Diversity, Equity, Accessibility, & Inclusion (DEAI)

Survey Findings
Citizens Advisory Committee (CAC) Presentation
May 12, 2022
Survey Analysis

- One component in the DEAI Organizational Needs Assessment, to identify issues, opportunities, and gaps within the existing processes and procedures.
- Help tailor 13 one-to-one interviews with stakeholder group representatives.
Survey Goals

- Gather stakeholder opinions of Peninsula Clean Energy practices and programs to develop a formal DEAI policy & program
- Identify opportunities for enhancing equity fluent leadership
- Measure current opinions and engagement levels to determine needed changes to existing programs & policies
Questionnaire Design

Survey Groups
- PCE Staff Members
- External Stakeholders

Survey Topics
- DEAI
- Psychological Safety & Racial Justice
- Environmental Justice, Energy Equity and Democracy
- Demographics

Survey Format
- Opinion Scale
- Multiple Choice
- Yes/No with Open Ended Comments
Survey Definitions

Below are the key terms defined in collaboration with PCE project team and DEAI Subcommittee:

### Social Equity Terms
- Accessibility
- Disadvantaged Community
- Diversity
- Equity
- Inclusion

### Gender & Sexuality Terms
- Agender
- Asexual
- Bisexual
- Gay
- Heterosexual/Straight
- Lesbian
- Non-Binary
- Pansexual
- Transgender
Survey Groups

- **Internal (PCE Staff & Former Staff)**
  - Junior Level
  - Managers
  - Directors
  - Executives

- **External**
  - Board + Citizens Advisory Committee
  - Outreach Grantees, Participants, & Contractors
  - Other Key Stakeholders (e.g., Business Organizations, Chambers of Commerce, Trade Organizations, and Community Organizations)
External Stakeholders

- Survey sent to 1,237 stakeholders
- 117 responders
- 9.5% response rate

Q1: How would you characterize your relationship with PCE – Select all that apply:

- Staff Member (2)
- Contractor (1)
- Board Member/Alternate (21)
- Citizens Advisory Committee Member (7)
- Grantee (14)
- Program Participant (49)
- Collaborator (9)
- No Relationship (21)
- Other (3)
Internal Stakeholders

- Survey sent to **47** staff members
- **34** responders
- **72.3%** response rate

Q1: How would you characterize your relationship with PCE – Select all that apply:

- Staff Member (29)
- Former Staff Member (3)
- Contractor (1)
- Prefer Not to Answer (1)
## Survey Distribution Process

<table>
<thead>
<tr>
<th><strong>PCE Email</strong></th>
<th>Introductory email sent to internal &amp; external survey groups</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GCAP Email with Survey Link</strong></td>
<td>Instructive email sent to survey groups with link to online survey</td>
</tr>
<tr>
<td><strong>Open Survey Period</strong></td>
<td>Participants given a specified time period to complete survey with email reminders</td>
</tr>
<tr>
<td><strong>Survey Analysis &amp; Findings</strong></td>
<td>Survey results reviewed with findings presented to CAC, PCE DEAI Subcommittee, and Board</td>
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</tbody>
</table>
What is a Key Finding?

• May have a significant impact on existing practices and policies.
• May impact how PCE conducts outreach and communications.
• Help development of equity action plan including training PCE employees and stakeholders.

Selection Criteria

• Both Internal & External:
  • Favorable Findings: At least 60% of respondents had an agree or strongly agree response.
  • Area of Opportunity: At least 10% of respondents had a disagree or strongly disagree response.

Total Survey Key Findings

• External – 11
• Internal – 16
## Common Themes

Key findings were grouped into common themes as shown below:

<table>
<thead>
<tr>
<th>External</th>
<th>Internal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demographics</td>
<td>Management</td>
</tr>
<tr>
<td>Accessibility of Services</td>
<td>PCE’s DEAI</td>
</tr>
<tr>
<td>PCE’s DEAI</td>
<td>Hiring</td>
</tr>
<tr>
<td></td>
<td>Customer Accessibility</td>
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<td></td>
<td>Procurement</td>
</tr>
</tbody>
</table>
At 41.9%, a large number of responses came from Program Participants. The next largest groups were Board Members and survey takers who had no relationship with PCE – each representing 17.9% of survey takers.

43% served communities with limited English-speaking households.

