

Seattle Public Utilities

2021 Race & Social Justice Accomplishments



Mission

Seattle Public Utilities fosters healthy people, environment, and economy by partnering with our community to equitably manage water and waste resources for today and future generations.

CARES Principle: Equity & Empowerment

“We work to dismantle institutional racism by building trusting relationships, prioritizing equity and inclusion in decision-making, and creating opportunities for all.”



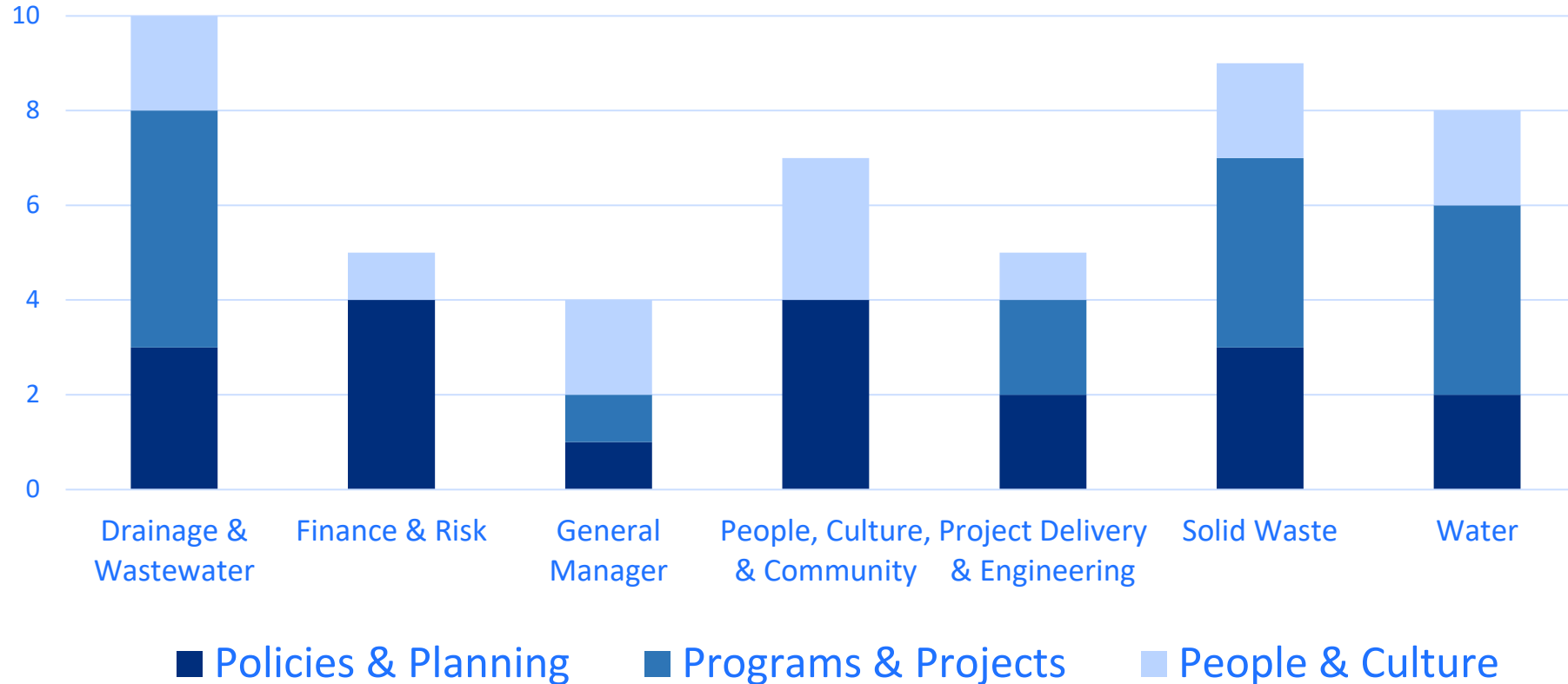
Photo from recent Women in the Trades event

