Madison Water
DIVERSITY, EQUITY & INCLUSION
EMPLOYEE SURVEY

Madison Water Utility

DIVERSITY, EQUITY, AND INCLUSION (DEI) SURVEY RESULTS SUMMARY

2022

Madison Water Utility -
Department Equity Team

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Madison, WI 53713
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Diversity, Equity, and Inclusion Survey Overview

Every two years, Madison Water Utility distributes a survey to all employees, used to help gain a sense of our strengths and areas we need to improve in as an organization. With equity and inclusion at the forefront of the utility's priorities, starting in 2022, we began alternating between the traditional Employee Engagement & Communication Survey (Gallop) and the Diversity, Equity & Inclusion (DEI) surveys every two years.

This decision is part of the Department Equity Team's concerted effort to achieve a greater level of diversity, equity, and inclusion within Madison Water Utility and throughout the communities we serve.

This year, the first DEI survey was be administered to all employees. The purpose of the survey was to gauge employee experience, perspectives, and competency toward diversity, equity, and inclusion.

Survey specs

Anonymous
14 questions – divided into four (4) topic sections:

- Communications
- Experience, Perspectives, and Competency
- Leadership and Organization
- Demographics *(optional)*

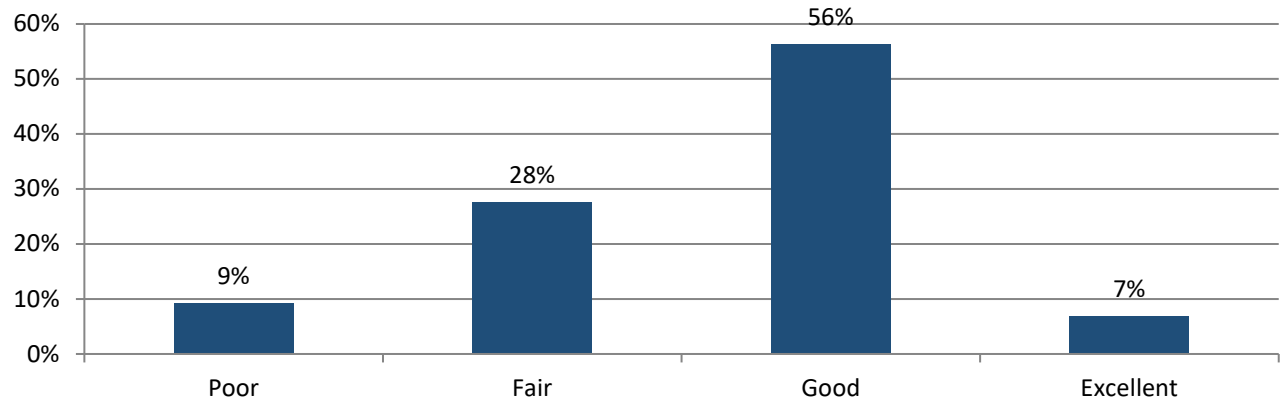
The following DEI Survey results will be used to inform future actions that help improve the workplace and our service to the Greater Madison community.

Survey duration: February 20, 2022 – April 29, 2022

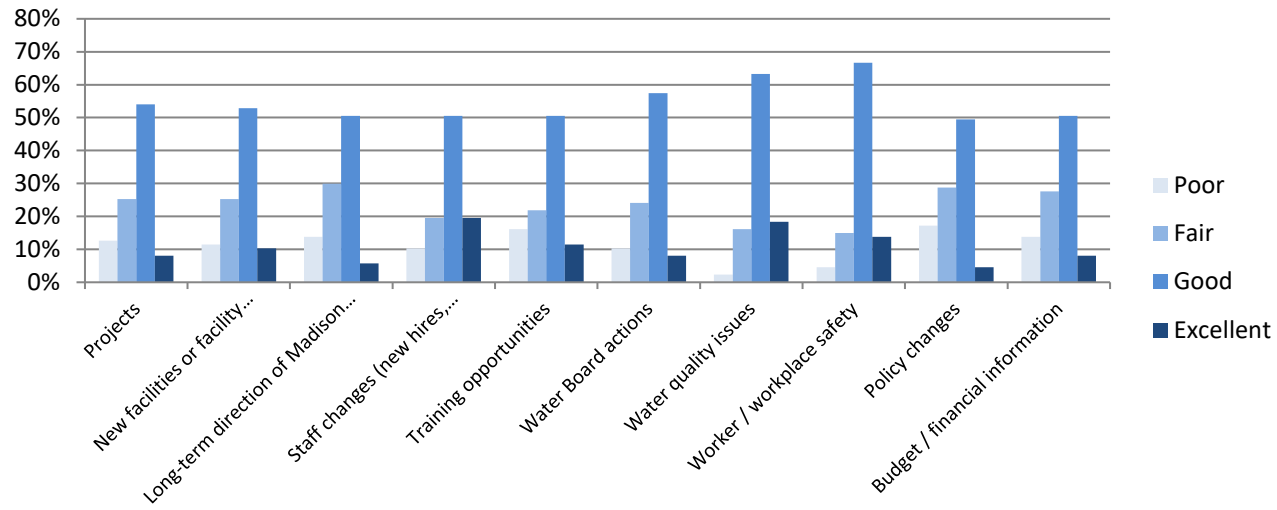
Total respondents: 88 respondents

DEI SURVEY RESULTS

QUESTION 1	How would you rate overall internal communication at Madison Water Utility?

