

# Focus on Healthy Neighborhoods and a Thriving Puget Sound

Last year, the Environmental Services Department worked to create a strategic plan to serve as the department's agenda and help guide decisions through 2025. Environmental Services believes that everything each employee does supports healthy neighborhoods and a thriving Puget Sound, leaving a better Tacoma for all. The department will fulfill this by having a clear focus on customers, employees and operations.

Throughout the planning process, customer surveys were reviewed, employees were engaged, and stakeholder outreach was completed to provide an understanding of the future vision for Tacoma's environment. This plan aims to take the necessary steps now in order to achieve that vision.

We believe everything we do supports healthy neighborhoods and a thriving Puget Sound, leaving a better Tacoma for all.

Environmental Services Department



## HEALTHY NEIGHBORHOODS + THRIVING PUGET SOUND = A BETTER TACOMA

### CUSTOMERS

Partner with our community on customer-valued services to meet the diverse needs of our neighborhoods.



### EMPLOYEES

Foster a safe culture built on trust, conversation and equity.



### OPERATIONS

Operate using best practices and innovation to meet changing environmental and community needs.

