



Department of
Land Use & Transportation

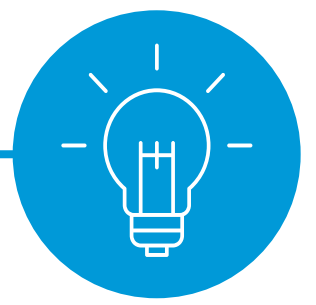
2019

STRATEGIC CALENDAR





PLANNING AND DEVELOPMENT SERVICES



MEASURE: COMPLETE LONG RANGE PLANNING "TIER 1" WORK PROGRAM

Objective: Accomplish the highest-priority Long Range Planning work, as established by the Board.

Timeframe: March 1, 2017 to Feb. 28, 2018

Target: 100%

FY 2017-18 Result: 97%*

** Several tasks are underway and not yet complete, including grant-funded transportation studies and several issue papers. At least one other project was dependent on other work being completed. The remaining 30 work program projects were either started, ongoing, or completed in FY 2017-18.*

MEASURE: MEET SELF-IMPOSED TIMELINES FOR INITIAL RESIDENTIAL AND COMMERCIAL BUILDING PLAN REVIEWS

Objective: Process building plans in a timely manner, to meet statutory and self-imposed requirements and help ensure quality customer service.

Target: 100%

FY 2017-18 Result: 63% (Residential 58%; Commercial 69%)

MEASURE: MEET STATUTORY TIME FRAMES FOR PROCESSING CURRENT PLANNING CASE FILES (DEVELOPMENT APPLICATIONS)

Objective: Process Current Planning case files in a timely manner, to meet statutory requirements and help ensure quality customer service.

Target: 100%

FY 2017-18 Result: 100% (Rural 100%; Urban 100%)

OPERATIONS AND MAINTENANCE



MEASURE: COMPLETION OF BOARD-ADOPTED ANNUAL ROAD MAINTENANCE WORK PROGRAM

Objective: Accomplish Board-authorized road maintenance work program.

Target: 100%

FY 2017-18 Result: 88%

MEASURE: COMPLIANCE WITH SELF-IMPOSED TIMELINES FOR RESPONSE AND COMPLETION OF SERVICE REQUESTS FROM THE PUBLIC

Objective: Respond to requests for service from the public in a timely manner. Initial response within seven days; responses completed within 30 days.

Target: 85%

FY 2017-18 Result: 92%

MEASURE: TIME-LOSS INJURY ACCIDENTS

Objective: Eliminating time-loss accidents to benefit employees and taxpayers.

Target: 0

FY 2017-18 Result: 1

ENGINEERING AND CONSTRUCTION SERVICES



MEASURE: COMPLIANCE WITH SELF-IMPOSED TIMELINES FOR RESPONSE AND COMPLETION OF SERVICE REQUESTS

Objective: Respond to requests for service in a timely manner. Initial response within seven days; responses completed within 30 days.

Target: 100%

FY 2017-18 Result: Initial response 99%. Closed within 30 days: 89%

MEASURE: EXPENDITURE OF CAPITAL CONSTRUCTION FUNDS

Objective: Expend capital construction funds on projects awarded by Board.

Target: \$45 million

FY 2017-18 Result: \$43.5 million

MEASURE: MEET STATUTORY TIME FRAME FOR PROCESSING RECORD OF SURVEY

Objective: Review and file submitted Record of Survey in a timely manner to meet statutory requirements and ensure quality customer service.

Target: 100%

FY 2017-18 Result: 100% (201 surveys filed)

ADMINISTRATIVE SERVICES/OFFICE OF THE DIRECTOR



MEASURE: ACCURACY OF FORECAST VS. ACTUAL ROAD FUND BALANCE

Objective: Accurate Road Fund revenue forecasts are critical to planning for capital purchases, staff levels, and other expenditures.

Target: Deviation of 5% or less

FY 2017-18 Result: Revenues 7% greater than forecast. The revenue forecast is completed at time of budget submittal in February.*

** The passage of HB 2017 in July 2017 (transportation financing package) identified new funding. The resulting revenues were greater than forecasted.*

MEASURE: IMPROVE ACCURACY OF MIDYEAR BUDGET ESTIMATES VS. ACTUAL BEGINNING FUND BALANCES

Objective: Accurate midyear estimates are critical to establishing the estimated beginning fund balances for the upcoming fiscal year budget.

