TO: Mayor and Council

FROM: Milton Dohoney Jr., City Administrator

CC: Laura Orta, Director of Organizational Equity

SUBJECT: Response to R-18-291 Resolution to Support One Community Initiative and Ongoing Equity Work

DATE: January 5, 2026

Attached please find the FY 2026 Quarter 1 Equity and Inclusion Status Report in response to City Council Resolution R-18-291 - Resolution to Support One Community Initiative and Ongoing Equity Work. This resolution directed the City Administrator to provide quarterly status updates to City Council on relevant measures and outcomes concerning community equity initiatives and issues.

As a part of the evolution of the Office of Organizational Equity (OOE), the quarterly reporting structure and content has been and will continue to be revised to improve ongoing measurement, monitoring, and evaluation efforts of equity and inclusion efforts.

The OOE is working with departments to examine opportunities to fold current equity and inclusion activity into this quarterly report to develop a well-rounded picture of City efforts both internally and with the community. OOE continues to encourage all departments to develop KPIs to advance the measurement and reporting of success in diversity, equity, and inclusion efforts.

The OOE provides the opportunity for departments to report data, metrics, and relevant activities on a quarterly basis. The reporting of data and its accuracy is the responsibility of each department or service unit. Not all departments choose to report their activities to OOE. Only those departments that report and have activities to share are included in this report.

The OOE has included the following elements of its work for consideration in this quarterly report.

- Status of OOE activities

- Reporting matrix for each office/department/unit that includes the status of KPI and development that has provided information to OOE
- Additional information about equity focused activities reported by the department

Contents

City Administrator Services

Office of Organizational Equity

Initiative	Status
INTERNAL AGENCY INITIATIVES	
RFI for equity and inclusion activities	October 10, 2025
Department/unit responses	7 of 28 Reporting Departments: City Clerk Economic Development Engineering Fire Public Works Public Services – Solid Waste Public Services – System Planning
Established Employee Education Resource Groups	Restructuring plan underway to comply with federal guidelines and relaunch Employee Resource Groups
Employee EI committee	Paused for realignment considering federal guidance
OOE Ambassadors Program Implementation	
Departments with active ambassadors	Public Services – Solid Waste Supportive Connections Public Works Information Technology City Attorney Communications Sustainability and Innovation Police Fire Human Resources Housing Mayor's Office
Ambassador training sessions	July 15, 2025 August 19, 2025 September 16, 2025
Department/service units that report established DEI key performance indicators	Fire Communications
Integration of Equity Principals in Capital Improvement Plan	No activity this quarter
AGENCY-WIDE ACTIVITIES	
Customer Service Initiative	
Agency Customer Feedback Form	Two forms received. One complimentary. One form was related to the University of Michigan functions.
Customer Satisfaction Survey	Continued partnership with Information Technology and Customer service to develop a

		satisfaction survey following CS interactions. Survey is accessible by telephone mail link, or QR code. Phone survey made available in Spanish.

COUNCIL DIRECTED INITIATIVES AND REPORTING

R-23-232 Resolution to Ensure Transparency, Nondiscrimination, and Equal Opportunity in Municipal Contracting and Procurement Practices	Report prepared for presentation to city administrator

COMMUNITY ACTIONS/METRICS

Established community relationships		
	AARP	OOE connected with AARP representatives to discuss various opportunities to collaborate in programming and to share data related to populations served by AARP and OOE.

ACCESSIBILITY

Staffing	Jenna Truong hired as Accessibility Coordinator
Website Accessibility Report	Accessibility Coordinator began work with Information Technology and Communications to address the WCAG compliance deadline in April of 2026
Number of ADA accommodations requested by employees	One employee request for accommodation was made and fulfilled.
Number of ADA accommodations requested by the public through OOE mechanisms	One public request for modification/accommodation was fulfilled. One public request for accommodation was outside the purview of the City and they were directed toward appropriate resources.
Disability Awareness and Inclusion Training	
Ann Arbor Community Disability Resource Guide	https://www.a2gov.org/media/3dzn2qws/42025-updated-accessibility-resource-guide.pdf
Accessibility Policy Revisions	
Human Resources Policy Accessibility Review	
Internal agency ADA and accommodation guidance	
Community outreach/collaboration	

Quarterly Language Line Use Statistics

Language Line is telephone interpretation service that allows those with limited English proficiency to communicate with city staff using a live interpreter. Monitoring the demand for interpretation services can indicate community-level changes in composition that are not evident in other measurements.