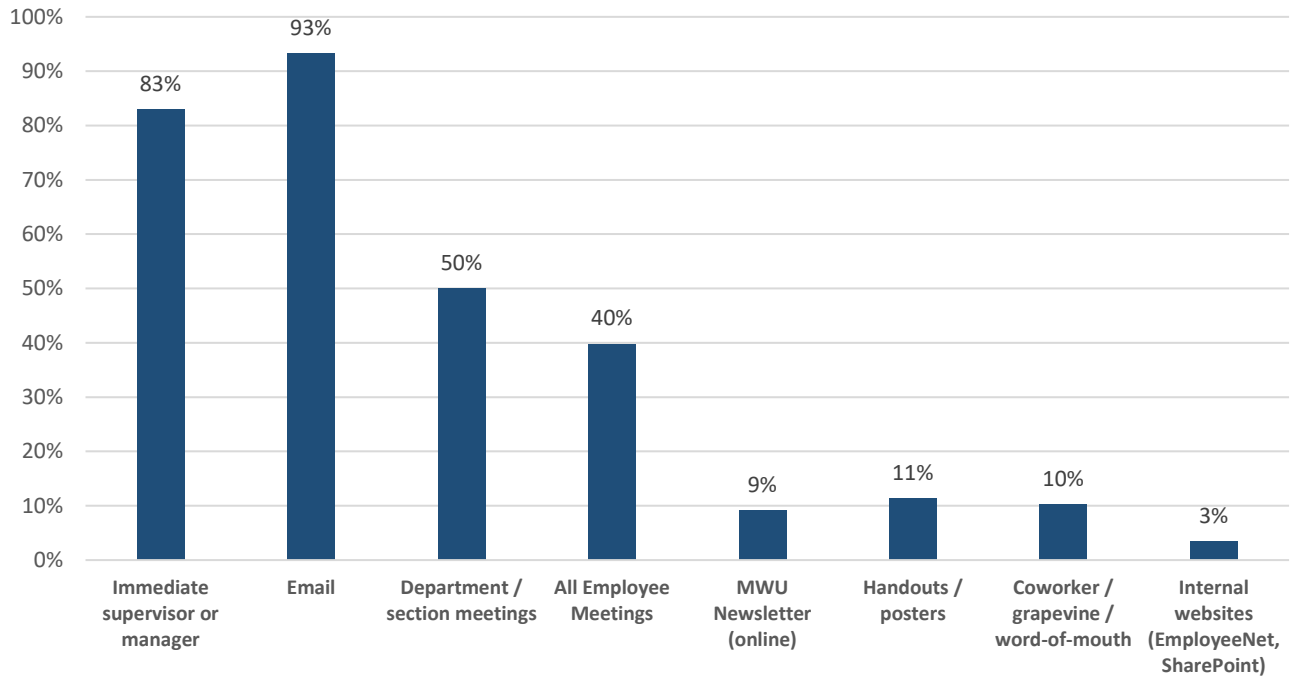


QUESTION 2	How would you rate internal communication with regard to?:



	Poor	Fair	Good	Excellent
Projects	13%	25%	54%	8%
New facilities or facility improvements (wells, reservoirs, pump stations)	11%	25%	53%	10%
Long-term direction of Madison Water Utility	14%	30%	51%	6%
Staff changes (new hires, promotions, retirements)	10%	20%	51%	20%
Training opportunities	16%	22%	51%	11%
Water Board actions	10%	24%	57%	8%
Water quality issues	2%	16%	63%	18%
Worker / workplace safety	5%	15%	67%	14%
Policy changes	17%	29%	49%	5%
Budget / financial information	14%	28%	51%	8%

QUESTION 3	How do you prefer to receive information related to Madison Water Utility? *(Choose your top 3 choices)*

