ABA: Redefine the Possible

Focus Areas

<table>
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<tr>
<th>Categories</th>
<th>Safety</th>
<th>Campus Environment (Master Plan)</th>
<th>Facility Utilization</th>
<th>Transportation and Traffic Flow</th>
<th>Alternative Funding</th>
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<tbody>
<tr>
<td></td>
<td>Community Policing</td>
<td>Modern/Attractive Facilities</td>
<td>Data-based Decision Making</td>
<td>Safety</td>
<td>Partnerships</td>
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<td>Communication</td>
<td>Sustainability</td>
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<td>Traffic Flow/Congestion</td>
<td>Revenue</td>
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<td>Crime Prevention through Environmental Design</td>
<td>Signage</td>
<td>External Use</td>
<td>Sustainability</td>
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Foundational Goals

- **Sustain continuous high-performing operations**
  - Develop and maintain business continuity plans
  - Record and document institutional knowledge
  - Outline anticipated continuity gaps
  - Assess skills needed to fill gaps
  - Determine available training resources
  - Narrow gaps through training, cross-training, professional development and mentoring

- **Boost process efficiency**
  - Support a culture of self-assessment and improvement
  - Evaluate processes using applicable improvement tools and methodologies
  - Include customers in improvement process
  - Evaluate technology options
  - Streamline, automate or other
  - Create feedback loops to gather data and communicate improvements

- **Strengthen customer service**
  - Define good customer service
  - Adopt a customer-focused approach
  - Communicate effectively with customers and solicit feedback
  - Continually pursue solutions to improve services
  - Provide relevant customer service training division-wide
  - Promote accountability for customer service

- **Promote teamwork and pride in ABA**
  - Facilitate communication across the division
  - Continually improve recognition program
  - Identify opportunities to broaden the consultative process
  - Identify collaborative opportunities and methods to incorporate stakeholders
  - Publicize ABA achievements