



TO: Mayor and Council
FROM: Milton Dohoney Jr., City Administrator
CC: LJ (Laura) Orta, Director of Organizational Equity
SUBJECT: Response to R-18-291 Resolution to Support One Community Initiative and Ongoing Equity Work
DATE: June 15, 2026

Attached please find the FY 2026 Quarter 3 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.

This report is an effort to capture the equity and inclusion work done across city departments. It highlights the efforts of OOE on internal agency activities, agency-wide initiatives, Human Resources EEOC data, and department/unit activity.

It is the responsibility of department/units to report on their activities that impact the diversity, equity, and inclusion of the agency workplace as well as the services provided. Reporting to OOE is not mandatory, therefore this report may not reflect all activities and initiatives. Departments that provided information in response to this request were: City Clerk, Communications, Engineering, Economic Development, Fire, and Transportation.

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City Administrator Services
Office of Organizational Equity

INTERNAL AGENCY INITIATIVES		Status
Established Employee Education Resource Groups		Restructuring plan underway to comply with federal guidelines and relaunch Employee Resource Groups
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		Wednesday, February 18 Wednesday, March 18
Integration of Equity Principals in Capital Improvement Plan		No activity this quarter.
Document equity review		Human Resources Pay Equity Study team Pay structure guideline development team Partners in Progress: City-AA Public School Collaboration Sanitary Comprehensive Plan-Policy Group Meeting
Departmental Meetings		
	Public Services	Discussed opportunities for integration of OOE into Public Services initiatives with unit managers
	Police	Director provided training for bias interrupters during police hiring interviews in conjunction with Human Resources.
AGENCY-WIDE ACTIVITIES		
Emerging Leaders Program		Director providing input on the programs approach to equity and inclusion.
Serene Spaces Initiative		The Serene Spaces Initiative is intended to provide compliance with the Fair Labor Standards Act (FLSA), as amended by the Providing Urgent Maternal Protections for

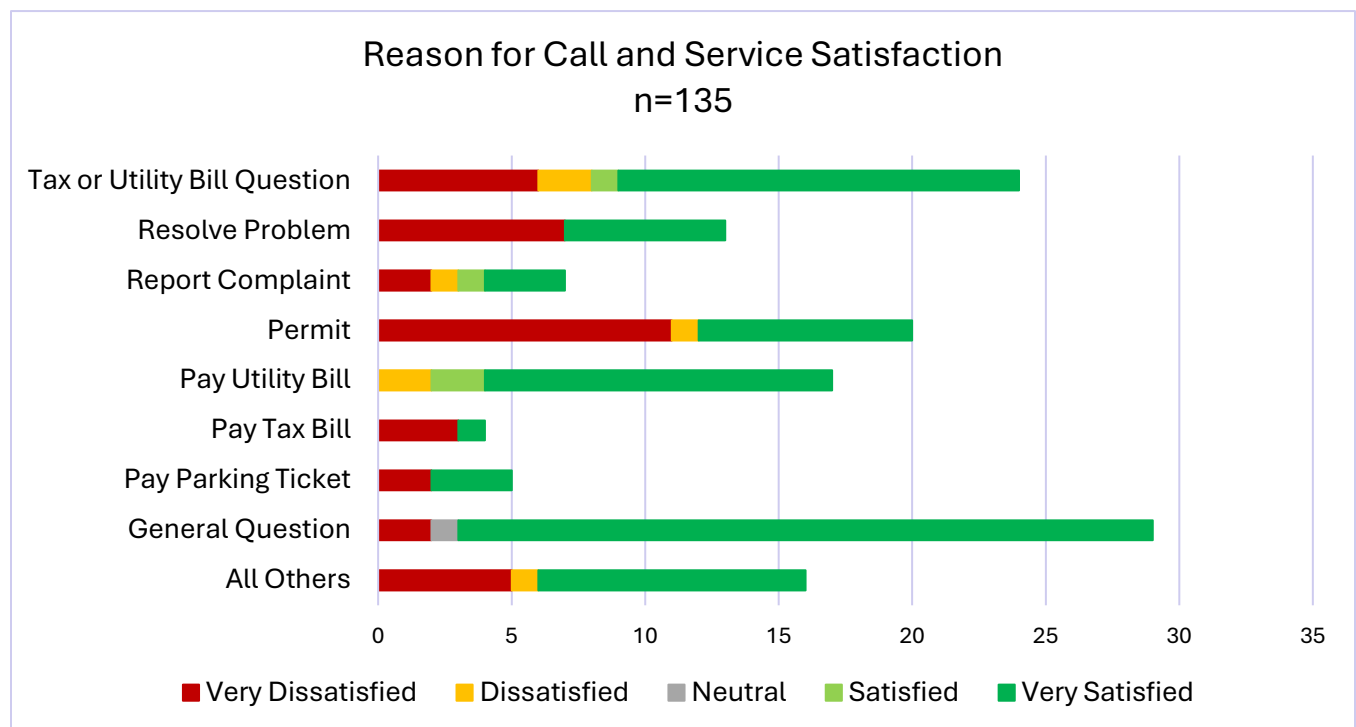
Nursing Mothers Act (the PUMP Act), most nursing employees have the right to reasonable break time and a private place to pump breast milk while at work. As well as compliance with the FLSA, these spaces will meet the needs of employees looking for private space for reflection or private religious practices.

