

TPU SD-1 Equity and Inclusion Annual Report

Office of Equity and Human Rights &
Human Resources Department

**Public Utility Board Study Session
August 24, 2022**



TPU Equity Committee Members

Tacoma Power

- Alice Massara
(Vice Chair)
- Val Sherman

Tacoma Water

- Charelle Walls (Chair)
- Valerie Sowell

Tacoma Rail

- Eric Fay

Customer Services

- Ricardo Ferrell

Public Affairs and Communications

- John Gaines
- Christian Paige

Management Services

- Rebecca Richards

Human Resources

- Cheryl Bidleman
- Claris Nnanabu

OEHR – Committee Staff

- Klarissa Monteros
- Mia Navarro

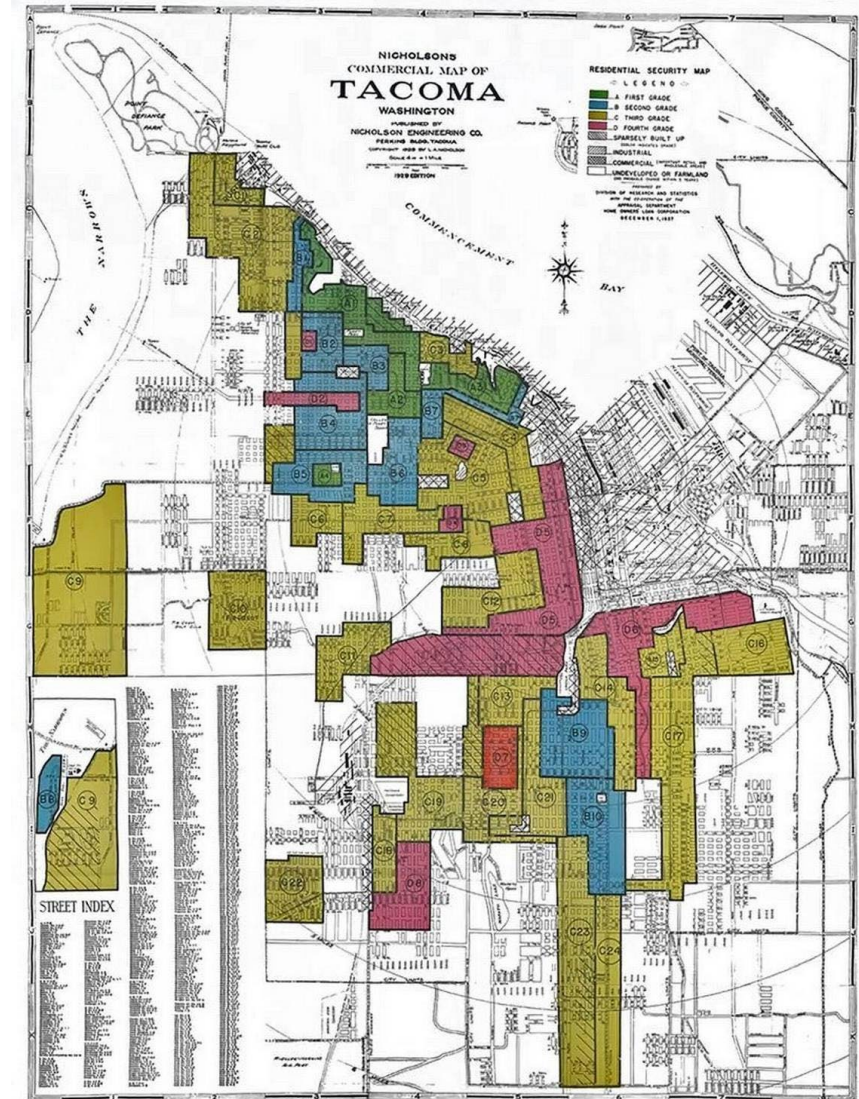
Overview

- What is Equity?
- Status Update
- Challenges and Barriers
- Priorities for Next Year

