

Internal Monitoring Report

Policy #: EL-2B Treatment of Staff

Monitoring Frequency: Annual

Date: November 26, 2013

I certify that the following information is true.

Signed  _____, General Manager

Policy Language:

With respect to interactions with staff, the General Manager shall not cause or allow conditions, procedures, or decisions that:

1. Violate the City's staff treatment policies.
2. Fail to periodically assess the organizational climate.
3. Fail to promote activities that enhance the organizational climate.
4. Discourage staff members from communicating with the board at a scheduled board meeting.

General Manager's interpretation and its justification:

"Violate the City's staff treatment policies" means a violation of Mayoral Administrative Procedure Memorandum (APM) 3-5, Prohibited Harassment and/or Discrimination Policy. "Periodically assess the organizational climate" means conduct annually an Employee Engagement Survey and Internal Communication Survey. It also means support and sustain an Employee Steering Team, whose charter contains the following:

Madison Water Utility strives to create a culture of continuous improvement where all employees are able to make contribution to the direction of the organization within a context of accountability.

The Steering Team is not an alternative management structure, but rather a vehicle for employees to communicate, innovate, and collaborate with Management on a variety of strategic and tactical improvement initiatives.

The Team consists of a cross-functional representation of utility staff and includes both supervisory and non-supervisory personnel.

A very important aspect of the Steering Team is that it provides opportunities for employees to grow and develop organizational and leadership skills.

"Promote activities that enhance the organizational climate" means analyzing the results of the aforementioned surveys and implementing, when necessary, initiatives for improvement. It also means continuing existing practices which promote a positive work climate.

“Discourage staff members from communicating with the board at scheduled board meetings” means conveying, explicitly or implicitly, directly or subtly, that they are not welcome to do so.

Data directly addressing the General Manager’s interpretation:

The MWU Steering team contributed substantially to this monitoring report.

1. *Violate the City’s staff treatment policies.*

Following an investigation by the city Department of Civil Rights of an anonymous complaint against an employee of the utility, which was sustained in part, we are working on a corrective action plan.

I report noncompliance with mitigation in progress.

2. *Fail to periodically assess the organizational climate.*

An Employee Engagement and Internal Communication survey is administered to employees on an annual basis. The results of the most recent survey are attached to the report.

I report compliance.

3. *Fail to promote activities that enhance the organization climate.*

The following activities enhance and promote a positive work environment:

- Quarterly potlucks
- Yearly picnic
- Quarterly All Employee Meetings
- Steering Team
- Intranet
- Staff involvement on existing project teams
- Project H2O (AMI) Implementation Team
- Standard Operating Procedures (SOP)
- Safety Committee
- Section meetings
- Recognizing anniversaries and retirements
- “Shout Outs” at section and all employee meetings
- Utility wide sharing of positive customer feedback
- AWWA – Meter Madness, Tapping Team, and Top Ops involvement

I report compliance.

4. *Discourage staff members from communicating with the board at a scheduled board meeting.*
- The WUB agenda is electronically distributed to all employees prior to the meeting.
 - A WUB meeting summary is electronically distributed to all employees following the meeting.
 - The WUB meeting is open to all employees and the public.

I report compliance.

Attachments:

Employee Engagement and Internal Communications Survey