

Meeting Minutes

City Council Work Session

April 13, 2023 | 4:30 p.m.
Council Chambers Conference Room
88 E. Chicago St., Chandler, AZ



Call to Order

The meeting was called to order by Mayor Kevin Hartke at 4:30 p.m.

Roll Call

Council Attendance

Mayor Kevin Hartke
Vice Mayor Matt Orlando
Councilmember OD Harris
Councilmember Mark Stewart
Councilmember Christine Ellis
Councilmember Jane Poston
Councilmember Angel Encinas

Appointee Attendance

Josh Wright, City Manager
Kelly Schwab, City Attorney
Dana DeLong, City Clerk

Staff in Attendance

Tadd Wille, Assistant City Manager
Dawn Lang, Deputy City Manager / CFO
Andy Bass, Deputy City Manager
Matt Burdick, Communications and Public Affairs Director
Melissa Quillard, Mayor and Council Communications Manager
Rae Lynn Nielsen, Human Resources Director
Niki Tapia, Diversity, Equity and Inclusion Officer
Tawn Kao, Assistant City Attorney
Ryan Peters, Strategic Initiatives Director

Discussion

1. Presentation and Discussion Regarding City of Chandler's Proposed Diversity, Equity, and Inclusion Strategic Plan

MAYOR HARTKE called for a staff presentation.

JOSHUA WRIGHT, City Manager, introduced the discussion item.

NIKI TAPIA, presented the following presentation.

- 2023 Strategic Plan | Diversity, Equity and Inclusion (DEI)
- 2023 – 2025 Strategic Framework Direction
 - Focus Area: Quality of Life
 - Cultivation of a community and municipal organization that values diversity, equity and inclusion.
 - Unique amenities and experiences that attract people to Chandler.
 - Activities and entertainment that capitalize on Chandler’s culture, unique history and captivating arts and music scene.
 - Partnerships, volunteerism and consistent processes that foster recreational and cultural activities relevant to all residents.
- Agenda
 - Timeline of Events
 - Vision & Mission
 - DEI Priorities
 - Strategic Plan Goals & Objectives
 - Next Steps
- Timeline of Events
 - Mayor proclamation, diversity survey & presentation of results to Council July – December 2020
 - Strategic Framework - commitment to diversity, equity and inclusivity through an update to Chandler’s Brand Statement May 2021
 - City Council approves contract with CPS HR for DEI Assessment. City-wide DEI Assessment (focus groups, survey and evaluations) October 2021 – June 2022
 - CPS HR Assessment Final Report to HRC and City Council
- Vision & Mission
 - DEI Vision: The City of Chandler is home to a talented, diverse and inclusive community that celebrates and honors the contributions and experiences of all residents and employees.
 - DEI Mission: Diversity, equity and inclusion are fundamental values to the City of Chandler. We strive to cultivate a community and municipal organization that values, supports and embraces diversity while simultaneously creating a more inclusive and equitable place to live, work and thrive.
 - Human Relations Commission Mission: Elevating and celebrating the diverse population of Chandler through ongoing engagement in multicultural, educational and inclusive efforts so that everyone is valued and has the opportunity to thrive.
- DEI Priorities
 - Community Events

- Education
- Advocacy
- Collaboration
- Strategic Plan Goals
 - GOAL 1 Communicate. Create compelling messages and manage diverse opportunities for sharing DEI messaging. Create additional opportunities for dialogue that encourage all residents and employees to see the importance of DEI to their personal success and the success of the City.
- GOAL 1 Communicate
 - 1.1 Incorporate inclusive communication methods to reach diverse communities.
 - 1.2 Communicate pathways towards inclusion in the City.
 - 1.3 Develop marketing strategy.
 - 1.4 Educate and train hiring staff with competency tools to create DEI standard practices in hiring.
- GOAL 2 Connect
 - Cultivate connections with organizations and individuals to drive collaboration, nurture healthy working relationships, and promote knowledge-sharing. The more connected we are, the more inclusive our workplace and community will be.
- GOAL 2 Connect
 - 2.1 Work with community groups to advise, support and promote events showcasing Chandler's diverse community.
 - 2.2 Enhance the support and process of bringing nonprofits together towards the spirit of collaboration and compassion to best serve Chandler.
 - 2.3 Stay apprised of sensitive and timely DEI topics and connect with organizations in programming for these topics.
- GOAL 3 Develop
 - Strengthen recruitment and retention efforts and support pathways for advancement for diverse candidates throughout all levels of the organization. Additionally, create a work environment of inclusivity and authenticity for employees.
- GOAL 3 Develop
 - 3.1 Highlight Chandler as a diverse and inclusive workplace.
 - 3.2 Enhance DEI training, leadership development and cultural awareness throughout the organization.
 - 3.3 Educate and train hiring staff with competency tools to create DEI standard practices in hiring.

COUNCILMEMBER STEWART asked about the standard practices in hiring with regards to DEI.

MS. TAPIA explained that we do not currently have an unconscious bias training. Unconscious bias is when people are more comfortable with what they are familiar with, this would be a training in looking at things objectively.

RAE LYNN NIELSEN, explained that there is a video explaining unconscious bias and fair interview practice as a required training before sitting on an interview panel which will be continually updated. This will be rolled out in the next couple weeks.

COUNCILMEMBER STEWART asked if this can be shared with council.

MS. TAPIA added we can share that and discuss what kinds of language is used in interview questions as another option.

COUNCILMEMBER ELLIS asked if this will be available for anyone who sits on a panel, as it was mentioned that this is internally focused.

MS. NIELSEN said that anyone who sits on a selection committee, whether they are City of Chandler employees or an external representative, will be required to take the training.