Timeframe: Midyear estimates of beginning fund balances for the upcoming fiscal year are prepared in January of each year. The measurement of actual revenue received occurs at the end of each fiscal year.

Target: Deviation of 10% or less for all enterprise funds

FY 2017-18 Result: Road Fund (1%), Public Land Corner (3%), Building (4%), Current Planning (9%), County Surveyor (11%)*

** The County Surveyor's fund balance ended the fiscal year 11% greater than estimated, due to lower-than-anticipated personnel and professional services expenditures.*

MEASURE: SET A SPECIFIC PERCENTAGE OF TOTAL ROAD FUND REVENUES BUDGETED FOR COUNTY ROAD SYSTEM MAINTENANCE, OPERATION, AND IMPROVEMENT

Objective: Setting a target for budgeting Road Fund monies sets limits and provides direction for annual road maintenance work program development.

Target: 85%

FY 2017-18 Result: Budgeted: 88% Actual Expenditures: 80%





LAND USE & TRANSPORTATION

2019 DEPARTMENT GOALS

COLLABORATE

Foster opportunities for collaboration and partnership – internally and externally.

BE STRATEGIC

Align the department's efforts and resources with our mission, goals and priorities.

GET BETTER EVERYDAY

Don't be complacent. Strive for continuous improvement.

PROVIDE QUALITY CUSTOMER SERVICE

Meet the needs of customers courteously and efficiently.

ENCOURAGE PUBLIC INVOLVEMENT

Encourage and welcome active public participation in our work.

WELCOME AND HONOR OUR SIMILARITIES AND DIFFERENCES

Acknowledge, accept and adapt to our increasingly diverse workforce and community.

COMMUNICATE EFFECTIVELY

Effectively communicate our mission, how we implement it and our successes.

SUPPORT SUSTAINABILITY

Support the Board's sustainability principles and objectives.

MAKE LUT A GREAT PLACE TO WORK – NOW AND FOR THE LONG TERM

Foster a positive, team-oriented collaborative, respectful and inclusive work environment.

GET THE JOB DONE

Do our best work every day. Exceed expectations.



MY 2019 PROFESSIONAL GOALS AND STRATEGIES

Use this space to write down your professional goals and strategies for 2019.



"I'm a great believer in luck, and I find the harder I work, the more I have of it."
– Thomas Jefferson

JANUARY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	1 New Year's Day Office Closed	2	3	4	5 National Bird Day
6 Technology Day	7	8 Bubble Bath Day	9 Static Electricity Day	10	11	12
13 Rubber Ducky Day	14 Clean Off Your Desk Day	15	16	17	18	19
20	21 Martin Luther King Jr. Day Office Closed	22	23	24 Compliment Day	25 Opposite Day	26
27	28 Have Fun at Work Day	29 Puzzle Day	30	31	1	2



COLLABORATE

ADMINISTRATIVE SERVICES

Work with all divisions to enhance cross-divisional communication for Facility Permits.

OFFICE OF THE DIRECTOR

Strive to exceed the expectations of residents, the business community and developers by developing stronger relationships through outreach, communication and innovation.

PLANNING AND DEVELOPMENT SERVICES

Continue to partner with County departments, city, regional and state jurisdictions, schools and other agencies to leverage opportunities and work collaboratively on shared interests.

OPERATIONS AND MAINTENANCE

Work with other division staff as though they shared the same work space.

ENGINEERING AND CONSTRUCTION SERVICES

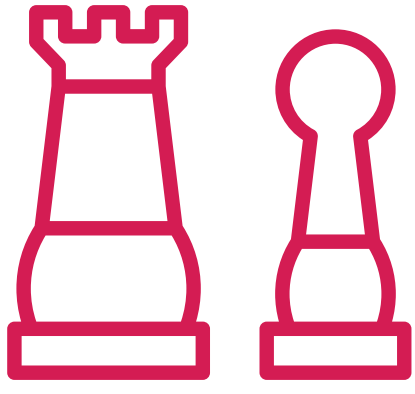
Consistently seek opportunities to collaborate with partners on road improvement projects.



