Update on Systems Transformation
City of Tacoma | City Manager’s Office
City Council Meeting
1/11/2022
Updated Transformation Reporting

• In order to continue to provide transparency and accountability while providing meaningful updates to the Council and the Community:
  • Transitioning from a weekly presentation to monthly during the second Tuesday of each month to align with Community Forum
  • Maintaining a detailed timeline on cityoftacoma.org/transform
  • Focusing on meaningful progress at the department level using Racial Equity Action Plans

• Detailed briefings on specific projects will be brought to Council or Committees on an as-needed basis
Racial Equity Action Plans

• All departments of the City have created Racial Equity Action Plans (REAPs) that capture the work of Anti-Racist Transformation at the Departmental Level

• REAPs have 3 goal areas
  • Workforce Reflects the Community it Serves
  • Purposeful Community Outreach and Engagement
  • Equitable Service Delivery to All Residents and Visitors

• Each month, a department will highlight their progress toward anti-racist transformation using REAPs as a framework
Departmental Highlight

Name of Department Getting Highlighted This Month
Workforce Reflects the Community

City of Tacoma Employee Racial Demographics compared to Tacoma Population
(TPU & General Government)
End of Year 2021

White 74.7%
Black / African Am 6.7%
Two or More 5.7%
Asian 4.8%
Hispanic/Latino 9.1%
Native HI / Isl. 13.3%
Am Ind or AK Native 2.5%
Other 1.3%

City Employees
Benchmark: City of Tacoma
As applicable, departments will highlight improvements to the REAP goal area of the Workforce Reflecting the Community that it Serves

<table>
<thead>
<tr>
<th>Goal 1: Workforce Reflects the Community it Serves</th>
<th>Outcomes</th>
<th>2021 Actions</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Copied directly from original REAP]</td>
<td>[Show what actions from original REAP have been taken and report on what is still pending]</td>
<td>[Narrative report, include performance measures and other metrics as available]</td>
<td></td>
</tr>
</tbody>
</table>
Purposeful Outreach and Engagement

• Departments will highlight improvements to REAP goal area of Purposeful Outreach and Engagement

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>2021 Actions</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 2: Purposeful Community Outreach and Engagement</td>
<td>[Copied directly from original REAP]</td>
<td>[Show what actions from original REAP have been taken and report on what is still pending]</td>
</tr>
</tbody>
</table>
Departments will highlight improvements that reduce or eliminate racial disparities in their service delivery.

<table>
<thead>
<tr>
<th>Goal 3: Equitable Service Delivery</th>
<th>Outcomes</th>
<th>2021 Actions</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Copied directly from original REAP]</td>
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<td>[Narrative report. Include performance measures and other metrics as available]</td>
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• **Context:** According to the 2018 Disparity Study, the City underutilizes Minority Business Enterprises (MBE) in contracting work and focused on outreach as a key area to improve.

• **Actions:**
  - November 5, 2019: Ordinance No. 28625 enacted the Equity in Contracting (EIC) Program as Chapter 1.07 of the Tacoma Municipal Code.
  - May 25, 2021: Ordinance No. 28766 amended TMC 1.07 to simplify language and increase access for MBEs, WBEs, (Small) SBEs and (Disadvantaged) DBEs.*
  - Q4 2021: Hired new staff and program manager
  - Q4 2021: [Links to Opportunity](#) community outreach events for contractors to network with potential partners and learn about the upcoming contracting opportunities and the City of Tacoma’s Equity in Contracting Program requirements.
• **Result:** 57% (+16) increase in the number of awards and 184% ($4.2M) increase in amounts awarded to Tacoma’s small, minority, and woman owned businesses.

<table>
<thead>
<tr>
<th>Year</th>
<th># Awards to Certified Firms</th>
<th>Total Contract Amount Awarded to Certified Firms</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>28</td>
<td>$2,288,874</td>
</tr>
<tr>
<td>2021</td>
<td>44</td>
<td>$6,513,895</td>
</tr>
</tbody>
</table>

• **Insight:** Directed outreach, improved policy, and intentional program administration (from overarching programs like Equity in Contracting program to specific projects like Links to Opportunity) has helped to address disparities made explicit by the 2018 Disparity Study.
• Here, departments will present work in progress, next steps, or upcoming events that will further the work of anti-racist transformation within their service areas.
City Manager Update
Recent Accomplishments

• A chance for the City Manager to summarize any accomplishments over the previous month from efforts outside of the highlight department

• Will allow for regular updates on priority areas such as community safety and affordable housing
Details on specific engagements or events of community interest related to anti-racist transformation and key projects over the next month.
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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• Timeline (needs to coordinate with REAP update process)
  - Monthly form sent to departments to fill out all REAP updates and non-REAP transformational items
  - Updates due from Departments in the form the Tuesday prior to Council Presentation
  - CI pushes the updates into the cityoftacoma.org/transformation timeline on Wednesday
  - OEHR reviews timeline Wednesday afternoon to Populate Last 2 slides / CMO Update:
    - Filter cityoftacoma.org/transform timeline for the previous month
    - Note any major accomplishments/results/highlights NOT from the focus department
    - Populate the slide with relevant updates
    - Avoid items that have already had their own presentation to Council / Study Session
  - OEHR to identify future community engagement opportunities in the next 30 days (form will be programmed to help identify engagement opportunities)
    - Filter cityoftacoma.org/transform timeline for the next month
    - Filter for engagement opportunities
    - Populate the slide with relevant updates

• Departmental Presentation
  - OEHR to determine the monthly presentation schedule in alignment with REAP updates
    - Determine if it’s one department or multiple in any given month
  - HR to provide data for the Reap Goal 1 Slide on department demographics
  - OEHR to inform department(s) with adequate notice to prepare their presentation
  - OEHR to send the PowerPoint template/link to the department
  - Department populates the monthly presentation

• Final City Manager Presentation
  - CMO/OEHR reviews the department’s draft presentation
  - MCO uploads the PowerPoint to the cityoftacoma.org/transform website
  - Management Fellow provides update in Council Packet
  - Management Fellow “drives” presentation in the meeting