Twelve (12) calls use Language Line services in Q1 of FY26. In the prior quarter (Q4 of FY25) twenty-one (21) calls used the Language Line Service. This is a 75% decrease in demand for service from the previous quarter.

This quarter three (3) languages or dialects were requested. This represents the lowest number of languages/dialects requested since this report has been produced. In Q1 of FY25, eight (8) different languages/dialects were requested. In Q4 of FY25, ten (10) languages were requested for interpretive services.

FY26 Q1 Language Line Use	Calls
Arabic	3
Mandarin	6
Spanish	3
Total Calls	12

City Clerk

The City Clerk's Office was awarded grant funding for polling place accessibility improvements from the Michigan Association of Municipal Clerks (MAMC). The polling place accessibility improvements include addition or replacement of accessible parking signs at seven polling locations, a temporary mat to improve pathway accessibility at one polling location, and pavement and tactile pad repair/replacement at one polling location for a total investment of $6,713.70.

Human Resources

EEOC Data

For Applications Received from July 1, 2025 to September 30, 2025 Data sourced from UKG					
Self - identified Race/ethnicity	Number of Applicants	Number Hired	Hire rate within Group	Percent of Total Hire	Percent of Applications
American Indian or Alaskan Native	11	2	4.5%	18.2%	0.4%
Asian	104	0	0.0%	0.0%	3.9%
Black of African American	501	5	11.4%	1.0%	18.9%
Native Hawaiian or API	3	0	0.0%	0.0%	0.1%
Two or more races	171	1	2.3%	0.6%	6.5%
White	1465	33	75.0%	2.3%	55.3%
No Response	395	3	6.8%	0.8%	14.9%
Total	**2650**	**44**	**100%**	**1.7%**	**100%**
*This report only reflects responses from candidate-entered applications; applications added by Recruiters/Hiring Managers on behalf of the candidates were not presented with the race/ethnicity/veteran/IWDs invitations to self-identify. This contributes to the overrepresentation of No Response and the inability to draw conclusions about the representation of race/ethnicity of those that are rehired as temporary employees.					

Fire

Established department DEI KPIs	"Establish a recruitment and hiring culture that provides a sustainable pool of candidates to reflect the community."
Additional DEI Training	No
Notable quarterly activities	
	• BLAZE AND BLUE CAREER CAMP - July 2025, we hosted the 4th career camp to expose young women to careers in the fire service and law enforcement. During the two "fire" days, participants had hands-on rotations with vehicle extrication, fire behavior, power saws, rappelling, fire extinguishers, medical care, turnout gear and breathing apparatus, forcible entry, and many other activities. • Two conditional offers were extended for our fire recruit program. This is the 5th class of recruits, which was created to provide a hiring pathway for non-traditional candidates.

Public Services – Solid Waste

Established department DEI KPIs	None
Additional DEI Training	OOE Ambassador learning is being integrated into the content of unit meetings and team staff meetings.
Established community relationships	None reported
Notable quarterly activities	
	Annual disposal guide reviewed by OOE for accessibility and readability.

Public Services – Public Works

Established department DEI KPIs	None
Additional DEI Training	None reported
Notable quarterly activities	
	• EDFC is planting trees at AAATA bus stops and housing areas that have a low tree equity score. • Implemented supplemental snow plowing contracts to improve pedestrian movements within the DDA during heavy snow events. • Identifying bus stop locations (AAATA) that can be addressed by snow removal contractors.

Public Services – System Planning

Established department DEI KPIs	None

Additional DEI Training	None reported
Notable quarterly activities	
	Engage Ann Arbor (https://engage.a2gov.org/) users translated content on the Engage platform • Chinese (63 users), • Spanish (43 users), • Japanese (37 users), • Korean (36 users), • Arabic (31 users)