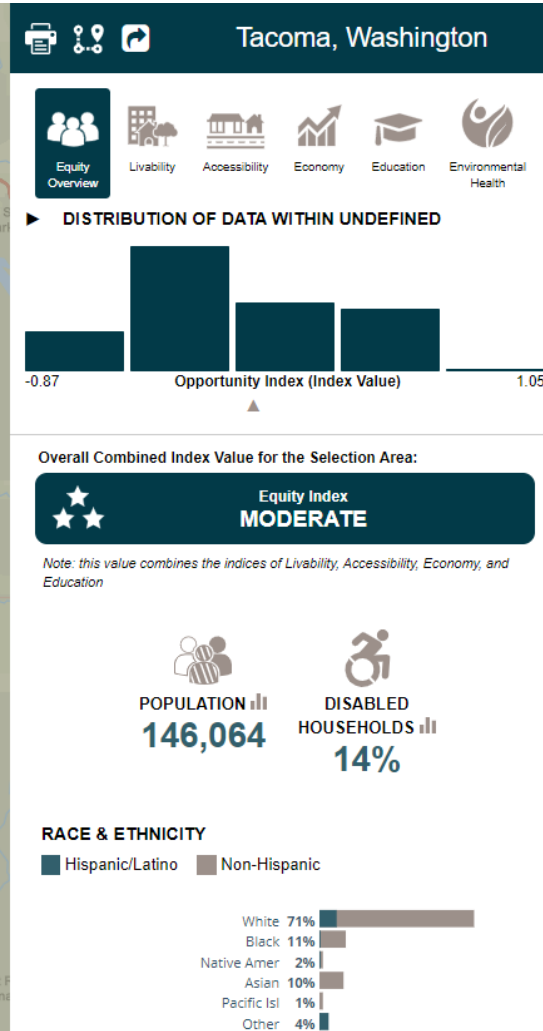
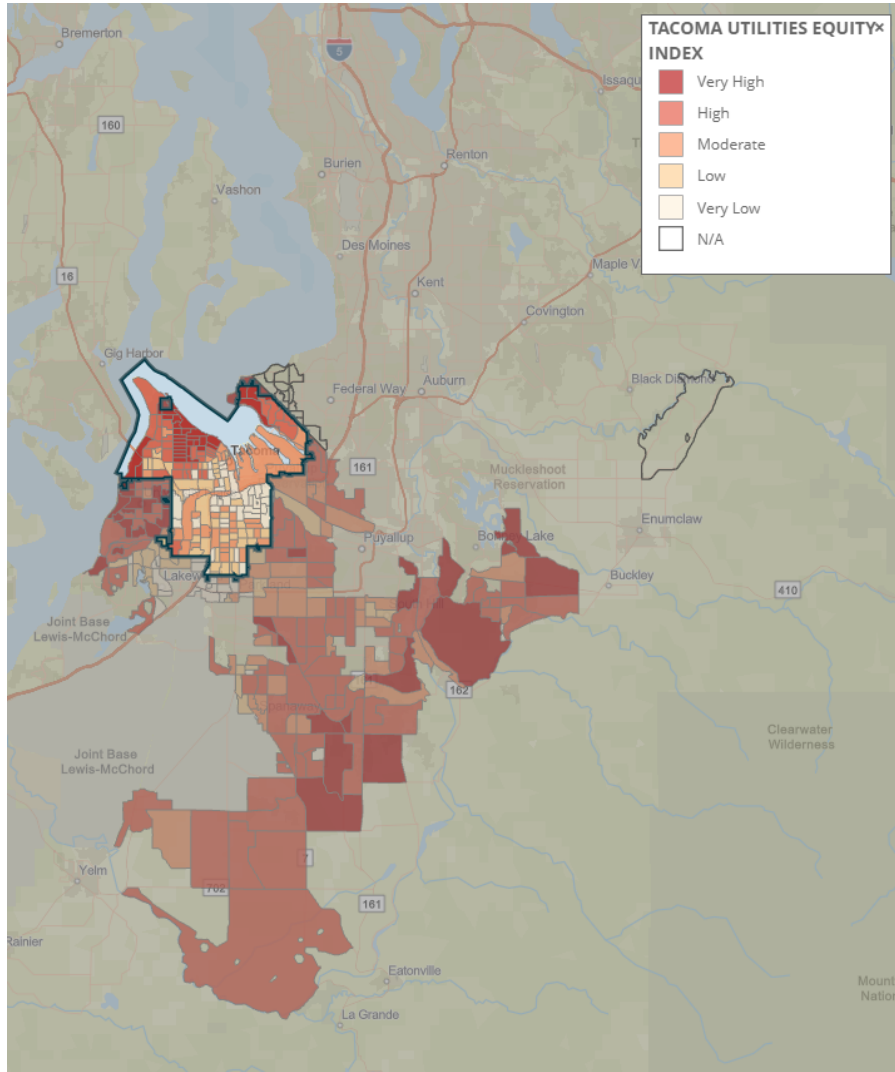
What is Equity?