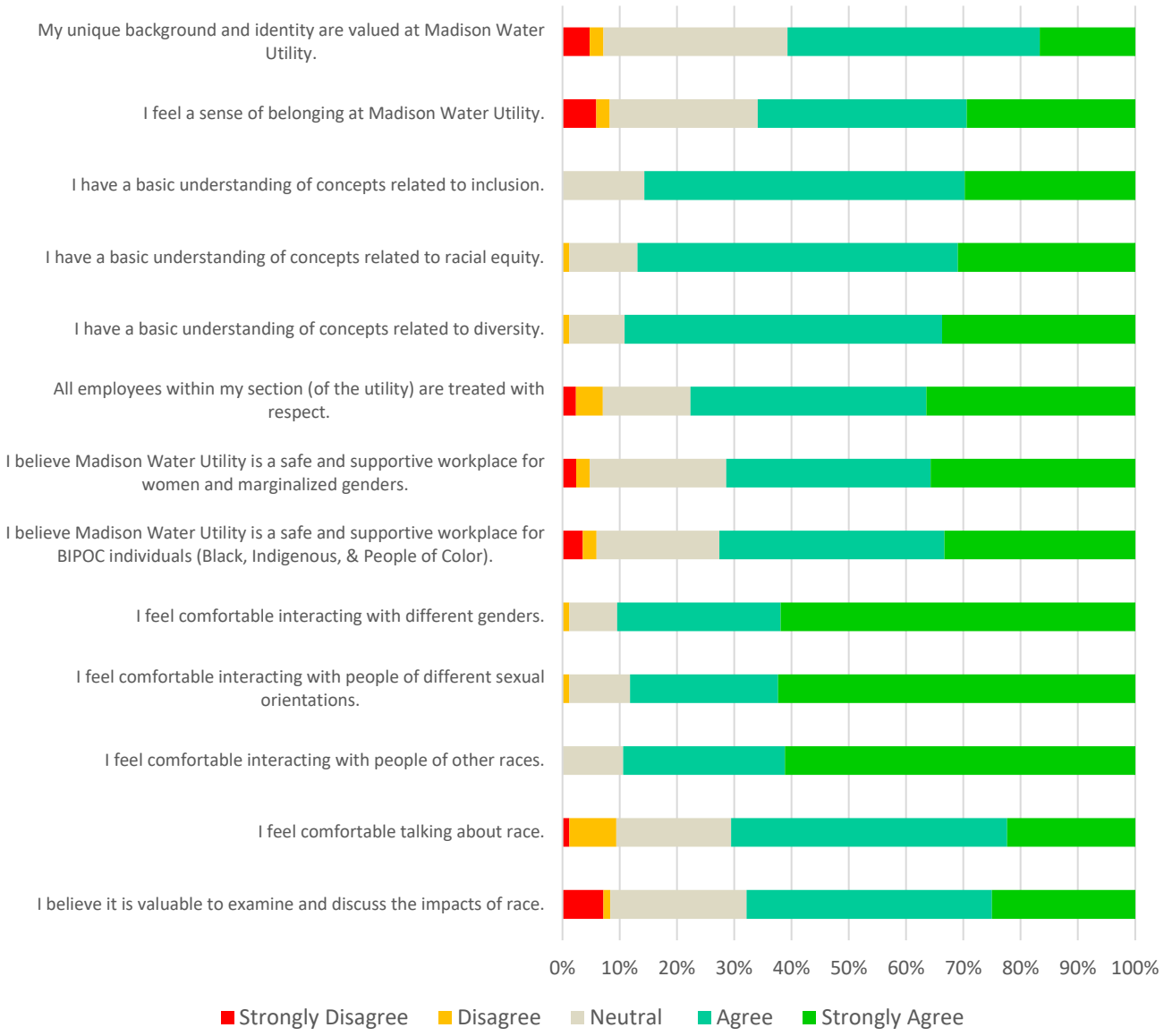


Immediate supervisor or manager	83%
Email	93%
Department / section meetings	50%
All Employee Meetings	40%
MWU Newsletter (online)	9%
Handouts / posters	11%
Coworker / grapevine / word-of-mouth	10%
Internal websites (EmployeeNet, SharePoint)	3%

QUESTION 4	Please add any suggestions for improving communication at Madison Water Utility.

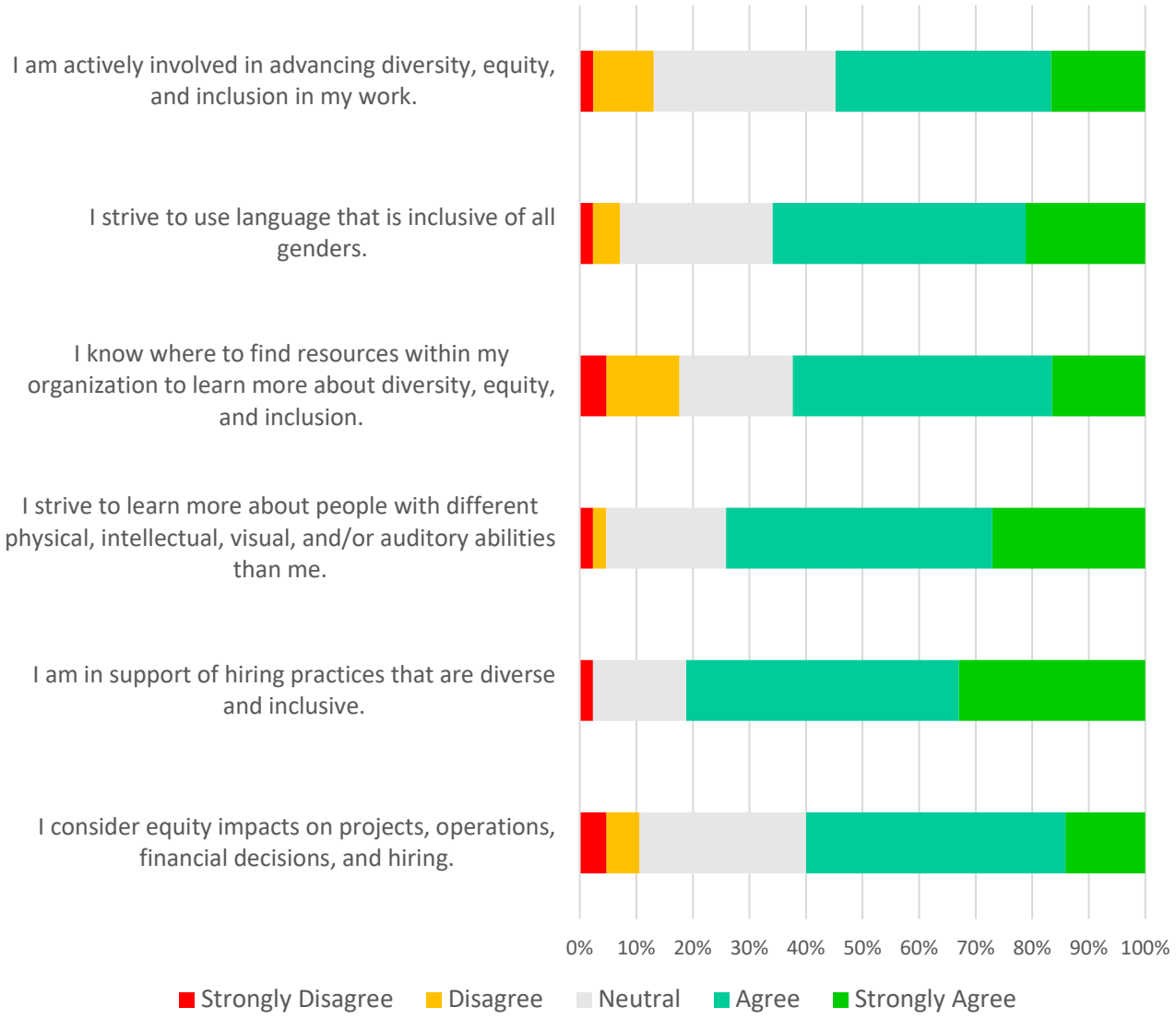
Open-ended responses to this question are kept confidential.

