

Strategic Focus Areas

We have identified five Strategic Focus Areas to use as a compass to guide our efforts in gaining public trust. In the years to come, these five Strategic Focus Areas will serve as primary drivers around which all our actions will be organized and assessed. In effect, they will function as organizing principles used for translating the commitments we have made in our Vision, Mission, and Values into the desired actions and outcomes we will undertake to fulfill them.



Resiliency



Sustainability



Customer Experience



Equity



Financial Health

Business Areas



WATER RESOURCES

All Los Angeles County residents have access to safe, clean, and reliable water resources.



TRANSPORTATION

Los Angeles County residents have access to state-of-the-art transportation infrastructure that is safe, resilient, sustainable, and equitable.



ENVIRONMENTAL SERVICES

People in Los Angeles County are thriving in a safe, clean, and sustainable environment.



CONSTRUCTION MANAGEMENT

Public Works is the Builder of Choice in Los Angeles County.



MUNICIPAL SERVICES

Creating vibrant communities that are safe and resilient in unincorporated Los Angeles County.



PUBLIC CONTRACTING AND ASSET MANAGEMENT

Public Works is a center of excellence for modern infrastructure design, technical services, asset management, and contracting.



ADMINISTRATIVE SERVICES

Public Works is the Employer of Choice in Los Angeles County.



Public Works
LOS ANGELES COUNTY

STRATEGIC PLAN 2022-2027

OVERVIEW

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Message from the Director



I am pleased to present our new 2022-27 Strategic Plan—a roadmap for becoming the most trusted public agency in the region. The purpose of this plan is to integrate and align Public Works' business outcomes with County goals so our workforce can continue providing world-class services for the communities we serve.

Public service is the cornerstone of our success. While supporting the County's overarching goals for improving the quality of life for the people and communities of Los Angeles County, we have identified several new Focus Areas that reflect the region's current needs and future challenges. These Focus Areas include Sustainability, Resiliency, Equity, Customer Experience, and Financial Health. The Strategic Plan also recognizes two new values, Cultural Awareness and Human Health, which are essential to our organizational culture and uplifting all communities within Los Angeles County.

I encourage you to set aside time to read the updated Strategic Plan, explore its contents, and find the human connection that exists across every aspect of our service to communities—from the front lines of customer service to the planning, design, building, and maintenance of our modern infrastructure.

Now more than ever, Public Works has the opportunity to create sweeping generational change that leaves a legacy of safe, healthy, and thriving communities. I look forward to the years ahead and what we will accomplish together on behalf of the people and communities of Los Angeles County.

Sincerely,

MARK PESTRELLA, PE
Director of Public Works



Our Commitment

▶ VISION

To become the most trusted public agency in the region.

▶ MISSION

We plan, design, build, and maintain modern infrastructure that uplifts all communities of Los Angeles County.



Scan to view the
2022-2027 STRATEGIC PLAN
pw.lacounty.gov/StrategicPlan

We Value



Safety

We protect the lives of employees and the communities we serve.



Cultural Awareness

We have a responsibility to be self-aware, respect all cultures, and adapt to the needs of all Los Angeles County communities.



Human Health

We promote and support employee and community wellbeing.



Transparency

We respect people's right to know.



Inclusivity

We foster a culture of acceptance; free from judgment, discrimination, and bias.



Innovation

We embrace continual change, diverse perspectives, and meaningful opportunities to challenge conventional thinking.