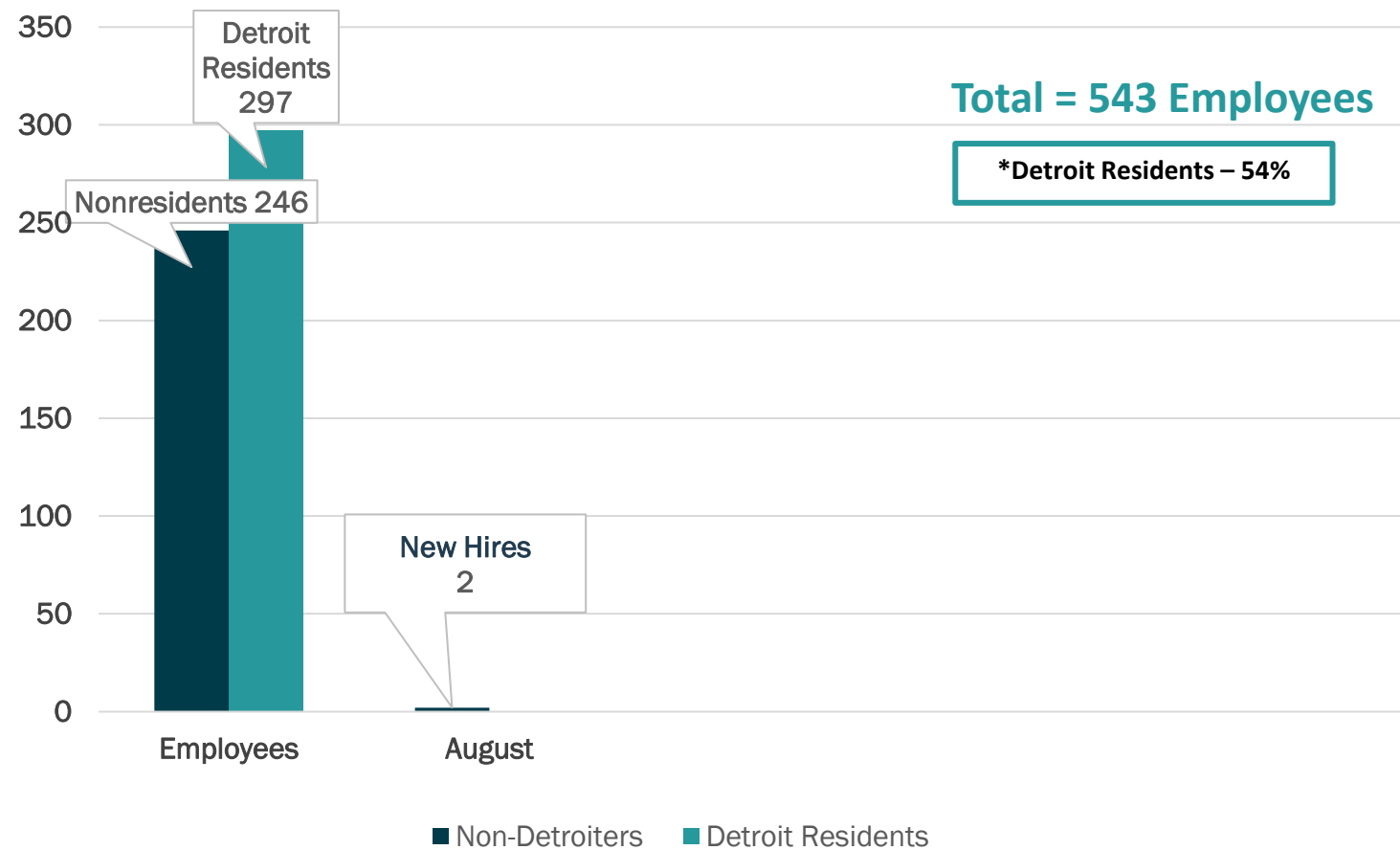


Human Resources/Organizational Development Metrics



Full Time Employees



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

Open Requisitions (19)



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	15			Interviewing
Assistant Manager	Field Engineering	2			On Hold
Engineer I-IV	Field Engineering	4	8		Open
Office Support Specialist III	Field Engineering	1			On Hold
Inspector I	Field Engineering	3	6		Open
Procurement Manager	Finance	1	4		Open
Procurement Specialist	Finance	2	21		Open
Infrastructure Administrator III	IT	1	2		Open
GIS Analyst 2	IT	1			Open
Team Leader	Maintenance & Repair	3			On Hold
Field Service Technician	Maintenance & Repair	4	18	5	Interviewing
Inspector I	Maintenance & Repair	4			On Hold
Field Service Technician	Meter Operations	5	19	5	Interviewing
Customer Service Specialist	Meter Operations	1	54		Open

Open Requisitions con't. (19)



Classification	Division	Open Positions	# of New Monthly Applicants	# selected for Interviews	Comments
Assistant Manager-Outreach/Workforce	Meter Operations	1			On Hold
Field Service Coordination Specialist	Meter Operations	1	6		Open
Environmental Health Safety Coordinator	Security	1	6		Open
Security Officer	Security	2	14		Open

Pipeline/ Sourcing Meetings

Date of Event	Type of Event	Location
8/5/21	Employer Engagement Event	Detroit Training Center (DTC)

