



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: September 15, 2025

Attached please find the FY 2025 Quarter 4 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 efforts into this quarterly report to develop a well-rounded picture of City 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.

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

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City Administrator Services

Office of Organizational Equity

Initiative	Status
INTERNAL AGENCY INITIATIVES	
RFI for equity and inclusion activities	July 17, 2025
Department/unit responses	7/26
Established Employee Education Resource Groups	Paused for realignment considering federal guidance
Employee DEI committee	Paused for realignment considering federal guidance
OOE Ambassadors Program Implementation	
Ambassadors recruited and active	16
Ambassador training sessions	April 15, 2025 May 20, 2025 June 17, 2025
Department/service units that report established DEI key performance indicators	Fire Communications
Integration of Equity Principals in Capital Improvement Plan	No activity
AGENCY-WIDE ACTIVITIES	
Customer Service Initiative	
Agency Customer Feedback Form	3 received 1 negative interaction forwarded to the appropriate department 2 positive feedback responses forwarded to appropriate departments
Customer Satisfaction Survey	Partnered with Information Technology and Customer service to develop a satisfaction survey following CS interactions. Survey is accessible by telephone (beginning September 2, 2025), email link, or QR code.
COUNCIL DIRECTED INITIATIVES AND REPORTING	
R-23-232 Resolution to Ensure Transparency, Nondiscrimination, and Equal Opportunity in Municipal Contracting and Procurement Practices	Voluntary survey released to bidders consistent with the resolution. Results will be compiled and reported to Council by October 1, 2025.
COMMUNITY ACTIONS/METRICS	
Established community partnerships	Continued partnership with Embracing Our Differences (EOD) Began work on Michigan Leaders Belonging Summit
ACCESSIBILITY	

Staffing	Posted, interviewed, and filled position for Accessibility Coordinator
Website Accessibility Report	OOE and IT reviewing quarterly reports for opportunities to improve accessibility through process and repair.
Number of ADA accommodations requested by employees	0
Number of ADA accommodations requested by the public through OOE	1 (Complaint reclassified to public request)
Disability Awareness and Inclusion Training	Included in the Ambassador Training curriculum
Ann Arbor Community Disability Resource Guide	https://www.a2gov.org/media/3dzn2qws/42025-updated-accessibility-resource-guide.pdf
Accessibility Policy Revisions	Paused. Will be resumed by new AC
Human Resources Policy Accessibility Review	Paused. Will be resumed by new AC
Internal agency ADA and accommodation guidance	Ambassador education Customer Service Support for two separate inquiries
Community outreach/collaboration	No Activity

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 demands for interpretation services can indicate community-level changes in composition that are not evident in other measurements.

Language	Calls
Arabic	2
Cantonese	1
Farsi	1
Mandarin	7
Polish	1
Romanian	1
Russian	1
Sorani	1
Spanish	4
Tigrigna	2
Total Calls	21

City Clerk

Annual Boards & Commissions Demographic Data

	Applicants July 2024	Applicants July 2025	Members July 2024	Members July 2025
Man	50%	47%	45%	49%
Woman	47%	50%	53%	51%
Non-binary	1%	2%	0%	0%
Prefer not to answer	2%	1%	1%	0%
American Indian, Alaska Native, or First Nations	Not Measured	Not Measured	Not Measured	Not Measured
Asian	7%	7%	6%	5%
Black	13%	11%	12%	13%
Hispanic, Latino, Latina, or Latinx	1%	0%	2%	3%
Middle Eastern or Northern African	Not Measured	Not Measured	Not Measured	Not Measured
Native Hawaiian or Other Pacific Islander	Measured with Asian	Measured with Asian	Measured with Asian	Measured with Asian
White	73%	78%	73%	74%
Another Option Not Listed	4%	2%	4%	3% Other
Prefer Not to Answer	2%	2%	2%	2%

Human Resources

EEOC Data

For Applications Received from April 1, 2025 to June 30, 2025 Data sourced from UKG						
Self - identified Race/ethnicity	Number of Applicants	Declined	Hired	Hire rate within Group	Percent of Total Hire	Percent of Applications
American Indian or Alaskan Native	8	4	0	0.0%	0.0%	0.2%
Asian	225	158	7	3.1%	8.2%	5.9%
Black of African American	568	389	6	1.1%	7.1%	14.9%
Native Hawaiian or API	3	0	0	0.0%	0.0%	0.1%
Two or more races	259	176	7	2.7%	8.2%	6.8%
White	2236	1575	57	2.5%	67.1%	58.5%
No Response	521	365	8	1.5%	9.4%	13.6%
Total	3820	2667	85	2.2%	100.0%	100.0%

*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.

Human Resources

Established department DEI KPIs	None
Additional DEI Training	April training with OOE for HR department
Notable quarterly activities	
	Monthly recruiting advertisement in <i>Pride Source Magazine</i> and <i>Women in Transportation</i> publications.

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	None
Notable quarterly activities	
	Using Michigan Works to advertise for the fifth recruit class with expected hiring in 2025.

Public Services – Systems Planning

Established department DEI KPIs	None
Additional DEI Training	None
Notable quarterly activities	
	Improvements to information access and visibility of public engagements opportunities with the <i>Engage Ann Arbor</i> project hub. The project intends to recruit more engagement from underrepresented groups.

Public Services - Solid Waste

Established department DEI KPIs	None
Additional DEI Training	Three staff attended Visions 2025 vendor fair
Established community relationships	Commission on Disabilities Issues Disability Network The Neutral Zone
Outreach	Ongoing use of Language Line for translation services for informational flyers
Notable quarterly activities	
	Special Set-outs Program effective June 28 provides special assistance to get compost carts to the curb.

	Community engagement with multi-family housing for placement of food scrap collection sites.
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Public Services – Public Works

Established department DEI KPIs	None
Additional DEI Training	
Notable quarterly activities	
	<p>The Elizabeth Dean Fund Committee has focused tree planting efforts and canopy cover improvements on Housing Commission properties and AAATA bus stops. Twenty trees were planted at bus stops that lack shelters and other enhancements.</p> <p>Twelve trees were planted adjacent to Housing Commission owned properties.</p>