



Update on Systems Transformation

City of Tacoma | City Manager's Office
City Council Meeting
08/09/2022



Departmental Highlight

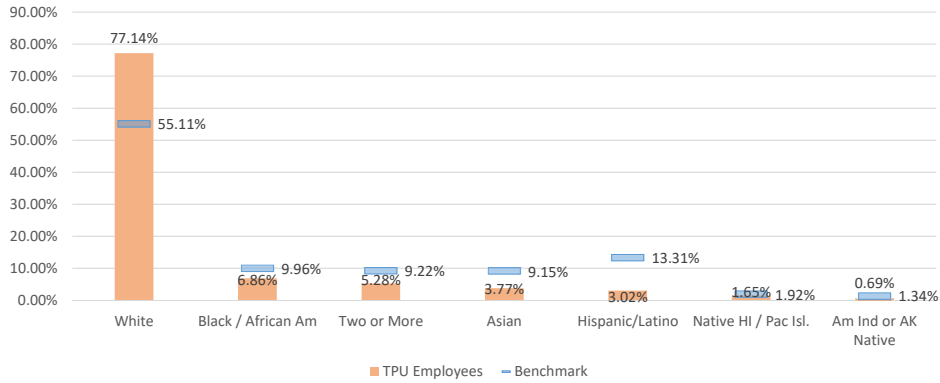
Tacoma Public Utilities



Workforce Reflects the Community



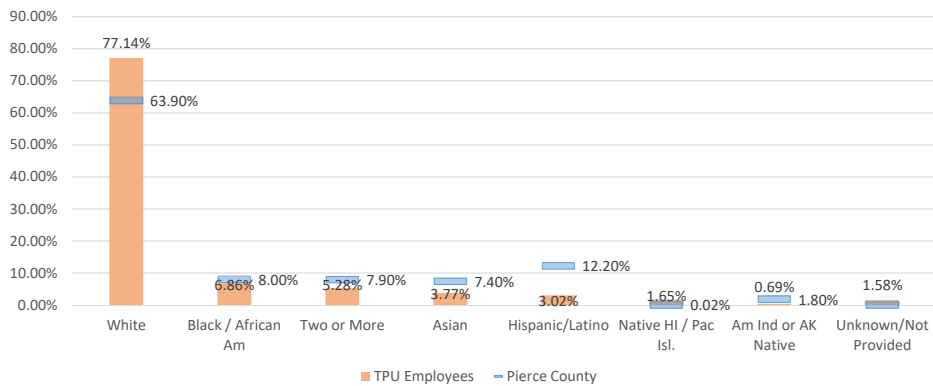
TPU Employees Racial Demographics compared to Tacoma Population as of 7/5/22



Workforce Reflects the Community



TPU Employees Racial Demographics compared to Pierce County Population as of 7/5/22



Workforce Reflects the Community



• Internships

- TPU Internship Program (a cohort model serving 19 interns)
- Rail is exploring an internship program



2022 Power apprentices

5

• Industry Pathways

- Power Pre-Apprenticeship Training Program in Line/Wire/Meter
- Refreshing Power and Water Apprenticeship Programs

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Workforce Reflects the Community



Education and Community Partnerships

- **MESA** | TPU's 3 Week Summer Program hosted 4 high school students (inaugural class)
- **Boys & Girls Club** | TPU Academy served 60 students this summer
- **Degrees of Change** | SEED Internships sourced 2 interns this summer
- **Girl Scouts** | 35 4th and 5th Grade Students



Students learning about EV charging stations

6

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Workforce Reflects the Community



Internal People Initiatives

- Equitable Recruitment and Hiring
- Exit and Stay Interviews
- Interim Appointment Process
- Applying an Equity Lens to our Employee Programs
- Building an Inclusive Culture



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7

Equitable Outreach and Engagement



- **Community Engagement and Empowerment** – Access to Decision-Makers has Increased
- **Budget and Rates Outreach** – May Listening Session
- **Supporting Customers in Post-Pandemic Utility Account Recovery** – Assessment data on Equity Index
- **Language Access for Disconnects:** Creating Ease of Use with a QR Code



MyTPU.org/COVID19



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8

Equitable Service Delivery



- **Support Inclusive Practices**
- **Set Business Unit Goals**
 - Targeted Universalism Workshops
 - Each Division Participates in Equity Lens Training
 - Budget and Rates Equitable Service Delivery and Operationalizing Equity Training
- **Establish Equitable Service Delivery Initiatives**
 - Evaluating Alder Park Services for Gaps
 - Electric Reliability: Linking Reliability Metrics to Equity Index
 - Water Service Grant and Loan Program



Alder Lake Campground

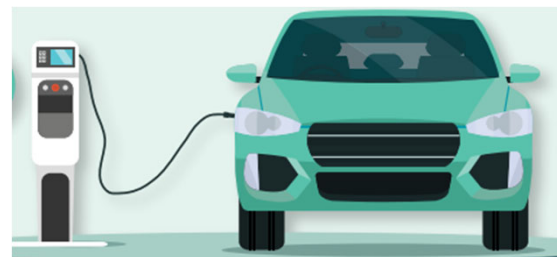
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9

Equitable Service Delivery



- **Electric Vehicle Charging Stations**
- **AMI deployment**
 - Portal/Usage Access
 - Monthly Billing - Smaller More Frequent
 - Future Access to Pre-Pay
 - Remote Disconnect and Reconnect - Immediate



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10

Transformation Highlight



Tacoma Water Equity Committee | Vision Statement

We envision an **anti-racist** utility where **diverse leadership, inclusive practices,** and **equitable outcomes** empower us all to deliver **life-sustaining value** to our **Community**.



