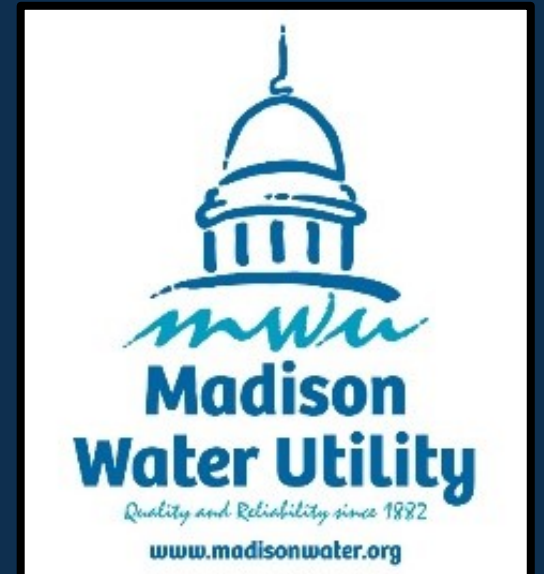

Madison Water Board

Madison Water Utility Diversity, Equity, & Inclusion Employees Survey - 2022

Marcus Pearson, Public Information Officer
Krishna Kumar, General Manager

May 26, 2022

Special thanks to:
Department Equity Team



Water Utility Diversity, Equity, & Inclusion Employees Survey - 2022

Purpose

- Understand employees' experience with diversity, equity, & inclusion
- Gain an understanding of what's working and what can we make better?
- Use employees' feedback to:
 - Create a work environment where all people feel respected, accepted, supported and valued
 - Further City of Madison's commitment to fairness, justice, and equal outcomes for all

Structure of the Survey Instrument

- **18** survey questions
- Modeled after the Government Alliance on Race and Equity (**GARE**) Survey
- Average time to complete: **10** minutes
- Responses:
 - Digital - 75%
 - Paper - 25%

“Employee feedback is also the most useful data source for measuring inclusion”

Romansky, L., Garrod, M., Brown, K., Deo, K., (2021). How to Measure Inclusion in the Workplace.

Harvard Business Review

Survey Respondents

| Number | Staff Roles | Race | Gender |
|---|--|---|--|
| <ul style="list-style-type: none">• # - 88• % - 73%• High Engagement – good response rate for the first survey of its kind at Water | <ul style="list-style-type: none">• 84% Non-supervisory staff• 16% Supervisors or Section Managers• 59% 1–10 years of service• 41% 11+ years of service | <ul style="list-style-type: none">• 71% White• 15% Prefer not to say• 4% Hispanic or Latinx• 4% Multi-Racial / Other• 3% Black or African American• 3% Asian | <ul style="list-style-type: none">• 65% Man• 20% Woman• 9% Prefer not to respond• 3% Non-Binary• 3% Prefer to Self Describe |

Communication Efforts – What is Working Well?

- Communications (on) Rated **Fair, Good or Excellent**
 - Water quality – **97%**
 - Worker/workplace safety – **96%**
 - Overall internal communications – **91%**
 - Water Board actions – **90%**

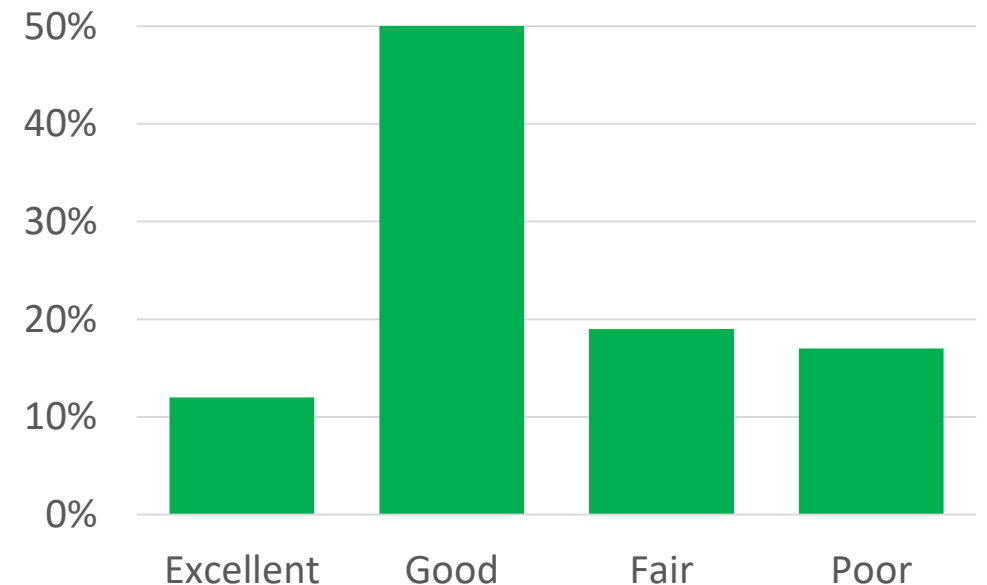
How would you rate **overall internal communication** at Madison Water Utility?