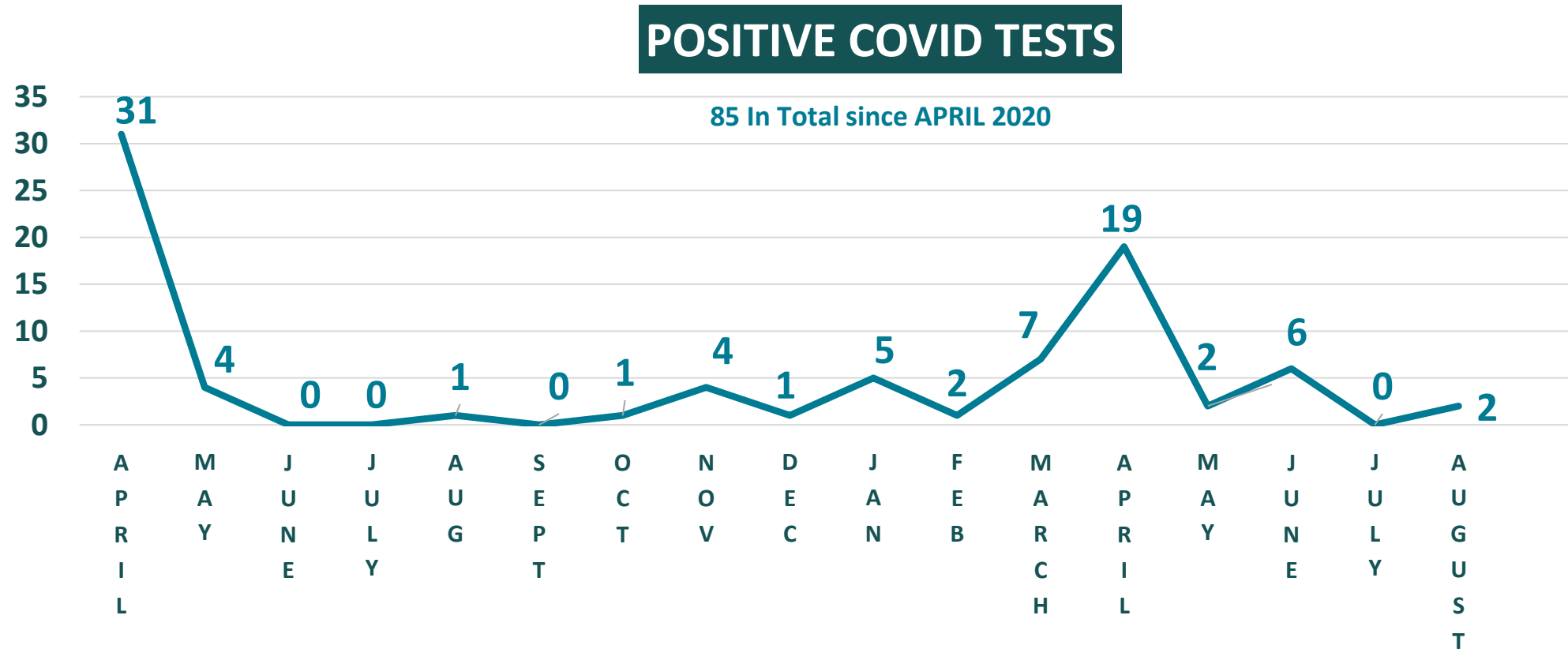
Returning Citizens

Hired to Date

Detroit at Work Partnership

- **2021 – Hired 11 Returning Citizens to date**
 - *5 are still employed by DWSD*
- 2020 – Hired 3 Returning Citizens
- 2019 – Hired 20 Returning Citizens (Fire Hydrant Painting Project)
- 2018 – Hired 3 Returning Citizens

COVID-19 Update



415 DWSD employees have been tested to date.

COVID-19 Update

CURRENT INITIATIVES

- Daily Health Screening Form – Security checks all Health Screening Form verifications before issuing a wristband

- Testing
 - Conducted at the Joseph Walker Williams Recreation Center
 - Bi-weekly Testing for the unvaccinated employees
 - Random testing for the vaccinated employees
 - Future vaccination and testing site at CAYMC

- Vaccinations – We have received 262 signed vaccination affidavits from employees. We are also allowing DWSD Contractors to complete affidavits and receive hologram stickers so that they can elect to not wear masks.

Training Update

1. **Outbound Dialing Launch Training** – (1 Classes – 11 Participants)
2. **Labor Relations Policy Training** – (Online – 397 Participants)
3. **Confined Space** – (1 Class – 11 Participants)
4. **Trench Safety** – (1 Class – 3 Participants)
5. **Use of Force** – (1 Class – 25 Participants)

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

SURVEY ACTION-PLANNING TARGETED ROLL-OUT

STEP 1:

Meet with Stakeholders and Leadership to discuss divisional metrics by 9-15-21

STEP 2:

Select a DWSD Survey Liaison for each division

STEP 3:

HR will meet with each divisional survey liaison

STEP 4:

Implement action plans for each division based on survey results

Engagement Survey

NEXT STEPS

1. DWSD will work on a strategy to improve communications and a charter for a Diversity, Equity and Inclusion Council at DWSD.
2. DWSD Leadership will develop overall strategies and action plans pertaining to areas of opportunity **DWSD-wide**
3. Each DWSD division will review data and develop **division-specific** action plans
4. The City will administer another survey early next year to measure improvements

HR Planning Calendar

JANUARY	FEBRUARY	MARCH	APRIL
N/A	Policy Revision Status/Training & Rollout	Succession Planning	Engagement Survey Results
MAY	JUNE	JULY	AUGUST
N/A	Performance Management/Merit Planning	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