

City of Portland Bureau of Environmental Services Strategic Plan Framework

OUR MISSION

Environmental Services manages wastewater and stormwater infrastructure to protect public health and the environment.

Major service areas include:

- Asset Protection and Pollution Prevention
- Wastewater Collection and Treatment
- Stormwater Management and Conveyance
- River, Stream and Water Resource Protection and Restoration
- Business Systems and Customer Support

OUR VISION

Environmental Services is a mission driven, high-performing organization, leading the City in preserving and protecting the health of Portland's watersheds.

WE VALUE

- Conscientious **stewardship** of our watersheds, infrastructure, and financial resources
- A diverse, collaborative, healthy and engaged **workforce**
- **Leadership** among our employees and in our community
- **Equity** in our workplace, business practices, and service delivery
- Clear **communication** and transparency
- **Innovative, sustainable, and resilient** solutions
- Our **city, customers and partners**
- Community **connections to our waterways**

OUR STRATEGIC FOCUS

- Optimize **service delivery** and resource protection & recovery
- Organize **administrative, technical and financial systems** into an integrated framework that is responsive to business needs
- Build and support a diverse, high-performing **workforce**
- Foster a **culture** with a commitment to learning and shared outcomes that delivers on the bureau's mission, vision and values
- Build strong **community and customer relationships** and be a **trusted service provider**
- Proactively engage in **setting and achieving city goals**