"If everyone is moving forward together,
then success takes care of itself."
– Henry Ford

FEBRUARY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
					Freedom Day	Groundhog Day
3	4	5	6	7	8	9
			Lame Duck Day	Send a Card to a Friend Day		
10	11	12	13	14	15	16
	Make a Friend Day			Valentine's Day		
17	18	19	20	21	22	23
Random Acts of Kindness Day	Presidents' Day Office Closed		Love Your Pet Day			
24	25	26	27	28	1	2
		Tell a Fairy Tale Day				



BE STRATEGIC

ADMINISTRATIVE SERVICES

Continue to work closely with Human Resources to develop recruitment strategies, internal training program(s) and conduct classification reviews to fill positions targeting technical, highly desired personnel.

OFFICE OF THE DIRECTOR

Function as a leader within the County and region by instigating and participating in regional land use and transportation policy development discussions and implementation.

PLANNING AND DEVELOPMENT SERVICES

Work with other jurisdictions to leverage funding and opportunities to work collaboratively on projects.

OPERATIONS AND MAINTENANCE

Make short-term decisions that support long-term goals.

ENGINEERING AND CONSTRUCTION SERVICES

Approach challenges by anticipating and thinking critically to identify solutions that are aligned.



"Any intelligent fool can make things bigger and more complex. It takes a touch of genius – and a lot of courage – to move in the opposite direction"
– Albert Einstein

MARCH 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
24	25	26	27	28	1	2
3	4	5	6	7	8	9
	Grammar Day	Mardi Gras	National Dress Day		Proofreading Day	
10	11	12	13	14	15	16
Daylight Savings Begins						
17	18	19	20	21	22	23
St. Patrick's Day		Let's Laugh Day		World Poetry Day		
24	25	26	27	28	29	30
						Take a Walk in the Park Day
31	1	2	3	4	5	6



GET BETTER EVERY DAY

ADMINISTRATIVE SERVICES

Provide regular emergency operations training sessions to Department Operations Center staff.

OFFICE OF THE DIRECTOR

Help maximize employees' professional abilities by aligning their positions and work responsibilities with their talents and interests, when possible.

PLANNING AND DEVELOPMENT SERVICES

Routinely review customer service levels and make workflow adjustments, as needed.

OPERATIONS AND MAINTENANCE

Encourage staff input for process improvement.

ENGINEERING AND CONSTRUCTION SERVICES

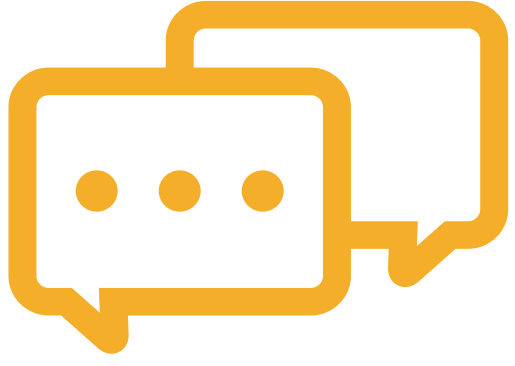
Evaluate outcomes of all projects to continually refine practices to ensure ongoing positive outcomes.



"People often say that motivation doesn't last. Well, neither does bathing. That's why we recommend it daily."
 - Zig Ziglar

APRIL 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	1	2	3	4	5	6
	April Fool's Day	Reconciliation Day			Read a Road Map Day	
7	8	9	10	11	12	13
	Zoo Lovers Day		Siblings Day	Pet Day		
14	15	16	17	18	19	20
	Tax Day			High Five Day		Look Alike Day
21	22	23	24	25	26	27
	Earth Day		Administrative Professionals Day	Take Your Child to Work Day		
28	29	30	1	2	3	4
		Honesty Day				



PROVIDE QUALITY CUSTOMER SERVICE

ADMINISTRATIVE SERVICES

Use the Planning and Development Services Division's twice-yearly Development Forums as tools to listen to our customers and enhance the Facility Permit Process. Evaluate web-based tools to accept public thoughts and comments.

OFFICE OF THE DIRECTOR

Strive to efficiently and effectively meet the needs of internal and external stakeholders.

PLANNING AND DEVELOPMENT SERVICES

Improve compliance with performance measures by utilizing the best attributes of staff in the right areas and matching customer needs with staff skill sets.

OPERATIONS AND MAINTENANCE

Listen to stakeholders and develop solutions that best meet the needs of those involved.