Larcom City Hall
Wheeler Service Center
Police Department, 2 nd Floor Justice

Customer Service Initiative	To ensure that all members of the community are treated respectfully and equitably while doing business with the city and to illuminate areas for improvement and training.
Agency Customer Feedback Form	1 received 1 referred to management 1 did not request direct response Note: complimentary feedback on a Police Officer
Post-call customer satisfaction phone survey	5% response rate (135 of 2483) Typical responses rates are under 8% Phone survey implemented at Customer Service phones will be extended to calls that terminate in additional departments in Q4. This will allow insight into potential areas of improvement.
Email response signature survey (Customers Service signatures only)	6 responses (unknown n) 3 very satisfied, 1 neutral, 1 dissatisfied, 1 very dissatisfied

Quarterly Customer Service Phone Survey Results
 JANUARY 1, 2026 - MARCH 31, 2026

Reason for Call	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Grand Total
All Others	5	1	0	0	10	16
General Question	2	0	1	0	26	29
Pay Parking Ticket	2	0	0	0	3	5
Pay Tax Bill	3	0	0	0	1	4
Pay Utility Bill	0	2	0	2	13	17
Permit	11	1	0	0	8	20
Report Complaint	2	1	0	1	3	7
Resolve Problem	7	0	0	0	6	13
Tax or Utility Bill Question	6	2	0	1	15	24
Grand Total	38	7	1	4	85	135



COUNCIL DIRECTED INITIATIVES AND REPORTING

R-23-232 Resolution to Ensure Transparency, Nondiscrimination, and Equal Opportunity in Municipal Contracting and Procurement Practices	None required
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COMMUNITY ACTIONS

Established community relationships	<ul style="list-style-type: none"> • OOE continues to engage community partners as a part of our continued connection to equity, inclusion, and accessibility work. • OOE Director sits on the board of Embracing Our Differences, and City OOE staff represent at board meetings.
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ACCESSIBILITY

Website Accessibility	<ul style="list-style-type: none"> • Siteimprove technology identifies 6,621 PDFs on the A2Gov website with accessibility issues according to WCAG, WAI-ARIA authoring practices, and accessibility best practices. <p>DocAccess, is being explored as an interim solution to convert inaccessible PDFs to accessible HTML.</p>
Siteimprove Accessibility Overview	<p>January 1, 2026: 82.6 March 30, 2026: 82.5</p> <p>The number of issues found on A2Gov remained stable despite the addition of 43 pages during Q3.</p>
Siteimprove ADA Progress	<p>January 1, 2026: 93.2% March 31, 2026: 94%</p>
GIS Working Group	<ul style="list-style-type: none"> • Engaged the Disability Network to discuss improvements in map accessibility. • Partnered with the UMSI for a five-week Civic User Testing Group. This resulted in five users with disabilities being added to the testing session.
Number of ADA accommodations requested by employees through OOE mechanisms	0

