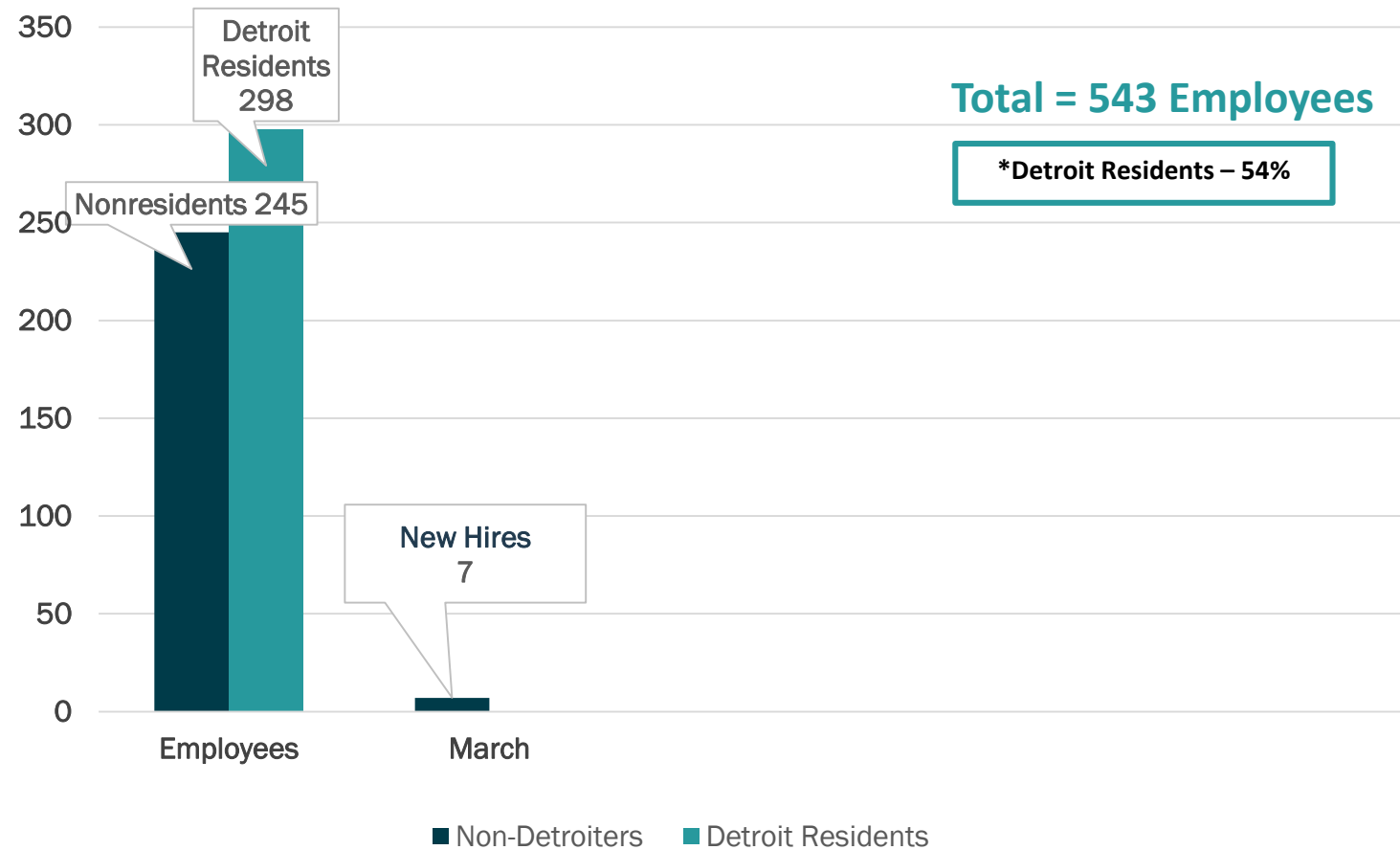


Human Resources/Organizational Development Metrics



Full Time Employees



*DWSD and the City of Detroit does not require residency.