EQUITY is when everyone has access to the opportunities necessary to satisfy their essential needs, advance their well-being, and achieve their full potential

EQUALITY VERSUS EQUITY



Equity Index Screen Shot



Combined Power and Water Service Areas

<https://tacomaequitymap.caimaps.info/>

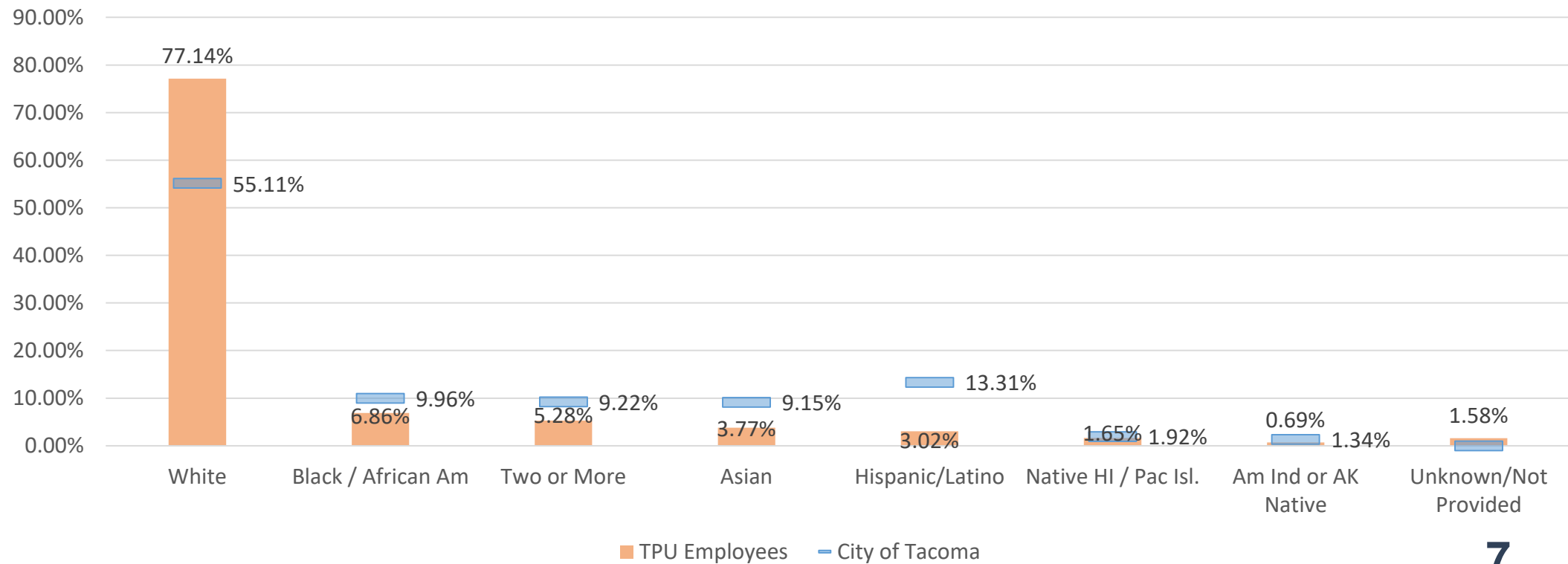
Under map options, you can select Water, Power or combined service areas.

● ● ● Commitments

- TPU will track the ethnic, racial and gender makeup of potential and actual employees for **recruitment, workforce, and retention** relative to the population in its service territory.
- TPU will track the number of projects, actions, and initiatives by using **targeted universalism** as its analysis, planning, and implementation framework.
- TPU will track the diversity of **outreach efforts** including diversity of participation or audiences reached.

