Update on Systems Transformation
City of Tacoma | City Manager’s Office
City Council Meeting
7/12/2022
Departmental Highlight

Neighborhood and Community Services (NCS)
Growth in all ten key performance indicators!

1. Policies & Procedures
2. Training & Development
3. Infrastructure & Capacity
4. Data & Evaluation
5. Engagement & Partners
6. Inclusion
7. Language & Lexicon
8. DEI Mission
9. Leadership
10. Decision Making
Workforce Reflects the Community

NCS Employees Racial Demographics compared to Tacoma Population as of 7/5/22
• Equitable Hiring
  • DEI Team Member Reviews
  • BIPOC and/or Women in Leadership

• Retention and Inclusion
  • Director 1:1 Meetings and Listening Sessions
  • Inclusive Leadership Training
  • Reformatting Department Structure
Recommendations:
1. Create a flexible toolkit for Code Enforcement
   • Inspector handbook
2. Resident Engagement
   • Increased communication
   • Automation allowing for quicker response times
3. Training and Procedures
   • Increased training and updated documents
4. Governance
   • Legislative changes to the Tacoma Municipal Code
Equitable Service Delivery

- **COVID Response**
  - Adaptability and increased resources

- **Targeted Programming**
  - Yard Assistance and Resources for Disabled and Elderly (YARD) Program
  - Private Property Encampment Abatement
  - Transitional Employment Pathway (TEP) Program

- **Diversifying Providers**
  - Shelter
  - Youth and Young Adult Violence Reduction
Purposeful Outreach and Engagement

- Targeted Community Outreach
  - Rapid Graffiti Removal Program

- Supporting Contracted Providers
  - Grants provided in partnership with Community and Economic Development
  - Technical and Logistical Assistance
  - Diversity, Equity and Inclusion (DEI) Communities of Practice
• NCS will thoughtfully invest in resources and will provide assistance to stakeholders to reduce systemic disparities throughout Tacoma.

• NCS will utilize an inclusionary lens and will implement inclusionary practices to cultivate a sense of belonging for all staff members.
City Manager Update
Recent Accomplishments

• Partnered with Puyallup Tribal Language Program to stamp sidewalks with Lushootseed values along Fawcett Avenue. First value “Keep Your Head Up” completed on 7/6.

• 30 City Employees Completed the Equal Opportunity Community of Practice cohort on 6/16.

• The City of Tacoma celebrated Juneteenorth as a paid holiday on 6/20 and hosted an event at the Tollefson Plaza on 6/15.

• In four 2020-2021 Loan and Grants programs, CED distributed a total of $3,323,500 to small businesses.
Upcoming Community Engagements

• **Active Now** [City of Tacoma: City of Tacoma's Balancing Act - English - Balancing Act (abalancingact.com)]

• **Black Lives Matter Mural** Community Kickoff is 7/13 and BLM Handprint Day is 7/30, [Volunteer July 16-27]

Council Committee Meetings
• Economic Development - 7/26 and 8/29
• Infrastructure Planning and Sustainability - 7/27
• Governance Performance and Finance - 8/02
Transformation Timeline & History

- [https://cityoftacoma.org/transform](https://cityoftacoma.org/transform)
- Timeline of transformation activities since passing Resolution 40622:
  - Filter by:
    - Council Priority Area
    - Selected Projects
    - Time period
  - Click on the file icons to see related documents and meeting recordings
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