

Crosswalk SBP Goal Redrafting – October 2020

Focus Area	May 12, 2020 - CRP Version Draft Goals	Proposed Final SBP Draft Goals	SBP Objectives (<u>so that we...</u>)	Highlighted SBP Strategic Initiative/Investment ***
1. Delivering essential services	<i>Provide high-quality services—from the water at the tap to garbage, recycling, wastewater and stormwater management, and clean cities—every day, all year, in person, by phone, and online.</i>	Provide high-quality services: We're here 24/7, providing safe tap water, reducing waste and litter, managing wastewater and stormwater, and responding to customers.	<ul style="list-style-type: none"> • Model best in class utility services • Provide reliable and rewarding customer experiences • Meet or exceed requirements and commitments 	See service metrics
2. Stewarding environment and health	<i>Develop ecosystem resilience through One Water approaches—integrated and equitable water management, efficient and optimal use, healthy watersheds—in the face of a changing climate and economy.</i>	Develop One Water resilience: We protect water sources by cultivating healthy, adaptable watersheds and ecosystems and by using integrated and equitable water management strategies.	<ul style="list-style-type: none"> • Invest in holistic and nature-based solutions 	<ul style="list-style-type: none"> • Green Infrastructure
	<i>Advance Zero Waste and a circular economy to reduce Seattle garbage and carbon pollution towards zero as rapidly as possible.</i>	Advance Zero Waste: We advance policies and practices that create circular economy and reduce Seattle waste and carbon pollution as rapidly as possible.	<ul style="list-style-type: none"> • Reduce materials and carbon pollution 	<ul style="list-style-type: none"> • Food Rescue
3. Empowering our customers, community and employees	<i>Ensure all people have equitable access to SPU information, educational materials, and services and are able to act as stewards of water and waste resources.</i>	Remove barriers to access: We support and uplift residents and businesses by ensuring equitable access to services, information and educational materials to help everyone steward our precious resources.	<ul style="list-style-type: none"> • Provide assistance that makes a difference 	<ul style="list-style-type: none"> • Side Sewer repair pilot
	<i>Maximize the benefits of SPU investments: economic opportunity, livability, resilience.</i>	Partner with community to maximize the benefits of SPU investments: We are improving our investment strategies in ways that help SPU contribute to economic opportunity, enhance livability, and build sustainability.	<ul style="list-style-type: none"> • Create deeper community impact, engagement and connection 	<ul style="list-style-type: none"> • South Park Resilience District
	<i>Build a dynamic and diverse work culture that prioritizes racial equity and attracts,</i>	Invest in our employees: We are cultivating a dynamic and diverse work culture that prioritizes racial equity and attracts, inspires, and invests in	<ul style="list-style-type: none"> • Become a more awesome, equitable and attractive workplace 	<ul style="list-style-type: none"> • RSJ Strategic Plan • Investing in SPU Facilities

	<i>inspires, and invests in existing and future employees</i>	existing and future employees—our most valuable resource.		
4. Strengthening our utility's business practices	<i>Build an adaptive organization focused on continuous improvement and deepening our culture of safety, excellence, and innovation.</i>	Be an adaptive, learning organization: We are focused on continuous improvement and deepening our culture of safety, excellence, and innovation.	<ul style="list-style-type: none"> Support a continuous improvement culture 	<ul style="list-style-type: none"> Street sweeping water quality improvements
	<i>Ensure financial sustainability and affordability through strategic management of resources.</i>	Enhance ratepayer affordability: We are focused on financial sustainability and careful use of our resources to help us manage costs for our ratepayers.	<ul style="list-style-type: none"> Improve financial accountability and transparency 	<ul style="list-style-type: none"> Seismic funding collaborative
	<i>Invest for resilient and effective operations and infrastructure, balancing and managing risks and opportunities for our customers and our community.</i>	Manage assets and risks optimally: We are investing in operations, infrastructure and technologies that carefully manage SPU risks and build overall resilience and service effectiveness.	<ul style="list-style-type: none"> Optimize strategic asset management 	<ul style="list-style-type: none"> Asset management plans

*** Over the next year, we will work with SPU employees to better identify and understand the primary ways their work connects to these goals. As such, a comprehensive listing of SPU initiatives and investments will be far greater than this list which simply calls forth a highlighted initiative and investment priority that is being called out and reported upon as part of our SBP.