Communication Efforts - What could we improve?

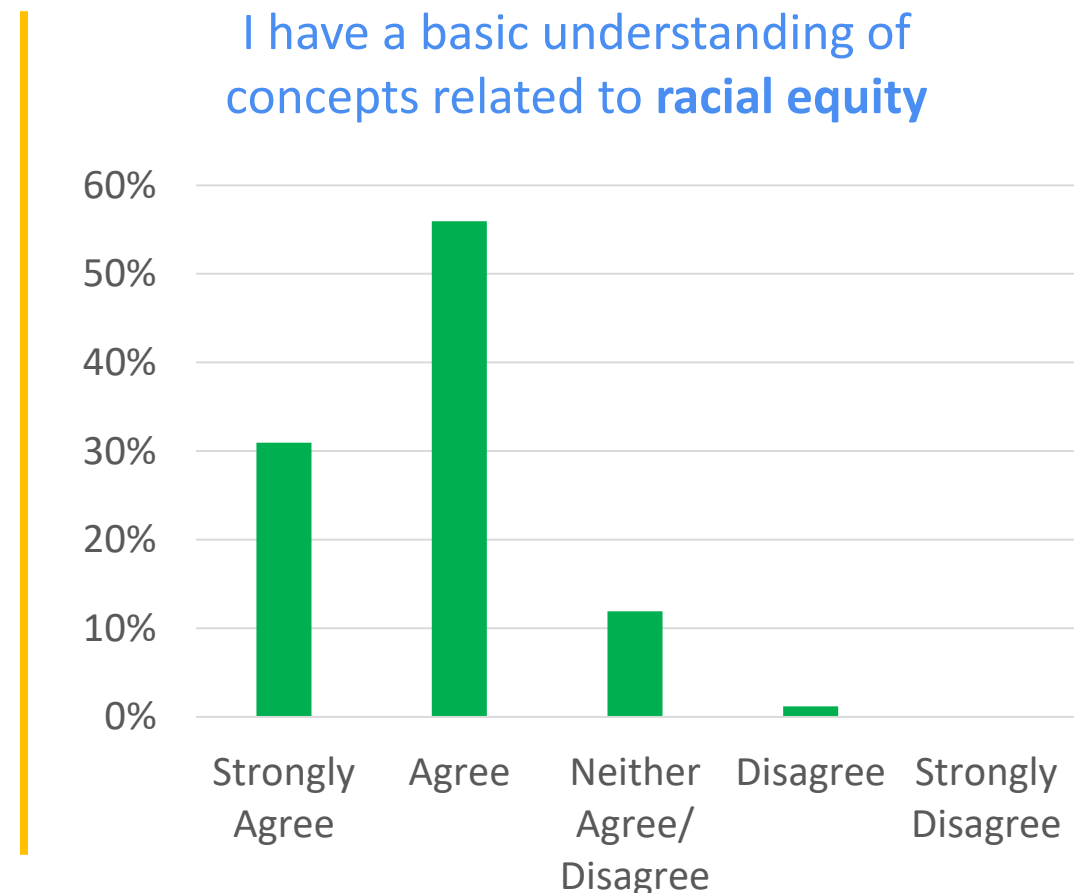
- Communications (on) Rated **Poor**
 - Training Opportunities – **17%**
 - Policy Changes – **17%**
 - Budget/Financial Information – **14%**
 - Long term direction of the Utility – **13%**

How would you rate overall internal communication on **training opportunities**?



Understanding Race, Gender & Inclusion - What is working Well?

