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Madison Water Utility
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MEMORANDUM

Date: May 26, 2022

To: Water Utility Board

From: Marcus Pearson, Public Information Officer

Subject: 2022 Water Utility DEI Employees Survey Results

BACKGROUND

Since 2007, an employee engagement and internal communication survey has been administered at the Utility. The first survey was a Gallup Q12 questionnaire administered by a consultant (EMA) during a team-building exercise. Since then, Utility's Steering Team has conducted a survey every 2 years. The results are not intended to be a definitive report of employee engagement; rather, they are a tool meant to "take the pulse" of our organization and identify areas that may need improvement. The Steering Team and Utility Senior Leadership Team have used survey results to develop plans and take action, including developing an All-Employee Meeting schedule/structure, regular section meetings, and employee anniversary 1-on-1 meetings. The last such survey was conducted in 2018**.** Due to Covid related developments and changes, there has been a delay in conducting follow up survey in 2020.

Early this year, Water Utility Diversity and Equity Team (DET) administered a Diversity, Equity, & Inclusion Survey among the Utility employees; probably the first of its kind among City departments. This decision reflects the DET's concerted effort to achieve a greater level of diversity, equity, and inclusion within the Utility and throughout the communities we serve. The purpose of the survey was to gauge employee experience, perspectives, and competency toward diversity, equity, and inclusion.

Staff is recommending that the Utility rotates between the traditional Employee Engagement & Communication Survey (Gallop) and the Diversity, Equity & Inclusion (DEI) surveys every two years.

ATTACHMENTS:

A. Survey Results Presentation
B. Survey Results Summary