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11

Transformation Highlight



Tacoma Water Equity Committee | Macro Goals

1. Tacoma Water has diverse leadership that ensures equitable experiences.
2. Tacoma Water has inclusive practices informed by those closest to the pain that ensure equitable outcomes.



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12

Transformation Look Forward



Equitable Workforce Policies and Practices | Organizational Culture

- City's Workforce Equity Study
- Moral Value of Money - Budgeting FTE's for this work.
- Equitable bandwidth in the workplace for employees who participate in equity committee work, paying special attention to BIPOC staff.
- Ensuring equitable access to growth and development opportunities
- Uplift real and unshared experiences (i.e., affinity groups).
- Review any programs/studies with a true equity lens.

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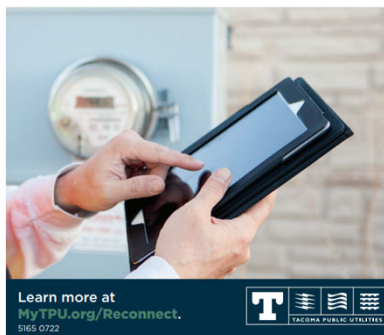
13

TPU Look Forward



External

- Develop policies, programs, and services that enhance equity and remove barriers.
- Low income rental energy conservation pilot fall 2022
- Bill Credit Assistance Program (BCAP) Enhancement



Internal

- Establish meaningful partnerships and create accessible pathways to secure a skilled workforce of the future
- Foster a culture that retains our diverse, talented, engaged, and high performing employees

14

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City Manager Update



Recent Accomplishments



- OEPS Urban Forestry Soft Launched a Pilot of the Hazardous Tree Assistance Program - 7/26
- OEHR Submitted the City's report to the [Human Rights Campaign Municipal Equality Index on LGBTQ issues](#) - 7/29
- TPD Training Unit Instructed 21 pre, post, or current BLEA (Basic Law Enforcement Academy) recruit officers - 7/31
- TPD Commenced Training with further instruction of House Bill 2037 - 8/04
- TPD is piloting an application that would capture information relating to demographic data per City Resolution 40685 - 8/05

Upcoming Community Engagements




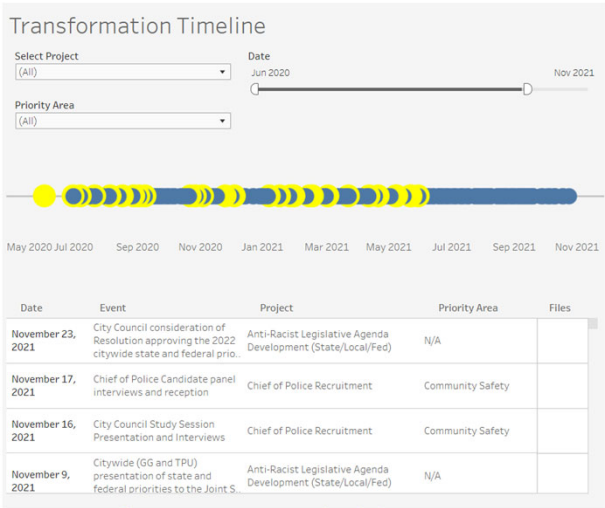
- **Active Now** [City of Tacoma's Balancing Act](#) Budget Tool Community Workshop - 8/17
- Equity in Contracting, How to do Business with the City Community Workshop - 8/17
- **Application Open** Grit City Trees Apply Until - 8/26
- Various City Departments are attending community events to share city information and resources with the community members.
 - Farmer's market - weekly
 - Hilltop Street Fair - 8/27
 - McKinley Neighborhood Fair - 9/10



17

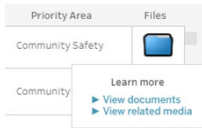
Transformation Timeline & History





Date	Event	Project	Priority Area	Files
November 23, 2021	City Council consideration of Resolution approving the 2022 citywide state and federal prio.	Anti-Racist Legislative Agenda Development (State/Local/Fed)	N/A	
November 17, 2021	Chief of Police Candidate panel interviews and reception	Chief of Police Recruitment	Community Safety	
November 16, 2021	City Council Study Session Presentation and Interviews	Chief of Police Recruitment	Community Safety	
November 9, 2021	Citywide (GG and TPU) presentation of state and federal priorities to the Joint S.	Anti-Racist Legislative Agenda Development (State/Local/Fed)	N/A	

- <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



18



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