Creating a Workplace of Choice: One lean journey

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What the Toxics Cleanup Program Does

- Inspect underground storage tanks
- Clean up contaminated sites
- Support local governments through grants
- Involve communities and restore habitat
The Start of Our Lean Journey: Speeding up the cleanup process

Cleanup Sites in WA

- 1,900 awaiting cleanup
- 3,900 in process
- 6,400 cleanup done
- 450 complex cleanups awaiting or in process

11+ years, on average!
Grant Spending is Limited by Cleanup Time

Budget appropriation

Grant to develop a cleanup plan

Collect data → More data → Look at options → Write a plan

Years 1-2

Years 3-4

Re-appropriation
Tools to Speed Up Cleanup

- **45 day timelines** for reviewing documents
- **Toolkit** on how to clean up contaminated sites
- **Checklists** to standardize work
However, something was still missing...
Our workforce!
The People Story

50% Staff turnover in five years

Up and down employee engagement marks

Program survey concerns: Communication, workload, and training
Developing a Roadmap to a Workplace of Choice
Workplace of Choice Projects

Welcome to the Toxic Cleanup Program’s Hub for professional development and training!

Training Calendar

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

30 31 1 2 3 4 5 11 12

HUDDLES
Let’s make sure we are all heading in the same direction.
Ongoing Commitment

Vision

We envision a clean, healthy, sustainable environment supporting livable communities and a vibrant economy throughout the State of Washington.

Mission

Our mission is to protect Washington’s human health and environment by preventing and cleaning up pollution and supporting sustainable communities and natural resources for the benefit of current and future generations.

Values

Healthy Environment
We improve and protect our quality of life.

Respect
We build sustainable, collaborative relationships with each other, our partners, and the public.

Innovation
We encourage and support continuous improvement of our work and risk-taking.

Informed Decisions
We commit to science-based, client-focused, fair, and consistent decisions.

Outcome Goals

Detect & Prevent Underground Tank Leaks
Focus on education and required inspections, compliance, and enforcement to prevent and detect releases.

Clean Up Sites
Take faster, strong, innovative actions to improve our environment and protect human health.

Leverage Site Cleanups to Invest In & Support Communities
Equitably help communities restore polluted sites and reshape the local environment and habitat as they grow their local economies.

Develop the New TCP
Evolve and rebuild processes, policies, technology, and skills to improve how we serve the public and the people we work with.

Build A Workplace of Choice
Provide high-quality services to our staff and clients by recruiting, training, mentoring, and retaining skilled professionals.