QUESTION 5	Please indicate how strongly you agree or disagree with the following statements:



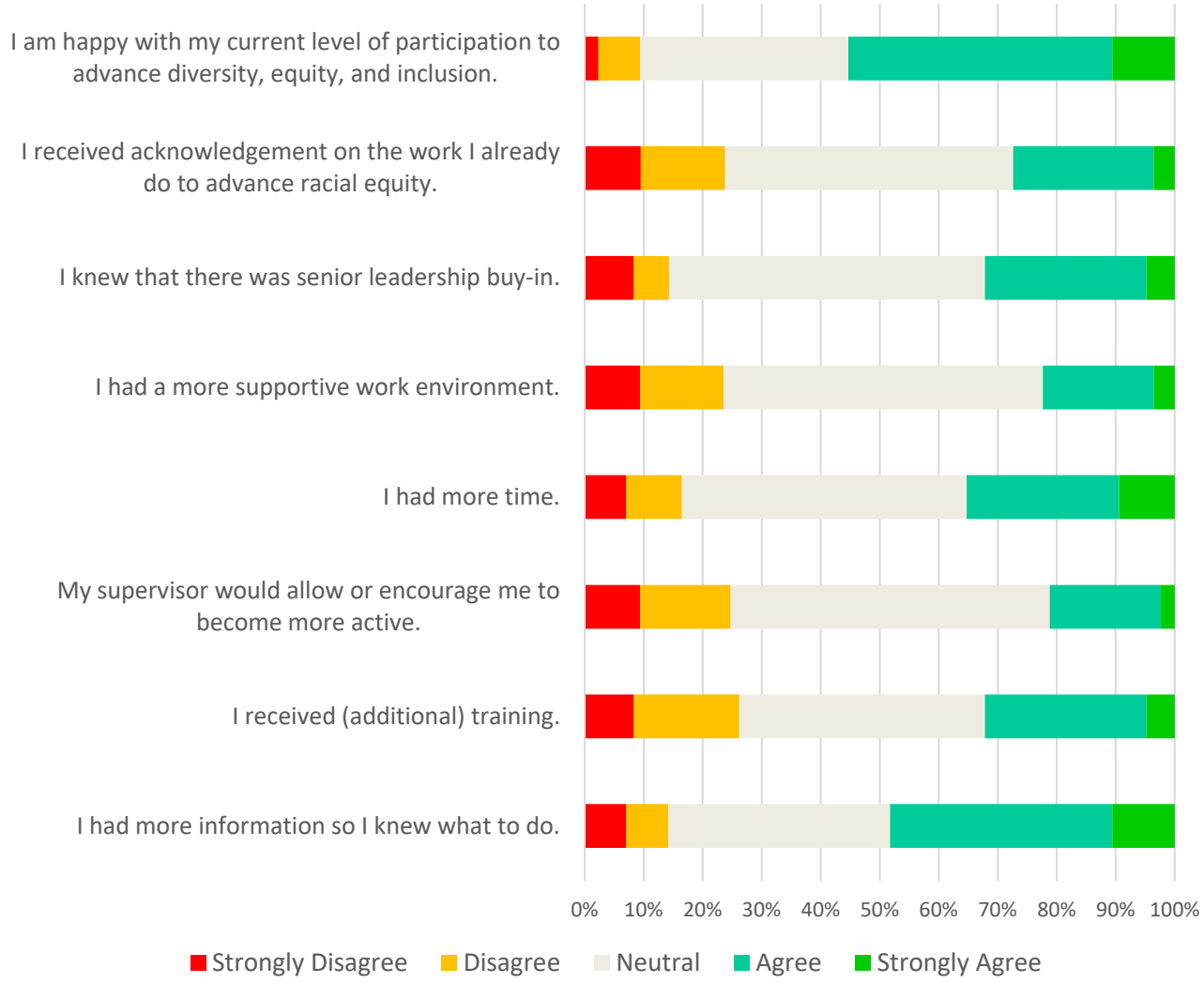
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I believe it is valuable to examine and discuss the impacts of race.	7%	1%	24%	43%	25%
I feel comfortable talking about race.	1%	8%	20%	48%	22%
I feel comfortable interacting with people of other races.	0%	0%	11%	28%	61%
I feel comfortable interacting with people of different sexual orientations.	0%	1%	11%	26%	62%
I feel comfortable interacting with different genders.	0%	1%	8%	29%	62%
I believe Madison Water Utility is a safe and supportive workplace for BIPOC individuals (Black, Indigenous, & People of Color).	4%	2%	21%	39%	33%
I believe Madison Water Utility is a safe and supportive workplace for women and marginalized genders.	2%	2%	24%	36%	36%
All employees within my section (of the utility) are treated with respect.	2%	5%	15%	41%	36%
I have a basic understanding of concepts related to diversity.	0%	1%	10%	55%	34%
I have a basic understanding of concepts related to racial equity.	0%	1%	12%	56%	31%
I have a basic understanding of concepts related to inclusion.	0%	0%	14%	56%	30%
I feel a sense of belonging at Madison Water Utility.	6%	2%	26%	36%	29%
My unique background and identity are valued at Madison Water Utility.	5%	2%	32%	44%	17%

