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**To:** Council Member Latisha Johnson, District 4  
**From:** Anthony Zander, Director, Civil Rights, Inclusion, and Opportunity Department  
**Date:** April 9, 2025  
**Re:** Responses to 2025-2026 CRIO Budget Analysis

Please find below responses to your questions sent on 3/24/2025, regarding the Fiscal Year 2026 Proposed Budget for CRIO.

1. Please provide a breakdown of the number of translation and interpretation requests received per month in 2024, excluding ASL requests. How much did it cost the department to provide these services?

Year 2024	Number of Requests	
	Translation	Interpretation
January	15	2
February	16	4
March	15	15
April	16	6
May	9	15
June	5	8
July	12	9
August	8	8
September	11	15
October	11	7
November	6	10
December	7	4
Total Requests	131	103

For the calendar year 2024, CRIO spent \$217,086, averaging to approximately \$18,000 per month.

**2. What is the department's protocol for providing translation and interpretation services during city emergencies? What staff resources are available during emergencies?**

CRIO has two vendors on contract for the translation and interpretation services. There are also vendors registered in the Oracle database that can provide these services as well, which expands the resources available to us. Several departments have staff who can, and has, provided translation and interpretation services for emergencies and short notice requests.

**3. In the Internal Operations Standing Committee, we have had numerous lawsuits alleging workplace hostility or violence, resulting in large settlements. How many cases of workplace hostility or violence by City employees were opened in 2024?**

There is a total of 40 EO 2014-1 (workplace hostility or violence) cases filed by the City employees (non-DPD or DWSD) in calendar year 2024. All cases are at various stages of being open. On average, each investigator has 13 WPV cases assigned to them.

**a. What type of training, if any, do you provide to departments to reduce the likelihood of allegations relative to discriminatory practices of employees?**

Executive order 2014-1 and Executive order 2014-2 training is provided to new employees through orientation training. CRIO provides current employees WPV training by request from departments leadership and/or periodically throughout the year.

**b. What are the total number of open civil rights cases? What year was each case opened?**

151 cases were opened in the calendar year 2024.

**c. How many open cases are assigned to each investigator, and how long does an investigation typically take? Are there enough resources available to conduct investigations in a timely manner?**

WPV cases can take upward of 90 days to investigate. Yes, we currently have enough resources to conduct investigations in a timely manner.

- 4. For all construction projects subject to the Executive Order in 2024, what was the average percentage of total labor hours performed by Detroit residents? Please provide calculations both including and excluding STEP union hours.**

CRIO monitored 35 construction projects in the calendar year 2024.

- The percentage of hours worked by Detroit residents excluding STEP union hours was 13.87%
- The percentage of hours worked by Detroit residents including STEP union hours was 31.53%

- 5. Of the construction projects subject to the Executive Order in 2024, what percentage successfully achieved the EO requirement of at least 51% resident labor hours for a minimum of nine months during the year? Please provide calculations both including and excluding STEP union hours.**

Of the 35 construction projects monitored in the calendar year 2024, none met the above-mentioned criteria.

- 6. What is the current staffing level in CRIO's Construction Outreach division for supporting initiatives aimed at increasing Detroit resident participation on EO projects? Additionally, what specific measures or programs are currently being implemented to achieve this goal?**

CRIO's Construction Outreach division has one dedicated staff but is supported by the entire Compliance Incentives team.

Our big-picture strategy to increase Detroit resident participation on EO projects keeps the City's current and future workforce in mind. On the ground, this translates into three efforts:

**Workforce development liaison:**

We've partnered with Detroit at Work (DAW) to connect Detroiters to skilled trades training programs. DAW has nine career centers around the City that recruit Detroiters seeking a construction career. These connect residents to apprenticeship readiness and pre- apprenticeship programs such as Rebuild Detroit, Access for All, Focus Hope, Youth build Detroit, and Fast Track. Those who are ready to work are connected with our union partners and employers.

**School outreach:**

Construction outreach has implemented a Detroit-area school outreach that introduces students to careers in the construction and infrastructure industries. Our work in the classroom builds on DAW's co-teaching agreement between DPSCD CTE and our union partners, which brings union teachers into the classroom. This partnership connects students to the City's workforce pipeline by clearing a path to careers in unionized skilled trades.

**Employer engagement:**

Construction Outreach connects Detroiters directly to contractors who are hiring or providing information regarding their hiring process. We also connect residents to employers by plugging them in to DAWs career fairs, hiring fairs and employer information sessions.

**7. What compliance enforcement goes into effect for development projects that are off-track and who initiates enforcement? How many staff are dedicated to compliance enforcement?**

The Incentives Compliance team consists of one Incentives Compliance Manager, three Compliance Analysts, and other support staff. The team monitors projects for Community Benefits Agreement compliance, Executive Order 2024-2 Compliance, and Tax Abatement post-construction job commitment compliance.

CRIO, together with representatives from Corporation Counsel, Planning and Development, Law, LPD, and the NAC, comprise the Enforcement Committee, as per [Sec. 12-8-3\(g\) of the MuniCode](#). The Committee identifies when a developer is non-compliant, that is, when the developer has failed to meet the terms agreed to in the community benefits agreement. In such cases, CRIO marks the developer "Off-Track" in its biannual community benefits report. The Developer's standing is visible in the report

which is provided to City Council, the Developer, the Neighborhood Advisory Council, and made available to the public. Thus, CRIO's role in enforcement is first of all to inform community stakeholders of non-compliance. Second, CRIO works with developers to enable them to become compliant. CRIO provides "Off-Track" developers with a compliance plan which identifies necessary actions they must take to become compliant with the agreement. If the developer fails to meet the requirements of its compliance plan, CRIO will include this information in its next biannual report. City Council and the Administration may respond to repeated non-compliance with any appropriate steps deemed necessary to ensure that the agreement is being complied with.

**8. How much revenue was collected from the Minority Business Certification during the past fiscal year?**

Certification fees are not stacked, so if a business applies for one or more certifications and a Minority Business Enterprise Certification, they would only be charged for the certification that has the greater fee. While the number of businesses that were certified MBE is 257, the number of applications that were MBE only was approximately 44 which resulted in \$11,000 revenue for FY24.

This excludes applicants that include Construction Workforce Development Business and/or Construction Workforce Investment Business certifications.