Employee Data and Tacoma

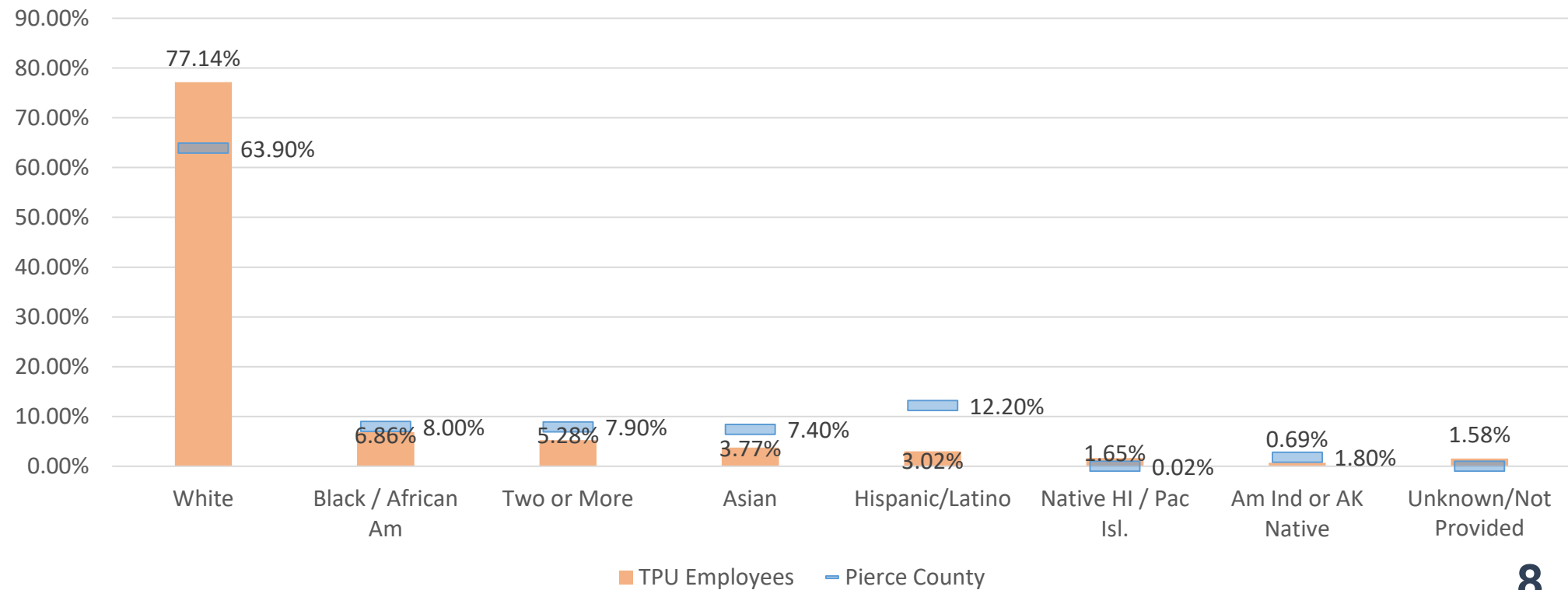
TPU Employees Racial Demographics compared to Tacoma Population as of 7/5/22