Although Spanish was the most commonly spoken language outside of English (making up 34.2% of non-English languages), Cantonese Chinese and Mandarin Chinese each made up 18.8% of non-English languages spoken, resulting in 37.6% combined.
Survey
Findings: External

Key Finding 4
33% feel PCE can make its electricity generation services more accessible to all persons. (Question 5).

Key Finding 5
12.8% disagree or strongly disagree that Peninsula Clean Energy programs such as the HOME UPGRADE PROGRAM, USED EV REBATE PROGRAM, E-BIKES FOR EVERYONE, HEAT PUMP WATER HEATER REBATES, and SOLAR and BATTERY REBATES are accessible to all its customers. (Question 6). Of this 12.8%, 40% were Board Members, and 73% served communities with Limited-English-speaking households.

Key Finding 6
When asked “How well has Peninsula Clean Energy considered whether potential resources and programs provide benefits to disadvantaged communities?” 10.3% selected Not Very Well and Not Very Well at All. (Question 20).

Key Finding 7
When asked “How well does Peninsula Clean Energy ensure that the design of its programs and services is community driven and meets the needs identified by its communities?” 11.1% selected Not Very Well and Not Very Well at All. (Question 21).
Key Finding 8

62.4% of external stakeholders surveyed feel Electricity generation services are accessible to all. (Question 4).

Key Finding 9

63.3% of external stakeholders surveyed feel PCE takes steps to make services inviting and safe. (Question 10).
When asked “To what extent do Peninsula Clean Energy staff and representatives reflect the diversity of the communities it serves?” 12% selected Not Very Well and Not Very Well at All. (Question 24).

When asked “To what extent does Peninsula Clean Energy provide clear and transparent information, assessments, and reporting on the topics of greatest interest to the communities it serves?” 10.2% selected Not Very Well and Not Very Well at All. (Question 25).
Survey Findings: Internal

Key Management Findings

Favorable

Key Finding 1
61.7% agree or strongly agree that Peninsula Clean Energy Leadership (Board, and staff who are at Director-level and above) understands that diversity is critical to our future success. (Question 1).

Key Finding 2
76.4% agree or strongly agree that Peninsula Clean Energy Leadership provides opportunities for them to grow and advance in their career and at Peninsula Clean Energy regardless of their background. (Question 7).

Area of Opportunity

Key Finding 3
14.7% disagree or strongly disagree that Peninsula Clean Energy celebrates and encourages diverse perspectives. (Question 6).
Survey Findings: Internal

Key DEAI Findings Favorable

Key Finding 4
73.5% agree or strongly agree that people from all backgrounds and with a range of identities have equitable opportunities to advance their careers at Peninsula Clean Energy. (Question 8).

Key Finding 5
73.5% agree or strongly agree that they feel Peninsula Clean Energy takes steps to make the workplace inviting, safe, and welcoming. (Question 16).

Key Finding 6
76.5% agree or strongly agree that they feel comfortable discussing their social and cultural background in the workplace. (Question 20).
26.4% disagree or strongly disagree that Peninsula Clean Energy does a good job sourcing and hiring candidates from underrepresented communities. (Question 4).
Survey Findings: Internal

Key Finding 8
70.6% agree or strongly agree that Peninsula Clean Energy customer service is accessible to all its customers. (Question 13).

Key Finding 9
88.2% agree or strongly agree that Peninsula Clean Energy electricity generation services are accessible to all its customers. (Question 9).
Survey Findings: Internal

Key Customer Accessibility Findings

Area of Opportunity

Key Finding 10
26.5% disagree or strongly disagree that Peninsula Clean Energy employees are trained to serve a diverse customer base. (Question 2).

Key Finding 11
32.4% think Peninsula Clean Energy can make its electricity generation services more accessible to all persons. (Question 10).

Key Finding 12
29.4% disagree or strongly disagree that Peninsula Clean Energy programs such as the HOME UPGRADE PROGRAM, USED EV REBATE PROGRAM, E-BIKES FOR EVERYONE, HEAT PUMP WATER HEATER REBATES, and SOLAR and BATTERY REBATES are accessible to all its customers. (Question 11).
Key Procurement Findings
Area of Opportunity

13

Key Finding

Less than half (41.1%) agree or strongly agree that Peninsula Clean Energy supports and promotes diversity in its procurement policies and practices. 11.7% disagree or strongly disagree that Peninsula Clean Energy supports and promotes diversity in its procurement policies and practices. (Question 3).
Survey Findings: Internal

Key Psychological Safety Findings

**Favorable**

- **Key Finding 14**: 67.6% agree or strongly agree that on their team they are able to have discussions on difficult/uncomfortable topics. (Question 25).