MAYOR HARTKE added that it would be beneficial to have council participate in the training.

MS. TAPIA continued the presentation.

- GOAL 4 Innovate
 - Advance our DEI mission to improve the consistency of desired outcomes by developing and/or strengthening policies and procedures while utilizing technology.
- GOAL 4 Innovate
 - 4.1 Consult with Information Technology to assess current DEI process methods and identify innovative technology solutions that further advance these processes.
 - 4.2 Grow and develop partnerships to collaboratively work on digital equity solutions.
 - 4.3 Educate and update, as necessary, external and internal policies, programs, practices and procedures to ensure Chandler remains a diverse, equitable and inclusive city.

MAYOR HARTKE asked if these practices allow us to communicate in other languages to residents.

MS. TAPIA answered that we are working on a translation device pilot program in City locations for multiple language communication to help us communicate and learn what languages are used in our community.

COUNCILMEMBER POSTON asked if this includes disability accommodations.

MS. TAPIA said that this is not only about language, but about hearing and visual accommodations.

MS. TAPIA continued the presentation.

- GOAL 5 Assess

- Continually look for opportunities to reevaluate and improve DEI's measurement of success through solicitation of feedback from both the community and the municipal organization.
- GOAL 5 Assess
 - 5.1 Establish criteria and a defining matrix for DEI efforts and implement across the City and municipal organization.
 - 5.2 Create an evaluation tool that can be used at all DEI activities and events to assess the direction of programing.
 - 5.3 Host an annual Human Relations Commission year-in-review meeting to assess DEI division programs, partnerships, measurables and areas of success and potential growth.

COUNCILMEMBER ELLIS asked how we quantify the feeling of inclusion.

MS. TAPIA said that is in the works. Whatever we can quantify we will, while continuing to learn from the growing field of DEI.

COUNCILMEMBER ELLIS said this is not about pleasing everyone, this is about opening the door to start understanding who we are as a city. Respect is one of the goals of DEI but was not included in this presentation. Councilmember Ellis asked if this would be included.

MS. TAPIA added that assessment is about communication to get as much input as possible.

COUNCILMEMBER ELLIS said that creating an environment with mutual respect should be a goal of DEI.

MS. TAPIA said that the connection goal creates these environments. The city provides situations for people to connect and learn. We can do better and more.

COUNCILMEMBER HARRIS suggested that cultivating connections with respect be added to the goal statements.

MAYOR HARTKE described an example where an employee was investigating what it would take for Chandler to be able to accommodate different underrepresented groups as potential Chandler employees.

COUNCILMEMBER STEWART said there is investment and importance behind this objective. It is a challenge to measure success in DEI. Making sure our employees feel included and getting our community involved are the top goals. Councilmember Stewart asked what a timeline for generating metrics looks like.

MS. TAPIA said that is our priority.

TADD WILLE, Assistant City Manager, explained that they will first identify what is quantifiable and trackable. This strategic plan document is a living document and will be changed and adapted based on what works based on feedback.

MS. TAPIA added that there are quite a few measurables like attendance. We are in a good place right now based on what we currently have.

COUNCILMEMBER HARRIS added that DEI is sometimes unmeasurable. Some actions are to show support and makes people feel like they are heard.

COUNCILMEMBER STEWART said there is a baseline and can measure internally what people think of the city. If our efforts improve through employee assessment, we know we are doing something right.

MS. TAPIA said there was a volunteer surveying people at the Multicultural Festival about awareness. The goal is to spread awareness of the DEI objectives.

MAYOR HARTKE said that the largest comment received in 2020 was a lack of communication. Communication can be presence to let people know what we are doing.

COUNCILMEMBER POSTON asked about the workforce being representative of the community at large. Change over time would be a metric that could be measured.

MS. TAPIA said that we want to make sure we are representing a diverse workforce without misrepresenting our employees. We make sure we get diverse candidates for our employees.

COUNCILMEMBER POSTON said that getting a diverse workforce is making sure the communication is in the right places.

MS. TAPIA added that that membership in different professional organizations helps promote Chandler job openings.

VICE MAYOR ORLANDO asked if we provide enough recreational programs to reach our diverse community's wants.

MS. TAPIA said the goal is for DEI to be embedded in everything we do. Different departments will be involved once assessment begins.

MR. WRIGHT said that in the Parks Master Plan recently conducted, the question was asked of what amenities or sports does the community want. There are some other priorities first, but we need to make sure we get input from community members with these specific desires.

COUNCILMEMBER STEWART said that survey responses are likely underrepresenting different groups who would then have different desires for service.

MR. WRIGHT said that we must respect different approaches to government, we need to establish meaning and connection with underrepresented parts of our city. Build rapport with community members.

COUNCILMEMBER HARRIS said we are putting in a lot of work on this. The strategic plan addresses different levels of these issues. We care to strategize about how we are enacting these policies. This plan is the first step to start working towards our DEI goals. What we are doing now works. Councilmember Harris asked to consider how we can help amplify these goals.

- Next Steps
 - Meet with Chandler HRC Subcommittee to begin work on Strategic Plan Objectives.
 - 5.1 Establish criteria and a defining matrix for DEI efforts and implement across the City and municipal organization.
 - Define DEI dimensions, establish baseline measures, set targets, establish accountability and tracking of results.
- Questions?

Adjourn

The meeting was adjourned at 5:16 p.m.

ATTEST: _____
City Clerk

Mayor

Approval Date of Minutes: April 27, 2023

Certification

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Work Session of the City Council of Chandler, Arizona, held on the 13th day of April 2023. I further certify that the meeting was duly called and held and that a quorum was present.

DATED this _____ day of April, 2023.

City Clerk