



TO: Elizabeth A. Pauli, City Manager
FROM: Michael P. Slevin III, P.E., Director of Environmental Services
COPY: Infrastructure, Planning, and Sustainability Committee; Kurtis D. Kingsolver, P.E.
PRESENTER: Joshua Knouff and Brenda LeMay, Environmental Services
SUBJECT: 2018-2025 Environmental Services Strategic Plan
DATE: May 8, 2019

PRESENTATION TYPE:

Informational Briefing

SUMMARY:

The Environmental Services Department is in the process of implementing the 2018-2025 Environmental Services Strategic Plan. In an effort to remain open, transparent, and inclusive throughout plan implementation, the Department is applying the Continuous Improvement framework and embracing a "Team of Teams" approach.

BACKGROUND:

In 2017, the Environmental Services Department completed the development of their 2018-2025 Strategic Plan. This new plan was developed by twelve cross-divisional Environmental Services staff, who extensively engaged customers, hundreds of employees, and external stakeholders in order to create a robust and meaningful plan that would serve as the agenda for the Department going forward. The team worked to align the plan with Tacoma 2025, Equity & Empowerment Framework, and the Environmental Action Plan.

We believe that every employee working together on the common direction established in the plan will help further our efforts to support healthy neighborhoods and a thriving Puget Sound, leaving a better Tacoma for all. By following the City's Continuous Improvement framework, focus teams are working cross-departmentally to identify areas for process improvement, investigating root causes of key issues, and developing solutions that remove barriers and reduce inefficiencies. Focus team engagement follows the Team of Teams approach, ensuring the expertise and perspectives of all levels and divisions of the Department are included in the process.

ISSUE:

The Environmental Services Department is implementing their 2018-2025 Strategic Plan with the goal of remaining as open, transparent, and inclusive as they were during plan development. Our ultimate goal is to improve the services we provide for our customers, increase employees' ability to provide valuable services, and develop more efficient and effective operations. This collaborative and holistic approach will lead to ever increasing healthy neighborhoods and a thriving Puget Sound, leaving a better Tacoma for all. The intent of this briefing is to provide an overview of how we're doing and what we have learned.

ALTERNATIVES:

This is an information briefing only. There are no alternatives presented.

FISCAL IMPACT:

This is an information briefing only. There is no fiscal impact.

RECOMMENDATION:

This is an information briefing only. There is no recommendation.