

### 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 ***
<b>1. Delivering essential services</b>	<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>	<b>Provide high-quality services:</b> 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"> <li>• Model best in class utility services</li> <li>• Provide reliable and rewarding customer experiences</li> <li>• Meet or exceed requirements and commitments</li> </ul>	See service metrics
<b>2. Stewarding environment and health</b>	<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>	<b>Develop One Water resilience:</b> 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"> <li>• Invest in holistic and nature-based solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Green Infrastructure</li> </ul>
	<i>Advance Zero Waste and a circular economy to reduce Seattle garbage and carbon pollution towards zero as rapidly as possible.</i>	<b>Advance Zero Waste:</b> 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"> <li>• Reduce materials and carbon pollution</li> </ul>	<ul style="list-style-type: none"> <li>• Food Rescue</li> </ul>
<b>3. Empowering our customers, community and employees</b>	<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>	<b>Remove barriers to access:</b> 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"> <li>• Provide assistance that makes a difference</li> </ul>	<ul style="list-style-type: none"> <li>• Side Sewer repair pilot</li> </ul>
	<i>Maximize the benefits of SPU investments: economic opportunity, livability, resilience.</i>	<b>Partner with community to maximize the benefits of SPU investments:</b> 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"> <li>• Create deeper community impact, engagement and connection</li> </ul>	<ul style="list-style-type: none"> <li>• South Park Resilience District</li> </ul>
	<i>Build a dynamic and diverse work culture that prioritizes racial equity and attracts,</i>	<b>Invest in our employees:</b> 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"> <li>• Become a more awesome, equitable and attractive workplace</li> </ul>	<ul style="list-style-type: none"> <li>• RSJ Strategic Plan</li> <li>• Investing in SPU Facilities</li> </ul>

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

\*\*\* 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.