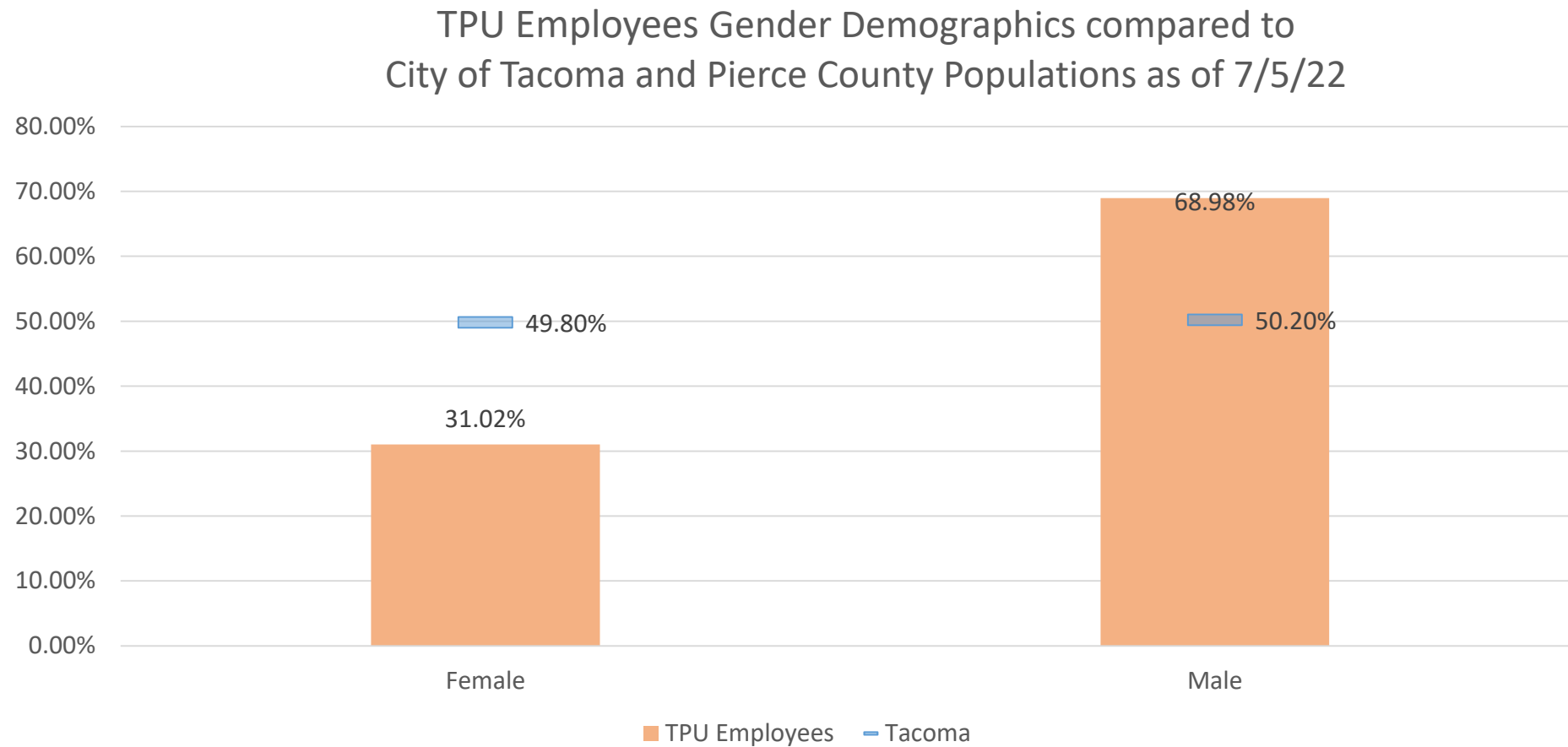


Employee Data and Pierce County

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



Employee Data - Gender



Equitable Recruitment and Selection

Equitable Recruiting and Selection Program

- Recommended best practices
- Resource page for hiring managers
- Training video – June 2022
 - Goal tied to BUGS



EQUITABLE
RECRUITING &
SELECTION

EQUITY
CHECKPOINTS

Equitable Recruitment and Selection

Equity Check Points

1. Review Position Description Form and Class Specification
2. Create Job Announcement with Inclusive Language
3. Conduct Targeted Audience Outreach
4. Form Diverse Applicant and Candidate Pools
5. Conduct Periodic Demographic Checks
6. Form Diverse Interview Panels
7. Use Objective Screening Process and Criteria
8. Conduct Reference Checks
9. Make Equitable Compensation Offers

