



Legislation and Communications Committee

Update on Internal Communications

Item 6b

February 9, 2026

Presented by: Brittany Ritzi Foust, Maritza Fairfield

Summary

Subject

Update on Internal Communications

Purpose

Introduce the new staff newsletter, “Inside Met”



Strengthening Connection Across Metropolitan

Inside Metropolitan:
Our People, Our Stories

Objective

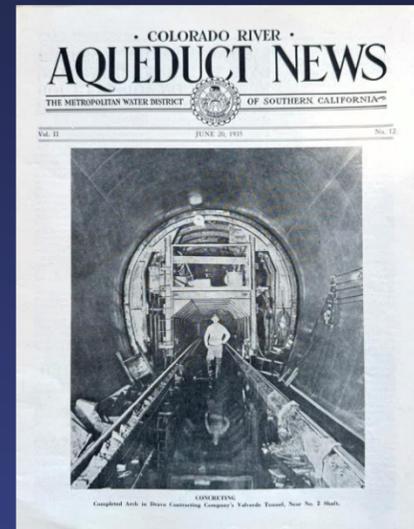
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Increase employee morale, engagement and access to information, particularly for employees in the field. This plan fosters a unified, connected, and appreciated workforce, where every employee, from headquarters to the field, is informed and included.

Building on Metropolitan's Legacy of Internal Communications

Inside Metropolitan:
Our People, Our Stories

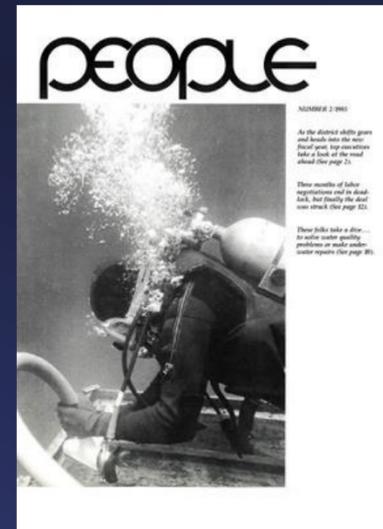
Honoring our History



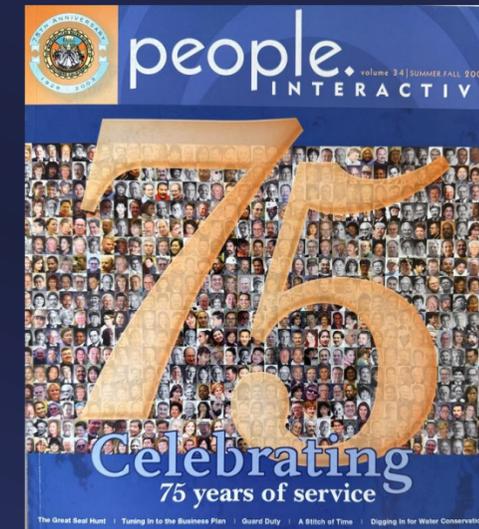
Aqueduct News
1934-1970



MWD People
1970-1973



People
1974-1999



People Interactive
2000-2014



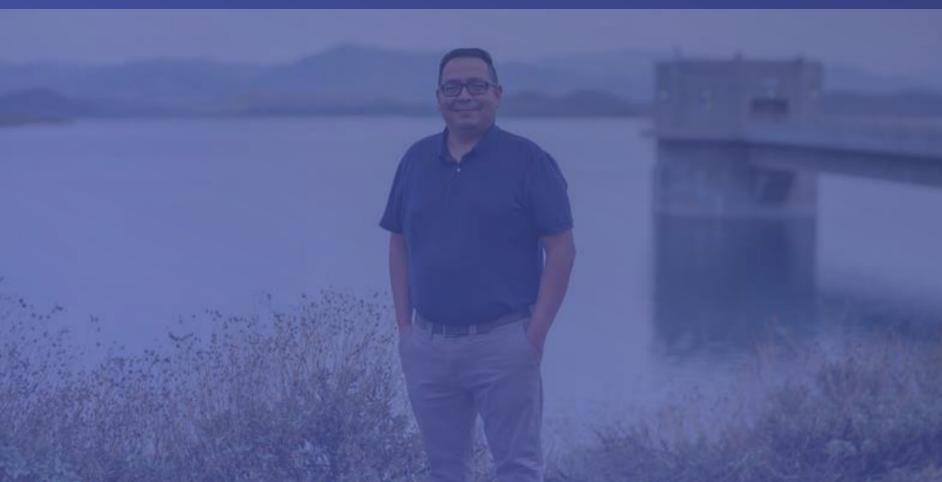
WaterTalk
2017-2021

4



Diverse Roles and Locations, One Workforce.

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Listening First

Media Services team met with various stakeholder groups to gather input and feedback on our plan for this newsletter.

Including a trip to Gene Camp to gather input from our Desert teams!

Many ideas you will see throughout the newsletter incorporate ideas which came directly from staff.



A Collaborative Effort

- Feedback
- Idea generation
- Drafting stories
- Coordination
- Printing
- Distribution
- Photography
- Videography
- Designing
- Editing
- Review
- Employees featured

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Strategy: Storytelling with Purpose

- Connecting employees via a shared mission
- Highlighting the people behind the projects




People Focused


New Format


Building Connections

Media Pop-ups & Relationship Building

- Visit Metropolitan sites on a rotating basis, including desert facilities, to gather stories and connect with staff.
- Create a team of **ambassadors** from across Metropolitan's groups to contribute story ideas and encourage feedback.

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Inaugural Edition - January 2026



What's inside?

 Video Introduction from
General Manager Deshmukh

 Project Highlights:
From employee perspective

 ERG Inspection Trip

 Feature on the Desert's Guest
Services Team

 Messages from HR, DEI, & Safety

 Employee milestone recognitions

 Inside the Lingo:
Most Used Terms or Acronyms

 Critter Corner

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Fostering Unity, Connection, Appreciation

Inside Metropolitan:
Our People, Our Stories

The Value



Inside Metropolitan:
Our People, Our Stories

The Impact

What staff is saying:

“The newsletter broke the internet. It’s incredible.”

“It’s great! The content is as good as the format & presentation. Very fun & draws the reader in...”

“Wow! This is beyond spectacular! Incredible work, EA!”

“Kudos to the entire team. The newsletter is beautiful and engaging. You want to turn the page and keep reading more.”

“I enjoyed reading your piece on ‘Bringing the Cheer’.”

