

OUR FOUNDATION

The Environmental Justice & Service Equity division is focused on making a difference in the lives of the customers and communities we serve. We believe our mission, vision, and values reflect our connection and commitment to Seattle Public Utilities' (SPU) goals for quality and service equity. They are also aligned with SPU's Promise to deliver efficient and forward-looking utility services that keep Seattle the best place to live.

MISSION: Provide strategic direction to position equity at the core of decision-making at Seattle Public Utilities

VISION: Ensure Seattle Public Utilities engages all customers as partners and collaborators in improving quality of life in Seattle

VALUES: **Accountability**

We hold ourselves accountable to the customers and communities we serve by operating with integrity, transparency, consistency and clarity of purpose.

Equity

Equity must be created and nurtured to eliminate imbalances in access, expectations, service and support, particularly for low-income communities, communities of color, and immigrant and refugee communities.

Inclusion

We all benefit when diverse customer experiences and perspectives are seen, heard, valued and included as a critical part of informing decision-making.

Innovation

We are responsive to innovations in the field that can be leveraged for the equitable benefit of all customers.

Leadership

We study, practice and share our learnings within SPU, with our partners and the broader field, fostering a culture of leadership and action.

GOALS

Each strategy in this plan is supported by four goals. These goals are directly tied to the day-to-day work of our division. They reflect our current aspirations, while shaping how we move forward over the next three years. These goals are the standards against which we will measure progress, impact and, ultimately, our success.

STRATEGY 1: Embed race and social justice and service equity policies and practices across the utility.

The Environmental Justice & Service Equity division will work to ensure SPU implements policies and practices that lead to race and social justice and service equity with the utility. Our goals for this strategy include:

1. Position service equity as one of the primary filters for decision-making by Q1 – 2018.
2. Establish organizational standards for race and social justice practices by Q1 – 2017.
3. Establish organizational standards for environmental justice practices by Q2 – 2017.
4. Continue to increase WMBE utilization to reflect the area's WMBE availability by Q1 – 2018.

STRATEGY 2: Model and advocate for inclusive community engagement within the utility in partnership with communities.

The Environmental Justice & Service Equity division will encourage and support the development of aligned efforts for inclusive community engagement practices. Our goals for this strategy include:

1. Engage in sustained community dialogue to inquire about, and identify, opportunities and potential challenges beginning in Q3 – 2015.
2. Increase the number of projects in the utility and Local Hazardous Waste Management Program (LHWMP) doing inclusive, effective community engagement and events by 20% beginning Q1 – 2018.
3. Improve SPU's ability to measure the effects of community engagement impact and training outcomes by Q3 – 2016.
4. Raise the local/regional/national profile of the Environment Justice & Service Equity division as an innovator and practitioner of inclusive community engagement beginning Q2 – 2018.

STRATEGY 3: Further align Environmental Justice & Service Equity team efforts within SPU, as well as city, county, and community efforts.

The Environmental Justice & Service Equity division will convene peers and partners committed to race and social justice, service equity and environmental justice. Our goals for this strategy include:

1. Organize division structure to support city, county and community initiatives by Q3 – 2016.
2. Align internal systems to support SPU's strategic priorities by Q4 – 2015.
3. Strategically align SPU's service equity goals with city, county and community race and social justice measures by Q4 – 2017.
4. Convene strategic conversations across SPU, as well as city, county and community groups, beginning Q4 – 2016.

STRATEGIES