QUESTION 6	Please indicate how strongly you agree or disagree with the following statements:



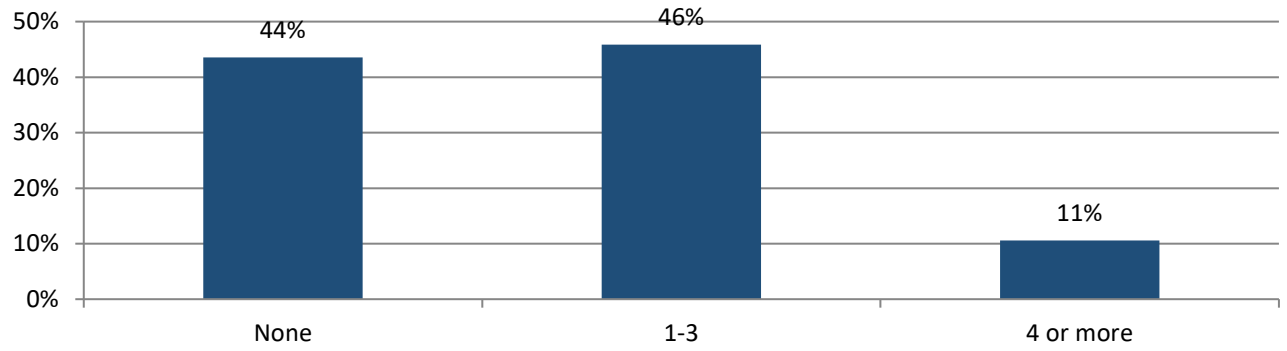
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I consider equity impacts on projects, operations, financial decisions, and hiring.	5%	6%	29%	46%	14%
I am in support of hiring practices that are diverse and inclusive.	2%	0%	16%	48%	33%
I strive to learn more about people with different physical, intellectual, visual, and/or auditory abilities than me.	2%	2%	21%	47%	27%
I know where to find resources within my organization to learn more about diversity, equity, and inclusion.	5%	13%	20%	46%	16%
I strive to use language that is inclusive of all genders.	2%	5%	27%	45%	21%
I am actively involved in advancing diversity, equity, and inclusion in my work.	2%	11%	32%	38%	17%

QUESTION 7	Please indicate how strongly you agree or disagree with the following statement: **"I would become more active in advancing diversity, equity, and inclusion if..."**

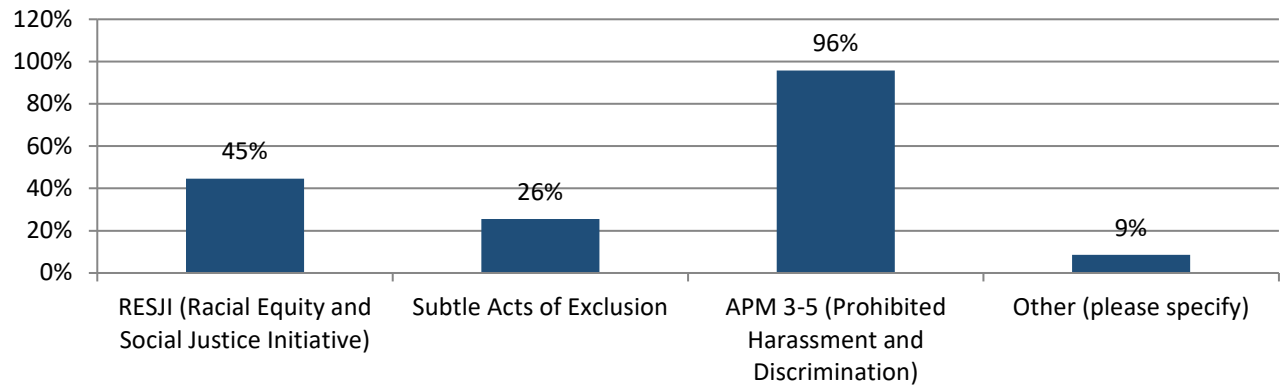


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I had more information so I knew what to do.	7%	7%	38%	38%	11%
I received (additional) training.	8%	18%	42%	27%	5%
My supervisor would allow or encourage me to become more active.	9%	15%	54%	19%	2%
I had more time.	7%	9%	48%	26%	9%
I had a more supportive work environment.	9%	14%	54%	19%	4%
I knew that there was senior leadership buy-in.	8%	6%	54%	27%	5%
I received acknowledgement on the work I already do to advance racial equity.	10%	14%	49%	24%	4%
I am happy with my current level of participation to advance diversity, equity, and inclusion.	2%	7%	35%	45%	11%

