

2020

Strategic Calendar



Department of
Land Use & Transportation



Performance Measures



Administrative Services and Office of the Director

Forecast Road Fund balance accurately

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

Timeframe: July 1 to June 30

Target: Deviation of 5% or less

FY 2018–19 Result: .09% deviation. Budget: \$37,500,000 | Actual: \$37,532,516

Estimate beginning fund balances accurately

Objective: Ensure accurate midyear estimates, which 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

FY 2018–19 Result: Road Fund 2.5% | Public Land Corner 1.7% | Current Planning 3.5% | Building 2.3% | Survey 8.6%*

*Higher actual revenues for the Survey Fund resulted in a larger-than-estimated deviation, but still within target margin.

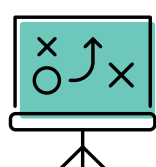
Allocate Road Fund revenues to address County road system maintenance, operation and improvement

Objective: Ensure a significant share of Road Fund revenues are dedicated to accomplishing annual road maintenance work program needs.

Timeframe: July 1 to June 30

Target: Minimum 70%

FY 2018–19 Result: Budgeted 71%



Planning and Development Services

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, 2018 to June 30, 2019

Target: 100%

FY 2018–19 Result: 97%*

* In FY 2018–19, nine tasks were completed, four were partially completed, 10 are in progress and five are multiyear.

Meet self-imposed timelines for initial residential and commercial building permit plan reviews

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

Timeframe: July 1 to June 30

Target: 100%

FY 2018–19 Result: 58%* (Residential 51%; Commercial 66%)

*Residential performance numbers do not reflect the work process for Master Plan reviews and priority list used by the three largest builders by quantity. Some commercial and residential review items required engineering review only.

Meet statutory time frames for processing development applications (Current Planning)

Objective: Process development applications in a timely manner to meet statutory requirements and help ensure quality customer service.

Timeframe: July 1 to June 30

Target: 100%

FY 2018–19 Result: 100% (Rural 100%; Urban 100%)



Operations and Maintenance

Complete Board-adopted annual road maintenance work program

Objective: Accomplish Board-authorized road maintenance work program.

Timeframe: July 1 to June 30

Target: 100%

FY 2018–19 Result: 89%

Comply 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.

Timeframe: July 1 to June 30

Target: 100%

FY 2018–19 Result: Initial response within seven days: 92% | Closed within 30 days: 87%

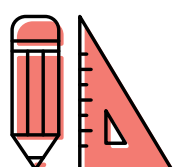
Avoid time-loss injury accidents

Objective: Avoiding time-loss accidents benefits employees and taxpayers.

Timeframe: July 1 to June 30

Target: 0

FY 2018–19 Result: 0



Engineering, Traffic and Survey

Comply 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 2018–19 Result: Initial response: 99% | Closed within 30 days: 89%

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.

Timeframe: July 1 to June 30

Target: 100%

FY 2018–19 Result: 100%



Capital Projects Services

Expend budgeted capital construction funds

Objective: Expend budgeted capital construction funds on projects authorized by the Board of Commissioners.

Timeframe: July 1 to June 30

Target: \$84 million

FY 2018–19 Result: \$66 million*

*Permitting delays slowed a number of projects.

Land Use & Transportation 2020 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.

Promote Equity, Diversity and Inclusion

Involve our increasingly diverse workforce and community in planning for equitable outcomes.

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.



01 January 2020

12 December 2019

SUN	MON	TUES	WED	THU	FRI	SAT
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

SUN	MON	TUES	WED	THU	FRI	SAT
			01 New year's Day Office Closed	02 Science Fiction Day	03	04
05	06 Technology Day	07	08 Bubble Bath Day	09 Static Electricity Day	10	11
12	13 Clean Off Your Desk Day	14	15	16	17	18
19	20 Martin Luther King, Jr. Day Office Closed	21	22	23	24 Compliment Day	25
26	27 Bubble Wrap Appreciation Day	28 Have Fun at Work Day	29 Puzzle Day	30	31	

02 February

SUN	MON	TUES	WED	THU	FRI	SAT
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23	24	25	26	27	28	29



Collaborate

Administrative Services

Work with all divisions to enhance cross-divisional communication for facility permits.

Office of the Director

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

Planning and Development Services

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

Operations and Maintenance

Proactively reach out to staff in other workgroups when working on projects that impact (or could impact) more than one division.