ENGINEERING AND CONSTRUCTION SERVICES

Continue to respond promptly, accurately and politely to questions and concerns from those living, working and traveling through Washington County.



"Be kind whenever possible.
It is always possible."
- Dalai Lama

MAY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	1	2	3	4
			May Day		Two Different-Colored Shoes Day	
5	6	7	8	9	10	11
Cinco De Mayo	Nurses Day		Bike to School Day		Clean Up Your Room Day	
12	13	14	15	16	17	18
Mother's Day		Dance Like a Chicken Day			Bike to Work Day	Washington County Public Works Fair
19	20	21	22	23	24	25
National Public Works Week	National Public Works Week	National Public Works Week	National Public Works Week	National Public Works Week	National Public Works Week	National Public Works Week
26	27	28	29	30	31	1
	Memorial Day Office Closed			Creativity Day	Smile Day	



ENCOURAGE PUBLIC INVOLVEMENT

OFFICE OF THE DIRECTOR

Continue to use online open houses to supplement in-person open houses and further expand public outreach.

PLANNING AND DEVELOPMENT SERVICES

Continue to increase opportunities for the public to provide verbal, electronic and written input.

OPERATIONS AND MAINTENANCE

Fill vacancies on citizen advisory committees, such as URMDAC and RROMAC.

ENGINEERING AND CONSTRUCTION SERVICES

Continue to provide online and in-person informational venues to share information, and increase overall awareness of transportation projects, issues and activities in Washington County.



*"If you want to lift yourself up,
lift up someone else."
– Booker T. Washington*

JUNE 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1 Say Something Nice Day
2	3 World Bicycle Day	4	5	6 Yo-Yo Day	7	8 Best Friends Day
9	10	11 Making Life Beautiful Day	12	13	14 Flag Day	15
16 Father's Day	17	18	19	20	21	22
23	24	25	26	27 Sunglasses Day	28	29
30	1	2	3	4	5	6



WELCOME & HONOR OUR SIMILARITIES & DIFFERENCES

ADMINISTRATIVE SERVICES

Support training initiatives in diversity and inclusion activities.

OFFICE OF THE DIRECTOR

Continue to develop partnerships with community organizations to connect with populations that have been historically underrepresented.

PLANNING AND DEVELOPMENT SERVICES

Work to identify resources to communicate effectively to our increasingly diverse community.

OPERATIONS AND MAINTENANCE

Treat others as they would want to be treated.

ENGINEERING AND CONSTRUCTION SERVICES

Continue to use our cultural, gender, personality, age and other differences to increase our division's strengths.



Always remember that you are absolutely unique. Just like everyone else. "
– Margaret Mead

JULY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	1	2	3	4	5	6
				Independence Day Office Closed	Washington County's 176th Birthday	
7	8	9	10	11	12	13
		Hillsboro Tuesday Night Market		Cheer Up the Lonely Day		
14	15	16	17	18	19	20
	Give Something Away Day					Celebrate Hillsboro
21	22	23	24	25	26	27
			Cousin's Day	Washington County Fair	Washington County Fair	Washington County Fair
28	29	30	31	1	2	3
Washington County Fair						



COMMUNICATE EFFECTIVELY

ADMINISTRATIVE SERVICES

Represent LUT in local and regional emergency management projects.

OFFICE OF THE DIRECTOR

Build stronger internal communication channels among divisions to eliminate "silos."

PLANNING AND DEVELOPMENT SERVICES

Continue to employ the use of electronic newsletters and videos to inform the public of progress on projects.

OPERATIONS AND MAINTENANCE

Meet with staff regularly to listen, exchange ideas and develop solutions.

ENGINEERING AND CONSTRUCTION SERVICES

Foster an environment of upward communication, where employees are encouraged to provide feedback to managers and supervisors to create a better workplace.



There is only one rule for being a good talker - learn to listen.
- Christopher Morley

AUGUST 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	31	1	2	3
						THPRD Big Truck Day
4	5	6	7	8	9	10
		Wiggle Your Toes Day	National Night Out	Happiness Happens Day	Book Lovers Day	
11	12	13	14	15	16	17
		International Left-handers Day		National Relaxation Day	Roller Coaster Day	
18	19	20	21	22	23	24
				Bethany Safety Fair		
25	26	27	28	29	30	31
	National Dog Day	Just Because Day				



SUPPORT SUSTAINABILITY

ADMINISTRATIVE SERVICES

Continue to purchase "green" office supplies, and use recycled office materials as available.