EQUITY



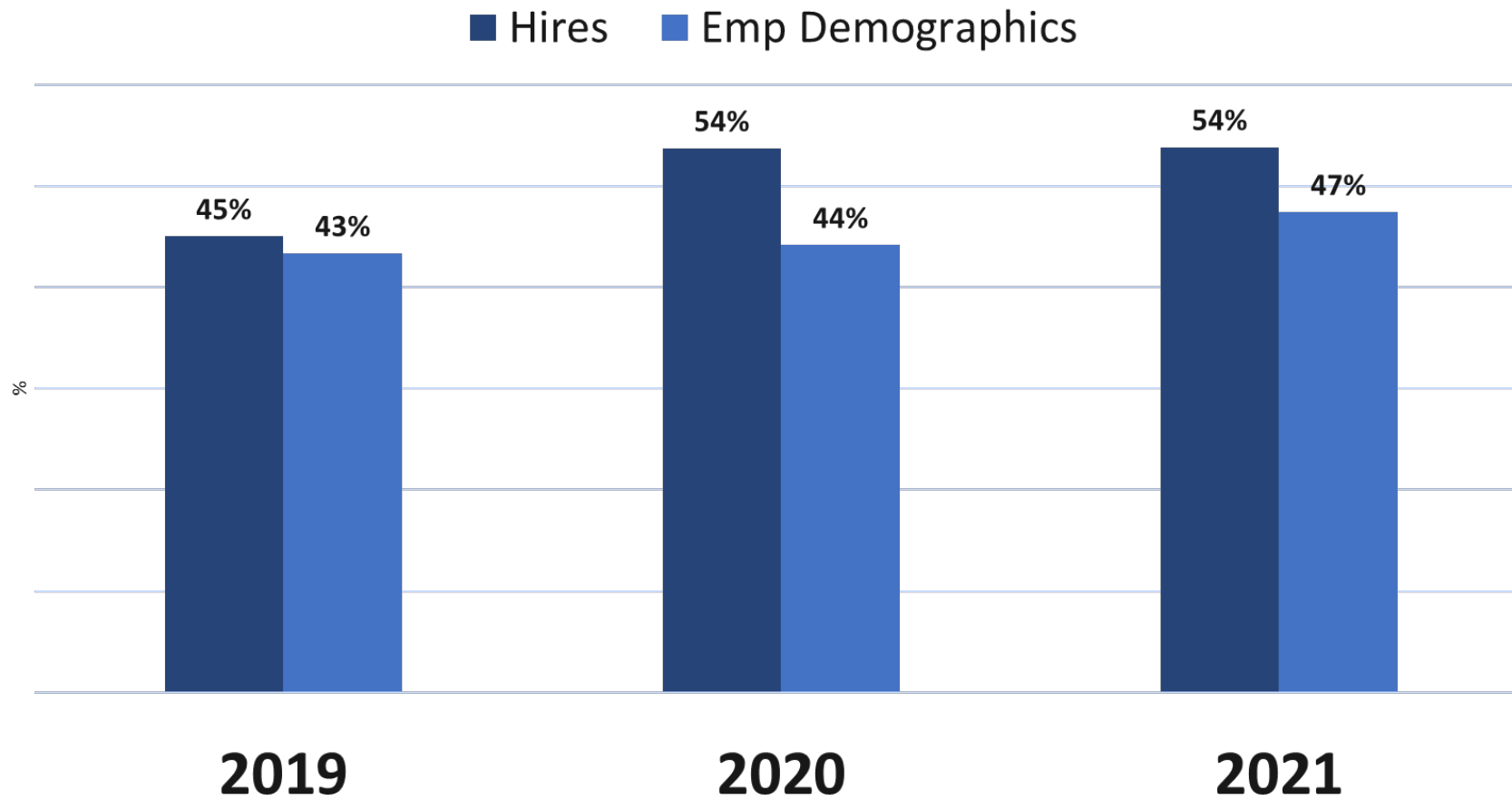
e q u i t y b r i d g e

SPU's 2021 Racial Equity Action Plans



SPU submitted nearly **20%** of