

## TEAM OF TEAMS INITIATIVE



### BACKGROUND

In 2017, the City of Tacoma put together a team of Environmental Services employees to improve three areas: customers, operations, and employees. They started by asking “WHY”, developing a vision for the Department. Next, they asked “HOW”, and assembled teams from all levels of Environmental Services and across its Divisions to identify, define, and solve problems – *creating a movement for change*.

A “Team of Teams” became the new organizational model for the Department. This first initiative was tasked with determining “WHAT” Environmental Services could do to prepare for implementation of the Strategic Plan. The Team of Teams defined roles and norms, prepared a guidebook for initiative implementation, trained staff members for initiative leadership, and established metrics to track and support the progress of initiatives.

**Timeline: April – July 2018**

### Membership

*Lead: Patrick Babbitt (OEPS)*

*Sponsor: Lewis Griffith (SWM)*

*Focus Team: Zachary Christin, Justin Fitzgerald, Lyle Hauenstein, Jessica Knickerbocker, Joshua Knouff, Brenda LeMay, Mark Lewis, Cameron McCaul, Jayme Roberts, Don Sjoboen, Eric Tate, Raeshawna Ware, Lisa Werner*

