



Strategic Directive 12 Employee Relations

Update to the Tacoma Public Utility Board
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Purpose

- Discuss SD-12, Employee Relations
- 2021 Accomplishments
- 2022 Initiatives

SD12: Employee Relations

Tacoma Public Utilities Leadership along with the Public Utilities Board consider employees our most valuable assets.

TPU employees are the face of the utility to our customers and their dedication keeps the utility running on a day-to-day basis.

●●● Employee Relations Focus Areas

- Rebound from COVID
- Reflect the Community
- Great Place to Work
- Safe Workplace

●●● Rebound from COVID Goals

- Reconstitution
 - Underway now!
- Hybrid Work Environment
 - New Telework Program
 - Technology solutions
 - Facility related issues

●●● Reflect the Community Goals

- Equitable Recruiting and Selection Program
 - 90% complete training
 - Commit to adhere to guidelines

●●● Great Place to Work Goals

- Employee Engagement Survey
 - Identify improvement opportunities
 - Open lines of communication
 - Create strategic focus areas
 - Diversity, equity and inclusion initiatives
- Next Survey in September - October 2022

●●● Safe Workplace Goals

- Increase Corrective Actions report submittal by 10%
- Job function safety training matrix
 - inform 2023 annual training
- Facility Safety
- Parking Adjustments
- Situational Awareness Training
- Safety Protocol for Extreme Weather Events

Safety Highlights

2021 Accomplishments

	Customer Service	Power	Rail	Water
Crisis Reality	90.1%	81.1%	72.5%	96.4%
DART Rates				
2021	2.14	1.36	0.14	2.00
Recordable Rate 2021	3.57	3.13	4.60	5.61
Corrective Actions	0	27	18	18
Leadership Engagement	0	186	20	11

2022 Priorities

- Mental and Physical Health for Employees
- Crisis Reality
- Citywide Incident Reporting Program
- Safety Training Improvement Team
- Training Matrix
- DOT Compliance
- Contractor Safety Committee
- Governor's Safety Conference Booth
- City Safety Committee

● ● ● Human Resources Highlights

2021 Accomplishments

- COVID Prevention Support
- New HR Director
- New Telework Program
- Workforce Equity Study

2022 Priorities

- Performance & Feedback Systems
- Classification & Compensation Study
- Restructure for Efficiency
- Equitable Recruiting & Selection Program
- People Data Analytics Program
- Expand our use of technology to become more efficient
- Expand EEO and Civil Rights education and programming

●●● Communications Highlights



2021 Accomplishments

- Cross-divisional Employee Communications Committee
- Improved Intranet
 - Pre-survey to all employees
 - Mobile responsive, better access, 2-way
- Coordinated Covid Recovery Updates
 - Weekly email update
 - Reconstitution training and FAQ

2022 Priorities

- Employee Communications Strategy
- Employee Communications Preferences Survey
- Support Employee Engagement Study
 - Updates about changes made
 - Encourage participation
- Reconstitution Efforts with a Focus on Morale
- Post-Covid Plan for Service Awards

● ● ● Power Highlights

2021/2022 Accomplishments

- Equitable External Leadership Training
- Apprenticeship Hiring Process Improvmt
- Power Equity Committee
- Monthly Chris' Corner sessions
- Boots & Suits podcast
- Hired/Promotion Announcement
- Safety Org Changes & New Hires
- Achieved Power Safety BUGs

2022 Priorities

- Celebrating & Recognizing people
- Exit Interviews and Stay interviews
- Pre-Apprenticeship Program
- Job Rotation Program
- Workforce Development Outreach
- Power Safety Goals
- Security Improvements

● ● ● Water Highlights

2021 Accomplishments

- Leadership Development – SAT
- Employee Survey action plans
- WaterLine – employee newsletter
- Water Equity Committee
- Quarterly Employee Recognition
- Safety
- Outreach to reflect community
- Workforce Development Initiative
 - Knowledge Captures
 - Apprenticeship Program refresh
 - Foundational Training

2022 Priorities: Culture & Connection

- Leadership Development - SAT
- Employee Survey action plans
- Water Equity Committee
- New Employee Cohorts
- Stay interviews / Exit Interviews
- Safety
- Workforce Development Initiative
 - Operator in Training program
 - Knowledge Captures
 - Apprenticeship Program refresh
 - Equitable Recruitment + Hiring

● ● ● Rail Highlights

2021 Accomplishments

- Safety
- Improved communications with employees
- Increased employee engagement
- Equitable Recruitment & hiring

2022 Priorities

- Implement Rail's Strategic Plan:
 - Diversity, Equity & Inclusion
 - Employee Relations
- Workforce talent pipeline
- Cultivate SAFE and productive work environment
- Situational Awareness training
- Effective communication strategies



Wrap Up

