



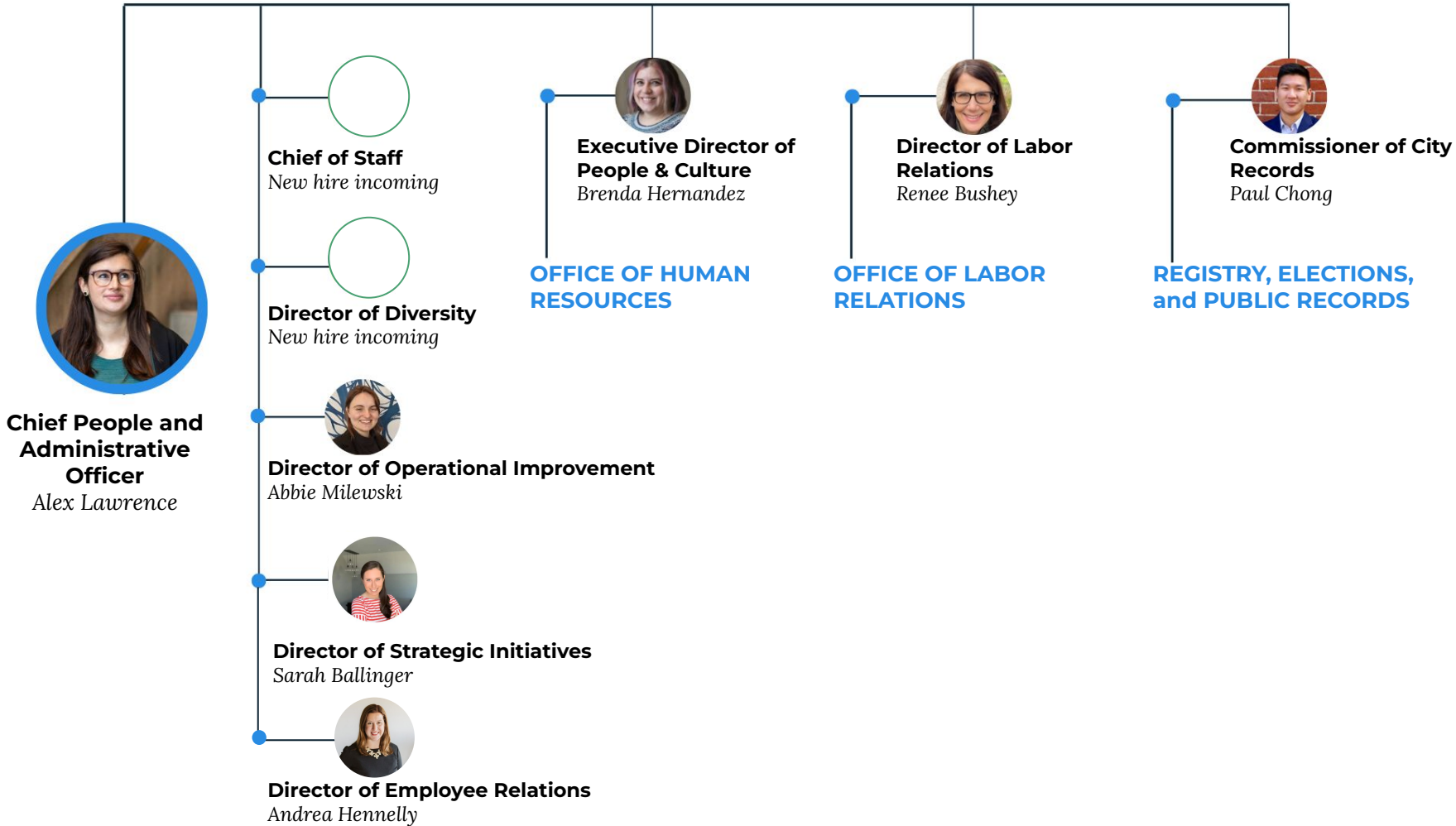
Mayor Michelle Wu

Office of People Operations

CITY of BOSTON

City Council Hearing 2025





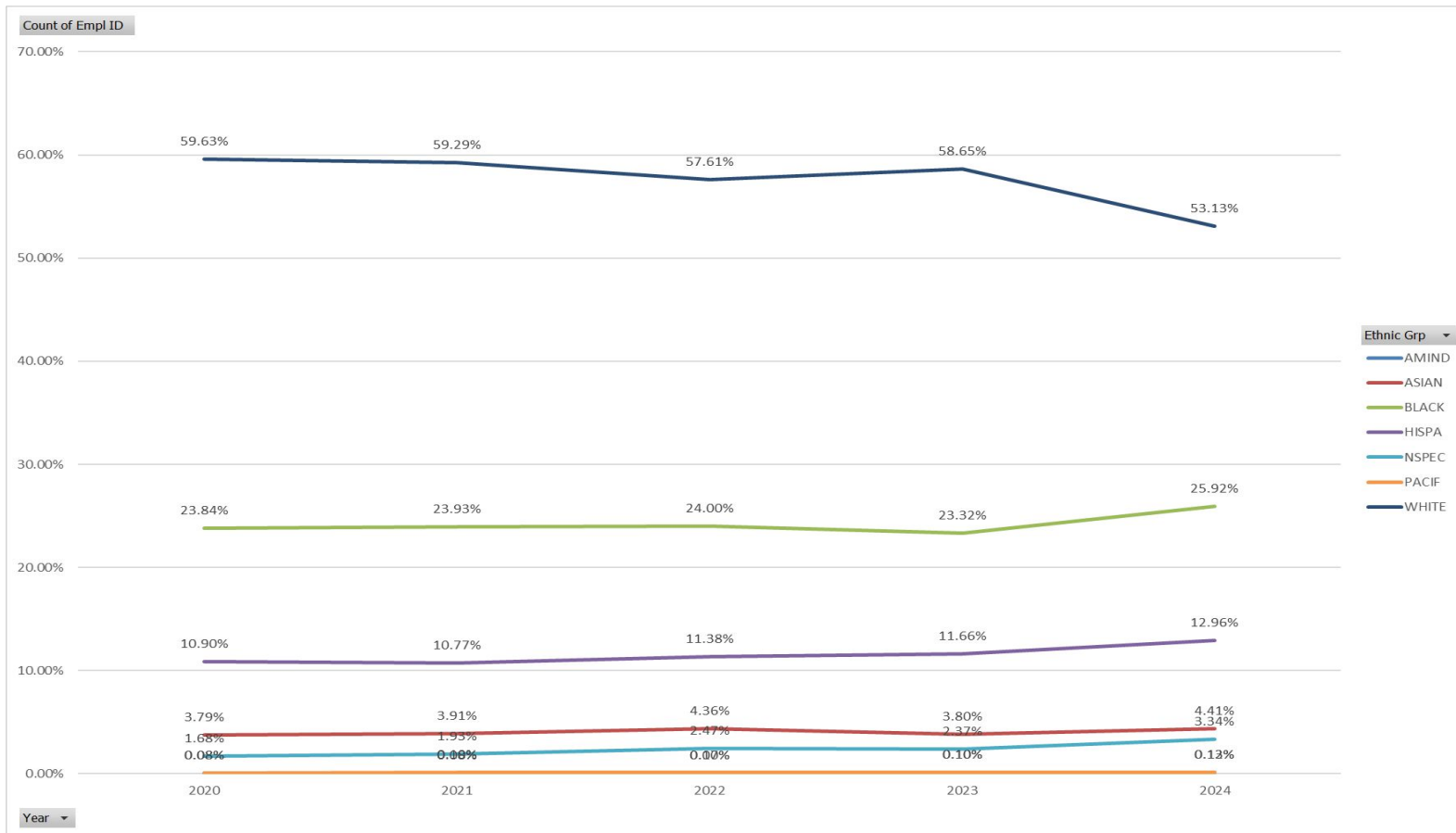
FY25 Highlights

- **Filled existing roles that had high vacancy rates impacting service delivery:** We achieved needed hiring progress in many departments with a multipronged strategy of creatively settling collective bargaining contracts, providing competitive benefits for our workers, and becoming a more-well managed and responsible employer.
- **Streamlined hiring processes to fill roles more quickly:** Our focus on professional workforce management has also included improving organizational efficiency by improving and accelerating the hiring processes that every department must follow.
- **Effectively settled collective bargaining contracts:** This work included: larger wage increases to City workers at the lower end of the wage scale and shifting previous policy to provide sick and bereavement benefits during an employee's probationary period.

FY25 Highlights Continued

- **Implemented workplace improvements and trainings, including:**
 - **Launched new training and professional development opportunities** geared to New and Established Managers, City Supervisors, Department HR staff and others. In the current fiscal year, eighteen different learning opportunities were offered, the 700 participants to date.
 - Implemented a **Code of Conduct Policy** to establish clear expectations for City employees.
 - Designed a pilot for the **Bilingual Pay Policy** to support paying a differential to nonunion employees using one of the City's threshold languages in the course of their work with constituents.
 - Successfully completed an APRA-funded initiative that provided **financial support** to employees facing emergency housing crises.
 - **The Visa Sponsorship Program**, resulted in seven (7) employees receiving an H-1B visa, which is a 100% success rate of those that were submitted to participate in 2024. For 2025, we have submitted ten (10) employees into the lottery, with the results pending.

