

*Our Core Values:* Integrity • Professionalism • Accountability • Excellence

# GUIDING PRINCIPLES & VALUES

## *Our Mission*

To provide excellent customer service that advances a safe community, maintain a high quality of life and protects the natural resources.

<i>Governance</i>	<i>Perspective</i>	<i>Objectives</i>	<i>Initiatives</i>	<i>Performance Measures</i>
<i>Operational Areas</i> Infrastructure Public Safety Environment Community & Economic Development Culture & Recreation Management Services	SERVICE	<ul style="list-style-type: none"> <li>• Deliver excellent customer service</li> <li>• Innovations</li> </ul>	<ul style="list-style-type: none"> <li>• Public engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Outcome measures</li> <li>• Output/workload measures</li> <li>• Customer service ratings on delivery of service</li> <li>• Customer engagement targets met</li> </ul>
	COMMUNITY	<ul style="list-style-type: none"> <li>• Provide for a safe community</li> <li>• Design, construct &amp; maintain infrastructure</li> <li>• Promote economic development</li> <li>• Protect natural resources</li> <li>• Maintain a high quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• Deploy survey instruments to external and internal customers</li> </ul>	<ul style="list-style-type: none"> <li>• Effectiveness ratings</li> <li>• Efficiency ratings</li> </ul>
	PEOPLE	<ul style="list-style-type: none"> <li>• Develop and train workforce</li> </ul>	<ul style="list-style-type: none"> <li>• Employ engagement survey</li> <li>• Develop performance management process</li> <li>• Develop dashboards</li> <li>• Process improvements</li> <li>• Employee development</li> <li>• Develop standard operating procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Employee engagement survey results</li> <li>• Development plans</li> <li>• Training hours</li> </ul>
	FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> <li>• Provide transparent &amp; accountable financial management</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate value of county service</li> </ul>	<ul style="list-style-type: none"> <li>• Capital improvement cost vs. plan</li> <li>• Percent of project complete vs. plan</li> </ul>