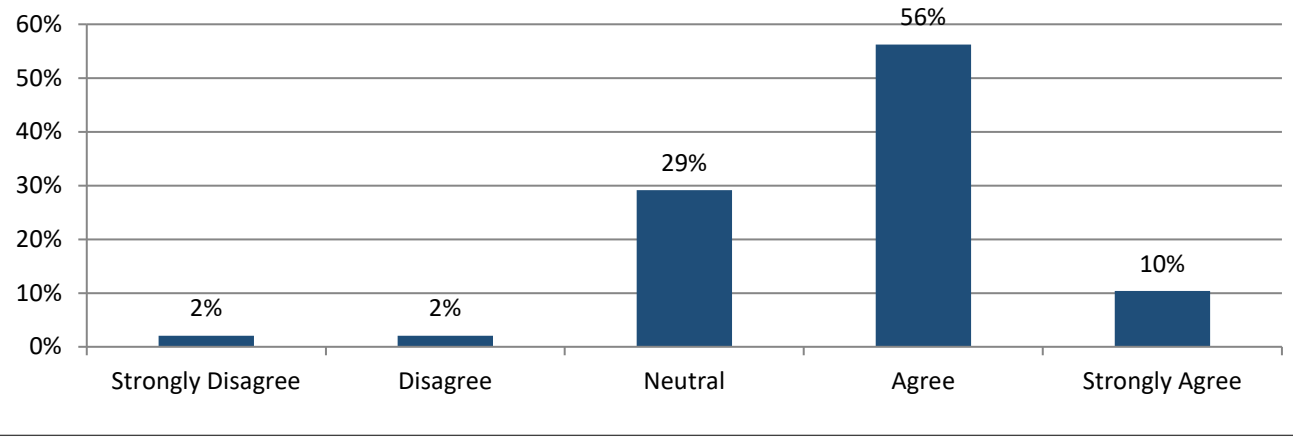
QUESTION 8	How many trainings about racial equity and/or inclusion have you attended, either at Madison Water Utility or through City of Madison?



QUESTION 9	Which of the following trainings have you participated in? *(Check all that apply)*:



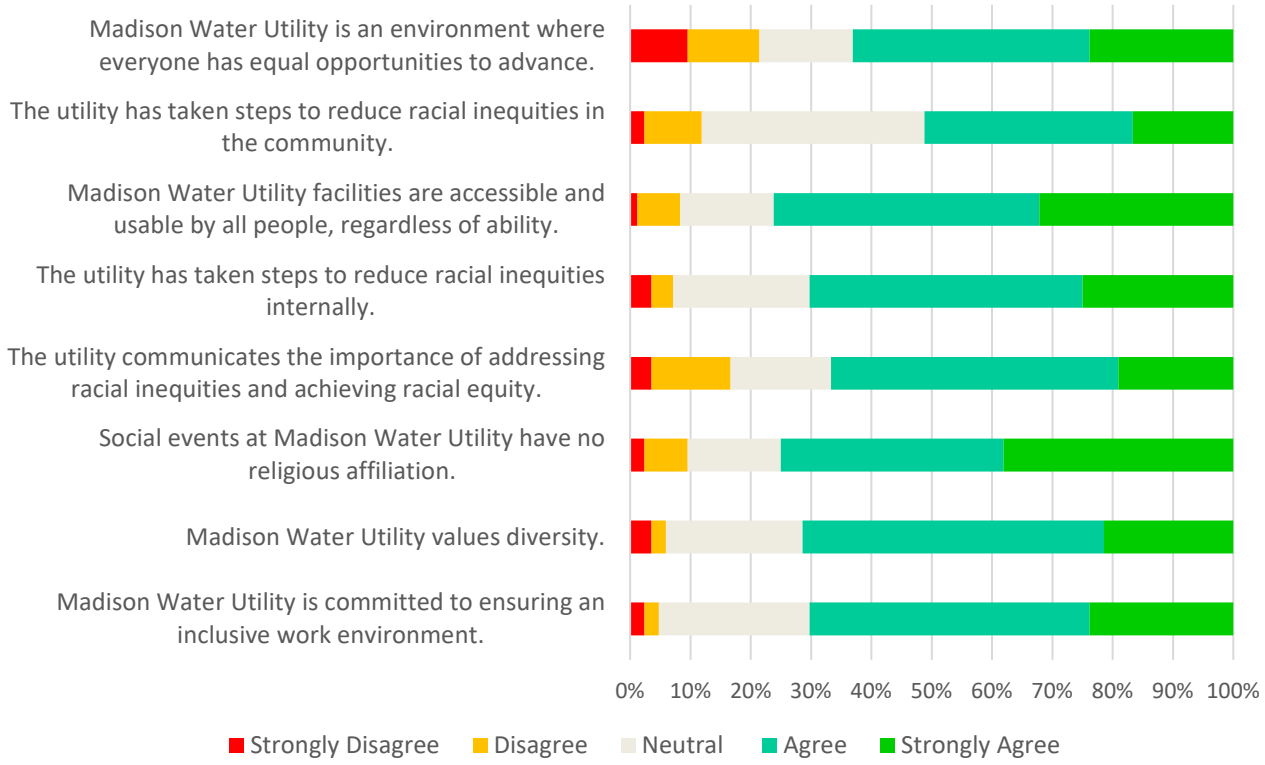
QUESTION 10	How strongly do you agree or disagree with the following statement: **"Training and/or workshops I have attended about racial equity and inclusion have been useful".**



QUESTION 11	Please add suggestions for improving trainings about equity and inclusion.

Open-ended responses to this question are kept confidential.

