



TACOMA WATER 2020-2025 STRATEGIC PLAN ELEMENTS

MISSION:

Providing clean, reliable water

VISION:

To be an exceptional community resource empowering employees to deliver life-sustaining value.

VALUES:

- **Safety** – We continue to strengthen our safety culture to ensure everyone experiences a safe and healthy work environment every single day.
- **Customer-driven** – Our customers are the heartbeat of our utility, and we show respect for their needs through every interaction and decision. We foster their trust by providing extraordinary service.
- **Employee invested** – We cultivate an equitable workplace where people have the tools and training necessary to feel engaged and empowered to do their best work.
- **Stewardship** – We responsibly plan and manage our business so that the impact we create on our community, the environment, and our internal resources is positive.
- **Adaptability** – We thoughtfully act and change course when opportunities arise.

OBJECTIVES:

Providing customers increased value.

We want to provide exceptional service through every engagement and experience.

- Listen to and respect our customers, stakeholders, and community.
- Build and maintain trust through consistent, reliable, transparent interactions and services.
- Share our story.

Preparing our workforce for the future.

We want to help build our utility's strength at all levels of the organization.

- Ensure people clearly understand the roles and expectations of their positions so employees can lead our utility.
- Provide training and development opportunities that will help people excel in their positions.

- Support efforts relating to recruitment and retention, career path development, succession planning, and cultivating an equitable workplace

Improving our systems, processes, and use of resources.

We want to achieve greater organizational effectiveness.

- Focus on improving how we prioritize and perform our work.
- Collect and manage data.
- Use analytics to makes decisions.

INITIATIVES:

- Develop and implement a customer engagement program.
 - Understand our customers' needs, respond appropriately, and help them understand the value of the services they receive.
- Support key technology projects.
 - Improve the way we operate and increase customer value.
- Enhance project management competencies.
 - Deliver projects effectively in a consistent manner.
- Inventory and document core business processes.
 - Understand current business practices, improve consistency, and help us prepare for the future.
- Establish and implement a risk management program.
 - Equip us to manage the risks that affect our resiliency and reliability.
- Create and implement a workforce development system.
 - Help people feel satisfied, engaged, and prepared to perform their roles, and be ready to compete for future opportunities within the organization.