the City's Racial Equity Action Plans in 2021

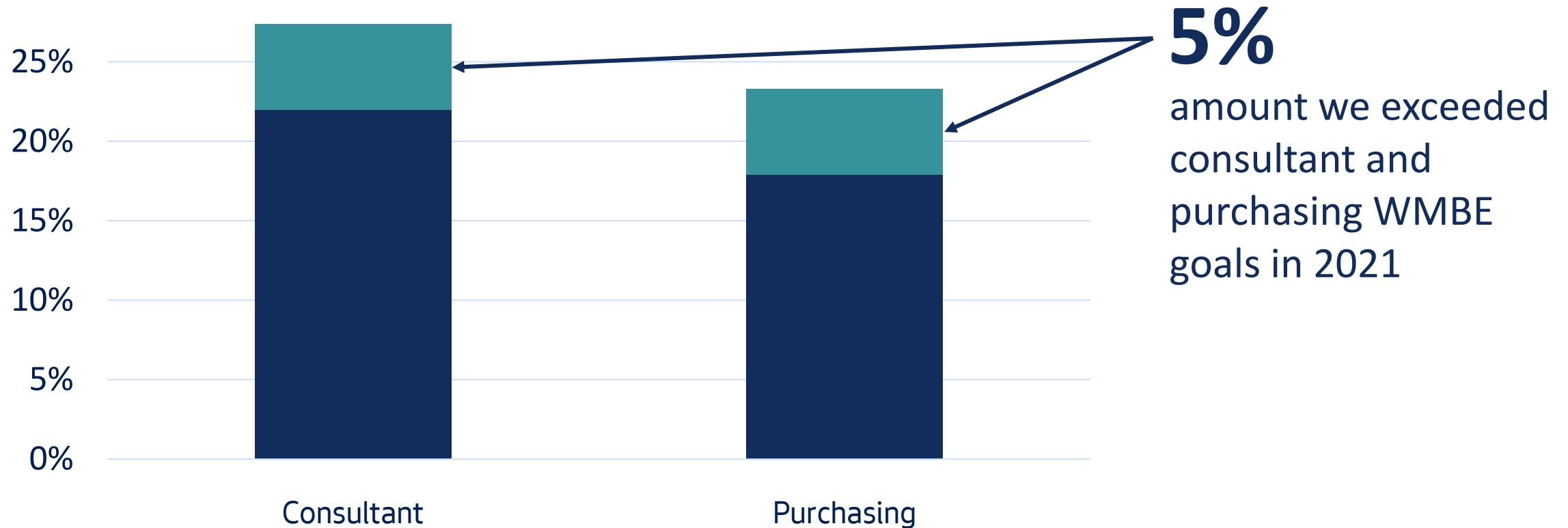
Trends in BIPOC Hires and Employee Demographics