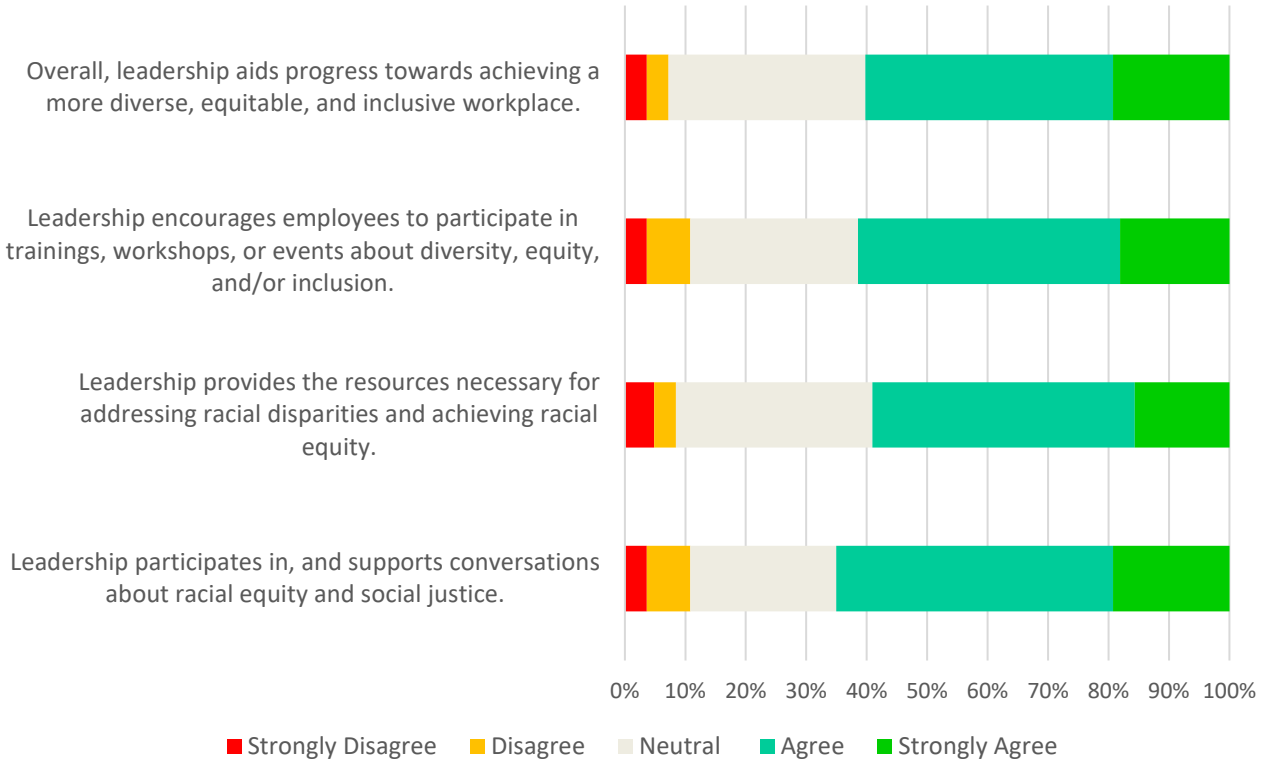
QUESTION 12	Please indicate how strongly you agree or disagree with the following statements about Madison Water Utility as an organization:



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Madison Water Utility is committed to ensuring an inclusive work environment.	2%	2%	25%	46%	24%
Madison Water Utility values diversity.	4%	2%	23%	50%	21%
Social events at Madison Water Utility have no religious affiliation.	2%	7%	15%	37%	38%
The utility communicates the importance of addressing racial inequities and achieving racial equity.	4%	13%	17%	48%	19%
The utility has taken steps to reduce racial inequities internally.	4%	4%	23%	45%	25%
Madison Water Utility facilities are accessible and usable by all people, regardless of ability.	1%	7%	15%	44%	32%
The utility has taken steps to reduce racial inequities in the community.	2%	10%	37%	35%	17%
Madison Water Utility is an environment where everyone has equal opportunities to advance.	10%	12%	15%	39%	24%

QUESTION 13

Please indicate how strongly you agree or disagree with the following statements about Madison Water Utility's leadership (General Manager and Section Managers):



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Leadership participates in, and supports conversations about racial equity and social justice.	4%	7%	24%	46%	19%
Leadership provides the resources necessary for addressing racial disparities and achieving racial equity.	5%	4%	33%	43%	16%
Leadership encourages employees to participate in trainings, workshops, or events about diversity, equity, and/or inclusion.	4%	7%	28%	43%	18%
Overall, leadership aids progress towards achieving a more diverse, equitable, and inclusive workplace.	4%	4%	33%	41%	19%

QUESTION 14

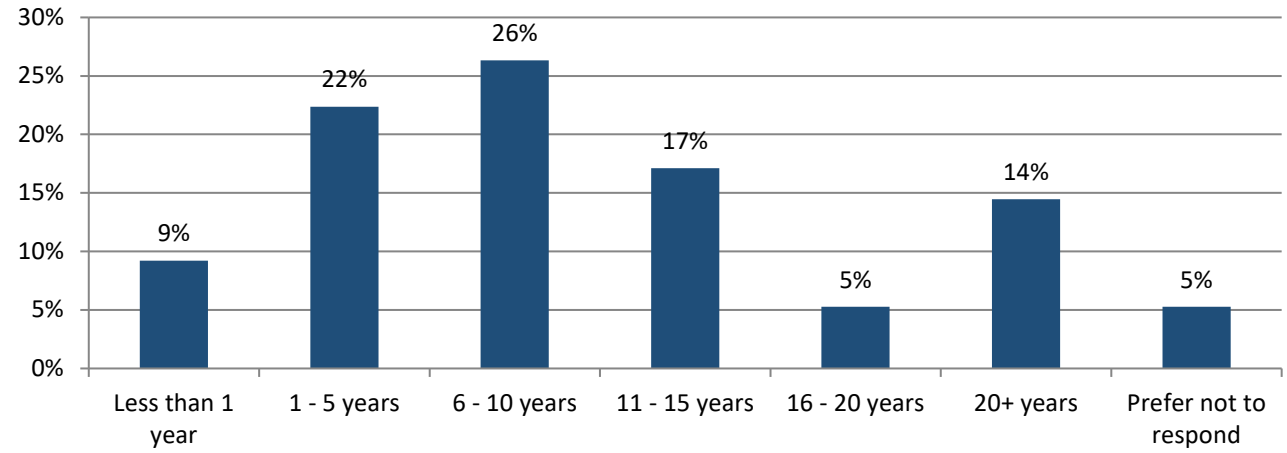
Please add any other thoughts regarding diversity, equity, and inclusion at Madison Water Utility.