**Area of Opportunity**

- **Key Finding 15**: 20% have experienced unwelcomed comments or conduct at Peninsula Clean Energy that they felt were offensive, embarrassing, or hurtful. (Question 22).

- **Key Finding 16**: 11.8% disagree or strongly disagree that they feel comfortable talking about issues of racism on their team. (Question 26).
Develop Recommendations based on survey findings, interviews and legislative/regulatory review

Present Recommendations to PCE Board and DEAI Subcommittee

Develop Equity Statement & Action Plan

Update Existing Relevant PCE Policies and Documents

Present Action Plan to PCE Board, DEAI Subcommittee and CAC
Citizens Advisory Committee Input

- Any surprises?
- What do you see as top priorities?
- Observations?
- Questions?
Thank you
Appendix

Survey Details to Key Findings
At 41.9%, a large number of responses came from Program Participants. The next largest groups were Board Members and survey takers who had no relationship with PCE—each representing 17.9% of survey takers.

### Key Finding 1

1. How would you characterize your relationship with Peninsula Clean Energy? Select all that apply.

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Member</td>
<td>1.7%</td>
</tr>
<tr>
<td>Former Staff Member</td>
<td>0.0%</td>
</tr>
<tr>
<td>Contractor</td>
<td>0.9%</td>
</tr>
<tr>
<td>Board Member/Alternate</td>
<td>17.9%</td>
</tr>
<tr>
<td>Citizens Advisory Committee Member</td>
<td>6.0%</td>
</tr>
<tr>
<td>Grantee</td>
<td>12.0%</td>
</tr>
<tr>
<td>Program Participant</td>
<td>41.9%</td>
</tr>
<tr>
<td>Collaborator</td>
<td>7.7%</td>
</tr>
<tr>
<td>No Relationship</td>
<td>17.9%</td>
</tr>
<tr>
<td>Other</td>
<td>2.6%</td>
</tr>
<tr>
<td>Prefer Not to Answer</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
External – Demographic Key Finding

43% served communities with limited English-speaking households.

2. Do you serve communities or constituents that are Limited-English-speaking households where no one 14 years old or older speaks English or does not speak English very well?

- Yes: 43%
- No: 57%

Key Finding 2
Although Spanish was the most commonly spoken language outside of English (making up 34.2% of non-English languages), Cantonese Chinese and Mandarin Chinese each made up 18.8% of non-English languages spoken, resulting in 37.6% combined.
33% feel PCE can make its electricity generation services more accessible to all persons. (Question 5).
Key Finding 5

12.8% disagree or strongly disagree that Peninsula Clean Energy programs such as the:
• HOME UPGRADE PROGRAM
• USED EV REBATE PROGRAM
• E-BIKES FOR EVERYONE
• HEAT PUMP WATER HEATER REBATES
• SOLAR & BATTERY REBATES
are accessible to all its customers. (Question 6). Of this 12.8%, 40% were Board Members, and 73% served communities with Limited-English-speaking households.

6. Peninsula Clean Energy programs such as the HOME UPGRADE PROGRAM, USED EV REBATE PROGRAM, E-BIKES FOR EVERYONE, HEAT PUMP WATER HEATER REBATES, and SOLAR and BATTERY REBATES are accessible to all its customers.
When asked “How well has Peninsula Clean Energy considered whether potential resources and programs provide benefits to disadvantaged communities?” 10.3% selected Not Very Well and Not Very Well at All. (Question 20).
When asked “How well does Peninsula Clean Energy ensure that the design of its programs and services is community driven and meets the needs identified by its communities?” 11.1% selected Not Very Well and Not Very Well at All. (Question 21).
External – Accessibility of Services Key Finding (Favorable)

62.4% of external stakeholders surveyed feel Electricity generation services are accessible to all. (Question 4).

4. Peninsula Clean Energy electricity generation services are accessible to all its customers.
63.3% of external stakeholders surveyed feel PCE takes steps to make services inviting and safe. (Question 10).

