Office of Management & Budget – Stakeholder Interview Questions

1.1 Attendees – June 19th, 2017
Office of Management & Budget (OMB): Tadd Wille, Katie Johnston, Ben Thurgood, Christina Curran.
Environmental Services (ES): Jessica Knickerbocker, Shane Pettit

1.2 Interview Questions

1. What does your vision for Tacoma’s environment look like in 20 years?
   • Clean – no trash in the water or on the streets, no backlog of private blight piles
   • Animals return to the sound
   • Equal access to clean air
   • Equity of tree canopy
   • Resiliency for large storms/less flooding
   • Green infrastructure
   • Underground powerlines

2. What do you view as the biggest strengths and weaknesses of ES?
   • Strength
     o Dedicated rate revenue
     o Willingness to pilot new projects
     o One bill with TPU
     o Part of General Government
     o Nationally prominent
     o Good grasp on future
     o Focused on data
   • Weakness
     o Do customers know what our services are?
     o Being out in front can cause issues / not benefit from lessons learned by others
     o Not part of TPU
     o Succession & budgetary knowledge of next management level

3. How could communications and cooperation be improved between our departments?
   • More coordination in budget & rate development
   • Understanding the language/terminology OMB & ES are each using
   • Working more together on shared goals (eg, CPI rates)
   • Bring analytical strengths of TPU, ES, & OMB together
4. How could ES better serve its customers?
   • Multi-family access to services
   • Contaminants not in solid waste bins (education, other measures)
   • Fiscally sustainable for the long-term

5. Is there anything your department has planned in the next 20 years which could impact Environmental Services, such as major initiatives, policies, or codes?
   • Program based budgeting
   • Asset management project – city-wide approach
   • 1% for the arts
   • Citizen Survey in 1 year
   • Labor Policy Advisory Team – execs looking at working environment to improve efficiencies