54%
of SPU's current
Leadership Team
are BIPOC
employees

70%
of SPU's promotions
in 2021 were BIPOC
employees

Women & Minority Owned Business Utilization in 2021



Customer Assistance



\$1.5 million
Emergency
Assistance



\$500,000
Federal COVID
Assistance



9,779 accounts
Utility Discount
Program

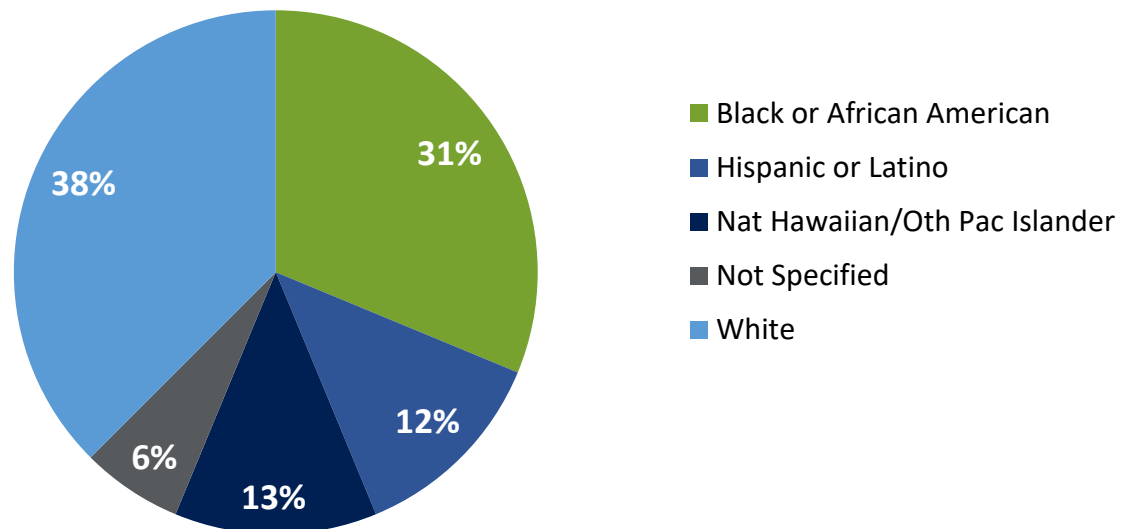
Embedding Equity Throughout the Utility

Women & Minority Owned Businesses Customer Service Climate Resiliency
Utility Discount Program **Community Connections** Waste Reduction
Cedar River Education Center **Pollution Prevention** Youth Stormwater Education
Side Sewer Assistance Pilot Program **Summer Youth Employment Program** Clean Cities
Solid Waste Advisory Committee **RV Wastewater Pump-out Pilot Program** **Public Health**
Language Access Customer Review Panel **RainCity Partnership** **Shape Our Water**
Adopt A Street Duwamish Valley Youth Group Partnership **Emergency Assistance** Clear Alley Program
Community Partnerships **Adopt-A-Drain** Hygiene Stations **Environmental Stewardship**
Water Conservation Workforce Equity **Apprenticeship Program** Emergency Management
Essential Services Capital Improvement Project Engagement **And More**



Apprenticeship Program: Equity in Hiring & Workforce Development

2020 Water Apprentice Demographics



Apprenticeship Program: Equity in Hiring & Workforce Development

- Redesigned program to empower frontline workers
- Prioritized RSJ in initial apprentice trainings
- Staff incorporated race and gender equity into curriculum development



Customer Contact Center Quality Assurance: Improving Customer Experience



Customer Contact Center

Quality Assurance Program

Apply Racial Equity Toolkit

Implement Recommendations

Customer Contact Center Quality Assurance: Improving Customer Experience



Build capacity for equitable service delivery:

- Cultural communication awareness training
- Develop training with specific focus on:
 - Empathy
 - Stress Management
 - Active Listening
 - De-escalation
 - And other skills for customer engagement

Shape Our Water

- 50-year plan for Seattle’s water resilience
- Citywide analysis and visioning centered equity
- Community co-creation process prioritized historically underrepresented groups
- COVID-19 responsive approaches included:

Co-Creation Initiative

Fireside Series

Intergenerational Focus Group

Community Stories

Design Team

Digital Convening

For more information: www.ShapeOurWater.org

Seattle Public Utilities

Co-Creation Partners helped bring community stories to life

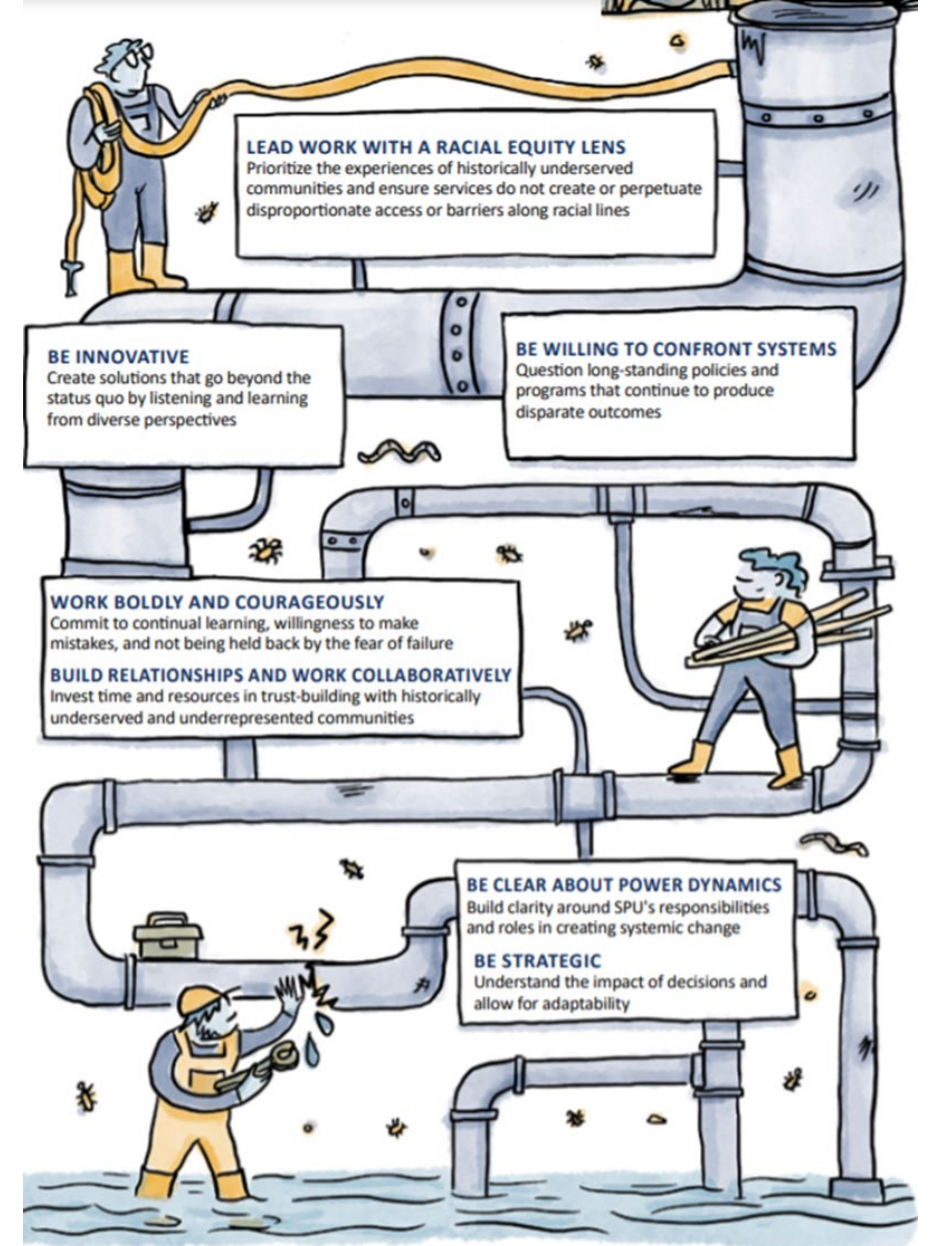


The Design Team helped create and implement engagement events, ensuring they were meaningful to our communities



Shape Our Water: Equity Framework

- Drafted through a series of trainings and workshops lead by equity advisors
- Articulates the racial equity values and principles for Shape Our Water
- Provides direction in decision-making and practice
- Living document that is revisited throughout plan development



SPU's Race & Social Justice Work Continues



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Questions?