Open-ended responses to this question are kept confidential.

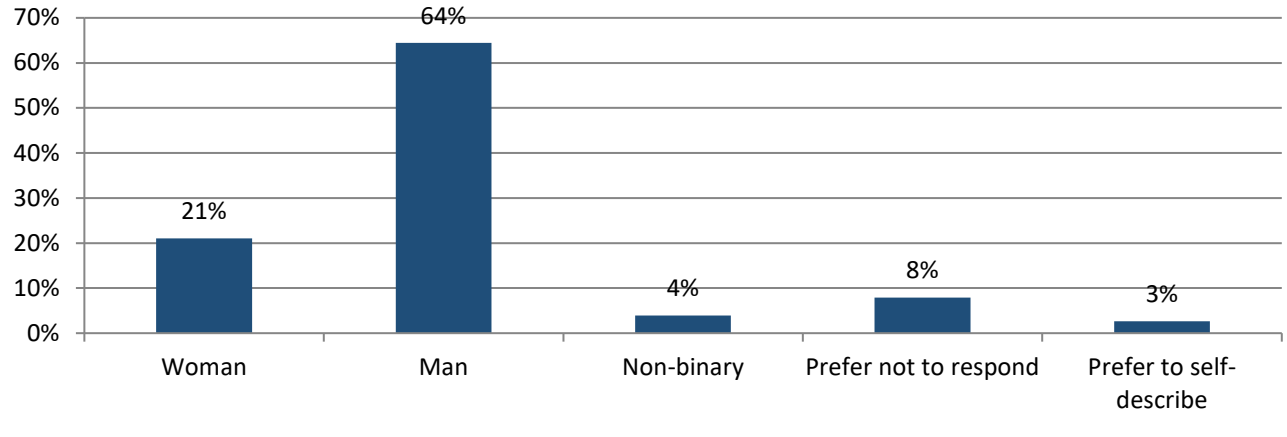
DEMOGRAPHICS

QUESTION 15	What is your job function?

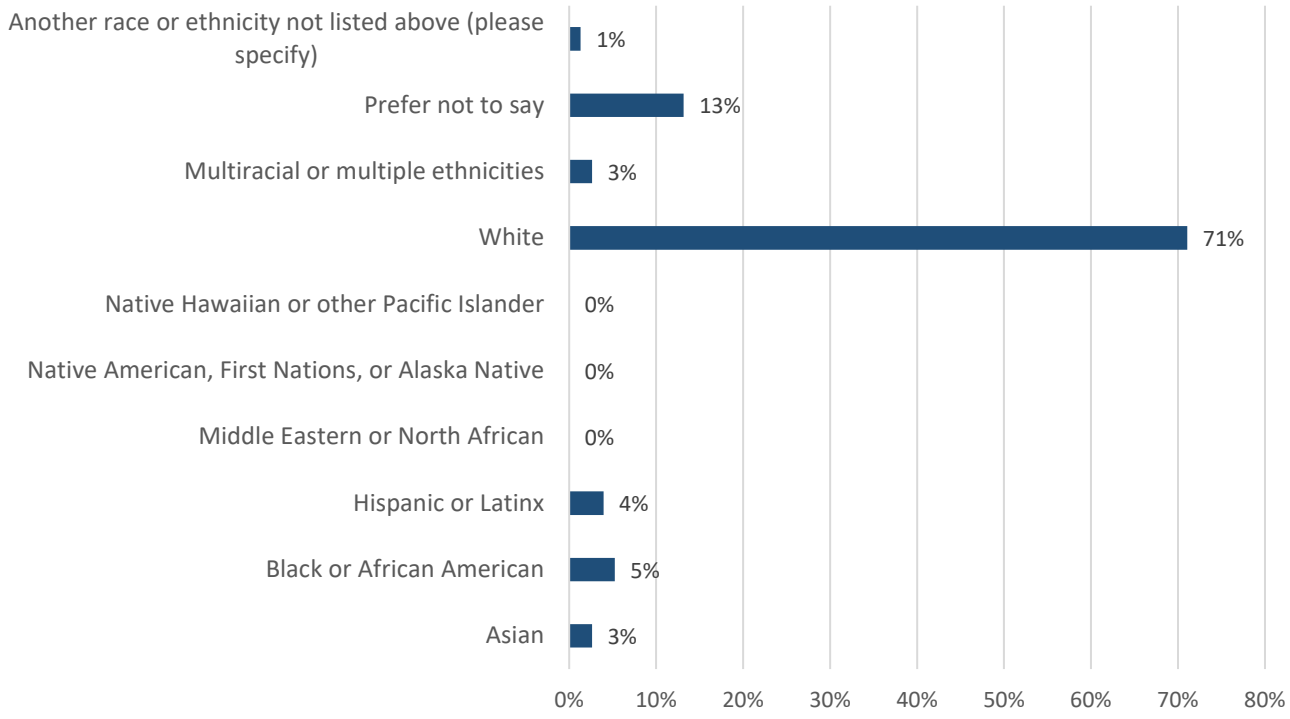
QUESTION 16	How long have you worked at Madison Water Utility?



QUESTION 17	Which gender identity best describes you? *(Please choose only one)*.



QUESTION 18	Which race/ethnicity best describes you? *(Please choose only one)*.



END OF SURVEY RESULTS