Open Requisitions (18)



Classification	Division	Open Positions	# of New Monthly Applicants	# selected for Interviews	Comments
Professional Administrative Analyst 1	Customer Service	1			Open
Customer Service Specialist	Customer Service	3			Presenting Offers
Assistant Manager	Engineering	2			On Hold
Engineer I-IV	Field Engineering	1			Making Offers
Office Support Specialist III	Field Engineering	1			On Hold
Materials Management Specialist	Finance	1			Presenting Offer
IT Manager Applications Delivery	IT	1			Selecting Candidate
GIS Analyst 2	IT	1			Open
Team Leader	Maintenance & Repair	1			Open
Field Service Technician	Maintenance & Repair	16	16	12	Interviewing
Inspector	Maintenance & Repair	7			Open

Open Requisitions con't. (18)



Classification	Division	Open Positions	# of New Monthly Applicants	# selected for Interviews	Comments
Field Service Technician	Meter Operations	9	36	25	Interviewing
Customer Service Specialist	Meter Operations	2			Candidates Selected
Environmental Health Safety Coordinator	Security	2	21		Reviewing Applications
Security Officer	Security	1			Open
Manager-Permit	Storm Water Mgmt. Group	1	11	3	Interviewing
Inspector	Storm Water Mgmt. Group	1			Candidate Selected
Engineer	Storm Water Mgmt. Group	2	18		Presenting Offers

Pipeline/ Sourcing Meetings

Date of Event	Type of Event	Location
3/15/21	Detroit Training Center Career Fair	Virtual Career Fair
3/25/21	Southwest Skilled Trades Career Fair	Virtual Career Fair

Returning Citizens

Hired to Date

Detroit at Work Partnership

- 2021 – Extended offers to 2 Returning Citizens – awaiting their decision
- 2020 – Hired 3 Returning Citizens to date
- 2019 – Hired approximate 20 Returning Citizens
- 2018 – Hired approximately 3 Returning Citizens

Workforce Savings

1. Workforce Saving Plans

- Furlough (5) – works 8 hours during a 2-week pay period
- Workshare (0) – works 32 hours a week
- Essential (538) – works full-time 40 hours a week

COVID-19 Update

ON-GOING

- Temperature Checks – Conducted by the Security Team
- Return-To-Work Strategy - led by Deputy Director Palencia Mobley
- Re-testing
 - Front-line employees will be retested on a regular cadence beginning in January
 - Any employee can be retested at their request or when necessary
- Health Screening Form - On-line
- Security - checks all Health Screening Form verifications and assists employees with filling out the form as needed

POSSIBLE NEW INITIATIVE

- Temperature Scanning Machines – Facilities, Safety, Security and IT are currently assessing the product and planning particulars

COVID-19 Update

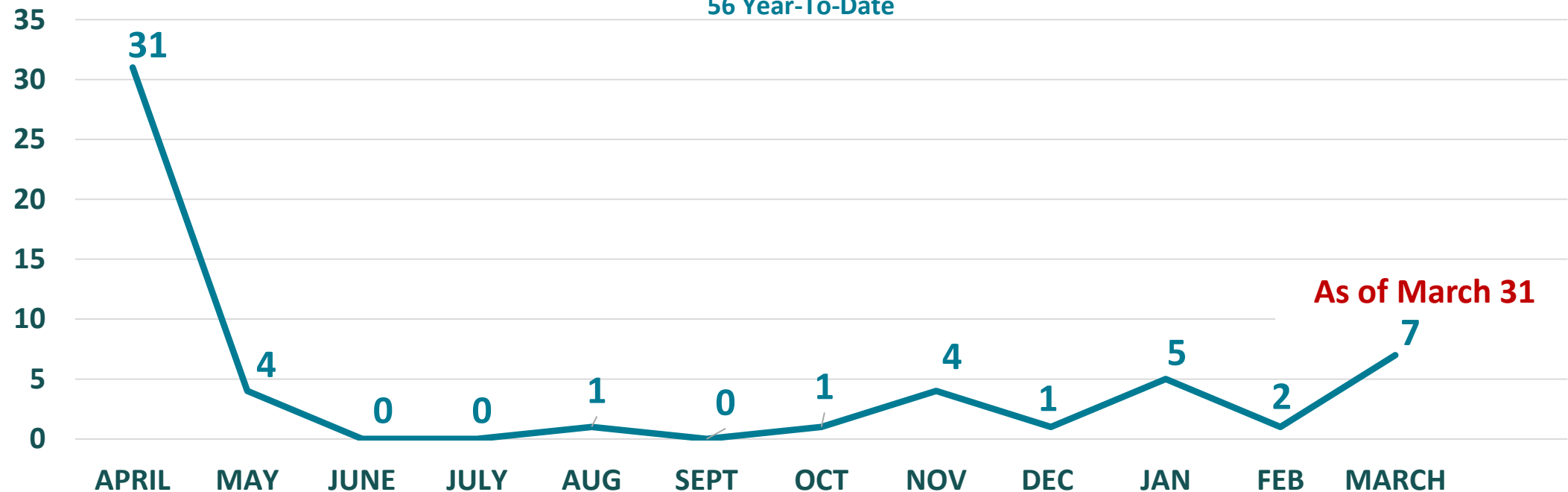
VACCINATIONS – DWSD Employees

1. As of March 29, 143 DWSD employees have been vaccinated – 26%
2. The City of Detroit has designated April 10 and May 1 as Employee Family Vaccination Day at the TCF Center
3. 354 employees on the list to be vaccinated – 65% of the total DWSD population (543 employees)
 - Employees were asked via email if they wanted the vaccine (Y/N) or more information
 - Employees working on-site and directly with the public
 - Employees listed on the Continuance Of Operations Plan (COOP)
 - Employees that could possibly called on-site to work
4. 239/354 employees responded to the initial questionnaire to express interest, wanting more information or to decline the vaccine – 67%
5. 215/354 employees want the vaccine – 60%
6. 13/354 declined the vaccination – 4%
7. 11/354 want more information – 3%