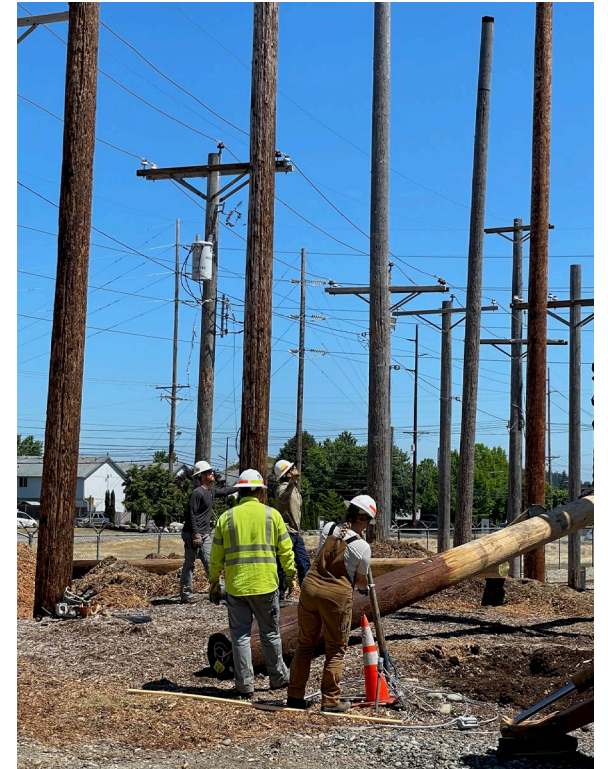
Workforce Reflects the Community

- **Internships**

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

- **Industry Pathways**

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



2022 Power apprentices

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

Workforce Reflects the Community

Internal People Initiatives

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



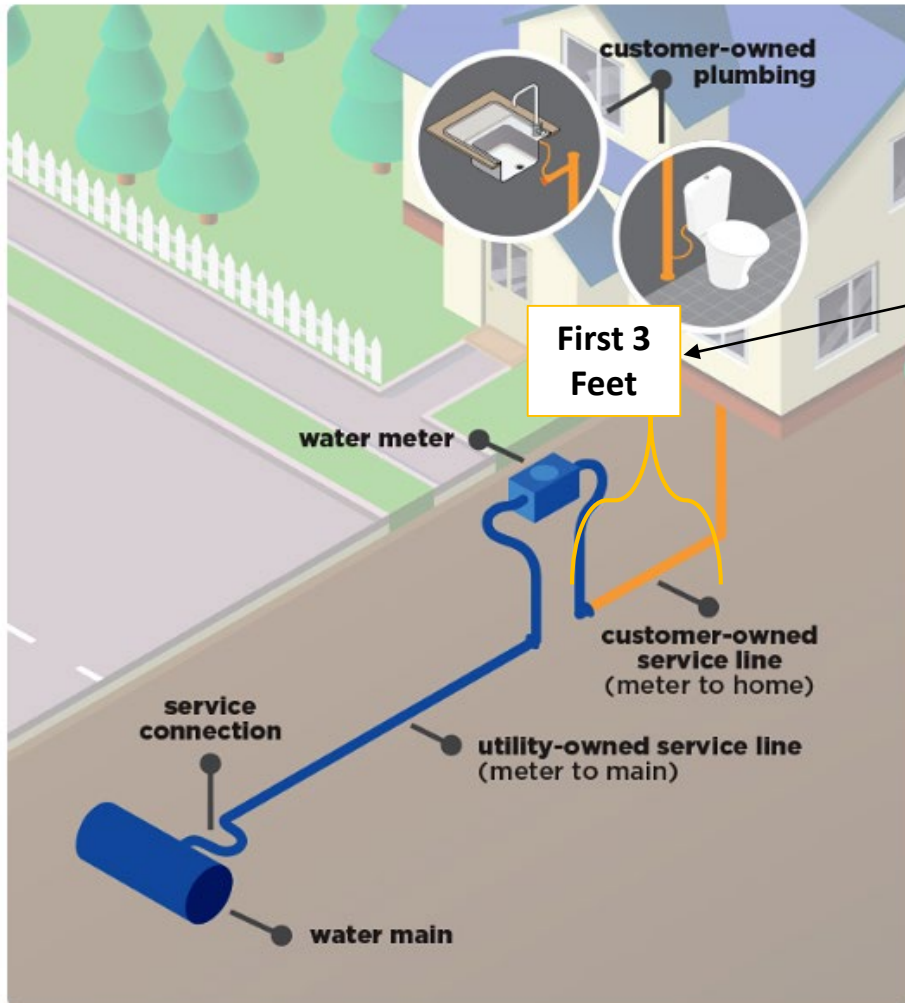
Equitable Service Delivery

- **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

Water Service Line Grant and Loan Program



Water

Specific focus on first 3 feet of customer owned line as statistically most likely area for TPU repair if needed

Yvonne's Story

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



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** - Creating Ease of Use with a QR Code
- **Strengthen our Partnerships** – Indigenous Tribes within our Project Boundaries, Customers and Other Community Organizations



Equity Committee Updates

Customer Services Equity Committee

- Committee charter established
- Pausing work until later in the year due to high work volumes

Rail Equity Objectives

- Create an Equitable-Fair Treatment Committee
- Diversify workforce
- Foster a safe and productive work environment

Equity Committee Updates

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**.



