

Goals (in bold) and Strategic Objectives for each Goal

1.0 Environmental Protection Excellence

- 1.1 Protect & Enhance Air, Water, Wetlands and Soil Quality
- 1.2 Promote Environmental Stewardship
- 1.3 Improve Regulatory Compliance

Measures/activities underway or accomplished: completion of Action Plans; Agency Core Mission Performance Measures; Two Year Fertilizer Study; Outreach Contract with County Communications Dept; EPC Green Team activities; and Priority Complaint System.

2.0 Successful/ Engaged Workforce

- 2.1 Ensure employees receive ongoing training and development
- 2.2 Improve employee satisfaction
- 2.3 Improve employee participation and empowerment

Measures/activities underway or accomplished: completion of Action Plans; Annual Employee Survey.

3.0 Customer/ Partner Focused Excellence

- 3.1 Improve Customer Satisfaction
- 3.2 Improve Partnering Relationships
- 3.3 Improve Stakeholder Relationships

Measures/activities underway or accomplished: completion of Action Plans; Customer Survey; Complaint Response Tracking System; Business Feedback Group, Priority Permitting Program.

4.0 Fiscal Responsibility

- 4.1 Maximize funding
- 4.2 Control expenditures

Measures/activities underway or accomplished: completion of Action Plans including User Fee Study; County Administrator's Transition Plan for EPC; Board Budget Approval.

5.0 Continuous Improvement

- 5.1 Improve Process Performance
- 5.2 Improve the usage of technology
- 5.3 Ensure effective leadership development and Succession Planning

Measures/activities underway or accomplished: completion of Action Plans including Process Mapping; Permit Tracking System; Advanced Leadership Development Program.