COVID-19 Update

POSITIVE COVID TESTS

56 Year-To-Date



415 DWSD employees have been tested to date.

Training Update

1. **Twelve** (12) Auto Fleet Technicians and (1) Manager signed up for the **Ford STARS Training Certification**
2. **Confined Space-** (2 Classes – 17 attendees)
3. **MIOSHA 30** – (1 Class – 7 Participants)
4. **Trench Safety** – (1 Class – 6 Participants)
5. **DWSD DocuSign Training for Content Creators** – (3 Classes – 12 Participants)
6. **Spira Test Training for enQuesta v6. Upgrade** – (3 Classes – 27 Participants)

Engagement Survey

SURVEY GOALS AND OBJECTIVES

OBJECTIVE 1:
MEASURE EMPLOYEE ENGAGEMENT

OBJECTIVE 2:
ESTABLISH A BASELINE

OBJECTIVE 3:
UNDERSTAND EMPLOYEE PERSPECTIVE

OBJECTIVE 4:
HELP SHAPE A POSITIVE CULTURE

Engagement Survey

FACTS

- Employees had 4 weeks to take the survey (November 5 – December 4)
 - Invitation to take the survey was sent via email
 - The survey consisted of 47 questions across 9 themes
 - Nine Themes:

1. Engagement Index	6. Diversity & Inclusion
2. Leadership/Supervision	7. Communications
3. My Role	8. Customer Service
4. Culture/Work Environment	9. Connect Survey (Working from home, COVID-19 Information)
5. Ethics	
- The City of Detroit had an overall 56% response rate
- DWSD had a **46%** response rate (242/526)
 - Due to COVID-19 restrictions, we couldn't execute our plan to have Field Service employees come into the CSF Training Room and take the Survey on tablets before the end of their shift.

Engagement Survey

RESULTS HIGHLIGHTS - *Strengths*

Strong Customer Service – Employees take pride in delivering optimal customer service and are aware of how their work impacts the residents of the City; Customer service is a high priority at DWSD

Employees are engaged and committed to the organization – Employees are proud to work for DWSD; A large majority of employees intend to stay with the City of Detroit for at least another year; DWSD employees believe their colleagues are passionate about providing exceptional customer service.

Immediate Supervisor – A significant number of DWSD employees believe immediate supervisors hold people accountable, have a sincere interest in the wellbeing of employees, advocate for implementing new ideas and processes and recognize employee accomplishments

Connect Survey results trending up – DWSD employees understand COVID-19 policies / guidelines and have the equipment and supplies they need to protect themselves on the job right now. Employees feel positive about working from home and feel DWSD has done a good job adapting to necessary work changes.

Work methods, tools and resources needs – The majority of DWSD employees understand what is expected of them for the City of Detroit to achieve its strategies objectives. **Employees believe DWSD makes good use of their skills and abilities and they receive the information and direction needed to perform their job effectively.**

Engagement Survey

RESULTS HIGHLIGHTS - *Opportunities*

Improve Department Leadership to drive Engagement – Improvement is needed in driving Department Leadership behaviors communicating a clear vision, being more transparent with information, and communicating in a timely fashion which will drive engagement to new heights

Inconsistent experiences related to Diversity & Inclusion – Employees feel they can be themselves at work; Opportunity in building a culture where employee opinions are provided without fear of retaliation or retribution

Engagement Survey

NEXT STEPS

1. DWSD Leadership will develop overall strategies and action plans pertaining to areas of opportunity
2. Each DWSD division will review division-specific data and develop action plans
3. The City will administer another survey later this year to measure improvements

HR Planning Calendar

JANUARY	FEBRUARY	MARCH	APRIL
N/A	N/A	Succession Planning	Engagement Survey Results
MAY	JUNE	JULY	AUGUST
Policy Revision Status/Training & Rollout - TBD	Performance Management/Merit Planning - TBD	Negotiations Update	Reward & Recognition
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Engagement Survey Action Planning Update	Training & Development/Learning Management System (LMS)	Attrition/Exit Interview Feedback	Negotiations Update