Engineering, Traffic and Survey

Regularly and consistently meet with internal and external partners to build trust and to understand needs, goals and opportunities of mutual interest.

Capital Project Services

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

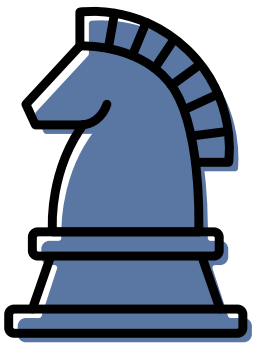


02 February 2020

01 January						
SUN	MON	TUES	WED	THU	FRI	SAT
			01	02	03	04
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

SUN	MON	TUES	WED	THU	FRI	SAT
						01 Freedom Day
02 Groundhog Day	03	04	05	06 Lame Duck Day	07 Wear Red Day	08
09	10	11 Make a Friend Day	12	13	14 Valentine's Day	15
16	17 President's Day Office Closed	18	19	20 Love Your Pet Day	21	22
23	24	25	26 Tell a Fairy Tale Day	27	28	29

03 March						
SUN	MON	TUES	WED	THU	FRI	SAT
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29	30	31				



Be Strategic

Administrative Services

Work closely with Human Resources to develop recruitment strategies, internal training program(s) and to 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 partnering 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

Plan for the unexpected, and prepare for the worse.

Engineering, Traffic and Survey

Include Intelligent Transportation, ADA and bike-pedestrian elements into public and private projects' scopes.

Capital Project Services

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



03

March 2020

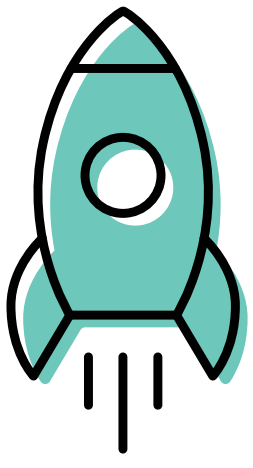
02 February

SUN	MON	TUES	WED	THU	FRI	SAT
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23	24	25	26	27	28	29

SUN	MON	TUES	WED	THU	FRI	SAT
01	02	03	04 Grammar Day	05	06 Dress Day	07
08 Daylight Saving Time Starts	09	10	11	12	13 Good Samaritan Day	14
15	16	17 St. Patrick's Day	18	19 Spring Begins	20	21
22	23	24	25	26	27	28
29	30 Take a Walk in the Park Day	31				

04 April

SUN	MON	TUES	WED	THU	FRI	SAT
			01	02	03	04
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26	27	28	29	30		



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

Don't settle for "good enough." Strive for excellence with every task.

Engineering, Traffic and Survey

Use technology to streamline and automate business processes to improve workflow and efficiency.

Capital Project Services

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



04 April 2020

03 March						
SUN	MON	TUES	WED	THU	FRI	SAT
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22	23	24	25	26	27	28
29	30	31				

SUN	MON	TUES	WED	THU	FRI	SAT
			01 April Fools Day	02 Reconciliation Day	03	04
05	06	07 No Housework Day	08 Zoo Lovers Day	09	10 Siblings Day	11
12 Easter	13	14	15	16 High Five Day	17	18
19	20 Look Alike Day	21	22 Earth Day Administrative Professionals Day	23 Take Your Child to Work Day	24	25
26	27	28	29	30 Honesty Day		

05 May						
SUN	MON	TUES	WED	THU	FRI	SAT
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17	18	19	20	21	22	23
24/31	25	26	27	28	29	30



Provide Quality Customer Service

Administrative Services

Use the Planning and Development Services Division's twice-yearly Development Forums as opportunities 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

Perform our work and treat our customers as if we were competing for their business.

Engineering, Traffic and Survey

Promptly respond to e-mails, phone calls and requests for information.

Capital Project Services

Respond promptly, accurately and politely to questions and concerns from those living, working and traveling in Washington County.

