

## EQUITY AREA: JOBS/ECONOMIC JUSTICE

### Community Outcome

*Increase racial equity in City contracting and purchasing, including increasing opportunities for targeted local hire of communities of color.*

**Strategy 1: Use departmental programs and projects to eliminate racial inequity.**

- **Action:** Develop and implement 2015 WMBE plan, strategies and training to help achieve goals (implement Executive Order 2010-05 and a Consultant Inclusion Plan).
  - **Measure:** WMBE Purchasing: Goal 17%, Actual 12.27%
  - **Measure:** WMBE Prime Consulting: Goal 17%, Actual 13.52%
  - **Measure:** WMBE Sub-Consultant:
    - Engineering Services/Engineering Design – Tentative – Goal 17%, Actual 19.7%

**Strategy 3: Partner with City departments, the community and other institutions to achieve racial equity in the community**

- **Action:** Sponsor, support and/or participate in outreach events with WMBE community associations, vendors and industry organizations.
  - **Measure:** Sponsor, support and/or participate in 4 events

Attended in 2015:

- Tabor 100 Gala
- Tabor 100 Networking After Hours
- The Regional Contracting Forum
- The Reverse Vendor Trade Show
- Alliance NW Tradeshow
- Northwest Mountain MSDC Awards Dinner & Silent Auction Event
- Northwest Mountain MSDC Conference
- CIP Roadshow

## EQUITY AREA: SERVICE EQUITY

### Community Outcome

*Achieve racial equity in City departments' service delivery and resource allocation.*

**Strategy 1: Use departmental programs and projects to eliminate racial inequity.**

- **Action:** Utilize department process including Stage Gates and Asset Management and processes to eliminate racial inequity in Capital Improvements Projects (CIP) and Customer Programs
  - **Measure:** Apply filter to 3 Capital Improvement Projects or Customer Programs
    - **Fats Oil & Grease (FOG) Program Restructure**
      - The Fats, Oils, and Grease Program (FOG) is restructuring to more effectively and efficiently keep FOG out of the sewer system, reducing

maintenance and pipe replacement costs and the risk of sewer back-ups into residences and commercial businesses. A more equitable outcome would be a program redesign that reduces the impact to all business customers, but especially low income customers of color, including smaller businesses owners.

- **Seattle Public Utilities Damage Claims**
  - SPU mapped SPU damage claim incidents. Areas north of the Ship Canal and Downtown had higher numbers of claims filed (2011 – 2015). Staff determined there may be under-reporting (filing) from more racially-diverse and lower income communities. A more equitable outcome would be greater access-awareness of how to file a damage claim. (Note: This effort focused on access, and not the internal processing-handling of damage claims which is owned by FAS).
- **New Customer Information System (NCIS) Key Policies**
  - NCIS is the new SCL and SPU shared customer billing and account software. NCIS launch provides an opportunity to align various policies and procedures between the departments. Eight key decisions were pre-identified by the NCIS project core team as having the potential for inequitable customer impacts. The RET was applied to these key decisions. An equitable outcome would be that policies will not have a disproportionate impact on low income customers of color.
- **Strategic Business Quarterly State of Seattle Public Utilities report to council**
  - The quarterly “State of SPU” report to Council highlights the status of priority SBP action items including core work. Racial equity outcomes identified through the application of RET include reaffirming the utilities commitment to partnering with customers to make sure they are knowledgeable of the services we provide, that they can access information in the Council report, and that we will include RET usage in the change management work underway.

## **Strategy 2: Build racial equity into departmental policies**

- **Action:** Implement Service Equity Action Plan and embed equity as a core component of all work at SPU
  - **Measure:** All branch leadership teams engaged and Service Equity teams formed in 3 branches
    - Meetings were held with Executive Team members and their leadership team (Division Director, Supervisor, etc.) to walk them through the detail of the plan, and to ensure that they understand the role that they and their leadership team need to play. There were also 2 presentations done at Leadership Team Meetings to share information about the action plan and the expectations

moving forward. Branch service equity teams were established in the Human Resource and Service Equity Branch and Customer Service Branch. In 2<sup>nd</sup> quarter 2015, it was decided to refocus this action by aligning the work of the Change and Diversity Team and the Environmental Justice and Service Equity Division to create a shared vision and approach to implementing the plan with a fusion of RSJ and Diversity priorities. A proposal was completed and presented to the E-Team in the 4<sup>th</sup> quarter 2015. We were greenlighted by the E-Team to move forward with further refining the proposal and coming to get the final ok 1<sup>st</sup> quarter 2016.

**Strategy 3: Partner with City departments, the community and other institutions to achieve racial equity in the community.**

- **Action:** Participate in City's Inclusive Outreach and Public Engagement IDT
  - **Measure:** Provide training and technical support to other departments
    - 2 SPU staff were members of the IOPE planning team and helped to organize the focus and work of the team. This included facilitating the team to document and communicate the progress of work to date and recommended work plan items to increase the City's ability to effectively engage residents, businesses and customers. 2 IOPE or Equity toolkit trainings were conducted with staff from the Office of Sustainability & the Environment (OSE), other city departments. Equity Toolkit and Cultural Competence training and consultation was also provided to Puget Sound Clean Air Agency and the Local Hazardous Waste Management Program to help advance their equity goals.

**Strategy 1: Use departmental programs and projects to eliminate racial inequity.**

- **Action: Identify and engage community based organizations, ethnic media and others to partner on the implementation of strategies that increase awareness and participation of food waste requirements in people of color and limited English proficient customers so that we realize our food waste compost goals.**
  - **Measure:** Seattle Public Utilities will realize our food waste compost goal
    - A survey was conducted in March 2015 to determine customer awareness and participation in the Food Waste Compost program. Because the awareness and participation level was less than 60% for nonwhite customers versus over 70% for white customers, it was decided to increase our efforts and identify CBOs and others to partner with to engage nonwhite customer groups. We partnered with several non-profits to engage customers and in November when we did this survey again the awareness of nonwhite customers increased to over 70%.

**Strategy 3: Partner with City departments, the community and other institutions to achieve racial equity in the community.**

- **Action:** Partner with community based organizations, other City departments and government agencies to effectively engage customers and ensure that they are aware of and can benefit from SPU's Strategic Business Plan and other utility priorities.
  - **Measure:** Customers are aware of the Strategic Business plan and other SPU priorities
    - We engaged 15 community groups, contracted with 4 community based organizations, and actively engaged ethnic media to partner with us to engage customers on SBP implementation and specific SPU priorities like food waste composting, water conservation, etc. Through these partnerships we participated in 10 community events, did 25 presentations, facilitated 6 field trips to SPU's transfer station and watershed, and the Renton Waste Water Treatment Plant, and conduct food waste surveys with over 100 customers. All total we reached approximately 5000 customers with a primary focus on people of color, immigrant, refugee, and low income customers. Specific language groups engaged included Vietnamese, Spanish, Chinese, Amharic and Somali.