

FY 2017 Division of Operations Priorities

- Proactive Communication and Engagement with Customers
 - Focus on an engaging two-way dialogue with customers through social media
 - Develop and disseminate deliberate and value added content through our communication channels
 - Focus on a “friendly” approach to issues and dialogue in all forums
 - Demonstrate to our customers that their having a positive experience with our Division is a priority – focus on the actual experience of our customer
- Continue to Mature our Energy Management Practices
 - Focus on maturing our procurement, processes, HVAC and CUP operations and coordination, contracting and staffing model related to energy management matters
- Financial Stewardship
 - Delivery on established budget reduction targets
 - Identify opportunities for strategic investment in a climate of budget reductions
- Pursue “Game Changing” Ideas and Identify Plans to Implement
 - Identify ideas that will transform the way that we do business to enhance service and efficiency and begin to consider plans for implementation
- Conduct Comprehensive Assessment of Services and Opportunities for Change
 - Assess our Current Services and Service Levels and Establish Desired Ones Moving forward
- Align Staffing Resources with Current and Long Term Services
- Continue Employee Training, Development and Recognition Programs to Further Enhance Culture and Morale
 - Continue employee training on service
 - Continue management training for all managers and supervisors around core competencies
 - Develop additional avenues for staff recognition to recognize a job well done and enhance staff morale
- Evaluate and Enhance Operational Plans for Key Service Areas
 - Identify areas of improvement including SOPs, project plans, risk mitigation plans
 - Develop strategies for ensuring that plans are regularly updated to be current and relevant