

Center of Environmental Excellence

Josh Shapiro, Governor
Richard Negrin, Acting Secretary



pennsylvania
DEPARTMENT OF ENVIRONMENTAL
PROTECTION

Your partner in turning
ambitious impact goals
into reality

Most well-conceived
public initiatives fail
during implementation

Telling A Different Story For DEP Will Take ...

- Rapidly Translating **Ideas into Practice**
- Empowering **Innovation & Risk-taking**
- Focusing Unwaveringly on **Mission-Critical Outcomes**
- Enabling **Insight-Driven Learning**



Here's How COEE Will Help You Deliver



DELIVERY & PROJECT MANAGEMENT SUPPORT

IMPLEMENTATION AND PROJECT
MANAGEMENT SUPPORT
SERVICES TO OPTIMIZE
OPERATIONS AND ACCELERATE
RESULTS



INNOVATION INCUBATION & ACCELERATION

IDENTIFY AND ADAPT HIGH-
PROMISE, HIGH-IMPACT
SOLUTIONS AND PRACTICES



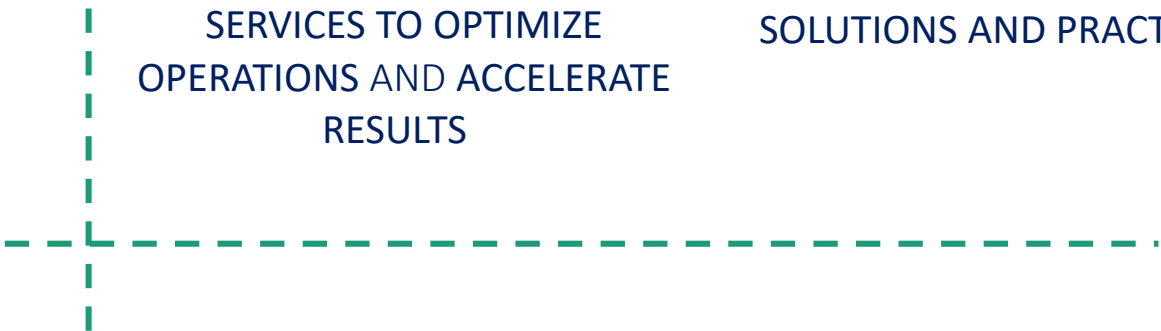
IMPACT EVALUATION

MEASUREMENT AND
EVALUATION SYSTEMS TO
OFFER A PICTURE OF THE
IMPACT ACTIVITIES HAVE IN
PRACTICE



DATA ANALYTICS

TIMELY AND ACTIONABLE
DATA TO SUPPORT
DECISION-MAKING AND
DRIVE CONTINUOUS
IMPROVEMENT



Meaningful and sustained
transformation emerges from
collaboration **across boundaries**

Service Delivery & Operational Reviews Have Many Superpowers...



Provides **freedom and creativity in delivering** mission-critical outcomes



Creates **cascading alignment of goals** focused on achieving DEP's strategic vision



Enables **speedy and coordinated problem-solving** of performance 'speed bumps' before they become roadblocks



Facilitates multidirectional performance-elevation **conversations unconstrained by the org chart**





An In-Depth Look at Where We Are and Where We're Going

State of the Environment
Environmental Justice Milestones

Key Successes & Highlights
Recognition & Acknowledgement

Business Operations
Operational Efficiency

Customer Experience

Program Management
Policy, Legal, & Legislative Initiatives
Communications & Engagement

Leveling Up Planning and Delivery

Leveling Up With Objectives & Key Results

Objective	Strategic Vision Area	Organizational Level	Key Result	Ambition Level
Deliver best-in-class customer experience through service excellence	Operational Excellence; Cultural Competence	Department	Achieve a service quality rating of at least 4 out of 5	Moonshot
Maintain customer-centric business processes	Operational Excellence	Deputate	Reduce permit cycle times by 3%	Roofshot

SAMPLE

Innovate.
Fail (*with purpose*).
Learn.
Repeat.
Deliver.

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Contact: Saleem Chapman at salchapman@pa.gov