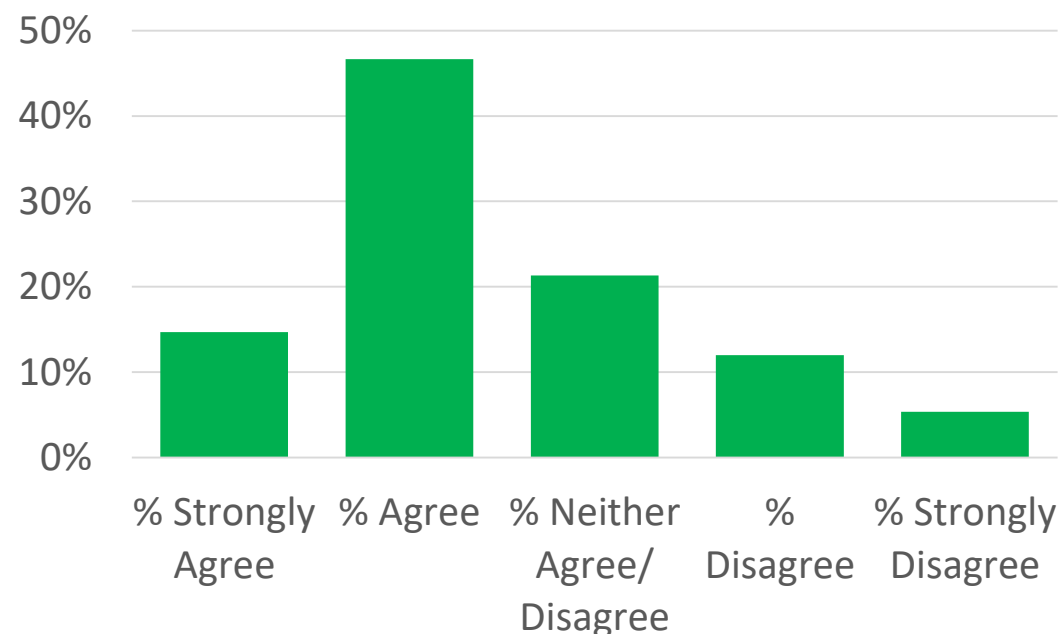
- Rated **Neutral, Agree, or Strongly Agree**
 - I feel comfortable interacting with:
 - People of other races – **100%**
 - People of different sexual orientations – **98%**
 - I have a basic understanding of concepts related to :
 - Inclusion – **100%**
 - Racial equity – **98%**



Understanding Race, Gender & Inclusion - What could we improve?

- Rated **Disagree or Strongly Disagree**
 - I know where to find resources to learn more about DE&I – **17%**
 - I am actively involved in advancing DE&I in my work – **13%**
 - I consider equity impacts on projects, operations, and hiring – **9%**
 - I believe it is valuable to examine and discuss the impacts of race – **7%**

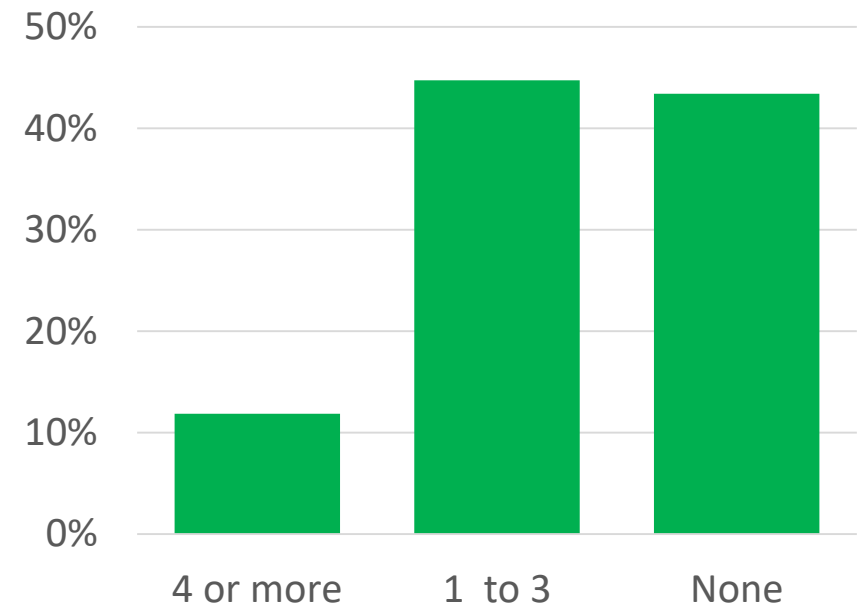
I know where to find resources to learn more about DE&I



Trainings/Workshops Attended

- Rated **Neutral, Agree or Strongly Agree**
 - Trainings and/or workshops I have attended about racial equity and inclusion have been useful – **97%**
- Employees who have attended at least one training about racial equity and inclusion – **56%**
- Employees who have attended training on:
 - APM 3-5 (Prohibited Harassment and Discrimination) – **97%**
 - Racial Equity and Social Justice Initiative (RESJI) – **46%**

