

## TPU Employee & Culture GP Metrics Roadmap (2025–2027)

Category	Metric	What it Measures	Source	Cadence	Administrative	Build out Timeline
Workforce Demographics	EEO v. Pierce County Census	Alignment between TPU workforce demographics and Pierce County population demographics	HR Workforce Analytics → Annual EEO Report	Annual	-HR Provides updated EEO Dashboard -PUB receives annual demographic alignment summary	Available
Workforce Demographics	Diversity of Qualified Candidate Pools	Demographic composition of qualified/eligible candidates (not applicant pool), focusing on equity within hiring pipelines.	HR Talent Acquisition → Eligible List Data (NEOGOV)	Annual	Requires HR to filter to 'eligible' applicants	Data Exists
Workforce Demographics	Turnover	Patterns of turnover	HR Analytics → Annual Turnover Report	Annual	Review, report, publish	Available
Culture & Safety	ESAT Indices	Organizational climate in key culture domains (safety, psychological safety, belonging)	Enterprise ESAT Survey  Proposed Questions:  -Safety is a high priority where I work. -I work in an environment that is free from harassment and discrimination. -Tacoma Public Utilities is committed to fostering inclusion and belonging (recognizing and respecting differences between people)	Biannual	Report and publish indices	Next ESAT cycle, 2026
Culture & Safety	Training Completion	Completion rates for mandatory culture-sustaining trainings (e.g., EEO trainings)	Training Group → BUG Reporting + Docebo completion data	Annual	-Continue tracking equity training completions via BUG	Operational and ready
Culture & Safety	Safety KPIs	Safety outcomes: KP1 Corrective Action; KP2 Leadership Site Visits	Safety Division Reports	Annual	Align reporting to current data	Data exists

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Communication & Recognition	ESAT Comms & Recognition	Employee sentiment about communication effectiveness and recognition experiences.	Enterprise ESAT  Proposed Questions: -My supervisor recognizes me when I do a good job. -My supervisor gives me feedback that helps me improve my performance.	Biannual	Report and publish indices	Ready for next ESAT cycle, 2026
Communication & Recognition	Feedback Loop Training	Participation in trainings or opportunities that build feedback skills and practice.	Power Training Group (LEAD 6-Day, LEAD 3-Day)	Annual	Report and publish attendance completion for 6-day and 3-day cohorts	LEAD program already tracked
Career Development	Development-focused conversations	Completion rates for development-focused conversations (e.g., Core Conversations #2)	HR/CI Team — Smartsheet tracker	Annual	-Renew internal push for supervisor completion -Tie to BUG requirement -Communicate expectations TPU-wide	HR projects potential upgrade February, 2026
Career Development	ESAT Learning & Growth	Employee perception of opportunity to grow.	Enterprise ESAT Survey  Proposed Question: I have the opportunity to continually learn and grow.	Biannual	Report and publish indices	Next ESAT cycle, 2026
Recruitment & Hiring	Time – to – Fill	Efficiency of the hiring process end-to-end.	HR/CI Workforce Analytics (via NEOGOV)	Annual	-Integrate class/comp time-to-fill -Standardize NEOGOV definition across HR	HR to provide ETA Likely mid-2026
Recruitment & Hiring	Hiring Experience Survey	Quality, clarity, and consistency of the hiring process.	New Hiring Survey (currently in pilot, run by MSO)	Annual	Use pilot to capture baseline data to Hiring Hub	Pilot start date: Q3, 2025