



# Central Virginia Waste Management Authority

## Strategic Plan: Fiscal Years 2017-2020

### VISION

To be the recognized leader in regionally sustainable waste management practices that protect the environment.

### MISSION

Fostering regional collaboration to provide planning, resources and education in order to reduce, reuse, recycle and manage solid waste for our 13 jurisdictions.

### GUIDING PRINCIPLES

Environmental Stewardship • Customer Focus • Integrity • Mutual Cooperation • Innovation • Financial Stewardship

**PROVIDING SOLID WASTE AND RECYCLING INITIATIVES TO 13 CENTRAL VIRGINIA LOCALITIES SINCE 1990**



## Protection of Environmental Resources

Increase awareness, knowledge and access to information and services that result in a positive environmental impact.

### OBJECTIVES

- 1.1 Provide services that are convenient and accessible
- 1.2 Keep stakeholders informed about the environmental impact of the industry trends and changes
- 1.3 Change or influence behaviors
- 1.4 Establish clear and concise expectations with contractors



## Customer Focus

Engage with our member jurisdictions and the community to deliver timely, accurate, cost effective services.

### OBJECTIVES

- 2.1 Provide easy access to accurate information
- 2.2 Provide with timely response, resolution and follow-up
- 2.3 Be proactive in operational planning
- 2.4 Provide opportunities to customize services for our member jurisdictions within a regional framework
- 2.5 Provide services and programs that create value now and for the future



## Educational Resources

Maximize our influence by equipping members and customers with information and tools needed to impact a positive environment

### OBJECTIVES

- 3.1 Maximize the use of technology while balancing the need for fact-to-face communication
- 3.2 Provide educational tools and resources that meet the needs of a diverse audience
- 3.3 Identify and use subject matter experts to further CVWMA goals
- 3.4 Have a significant impact with limited resources



## Financial Stewardship Through A Well-Run Organization

Deliver exceptional service with an engaged workforce that effectively manages regional assets

### OBJECTIVES

- 4.1 Add value to members
- 4.2 Deliver high quality services in a low bid contracting environment
- 4.3 Demonstrate sound financial practices
- 4.4 Ensure compliance in an environment with growing complexities
- 4.5 Increase participation in a competitive environment
- 4.6 Attract and retain an exceptional workforce