OFFICE OF THE DIRECTOR

Provide all employees and divisions with resources, training and information to encourage opportunities to practice sustainability.

PLANNING AND DEVELOPMENT SERVICES

Reduce paper consumption with the implementation of electronic plan submission for our Building Services customers.

OPERATIONS AND MAINTENANCE

Reduce the number of records created from paper and encourage the use of electronic tools.

ENGINEERING AND CONSTRUCTION SERVICES

Look for opportunities to incorporate sustainable practices in our road projects that may result in a cost savings and/or better our environment.



The best time to plant a tree was 20 years ago. The second best time is now.
– Chinese Proverb

SEPTEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
	Labor Day Office Closed				National Read a Book Day	
8	9	10	11	12	13	14
Grandparents Day	National Teddy Bear Day	Swap Ideas Day	Patriot Day	Encouragement Day		
15	16	17	18	19	20	21
				Talk Like a Pirate Day		
22	23	24	25	26	27	28
			National Comic Book Day			
29	30	1	2	3	4	5



MAKE LUT A GREAT PLACE TO WORK – Now and For the Long Term

ADMINISTRATIVE SERVICES

Focus on employee development and succession planning.

OFFICE OF THE DIRECTOR

Foster a workplace climate of respect, acceptance and trust through transparency and open-door policies.

PLANNING AND DEVELOPMENT SERVICES

Improve cross-training opportunities to foster knowledge and professional growth for staff.

OPERATIONS AND MAINTENANCE

Provide employees with the tools and resources to be successful in their roles, and then recognize employees who exceed expectations.

ENGINEERING AND CONSTRUCTION SERVICES

Carry on with team-building events to enhance collaboration through strengthened relationships.



"I've learned that people will forget what you said,
people will forget what you did, but people will never
forget how you made them feel."
– Maya Angelou

OCTOBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	1	2	3	4	5
			Name Your Car Day	International Walk to School Day		World Smile Day
6	7	8	9	10	11	12
	Child Health Day					
13	14	15	16	17	18	19
	Columbus Day		Boss's Day			Evaluate Your Life Day
20	21	22	23	24	25	26
	Clean Your Virtual Desktop Day	National Nut Day				Make a Difference Day
27	28	29	30	31	1	2
		National Cat Day		Halloween		



GET THE JOB DONE

ADMINISTRATIVE SERVICES

Continue to work closely with Human Resources to enhance recruitment strategies to fill positions.

OFFICE OF THE DIRECTOR

Encourage employees to prioritize tasks to meet or beat deadlines.

PLANNING AND DEVELOPMENT SERVICES

Regularly deploy staff to major jobsites to complete inspections more efficiently.

OPERATIONS AND MAINTENANCE

Fill vacant positions in order to deliver the full breadth of services to our customers.

ENGINEERING AND CONSTRUCTION SERVICES

Provide employees with tips and training on organization, prioritization, time management and other tools to help increase focus and productivity.



"Some people want it to happen, some people wish it would happen, others make it happen."
– Michael Jordan

NOVEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
Daylight Savings Time Ends	TriMet Be Seen Be Safe		Stress Awareness Day			
10	11	12	13	14	15	16
Forget-Me-Not Day	Veteran's Day Office Closed		World Kindness Day		America Recycles Day	
17	18	19	20	21	22	23
24	25	26	27	28	29	30
				Thanksgiving Day Office Closed	You're Welcome Day	



MY 2020 PROFESSIONAL GOALS AND STRATEGIES

Use this space to write down your professional goals and strategies for 2020.



*"The best way to predict the future is to create it."
- Abraham Lincoln*

DECEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 Day of Giving	4 Sock Day	5 Volunteer Day	6	7 Pearl Harbor Remembrance Day
8	9	10 Human Rights Day	11	12 Gingerbread House Day	13 Day of the Horse	14
15	16	17	18	19	20 Ugly Christmas Sweater Day	21
22	23	24 Christmas Eve	25 Christmas Office Closed	26	27	28
29	30	31 New Year's Eve	1	2	3	4

Holiday County Event Fun Holiday



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