



EXCELLENCE THROUGH PEOPLE

GOALS:

- Exceptional service at the best price
- Enjoyable and stimulating work environment from which personal and professional growth can occur

VALUES:

Continuous Improvement:

Commit to ongoing evaluation of our systems and processes, and implement changes that enhance the achievement of the two ETP goals.

Creativity and Innovation:

Enhance the delivery of our services by being creative (build it new) or innovative (borrow it from another source) to improve our systems and processes.

Customer Driven:

Challenge ourselves, even when there are competing interests, to exceed customer expectations and maximize their satisfaction. Seek input through open communication with customers and others who may be affected to understand their point of view.

Data Driven:

Collect and analyze relevant factual information to develop unbiased options resulting in effective recommendations/ decisions.

Diversity, Equity, and Inclusion:

Acknowledge the complex differences of individuals, including all dimensions of identity, visible or invisible. Identify biases and eliminate barriers so everyone can succeed. Intentionally welcome and engage co-workers and the public, creating a safe environment where everyone can bring their authentic selves to make meaningful contributions, feel valued, and be included.

Employee Involvement:

Engage those who are closest to the work, or most affected by the outcome, to obtain their input, knowledge, and ideas; and to share decisions or conclusions with those impacted. All employees have a responsibility to provide this input.

Excellence:

Commit to going beyond the ordinary and using our abilities and opportunities to their fullest; a sense of striving rather than settling.

Fiscal Stewardship:

Procure products and services at the best price without compromising quality. Demonstrate responsible management of resources entrusted to our care and utilize time wisely.

Honesty and Integrity:

Be truthful. Do what is right and seek guidance when the right thing is not clear. Demonstrate the highest ethical standards even when no one will ever know, and policies and laws don't require it.

Leadership:

Expect all employees to influence the perceptions, attitudes, and behaviors of others in a positive direction to accomplish City work goals.

Positive Attitude:

Make a personal choice to emphasize constructive ideas, thoughts, and actions; overcome problems, find the opportunities in every situation, and look on the bright side of your work life.

Respect One Another:

Demonstrate considerate and courteous behavior; seek to understand the ideas, opinions, and thoughts of others while maintaining appreciation for the individual.

Safety & Wellness:

Uphold a commitment to the physical and emotional well-being of ourselves, our coworkers, and our customers.

Teamwork:

Collaborate with others, bringing together different talents, skills, and knowledge to best accomplish our work.

