PUBLIC UTILITY BOARD POLICY

Category: **Guiding Principle**	Title: **Diversity, Equity, Inclusion, and Belonging**
Date of Adoption: **August 28, 2019**	Policy Number: **GP-1**
Original Resolution No.: **U-11099**	
Revision Date:	

Purpose

Tacoma Public Utilities (TPU) is dedicated and committed to comprehensive and sustained transformation of systems, policies, practices, and contracts impacted by systemic racism.[1] TPU, using Racial Equity Action Plans, will put the theory of change into action to achieve a collective vision of racial equity.

Racial Equity Action Plans will have three goal areas:

1) Workforce reflects the communities we serve;
2) Purposeful community outreach and engagement;
3) Equitable service delivery to all customers.

Through this Guiding Principle, the Public Utility Board directs the Director of Utilities to:

- Keep anti-racism as a top priority in the process of budget development and prioritize anti-racism in planning for utility modernization; and
- Prioritize anti-racism in the evaluation of new policies and programs as well as the sustained and comprehensive transformation of existing services; and
- Work with the Public Utility Board to build a legislative platform at the local, state, and federal level that transforms those impacted by systemic racism for the greater equity and wellbeing of all customers of Tacoma Public Utilities.

Outcomes

1. Workforce: Tacoma Public Utilities' workforce reflects the community it serves.[2]

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[1] Council Resolution 40622
[2] TPU REAP Goal #1

2. Culture:

   a. Tacoma Public Utilities will actively foster a workplace centered around belonging where we create a place where everyone is appreciated and valued;
   b. Racial disparities in retention rates by race and gender are reduced or eliminated;[3]
   c. Microaggressions and bullying are not tolerated.

3. Services:

   a. Tacoma Public Utilities will enhance engagement opportunities for BIPOC communities and language access for communities whose primary language is not English;[4]
   b. TPU will continue to develop and deploy the discipline of targeted universalism driving for equitable service delivery to all residents, businesses, and visitors;[5]
   c. TPU will consider equitable development policies, incorporating equity checks into policy development and mitigating equity barriers using targeted universalism[6] in program development.[7]

Measurement

1. Workforce: The Human Resources Department track and trend the ethnic, racial, and gender makeup of potential and actual TPU employees for recruitment, workforce, and retention relative to the population in Pierce County. TPU will use annual trends to drive priorities and actions to promote diversity and inclusion. Data to be tracked and monitored includes:

   a. Annual employee demographic data by ethnicity, race, and gender;
   b. Executive and Senior Leadership demographic data by ethnicity, race, and gender;
   c. Demographic data by ethnicity, race, and gender of interns;
   d. The funding and/or headcount designated to TPU tasked with doing DEI work.

2. Culture: Belonging is a basic human need that affects personal and work satisfaction. An organization that engages the full potential of the individual, where innovation thrives, and views, beliefs, and values are integrated contributes to a sense of belonging. TPU will track and trend data to measure overall employee experience. The data will be stratified to track and trend experience by ethnic, race, and gender makeup:

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[3] TPU REAP Goal #1
[4] TPU REAP Goal #2
[5] TPU REAP Goal #3
[6] Targeted universalism means setting universal goals pursued by targeted processes to achieve those goals. Within a targeted universalism framework, universal goals are established for all groups concerned. The strategies developed to achieve those goals are targeted, based upon how different groups are situated within structures, culture, and across geographies to obtain the universal goal. Targeted universalism is goal oriented, and the processes are directed in service of the explicit, universal goal.
[7] TPU REAP Goal #4

     a. Engagement Index and Engagement Questions by ethnicity, race, and gender (ESAT). Measure improvement to include the following questions:
        i. TPU has an environment where people of diverse backgrounds can succeed;
        ii. TPU is committed to fostering inclusion and belonging;
        iii. I understand the fundamental concepts related to equity and anti-racism in the workplace;
        iv. I know how to apply an equity lens to my work.

     b. TPU proactively addresses microaggressions and bullying in the workplace;
     c. Employee turnover/retention rate by ethnicity, race, and gender for groups of five or more;
     d. Examination of exit interview data.

3. Services: TPU will track use of equity lens and targeted universalism in analysis, planning, and implementation of projects, services, and initiatives:

     a. Stakeholder/Community Engagement: TPU will track and monitor equitable outreach to and engage with customers throughout our service territory as identified by the Pierce County Equity Index. Data and trends to be tracked and monitored include:
        i. Number of customers reached in low or very low opportunity areas;
        ii. Inclusion of a wide range of customers and audiences encompassing various geographic areas;
        iii. Representation of customers from diverse backgrounds in TPU programs and services.

     b. Equitable Access to Programs and Services: Identify programs or services to screen participation or service availability using equity index and identify opportunities to enhance program participated (targeted universalism).

     c. Equity in Contracting: staff will provide biennial or annual forecast of projected bids to Community and Economic Development/Equity in Contracting office for distribution to MWBE potential contractors. The following data will be tracked:
        i. Utilization rates/breakdown by business certification type;
        ii. Ethnicity and gender demographic breakdown of MWBE spending;
        iii. Breakdown of MWBE spending by geographic location;
        iv. Total number and dollar value of Equity in Contracting waivers by TPU division;
        v. Total number and value of EIC exceptions by TPU division.

     d. Language Access – Annually identify priority touchpoints for transcreation and develop multi-lingual material and complete transcreation to expand portfolio of multilingual offerings.

Reporting

Staff will provide presentation to the Board annually, or as requested.