City of Seattle

Racial Equity Toolkit (RET) Summary Sheet: Cover Sheet and Questions

Please fill in below to identify the RET completed:

Department/Office: Seattle Public Utilities

Name of policy, program, etc. analyzed: Quarterly "State of SPU" report to Council

Names and titles of key staff that led this RET process: SBP Core Team: Melina Thung (Office of Utility Services Deputy Director), Michael Davis (Environmental Justice & Service Equity Division Director), Diane Clausen (Director's Office Executive Team Support), Karen Reed (Communications Director), Jenny Bagby (Corporate Services Division Director), Vicki Evans (Technology Programs Office Division Director

Dates of RET process (e.g., 8/2015 – 10/2015)**:** 3/2015-4/2015

> This Summary Sheet should be completed by those who worked on this RET with input from Change Team members and department leadership. Representatives from these different groups should review the final version so that there is consensus on content before it is shared with the Mayor's Office. Please fill out a separate Summary Sheet for each of the 4 required RETs that your department named in your director's Performance Plan with the Mayor.
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> For questions about using this Summary Sheet, please contact your OCR RSJI Liaison.

Please respond to the following questions on a separate document (<u>no more than two pages</u>). Please include this page as the cover sheet along with your response.

1. List the racial equity outcome(s) that you set in Step 1 of the RET process. *(Max 300 characters)*
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.

2. Which stakeholders (groups and/or key individuals) did you engage in this RET? In what ways did you engage them? *(Max 600 characters)*
The key staff listed above were the only ones involved in this process. Staff met walked through the questions as a team. A draft RET including notes from the meetings were shared with staff involved before the RET was finalized.

3. Please describe up to five key benefits and/or burdens for people of color of this policy, program, project, or other decision, which the RET process helped you to identify or confirm. *(Max 300 characters each)*
- Development of more effective and accessible ways to communicate "State of SPU" SBP action items and core work and for customers to provide input
- Targeted communication of SBP action items and core work
- Application of RET to change management work underway
- Shows leadership "walking the talk" and demonstrates to staff the benefits of applying the tools
- Provides an example of toolkit usage on core Utility business priorities

4. Please describe up to five key actions – things that you will do differently or begin to do now – of this policy, program, project, or other decision, which will increase opportunity and/or minimize harm for people of color. *(Max 300 characters each)*

- Follow through on commitments made to identify opportunities to develop partnerships that help us to better engage customers
- Direct new change management staff to incorporate RET into their work
- When we update SBP in 2016-17, include "apply toolkit" as an early task
- Communicate RET analysis to the E-Team and L-Team

5. How will leadership ensure implementation of the actions described in question 4? *(Max 800 characters)*

A summary memo was developed by the team and shared with the E-Team. Through community partnerships, SPU has actively engaged people of color, low income, immigrant, and refugee customers on the implementation of the SBP and core utility work. In 2015, a new change management staff person was hired and she has incorporated RET application into her work. We will begin update on our business plan in late 2016 and application of the toolkit is one early tasks identified.

6. How have/will you report back to your stakeholders? (This includes the people who were directly engaged in this RET process, those who will be affected by decisions made, and other departments or divisions impacted by the RET findings and the actions described in question 4.) *(Max 800 characters)*

The SBP Core Team meets regularly and will continue to engage the E-Team and L-Team on the progress of this work, particularly for the 2016-17 SBP update. An engagement plan will be created and customers will be provide with an update and will be asked to provide input on the future direction of the plan.

7. What additional racial equity issues did this RET reveal? Consider how these unresolved issues present opportunities for structural transformation (i.e. working across departments, and with other institutions and sectors to achieve racial equity). *(Max 800 characters)*

- Need to assign resources to gather/develop neighborhood specific data on selected service levels
- Need for all SBP Action Item leads/teams to apply the toolkit to their action item