

**Service Excellence Action Plan for: Office of Emergency Management**

| <b>Dimension</b>           | <b>Action Step</b>  | <b>Timeframe</b> |
|----------------------------|---|------------------|
| Ownership & Accountability | In 2025, we will build and implement an incident management solution to improve the collection, communication, and follow-up mechanisms to ensure customer needs are met. | 2025             |