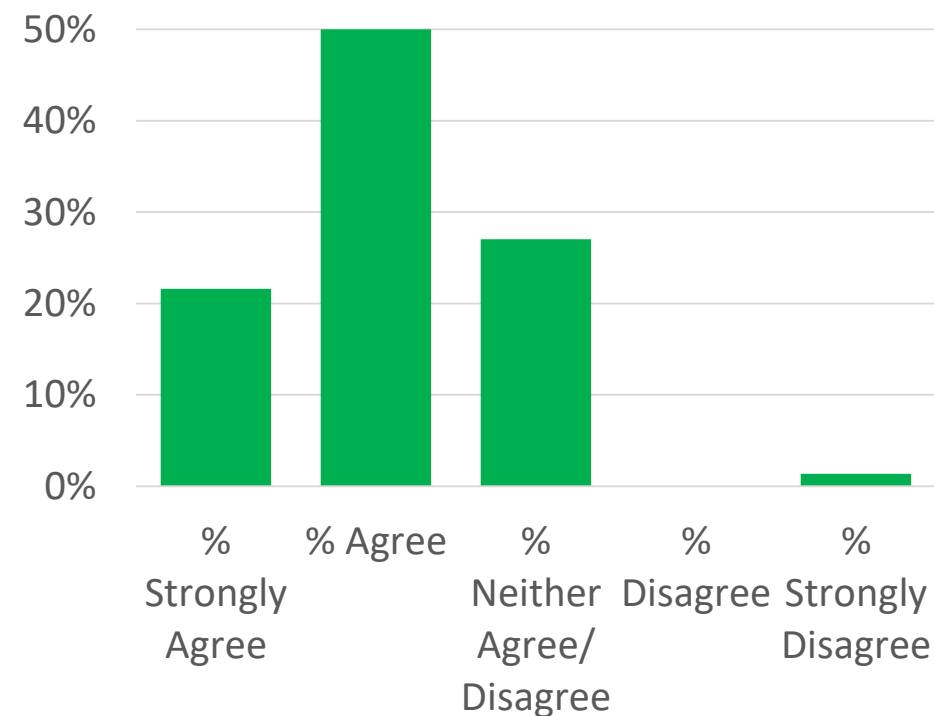
How many trainings have you attended about racial equity and/or inclusion ?



Employees Take on the Utility - What is working Well?

- Rated **Neutral, Agree, or Strongly Agree**
 - The Utility is committed to ensuring an inclusive work environment – **98%**
 - The Utility values diversity – **94%**
 - The Utility has taken steps to reduce racial inequities internally – **93%**
 - Social events at the Utility have no religious affiliation – **92%**

The Utility is committed to ensuring an inclusive work environment



Employees Take on the Utility – What could we improve?

■ Rated **Disagree or Strongly Disagree**

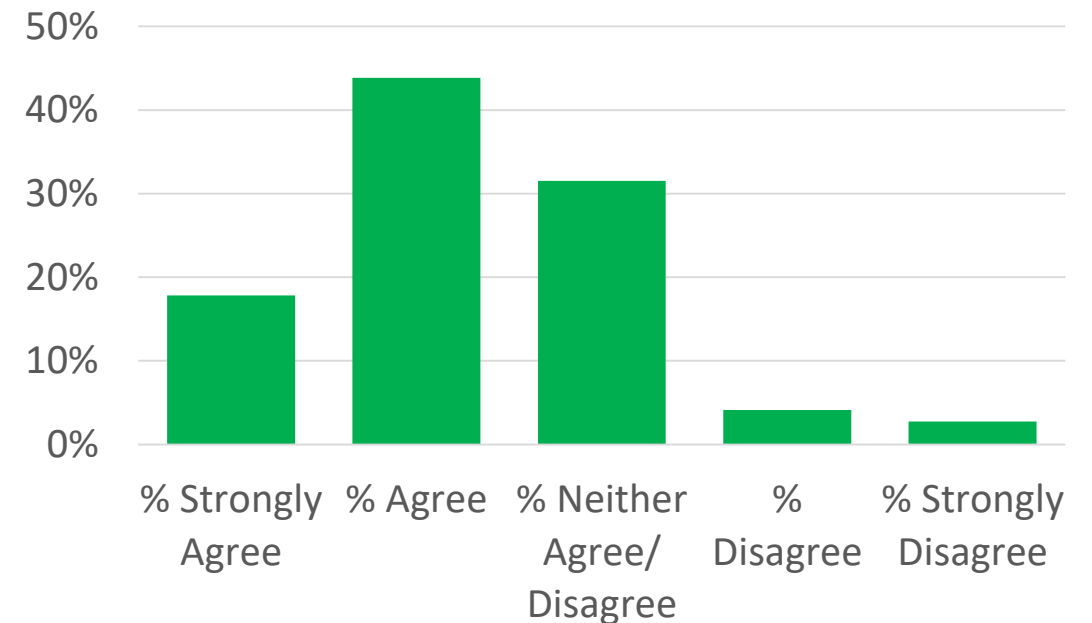
- The Utility is an environment where everyone has equal opportunities to advance – **22%**
- The Utility communicates the importance of addressing racial inequities and achieving racial equity – **18%**
- The Utility has taken steps to reduce racial inequities in the community – **13%**
- Utility facilities are accessible and usable by all people, regardless of ability – **10%**