DISTRIBUTION OF CITY EMPLOYEES BY ETHNIC GROUPS (2020-2024)



FY26 Goals

- **Design and develop a new applicant tracking system** that improves the hiring experience for all stakeholders involved, including updating the hiring and onboarding processes to better support department and candidate needs.
- Continue the development and expansion of **workforce supervisory and management trainings, employee experience programs, and human-centered policy development.**
- Continue to develop the strategy around how **we better hire, retain, and support** our workforce through better connections between Labor Relations and the Office of Human Resources.
- **Continue to develop guidance for ERG growth**, increasing employee engagement, establishing funding and procurement norms, supporting programs for development and celebration, and embedding the value of ERGs within the City's workforce.
- **Provide organizational and management support to the Elections Department** to ensure compliance with the Secretary of the Commonwealth's order and the efficient and effective administration of the 2025 elections in Boston.



Mayor Michelle Wu

Elections Department Budget

CITY *of* **BOSTON**

City Council Hearing 2025



Fiscal Year 2026 Budget

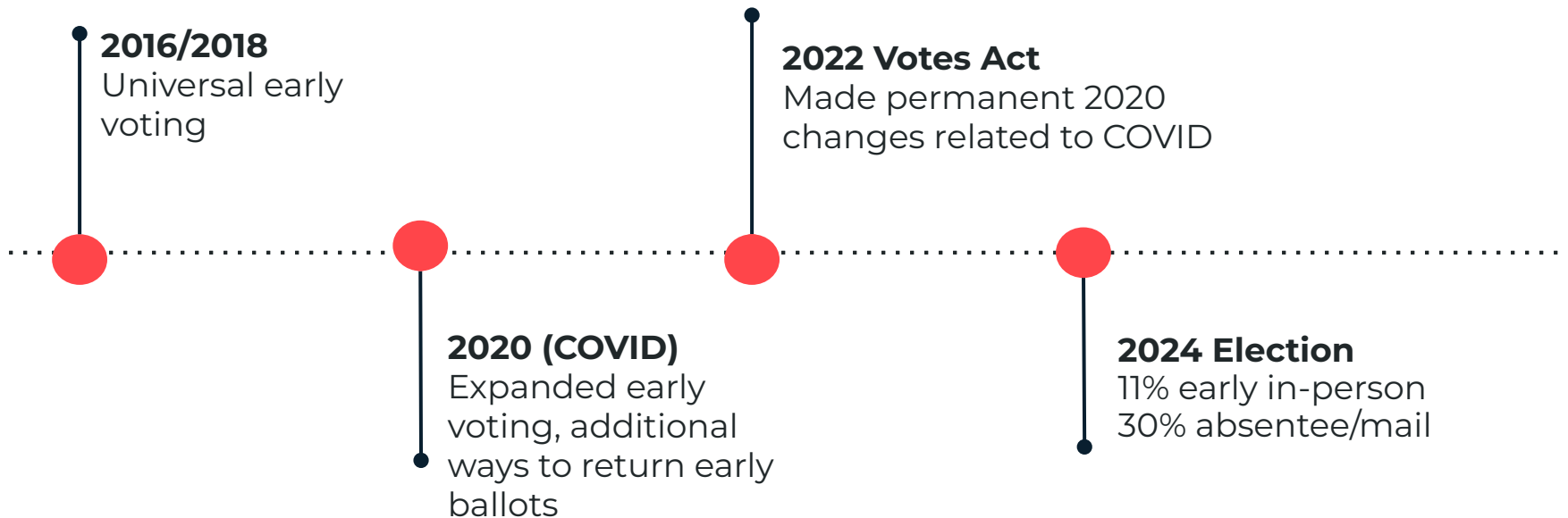


Mayor's FY26 Budget recommendations include significant flexibility for the department to implement operational improvements

- 1) Currently working with The Elections Group to study and prioritize potential investments
- 2) Additional funding will expand capacity within the Elections Department to build resilience and implement further process improvements.



Recent Election Law Changes



Elections by the Numbers

	2016	2018	2020	2021	2022	2024
Absentee/mail	4.70%	3.57%	39.22%	29.32%	35.27%	30.25%
Early In-Person	16.71%	12.29%	18.70%	4.52%	5.00%	11.14%
Election Day	78.60%	84.15%	42.08%	66.15%	59.73%	58.62%
Total Ballots Cast	277,366	226,371	295,297	144,380	180,830	265,413

Early voting and vote-by-mail have significantly complicated the administration of elections in Boston.



Process Improvement

Process Improvement is about driving positive change that is continuous and sustainable!

- Staff driven
- Constituent focused
- Equity focused
- Sustainable
- Not involving new people (staff) or technology
- With relationships based on trust
- Implemented and tracked with a score
- Small in scope
- **WITHIN DEPARTMENT CONTROL & INFLUENCE**

