation.	✓	Active Support			
Equitable access to professional development opportunities and mentoring.					
8. Use data and metrics to identify risk areas, set targets and goals, and measure the impact of initiatives.	✓	Active Support	HR	Brad Wollmann	Exit Survey & plan to implement Exit Interviews 2021 & Pulse Surveys
9. Review and update training policies (including APM 2-10) to include provisions and measures for equity, and inclusion. All City employees should have fair and equal access to learning and development opportunities regardless of their job classification, department, and social circumstances	✓	Active Support	HR/ Departments	Lindsay Bessick	Goal to have revised APM 2-10 to the Mayor for review by Q2 2021
10. Support and expand targeted training programs such as Women's Leadership Conference that are designed to eliminate barriers and underrepresentation in all levels of leadership	✓	Active Support	HR	Carla Garces-Redd	Virtual Conference executed Sept 2020
Assess and support pay equity within our organization, specifically as it relates to race and gender					
11. Conduct regular citywide pay analyses to determine and track any disparities.	✗	NoProgress	Mayor's Office	Mayor Rhodes-Conway	
12. Address any gender and race/ethnicity gaps analyzed by involving those who are impacted and collaborating with MAC, WIC, and other Citywide initiatives					
13. Analyze the City's position study process through an equity lens.	✗	NoProgress	HR	Vacant HR Services Manager	Equity Analysis on position study scheduled for Q4

Advocacy

- ▶ Policy Changes
 - ▶ APM 3-5 Anti-Discrimination
 - ▶ APM 2-52 Inclusive Workplace
 - ▶ APM 2-10 Trainings (pending)
- ▶ Memo Call to Action Black Lives Matter
- ▶ WIC Memo Alder Investigation
- ▶ Thank you



Civility Posters

- ▶ Addressing recommendation: Develop and implement clear, proactive policies to protect employees in frontline and service positions from harassment and abuse by patrons, customers, and members of the public.
- ▶ Currently departments have their own policies and we found inconsistencies with employee expectations or recourse



The poster features the City of Madison logo in the top left corner. The main text reads: "We are Kind. We are Respectful. We are MADISON." Below this is a collage of three images: a transit driver interacting with passengers, a person in a safety vest walking on a sidewalk, and a person working at a service counter. The poster includes a list of commitments, a handwritten-style phrase "Most importantly, have a great day!", and a section titled "OUR SERVICE PROMISE" with a list of five specific actions.

CITY OF MADISON WISCONSIN

*We are Kind.
We are Respectful.
We are MADISON.*

- We are committed to providing excellent customer service and finding solutions for all.
- We understand that sometimes you may find an issue or situation to be challenging.
- At all times let's keep the conversation respectful in tone, and work together to resolve any issues productively.

Most importantly, *have a great day!*

OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.

MAC Multicultural Affairs Committee

CITY OF MADISON
Our Madison – Inclusive, Innovative, & Thriving

wic Women's Initiatives COMMITTEE

Meet your MAC WIC Peer Advisors



[Binta Ceesay](#)

Library
608-288-6160

[Abigail Ferguson](#)

IT
(608) 261-9649

[Laurel Franklin](#)

Parks
(608) 320-7123

[Mike Miller](#)

Economic Dev
(608) 267-8721

[Nancy Saiz](#)

Community Dev
(608) 266-6433

What is a Peer Advisor? Peer Advisors are a trusted contact for City employees, available for advice and support on a wide spectrum of issues in the workplace, from disrespectful or unkind behaviors to harassment and discrimination as outlined in City of Madison policies. The MAC/WIC Peer Advisors program was created in response to the 2019 MAC/WIC Workplace Climate Report and especially centers on the experiences and concerns of employees of color and marginalized genders. Advisors are available to all City employees.

We hope for continued support of MAC WIC survey recommendations

- **Keeping on our radar & no progress in 2020**
 1. harassment from the public
 2. staff treatment by elected officials- training and code of conduct
 3. pay equity study
 4. position study racial equity analysis

Questions? Comments?

Definitions

- **Harassment and bullying** may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance.
- **Sexual harassment** may include, but is not limited to, unwanted sexual attention, advances or coercion and other verbal or physical harassment of a sexual nature.
- **Discrimination** is the unjust or prejudicial treatment of different categories of people, such as on the grounds of race, age, gender, or ability/disability.