

**2000 Planning Summary  
For  
Environmental Health and Safety  
Department:**

Goal	Indicators	Evidence
1. Enhance Customer Service	<ul style="list-style-type: none"> <li>• Customer service surveys and feedback regarding service received</li> </ul>	<ul style="list-style-type: none"> <li>• Completed surveys from customers.</li> <li>• Evaluate comments and compare to establish service standards.</li> </ul>
2. Create a new Biosafety Officer position and obtain funding.	<ul style="list-style-type: none"> <li>• Job description approved by HRS</li> <li>• General fund budget increase</li> </ul>	<ul style="list-style-type: none"> <li>• New person hired</li> </ul>
3. Assess department performance and determine deficiencies anticipated through 2005. Meet with Administration to discuss recommendations.	<ul style="list-style-type: none"> <li>• Complete status report</li> <li>• Meeting with Administration</li> </ul>	<ul style="list-style-type: none"> <li>• Plan of action to eliminated noted deficiencies</li> <li>• Funding established to correct deficiencies</li> </ul>