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:	March 2, 2026

Attached please find the FY 2026 Quarter 2 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 4
Office of Organizational Equity 4
Quarterly Language Line Use Statistics 6
Assessing Services 6
Communications 7
Human Resources 7
EEOC Data 7
Fire 7
Information Technology 8
Police 8

City Administrator Services

Office of Organizational Equity

Initiative	Status
INTERNAL AGENCY INITIATIVES	
RFI for equity and inclusion activities	January 15, 2026
Department/unit responses	8 of 28 Reporting Departments: Assessing Services Communications Engineering Fire Information Technology Police Transportation Water Resources
Established Employee Education Resource Groups	Restructuring plan underway to comply with federal guidelines and relaunch Employee Resource Groups
Equity Trainings for Service Areas	*Psychological Safety Training* provided to Human Resources staff on October 28, 2025 *Anti-bias Training in Interview/Hiring Process* presented to the Police Department in collaboration with Human Resources on December 2, 2025
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	October 21, 2025 November 18, 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
Document review	At the request of HR, review of AFSME contract for equity language and considerations

AGENCY-WIDE ACTIVITIES	
Customer Service Initiative	
Agency Customer Feedback Form	3 received 3 were out of purview or unrelated to City function
Post call customer satisfaction phone survey	4.2% response rate (117 of 2,722) Typical responses rates are under 8%
Email response signature survey	9 responses (unknown opportunities)

COUNCIL DIRECTED INITIATIVES AND REPORTING	
R-23-232 Resolution to Ensure Transparency, Nondiscrimination, and Equal Opportunity in Municipal Contracting and Procurement Practices	None required

COMMUNITY ACTIONS	
Established community relationships	Participated in artist recognition and award event with Embracing Our Differences. Connected with the American Association of Retired Persons (AARP) regional office to begin collaborative conversations.

ACCESSIBILITY	
Website Accessibility Report	
Public Facing Application Audit	23 public facing applications identified. OOE and 19 Accessibility Conformance Reports (ACRs) requested from vendors of applications
GIS Working Group	Initiated a regular committee focused on accessibility. Began a partnership with the University of Michigan School of Information Civic User Testing Group, to take place in spring 2026.
Number of ADA accommodations requested by employees through OOE mechanisms	2 (both updates to existing accommodations)
Number of ADA accommodations requested by the public through OOE mechanisms	0
Disability Awareness and Inclusion Training	
Ambassador Training	Topic: Ableism
Title VI	762 employees
Language Line	774 employees
GIS Working Group	Question and answer session with an accessible map design expert from Minnesota DNR.
Ann Arbor Community Disability Resource Guide	https://www.a2gov.org/media/3dzn2qws/42025-updated-accessibility-resource-guide.pdf

Policy Review/Revisions	
Service Animal Policy	Drafting
APP 403: Parking Procedures for City Owned or Leased Parking Facilities	Revising (collaboration with Public Services and HR)
HR 3.19: Hybrid/Telework Policy	Reviewed
HR 3.20: Flexible Work Arrangements	Reviewed
Internal agency ADA guidance	
State of Michigan Title VI annual certification	October 1, 2025
Document Accessibility Feedback	2 documents
Accommodation Guidance	1
Community outreach/collaboration	
Washtenaw Mobility Leadership Circle	October 8, 2025
Ward 3 Coffee Hour	October 13, 2025
Disability Network Tour	October 29, 2025
Destination Ann Arbor Accessibility Roundtable	November 6, 2025

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 or service demand that are not evident in other measurements.

Twelve (12) calls use Language Line services in Q1 of FY26. In Q2 of FY26, Language Line use rebounded, and 36 calls were received that required translation in eight (8) languages.

FY26 Q2 Language Line Use	Calls
Arabic	5
Cantonese	1
Indonesian	1
Korean	3
Mandarin	15
Spanish	5
Ukrainian	1
Vietnamese	5
Total Calls	**36**

Assessing Services

Established department DEI KPIs	None
Additional DEI Training	None reported
Notable quarterly activities	
	• Adjusted the Ann Arbor Poverty Guidelines for 2026 for residents applying for property tax relief. Income level was adjusted from $33,132 to $44,100 for a single-family household.

Communications

Established department DEI KPIs	Previously drafted KPIs are being reviewed by new department leadership.
Additional DEI Training	None reported
Notable quarterly activities	
	• Participating in the transition of web content for compliance with federal accessibility requirements.

Human Resources

EEOC Data

For Applications Received From October 1, 2025, to December 31, 2025

Data Sourced From UKG on January 15, 2026

Self - identified Race/ethnicity	Number of Applicants	Number Hired	Hire rate within Group	Percent of Total Hire	Percent of Total Applications
American Indian or Alaskan Native	9	0	0.0%	0.0%	0.4%
Asian	139	2	1.4%	5.4%	6.1%
Black of African American	411	3	0.7%	8.1%	18.2%
Native Hawaiian or API	2	0	0.0%	0.0%	0.1%
Two or more races	120	1	0.8%	2.7%	5.3%
White	1246	24	1.9%	64.9%	55.1%
No Response	335	7	2.1%	18.9%	14.8%
Total	**2262**	**37**	**1.6%**	**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. 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	
	• Continued non-traditional candidate recruitment strategies and successfully advanced non-traditional recruits.

Information Technology

Established department DEI KPIs	None
Additional DEI Training	None reported
Notable quarterly activities	
	• Web and document accessibility transition planning.

Police

Established department DEI KPIs	None
Additional DEI Training	Bias awareness in hiring training by OOE
Notable quarterly activities	
	• None reported