



Update on Systems Transformation

City of Tacoma | City Manager's Office
 City Council Meeting
 1/11/2022



Updated Transformation Reporting



- In order to continue to provide transparency and accountability while providing meaningful updates to the Council and the Community:
 - Transitioning from a weekly presentation to monthly during the second Tuesday of each month to align with Community Forum
 - Maintaining a detailed timeline on cityoftacoma.org/transform
 - Focusing on meaningful progress at the department level using Racial Equity Action Plans
- Detailed briefings on specific projects will be brought to Council or Committees on an as-needed basis

Racial Equity Action Plans



- All departments of the City have created Racial Equity Action Plans (REAPs) that capture the work of Anti-Racist Transformation at the Departmental Level
- REAPs have 3 goal areas
 - Workforce Reflects the Community it Serves
 - Purposeful Community Outreach and Engagement
 - Equitable Service Delivery to All Residents and Visitors
- Each month, a department will highlight their progress toward anti-racist transformation using REAPs as a framework

TRANSFORMING
TACOMA

3



Departmental Highlight

Name of Department Getting Highlighted This Month



Workforce Reflects the Community



City of Tacoma Employee Racial Demographics compared to Tacoma Population (TPU & General Government)
End of Year 2021



Workforce Reflects the Community



- As applicable, departments will highlight improvements to the REAP goal area of the Workforce Reflecting the Community that it Serves

	Outcomes	2021 Actions	Measurement
Goal 1: Workforce Reflects the Community it Serves	[Copied directly from original REAP]	[Show what actions from original REAP have been taken and report on what is still pending]	[Narrative report. Include performance measures and other metrics as available]



Purposeful Outreach and Engagement



- Departments will highlight improvements to REAP goal area of Purposeful Outreach and Engagement

	Outcomes	2021 Actions	Measurement
Goal 2: Purposeful Community Outreach and Engagement	[Copied directly from original REAP]	[Show what actions from original REAP have been taken and report on what is still pending]	[Narrative report. Include performance measures and other metrics as available]



Equitable Service Delivery



- Departments will highlight improvements that reduce or eliminate racial disparities in their service delivery

	Outcomes	2021 Actions	Measurement
Goal 3: Equitable Service Delivery	[Copied directly from original REAP]	[Show what actions from original REAP have been taken and report on what is still pending]	[Narrative report. Include performance measures and other metrics as available]





Transformation Highlight

Project or Highlight Area

Equity in Contracting

Council Priority Area

Livable Wage Jobs

- Context:** According to the 2018 Disparity Study, the City underutilizes Minority Business Enterprises (MBE) in contracting work and focused on outreach as a key area to improve
- Actions:**
 - November 5, 2019: Ordinance No. 28625 enacted the Equity in Contracting (EIC) Program as Chapter 1.07 of the Tacoma Municipal Code.
 - May 25, 2021: Ordinance No. 28766 amended TMC 1.07 to simplify language and increase access for MBEs, WBEs, (Small) SBEs and (Disadvantaged) DBEs.*
 - Q4 2021: Hired new staff and program manager
 - Q4 2021: [Links to Opportunity](#) community outreach events for contractors to network with potential partners and learn about the upcoming contracting opportunities and the City of Tacoma's Equity in Contracting Program requirements.



9



Transformation Highlight

Project or Highlight Area

Equity in Contracting

Council Priority Area

Livable Wage Jobs

- Result:** 57% (+16) increase in the number of awards and 184% (\$4.2M) increase in amounts awarded to Tacoma's small, minority, and woman owned businesses.

	# Awards to Certified Firms	Total Contract Amount Awarded to Certified Firms
2020	28	\$2,288,874
2021	44	\$6,513,895

- Insight:** Directed outreach, improved policy, and intentional program administration (from overarching programs like Equity in Contracting program to specific projects like Links to Opportunity) has helped to address disparities made explicit by the 2018 Disparity Study.



10

Departmental Look Forward



- Here, departments will present work in progress, next steps, or upcoming events that will further the work of anti-racist transformation within their service areas

TRANSFORMING
TACOMA

11



City Manager Update

Recent Accomplishments



- A chance for the City Manager to summarize any accomplishments over the previous month from efforts outside of the highlight department
- Will allow for regular updates on priority areas such as community safety and affordable housing

TRANSFORMING
TACOMA

13

Upcoming Community Engagements

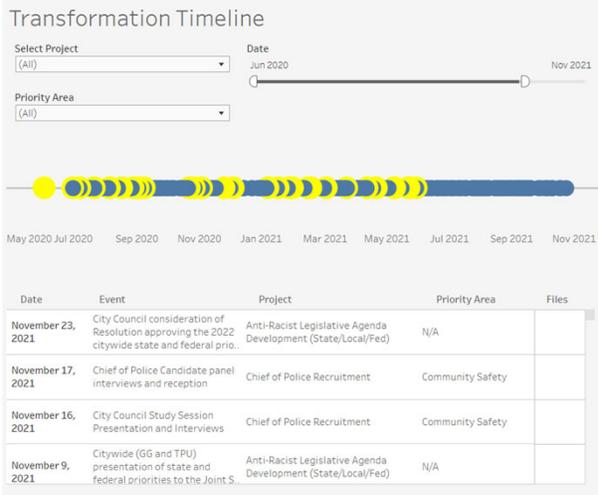


- Details on specific engagements or events of community interest related to anti-racist transformation and key projects over the next month.

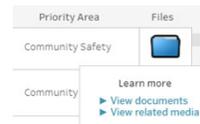
TRANSFORMING
TACOMA

14

Transformation Timeline & History



- <https://cityoftacoma.org/transform>
- Timeline of transformation activities since passing Resolution 40622:
 - Filter by:
 - Council Priority Area
 - Selected Projects
 - Time period
 - Click on the file icons to see related documents and meeting recordings



Update on Systems Transformation

City of Tacoma | City Manager's Office
 City Council Meeting
 1/11/2022

Standard operating Procedure



- **Timeline (needs to coordinate with REAP update process)**
 - Monthly form sent to departments to fill out all REAP updates and non-REAP transformational items
 - Updates due from Departments in the form the Tuesday prior to Council Presentation
 - CI pushes the updates into the cityoftacoma.org/transformation timeline on Wednesday
 - OEHR reviews timeline Wednesday afternoon to Populate Last 2 slides / CMO Update:
 - Filter cityoftacoma.org/transform timeline for the previous month
 - Note any **major accomplishments/results/highlights** NOT from the focus department
 - Populate the slide with relevant updates
 - Avoid items that have already had their own presentation to Council / Study Session
 - OEHR to identify future community engagement opportunities in the next 30 days (form will be programmed to help identify engagement opportunities)
 - Filter cityoftacoma.org/transform timeline for the next month
 - Filter for engagement opportunities
 - Populate the slide with relevant updates
- **Departmental Presentation**
 - OEHR to determine the monthly presentation schedule in alignment with REAP updates
 - Determine if it's one department or multiple in any given month
 - HR to provide data for the Reap Goal 1 Slide on department demographics
 - OEHR to inform department(s) with adequate notice to prepare their presentation
 - OEHR to send the PowerPoint template/link to the department
 - Department populates the monthly presentation
- **Final City Manager Presentation**
 - CMO/OEHR reviews the department's draft presentation
 - MCO uploads the PowerPoint to the cityoftacoma.org/transform website
 - Management Fellow provides update in Council Packet
 - Management Fellow "drives" presentation in the meeting

TRANSFORMING
TACOMA