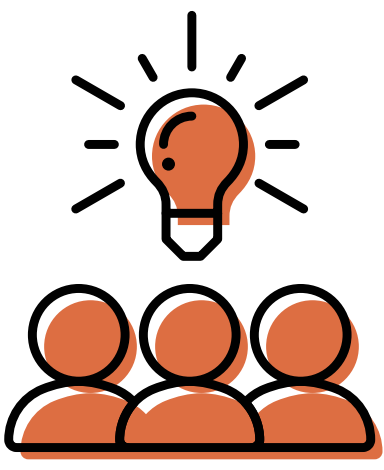


05 May 2020

04 April						
SUN	MON	TUES	WED	THU	FRI	SAT
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26	27	28	29	30		

SUN	MON	TUES	WED	THU	FRI	SAT
					01 May Day	02
03	04 Star Wars Day	05 Cinco de Mayo	06 Bike to School Day	07	08	09
10 Mother's Day	11	12	13	14 Dance Like a Chicken Day	15 Bike to Work Day	16 Washington County Public Works Fair
17	18	19	20	21	22	23
Public Works Week						
24 31	25 Memorial Day Office Closed	26	27	28	29 Paper Clip Day	30

06 June						
SUN	MON	TUES	WED	THU	FRI	SAT
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21	22	23	24	25	26	27
28	29	30				



Encourage Public Involvement

Office of the Director

Use online open houses to supplement in-person open houses and further expand public outreach, particularly to those with limited English proficiency.

Planning and Development Services

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, Traffic and Survey

Update web content more consistently to improve public information and engagement.

Capital Project Services

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



06

June 2020

05 May

SUN	MON	TUES	WED	THU	FRI	SAT
03	04	05	06	07	08	09
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17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

SUN	MON	TUES	WED	THU	FRI	SAT
	01 Say Something Nice Day	02	03 World Bicycle Day	04	05 World Environment Day	06
07	08 Best Friends Day	09	10	11 Make Life Beautiful	12	13
14 Flag Day	15	16	17	18	19	20 Summer Begins
21 Father's Day	22	23	24	25 Handshake Day	26	27
28	29	30 Outfit of the Day (OOTD) Day				

07 July

SUN	MON	TUES	WED	THU	FRI	SAT
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26	27	28	29	30	31	



Promote Equity, Diversity and Inclusion

Administrative Services

Support training initiatives in equity, diversity and inclusion.

Office of the Director

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

Planning and Development Services

Identify resources to communicate effectively to our increasingly diverse community.

Operations and Maintenance

Embrace the thoughts, ideas and suggestions of our community members, respecting their opinions and letting them know we value their input.

Engineering, Traffic and Survey

Provide employee touchpoints to encourage personal interaction and mutual understanding.

Capital Project Services

Use our cultural, gender, personality, age and other uniquenesses to increase our division's strengths.

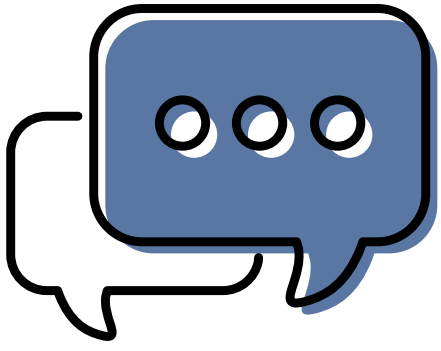


07 July 2020

06 June						
SUN	MON	TUES	WED	THU	FRI	SAT
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21	22	23	24	25	26	27
28	29	30				

SUN	MON	TUES	WED	THU	FRI	SAT
			01	02	03 Independence Day Observed Office Closed	04 Independence Day
05 Washington County's Birthday (177 years old)	06	07 Hillsboro Tuesday Night Market	08	09	10	11
12	13 National French Fry Day	14	15 Give Something Away Day	16	17	18
19	20 Celebrate Hillsboro	21	22	23	24 Washington County Fair	25
26	27	28	29 Washington County Fair	30	31	

08 August						
SUN	MON	TUES	WED	THU	FRI	SAT
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16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29



Communicate Effectively

Administrative Services

Work with other local and regional emergency management partners to strengthen response capabilities.

Office of the Director

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

Planning and Development Services

Employ the electronic newsletters and videos to inform the public of progress on projects.

Operations and Maintenance

Share information and keep people updated so they don't feel left out.

Engineering, Traffic and Survey

Proactively communicate change through multiple channels and provide person-to-person feedback loops.

Capital Project Services

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



08 August 2020

07 July						
SUN	MON	TUES	WED	THU	FRI	SAT
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

SUN	MON	TUES	WED	THU	FRI	SAT
						01 Washington County Fair THPRD Big Truck Day
02 Washington County Fair	03	04 National Night Out	05	06 Wiggle Your Toes	07	08
09	10 Lazy Day	11	12	13 International Left-handers' Day	14	15 World Honey Bee Day
16	17	18	19	20 Bethany Safety Fair	21	22
23 30	24 31	25	26 Dog Day	27 Just Because Day	28	29

09 September						
SUN	MON	TUES	WED	THU	FRI	SAT
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20	21	22	23	24	25	26
27	28	29	30			



Support Sustainability

Administrative Services

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, Traffic and Survey

Use technology to reduce the use of paper.

