

# Strategic Directive 12 © © Employee Relations

Update to the Tacoma Public Utility Board July 13, 2022



### Presenters



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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

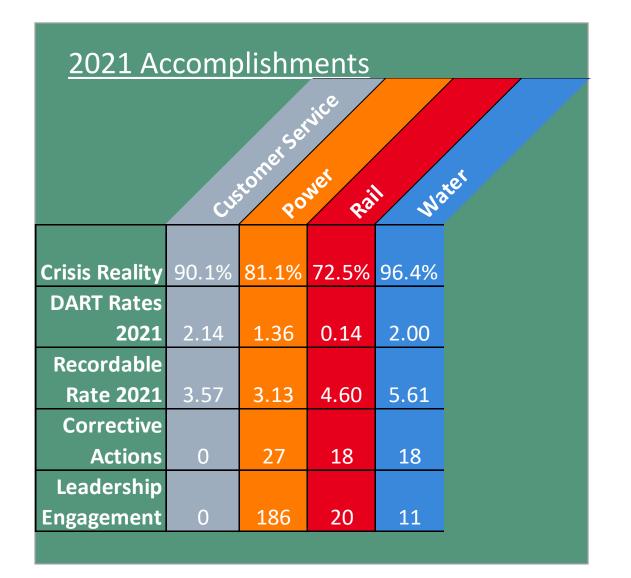


### Safe Workplace Goals

- 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







- 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

- 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

- 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





### 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

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







#### 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

- 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