

CUSTOMER ***EXPERIENCE***

STRATEGIC GOAL 1

Enhance the customer experience engagement through transparency, outreach, and participation opportunities.

OBJECTIVE 1

Respond to customer questions or service requests within the defined timeframe for the question or request category.

INTERNAL **OPERATIONS**

STRATEGIC GOAL 1

Provide, operate, and maintain infrastructure, public facilities, and associated services.

OBJECTIVE 1

Deliver exceptional service by processing applications within the defined timeframe and continuing the commitment to safety for all PWA staff.

OBJECTIVE 2

Continuing the commitment to safety for all PWA staff.

PEOPLE, EMPLOYEE EMPOWERMENT

STRATEGIC GOAL 1

Empower employees at every level to provide County services in a courteous, effective, and efficient manner while promoting exceptional performance and career development.

OBJECTIVE 1

Provide ongoing training opportunities, timely annual performance feedback and recognition to all PWA staff.

FINANCIAL **STEWARDSHIP**

STRATEGIC GOAL 1

Efficiently using the resources of time, money, people, and property and routinely reviewing financial consequences before existing activities are changed or new activities are begun.

OBJECTIVE 1

Execute financial program responsibly and transparently.