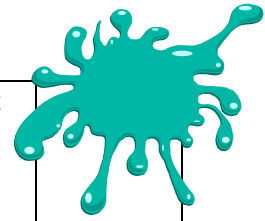


Sewage and Water Critical Success Factors: Listed below are *specific activities* that this department determines it must do in order to address the Township Vision. The list has been prioritized (“1” is highest priority), with approximate “achievable by” dates.

Overarching Goal	What must we keep doing?	priority	What must we start doing?	priority	By date
1. Excellence in quality customer service is our business.	<ul style="list-style-type: none"> Keep the level of communication the same as it has been in the past. 	2	<ul style="list-style-type: none"> Improve documentation for future reference. 	2	Jan 2005
2. We know and manage our assets effectively and efficiently.	<ul style="list-style-type: none"> Continue working with the same “best practices”. 	2	<ul style="list-style-type: none"> Look for ways to make our department run more efficiently. 	2	Mar 2005
3. We meet or exceed the applicable provincial standards for performance under current legislation	<ul style="list-style-type: none"> Operate at a level of service that meets the provincial standard set out in Reg.170. 	1	<ul style="list-style-type: none"> Look into more training to keep up with changes. 	1	Immediate
4. We support development and maintenance of attitudes of personal responsibility and professional pride among employees	<ul style="list-style-type: none"> Budget to provide adequate training. 	1	<ul style="list-style-type: none"> Initiate ways to improve the working conditions and workload. 	1	Immediate



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Overarching Goal	What must we keep doing?	priority	What must we start doing?	priority	By date
5. We recognize that what we do has a direct effect on health and safety of the public and Township staff.	<ul style="list-style-type: none"> • Work safely in accordance with the Health & Safety Act. • Operate at a level that meets all the standards in Reg 170 – Nutrient Management Act. 	1			Immediate
6. We regularly evaluate services and how they are delivered.	<ul style="list-style-type: none"> • Maintain efficient, operationally routine delivery of services 	2	<ul style="list-style-type: none"> • Develop ways to improve the services we provide by creating a 5 – 10 year forecast plan for all four systems in the water and sewage system. 		2005 budget
7. We work to maintain effective communication among all departments Council and the public.	<ul style="list-style-type: none"> • Keep everyone that has interests in the process, informed of all concerns that may involve them. 	2			Jan 2005
8. We abandon outmoded practices and support employees to innovate and bring forward new ideas.	<ul style="list-style-type: none"> • Keep an open-minded approach to practices that are now in place. • Accept suggestions and ideas, discuss them with the staff to see if we could benefit. 	2	<ul style="list-style-type: none"> • Start working toward obtaining another qualified staff member to assist when required. 		June 2005