

Greater | Grand Sudbury.ca

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Water & Wastewater Services : Tactical Plan 2015 - 2018



Programs & Services:





- Supply & distribute dependable, high quality drinking water;
- Provide consistent, effective wastewater collection & treatment services;
- Contribute to Fire Protection;
- Environmental & lake water protection





Mission Statement

The City of Greater Sudbury's Water & Wastewater Services Division is committed to:

Providing its community with safe, reliable, and environmentally responsible municipal water and wastewater services, through a sustainable, cost effective approach.



Employee

- Customer
- Business

Key Focus Areas



City of Greater Sudbury WATER & WASTEWATER SERVICES TACTICAL PLAN 2015 – 2018

Our Mission

e City of Greater Sudbury's Water & Wastewater Services Division is committed to providing its community with sate, reliable, and environmentally responsible municipal water and wastewater services, through a sustainable, cost effective approach.

Our Focus Areas

- Know customers' priorities and expectations
- Foster trust through open and transparent interactions with cu
- Engage the citizen, community and partner organizations for increased awarenes participation & support in operations and environmental sustainability

Customer

Employee

- Improve employee personal wellne success and job satisfaction
- Ensure the safety of each employee in their work environment
- Recognize that the success of the team is dependent on the result of each employee
 - ndividual contribution to the team

 Strive for 100% compliance with all regulations

Business

- Complete work, with planned effectiveness, based on risk mitigation and resource optimization
- Operations reflect best practices, including environmental stewardship

Our Vision

A growing, world-class community bringing talent, technology and a great northern lifestyle together.

Our Values

As stewards of the community, we provide high quality service with a citizen focus. We manage the resources in our frust efficiently, responsibly and effectively. We encourage innovation and accepting risks. We maintain honest and open communication. We create a climate of trust and a collegial working environment. We act today in the interests of formarow.



Employee Goals





- Ensure the safety of each employee in their work environment;
- Improve employee personal wellness, success, & job satisfaction;
- Recognize that team success is dependent on each individual's contribution



Customer Goals



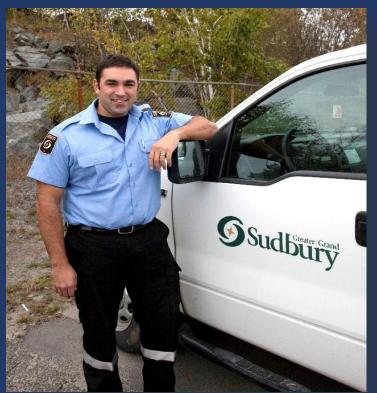


- Know customers priorities & expectations;
- Foster trust through open & transparent interactions;
- Engage the citizen, community, & partner organizations to increase awareness, participation, & support



Business Goals





- Strive for 100% compliance with all regulations;
- Complete work with planned effectiveness, based on risk mitigation, & resource optimization;
- Operations reflect best practices including environmental stewardship



Next Steps



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