Number of ADA accommodations requested by the public through OOE mechanisms	0
Disability Awareness and Inclusion Training	5
Ambassador Training	Topic: Word Document Accessibility
Title VI	804 enrolled, 794 (98%) complete
Language Line	809 enrolled, 800 (98%) complete
Rocky Mountain ADA Document Accessibility	\$2,000 purchase of online training for addition to training library. Training will be finalized and distributed in Q4.
Rocky Mountain ADA Presentation Accessibility	\$2,000 purchase of online training for addition to training library. Training will be finalized and distributed in Q4.
Policy Review/Revisions	
Internal agency ADA guidance	
Document Accessibility Feedback	0
Accommodation Guidance	1
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 or service demand that are not evident in other measurements.

Language Line use grew in the third quarter of FY2026. Seventy-four (74) calls were received that required translation in eleven (11) languages.

FY26 Q3 Language Line Use	Calls
POLISH	1
RUSSIAN	1
URDU	1
TAMIL	1
ARABIC	2
BENGALI	2
KOREAN	6
SPANISH	8
VIETNAMESE	10
CANTONESE	20
MANDARIN	22
Total Calls	74

Human Resources

EEOC DATA

For Applications Received from January 1, 2026 to March 31, 2026

Data Sourced from UKG on April 3, 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	10	1	10.0%	2.4%	0.3%
Asian	242	1	0.4%	2.4%	6.4%
Black of African American	525	4	0.8%	9.8%	13.8%
Native Hawaiian or API	3	0	0.0%	0.0%	0.1%
Two or more races	192	5	2.6%	12.2%	5.1%
White	2368	26	1.1%	63.4%	62.3%
No Response	461	4	0.9%	9.8%	12.1%
Total	3801	41	1.1%	100.0%	100.0%
<p>*This report only reflects responses from candidate-entered applications from January 1, 2026 to March 31, 2026; 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.</p>					

Department/Unit Survey

The quarterly request for information about DEI-related activities in departments was made on April 14 and allowed 30 days for responses. Six units/department responded to the voluntary survey of activities. This is a response rate of 21%.

Departments that provided information in response to this request were: City Clerk, Communications, Engineering, Economic Development, Fire, and Transportation.

The following table summarizes the responses of the quarterly request for information about diversity, equity and inclusion activities for the third quarter of FY2026.

Department/Unit Response Table

Question	Unit/Department Response
Departments with Established Equity and Inclusion Goals	2/6
Statement of integration of the value of equity and inclusion into workplace and services	1/6
New programs established with Equity and Inclusion goals and outcomes.	2/6
	City Clerk Economic Development
	Legistar portal accessibility LGBTQ+ business development strategy
Units that report they have begun transition federal document accessibility requirements.	5/6
Units requesting additional training on document accessibility requirements	0/6
Departments collecting demographic data	2/6
Departments that collect demographic data consistently with equitable data practices.	3/6
Units that sought additional DEI training	0/6
Cost of outside training	-
Units that have created relationships to diversify recruiting	1/6
	City Clerk
Departments that report development of any community collaborative relationships with the specific goal to improve services to populations that have been historically excluded.	0/6
Notable quarterly activities	
	City Clerk
	Communications
	<ul style="list-style-type: none"> • Exploring additional products to improve document accessibility. • Produced immigration-related signage in multiple languages. • Expanded closed captioning on CTN

- Produced 2 episodes of Ann Arbor Inclusive and 3 episodes of Senior Moments.

- Fire
- Blaze and Blue Camp for young women interested in public safety careers opened and filled.
 - Two recruits began fire academy.

- Public Works
- Leadership met with OOE staff to discuss reporting and measurement of equity and accessibility.
 - Discussed efforts that can lead to increased engagement in community-facing programs and workplace inclusion.

- Transportation
- Conferred with OOE about the Transportation Survey and compliance with equitable data collection best practices and accessibility.