Strategic Planning

Environmental Services Strategic Plan 2018-2025
September 29, 2017
Retreat Agenda

- Where do we go from here?
- Focus Group Debriefs
- Finalize Customer How
- Logo Update
- Finalize What’s
- Strategic Plan Contents
- Retreat Summary and Takeaways
- Offsite Post-Retreat Debrief
Today’s Goal

- Finish everything!
- Finalize the How’s, What’s and Initiatives to include in Draft Plan
Where do we go from here?

- Director Review (October 16\textsuperscript{th}-26\textsuperscript{th})
- Draft out to Management Team (October 27\textsuperscript{th})
- Environmental Services Committee Meeting (November 2\textsuperscript{nd})
- Management Presentation (November 9\textsuperscript{th})
- Draft out to Employees (Mid November)
- Employee Presentations (Early December)
Focus Group Debriefs
Operations Focus Groups

- Business Practices / Asset Management
  - Chris, Karen, Josh, Sandi

- Budget
  - Karen, Joe, Norm, Shane

- Planning
  - Mike, Shauna, Mark, Jess
Employee Focus Groups

- Employee Communications
  - Mark, Karen, Josh, Sandi

- Employee Training
  - Joe, Norm, Shane

- Employee Culture
  - Josh, Chris, Alan, Jess
Customer Focus Groups

- ES Branding & Employee Communications
  - Alan, Mark, Sandi
- Equity & Affordability
  - Shauna, Kurt, Jess
- The Environment
  - Kurt, Mike, Shane
Finalize Customer How

Partner with our community on customer-valued services to meet the diverse needs of our neighborhoods.
We believe everything we do supports healthy neighborhoods and a thriving Puget Sound leaving a better Tacoma for all.
"I like thinking big. If you’re going to be thinking anything, you might as well think big."

Donald Trump
Finalize What’s

All
Operations

Optimize business and operational practices through continuous improvement

Provide all staff with a better understanding of the budget and their impact on it

Integrate Environmental Services planning with other City-wide and stakeholder efforts
Employees

Develop a communications strategy that increases the transparency and speed of information sharing through the department

Develop a training strategy that grows industry leaders for tomorrow

Foster a safe culture that embraces teamwork and continuous improvement
Customers

Increase environmental stewardship through developing a community engagement plan

Evaluate and improve services to ensure they are affordable and equitable for all of Tacoma

Define our role in planning for a greener Tacoma with attractive neighborhoods and clean waterways
Finalize Initiatives
Strategic Plan Contents
Shane & Jess

- Letter from Team
- Acknowledgements
- Why, How, What’s
- Process – How we got here
  - Word Clouds
  - Phases
- What’s Next
  - Initiatives
Final Operations What’s

Optimize business and operational practices through continuous improvement

Provide a better understanding of the budget

Coordinate Environmental Services planning to align with stakeholder efforts
Final Employees What’s

Increase accessibility and ensure accuracy of information sharing throughout the department

Develop skilled employees and industry leaders

Grow a culture of compassion and respect that embraces teamwork and continuous improvement
Final Customers What’s

Increase environmental stewardship through community engagement

Evaluate and improve services to ensure they are equitable

Define our role in planning for a greener Tacoma with attractive neighborhoods and clean waterways
Next Steps

- Director Review (October 16th-26th)
- Draft out to Management Team (October 27th)
- Environmental Services Committee Meeting (November 2nd)
- Management Presentation (November 9th)
- Draft out to Employees (Mid November)
- Employee Presentations (Early December)
Mark Your Calendar

- October 9th – Strategic Planning Team Meeting
- October 11th – New Tacoma Neighborhood Council
- October 16th – Hand-Off to Mike Slevin
- October 18th – West Tacoma Neighborhood Council
- October 18th – South Tacoma Neighborhood Council
- October 26th – Review Draft Final Plan with Mike Slevin
- November 2nd – Environmental Services Committee Meeting
- November 9th – Management Workshop
One last thing.....
Buy me some peanuts and cracker jacks.....and....