



# Water & Wastewater Services : Tactical Plan 2015 - 2018

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## 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.*



# Key Focus Areas



- Employee
- Customer
- Business







# 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



City of Greater Sudbury

## WATER & WASTEWATER SERVICES

TACTICAL PLAN 2015 – 2018

### Our Mission

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.

### Our Focus Areas

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

### Customer

### Employee

### Business

- Improve employee personal wellness, 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's individual contribution to the team

- Strive for 100% compliance with all regulations
- 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 trust 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 tomorrow.