Equity Committee Updates

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.



Equity Committee Updates

Tacoma Power Equity Committee | 2022 Work Plan

- Provide equitable services across all sections
- Enable development opportunities for all employees
- Help OEHR improve inclusion and diversity awareness in Power
- Support Power Wide business unit goals (BUGs)

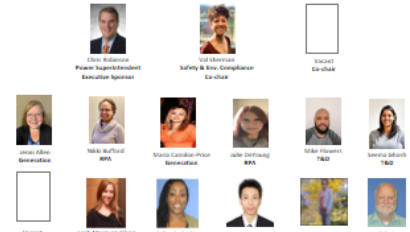
Mission and Vision

Mission
Cultivate Tacoma Power to become a diverse, equitable, and inclusive organization that:

- Elevates all voices
- Delivers equitable services
- Fosters a culture of belonging

Vision
We are a diverse, equitable, and inclusive organization that has DEI principles embedded in our culture and the way we do our work.

Power Equity Committee Members



Individuals of diverse backgrounds united as catalysts for advancing Diversity, Equity, and Inclusion at Tacoma Power, TPU, and beyond!

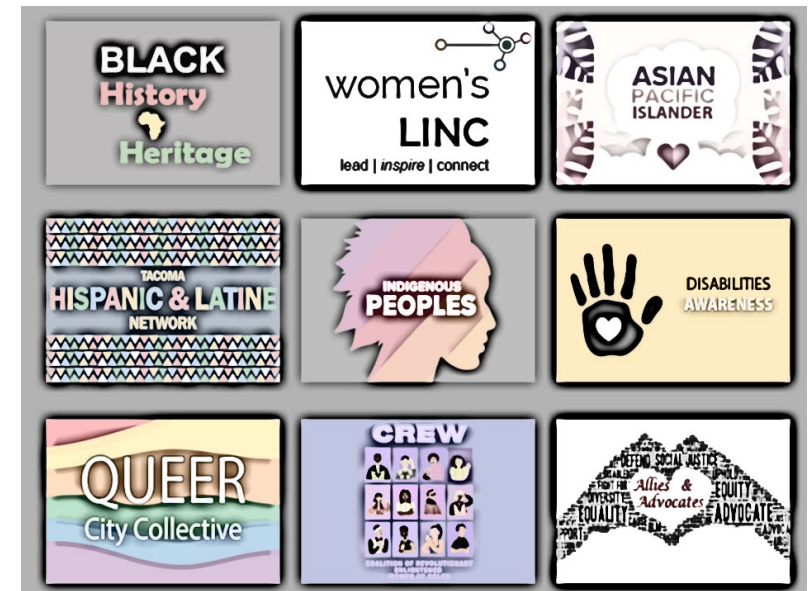
Power Wide BUGs

- 1. Leader Training and Application: ON TRACK**
TPU Director, Direct Reports of the Director, and their direct report managers will complete at least one Equity or EEO related training from a suite of options. These leaders will report to their direct reports about the training, including what concepts stood out and what they commit to do related to the training.
- 2. Applying an Equity Lens: ✓ GOAL MET**
Each TPU Division will participate in "Applying an Equity Lens" training or workshop provided by OEHR.
- 3. Equitable Recruiting and Selection: ON TRACK**
90% or more of those with hiring authority (for at least 6 months in 2022) complete HR's Equitable Recruiting and Selection Practices Training and commit to following the practices taught therein.
- 4. Power Only - Equitable Services: ON TRACK**
Each Section Manager will set expectation and hold Program leads accountable for applying an equity lens framework to identified program or service and will share progress at SLT.

Updated 6/3/2022

●●● Transformation Look Forward

- Implement recommendations from **City's Workforce Equity Study**
- Adequately resource and **budget FTE's** for this work
- Ensure **equitable bandwidth** and **eliminate tokenism** in the workplace
- Prioritize addressing **turnover and retention**
- Open access to **growth and development opportunities**
- **Uplift** the real and unshared experiences
- **Integrate** equity and anti-racism into programs, studies, and internal practices



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
- Workforce data analytics

● ● ● Thank You!



Questions?