Capital Project Services

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



09

September 2020

08 August						
SUN	MON	TUES	WED	THU	FRI	SAT
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23/30	24/31	25	26	27	28	29

SUN	MON	TUES	WED	THU	FRI	SAT
		01	02	03	04	05
06	07 <i>Labor Day</i> <i>Office Closed</i>	08	09 <i>Teddy Bear Day</i>	10 <i>Swap Ideas Day</i>	11 <i>Patriot Day</i>	12
13	14	15	16 <i>Step Family Day</i>	17	18	19
20	21	22 <i>Fall Begins</i>	23	24 <i>Punctuation Day</i>	25 <i>Comic Book Day</i>	26
27	28	29	30			

10 October						
SUN	MON	TUES	WED	THU	FRI	SAT
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18	19	20	21	22	23	24
25	26	27	28	29	30	31



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, Traffic and Survey

Encourage a work environment where appreciation is expressed liberally and courtesy is extended habitually.

Capital Project Services

Use team-building events to enhance collaboration through strengthened relationships.



10

October 2020

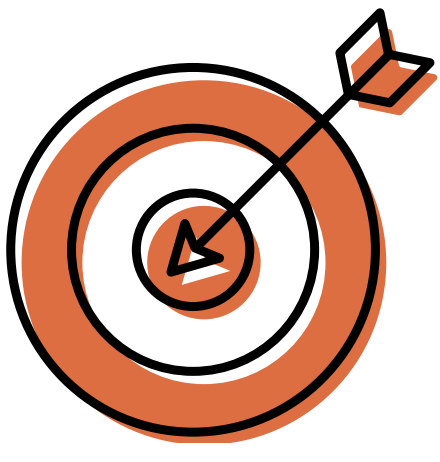
09 September

SUN	MON	TUES	WED	THU	FRI	SAT
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

SUN	MON	TUES	WED	THU	FRI	SAT
				01	02 Name Your Car Day	03
04	05 Child Health Day	06	07	08	09	10
11	12 Columbus Day Native American Day	13	14	15 Grouch Day	16 Boss's Day	17
18	19 Clean Up Your Virtual Desktop Day	20	21	22 Nut Day	23	24
25	26	27	28	29 Cat Day	30	31 Halloween

11 November

SUN	MON	TUES	WED	THU	FRI	SAT
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08	09	10	11	12	13	14
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29	30					



Get the Job Done

Administrative Services

Work closely with Human Resources to enhance recruitment strategies to fill positions.

Office of the Director

Help 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, Traffic and Survey

Provide the training and tools needed to be effective and efficient.

Capital Project Services

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



11 November 2020

10 October

SUN	MON	TUES	WED	THU	FRI	SAT
04	05	06	07	08	09	10
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

SUN	MON	TUES	WED	THU	FRI	SAT
01 Daylight Saving Time ends	02	03	04 Stress Awareness Day	05 Donut Day	06	07
08	09	10 Forget-Me-Not Day	11 Veterans Day Office Closed	12	13 World Kindness Day	14
15 America Recycles Day	16	17	18	19	20	21
22	23	24	25	26 Thanksgiving Day Office Closed	27 You're Welcome Day	28
29	30					

12 December

SUN	MON	TUES	WED	THU	FRI	SAT
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20	21	22	23	24	25	26
27	28	29	30	31		



“People will forget what you said and what you did, but they will never forget how you made them feel.”

—Maya Angelou

12 December 2020

11 November

SUN	MON	TUES	WED	THU	FRI	SAT
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

SUN	MON	TUES	WED	THU	FRI	SAT
		01	02	03	04 Sock Day	05
06	07 Pearl Harbor Day	08	09	10 Human Rights Day	11	12 Gingerbread House Day
13 Day of the Horse	14	15	16	17	18 Ugly Christmas Sweater Day	19
20	21 Winter begins	22	23	24 Christmas Eve	25 Christmas Day Office Closed	26
27	28	29	30	31 New Year's Eve		

01 January 2021

SUN	MON	TUES	WED	THU	FRI	SAT
					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

“Don’t count the days
make the days count.”

—*Muhammad Ali*

