#	Title	LOB	Action Plan Status	E-Team ranking in fall of 2013*	HDR "must have"
CUSTOMER EXPERIENCE					
CE-1	Enhance service equity	Corp	To Panel; absorb cost in basline	M	
CE-2	Improve Development Services	Corp	To Panel	T	X
CE-3	Web Action Plan	Corp	To Panel	T	X
N/A	Enhance Education and Outreach	DWW	Eliminated; maintain baseline levels	B	
N/A	Expand use of customer data	Corp	Eliminated; maintain baseline levels	M	
FOCUS AREA: ENVIRONMENT & PUBLIC HEALTH					
EPH-1	Climate Change Adaptation and Resiliency Strategy	Corp	To Panel	M	
EPH-2	Develop Policies for Decentralized "Green" Systems	Corp	To Panel; absorb cost in basline	B	
EPH-3	Sustainability and Carbon Neutrality	Corp	To Panel; focused on carbon neutrality only	B	
EPH-4	Retain and maintain selected watershed roadways	Water	To Panel	B	
EPH-5	Street Sweeping	DWW	To Panel	N/A	
N/A	Achieve GSI Goal	DWW	Eliminated; maintain baseline levels	B	
N/A	Implement Water Quality Program Improvements	DWW	Eliminated; maintain baseline levels	M	
FOCUS AREA: OPERATIONAL EXCELLENCE					
OE-01	Enhanced DWW Planning and Policy Development	DWW	To Panel	T	X
OE-02	Increase Funding for Priority Capital Projects	DWW	To Panel	T	X
OE-03	Increase Rate of Wastewater Collection System Rehab	DWW	To Panel	M	X
OE-04	Sewer increases to double current pipe cleaning	DWW	To Panel	M	
OE-05	Information Technology Service Improvements	Corp	To Panel	T	X
OE-06	Better manage SPU facilities	Corp	To Panel	M	X
OE-07	Managing Information as an Asset/EIM Program	Corp	To Panel	M	X
OE-08	Further centralize materials management	Corp	To Panel	B	
OE-09	Emergency Response and Recovery Planning for Emergencies & Disasters	Corp	To Panel	M	X
OE-10	Assess DW System Seismic Vulnerability and Emergency Response	Water	To Panel	M	
OE-11	Leak detection and valve maintenance	Water	To Panel; reduced funding by focusing on value maintenance only	B	
OE-12	Implement System Development Charges	Corp	To Panel	N/A	
OEr-1	Billing Meter Program Improvements	Water & DWW	To Panel	M	
OEr-2	Maximizing revenue recovery	Corp	To Panel; no additional funding requested	B	
N/A	Every Other Week Garbage (DECREMENT)	SW	To Panel as Programmatic Reduction; no longer on the table	M	
N/A	Sewer crew efficiencies	DWW	To Panel as an efficiency measure	M	
N/A	As-Built/Record Drawing Business Process Redesign	Corp	Eliminated; maintain baseline levels	M	
N/A	Support to transportation projects	Water & DWW	Eliminated; maintain baseline levels	M	
N/A	Improve capital project delivery	Corp	Eliminated; maintain baseline levels	M	
N/A	Implement sustainable Clean City funding	SW	Eliminated as an Action Plan	N/A	
FOCUS AREA: TRANSFORM THE WORKFORCE					
TW-1	Improve human resource data and performance measurement	Corp	To Panel	M	X
TW-2	Design/deploy employee performance management system	Corp	To Panel	T	X
TW-3	Develop comprehensive talent management strategy	Corp	To Panel	T	X
TW-4	Enhance leadership development programs	Corp	To Panel	T	X
TW-5	Improve absence and disability management	Corp	To Panel	T	X
N/A	Develop professional/career development policies	Corp	Eliminated; maintain baseline levels	B	
N/A	SPU Culture for 2020 and beyond	Corp	Eliminated as an Action Plan; retained as overall theme	M	

* H = Top; M = Middle; B = Bottom