Employees Take on the Utility Leadership - What is working Well?

- Rated **Neutral, Agree, or Strongly Agree**
 - Overall, Utility leadership aids progress towards achieving a more diverse, equitable, and inclusive workplace – **93%**
 - The Utility leadership provides the resources necessary for addressing racial disparities and achieving racial equity – **92%**

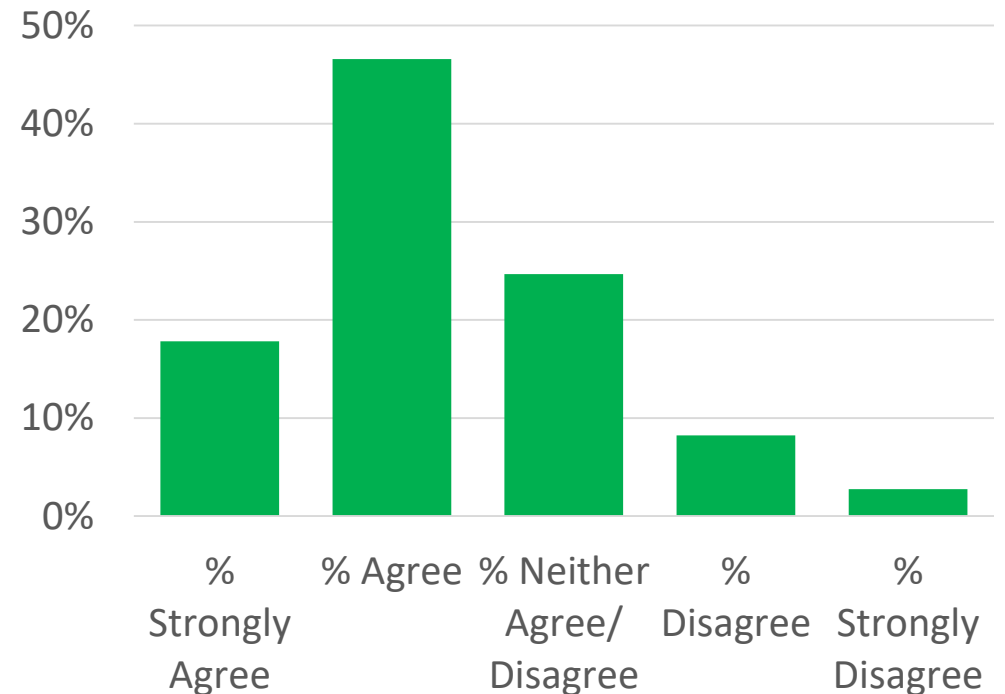
The Utility leadership aids progress towards achieving a more diverse, equitable, and inclusive workplace



Employees Take on the Utility Leadership – What could we improve?

- Rated **Disagree or Strongly Disagree**
 - Utility leadership participates in and supports conversations about racial equity and social justice – **10%**
 - Utility leadership encourages employees to participate in trainings, workshops, or events about diversity, equity, and or inclusion – **10%**

The Utility leadership participates in and supports conversations about racial equity and social justice



Proposed Actions Based on Employee Feedback:

- **Commitment** from Utility managers and supervisors to listen and self-reflect on how we lead and work to create a ***culture of belonging for all***
- **Provide** employees with adequate and timely resources for continued learning opportunities with the assistance of the Utility's Department Equity Team
- **Engage** staff across the Utility on process improvement strategies for increased training, professional development, and mentorship opportunities
- **Re-introduce** the Utility monthly newsletter



Questions / Comments?

Contact Information:

Marcus Pearson (MPearson@madisonwater.org)

Krishna Kumar (KKumar@madisonwater.org)