10. Peninsula Clean Energy takes steps to make their services inviting, safe, and welcoming.
When asked “To what extent do Peninsula Clean Energy staff and representatives reflect the diversity of the communities it serves?” 12% selected Not Very Well and Not Very Well at All. (Question 24).
When asked “To what extent does Peninsula Clean Energy provide clear and transparent information, assessments, and reporting on the topics of greatest interest to the communities it serves?” 10.2% selected Not Very Well and Not Very Well at All. (Question 25).
61.7% agree or strongly agree that Peninsula Clean Energy Leadership (Board, and staff who are at Director-level and above) understands that diversity is critical to our future success. (Question 1).

1. Peninsula Clean Energy Leadership (Board, and staff who are at Director-level and above) understands that diversity is critical to our future success.
76.4% agree or strongly agree that Peninsula Clean Energy Leadership provides opportunities for them to grow and advance in their career and at Peninsula Clean Energy regardless of their background. (Question 7).

7. Peninsula Clean Energy Leadership (Board, and staff who are at Director-level and above) provides opportunities for me to grow and advance in my career and at Peninsula Clean Energy regardless of my background.
14.7% disagree or strongly disagree that Peninsula Clean Energy celebrates and encourages diverse perspectives. (Question 6).
73.5% agree or strongly agree that people from all backgrounds and with a range of identities have equitable opportunities to advance their careers at Peninsula Clean Energy. (Question 8).
73.5% agree or strongly agree that they feel Peninsula Clean Energy takes steps to make the workplace inviting, safe, and welcoming. (Question 16).
Internal – Peninsula Clean Energy
DEAI Key Finding *(Favorable)*

76.5% agree or strongly agree that they feel comfortable discussing their social and cultural background in the workplace. (Question 20).

![Graph showing the distribution of responses to the statement: 26.5% Strongly Agree, 50.0% Agree, 14.7% Somewhat Agree, 0.0% Disagree, 5.9% Strongly Disagree, 2.9% Don’t Know.](image-url)
Internal – Hiring Key Finding
(Area of Opportunity)

26.4% disagree or strongly disagree that Peninsula Clean Energy does a good job sourcing and hiring candidates from underrepresented communities. (Question 4).

![Bar Chart](chart.png)

4. Peninsula Clean Energy does a good job sourcing and hiring candidates from underrepresented communities.
Internal – Customer Accessibility Key Finding *(Favorable)*

70.6% agree or strongly agree that Peninsula Clean Energy customer service is accessible to all its customers. (Question 13).

13. Peninsula Clean Energy customer service is accessible to all its customers.
88.2% agree or strongly agree that Peninsula Clean Energy electricity generation services are accessible to all its customers. (Question 9).
26.5% disagree or strongly disagree that Peninsula Clean Energy employees are trained to serve a diverse customer base. (Question 2).
32.4% think Peninsula Clean Energy can make its electricity generation services more accessible to all persons. (Question 10).
Key Finding
12

29.4% disagree or strongly disagree that Peninsula Clean Energy programs such as the:
• HOME UPGRADE PROGRAM,
• USED EV REBATE PROGRAM
• E-BIKES FOR EVERYONE
• HEAT PUMP WATER HEATER REBATES
• SOLAR & BATTERY REBATES
are accessible to all its customers. (Question 11).

11. Peninsula Clean Energy programs such as the HOME UPGRADE PROGRAM, USED EV REBATE PROGRAM, E-BIKES FOR EVERYONE, HEAT PUMP WATER HEATER REBATES, and SOLAR and BATTERY REBATES are accessible to all its customers.
Internal – Procurement Key Finding
(Area of Opportunity)

Key Finding 13

• Less than half (41.1%) agree or strongly agree that Peninsula Clean Energy supports and promotes diversity in its procurement policies and practices.

• 11.7% disagree or strongly disagree that Peninsula Clean Energy supports and promotes diversity in its procurement policies and practices. (Question 3).

![Bar chart showing responses to Q3](chart.png)
Internal – Psychological Safety Key Finding (Favorable)

Key Finding
14

67.6% agree or strongly agree that on their team they are able to have discussions on difficult/uncomfortable topics. (Question 25).

25. On my team we are able to have discussions on difficult/uncomfortable topics.
20% have experienced unwelcomed comments or conduct at Peninsula Clean Energy that they felt were offensive, embarrassing, or hurtful. (Question 22).
11.8% disagree or strongly disagree that they feel comfortable talking about issues of racism on their team. (Question 26).