

## SERVICE: We are responsive.

- Present a positive, friendly attitude in service
- Deal directly with problems
- Take prompt action
- Are sensitive to citizen needs
- Consider citizens valued customers
- Express a “we can do it” attitude
- Are willing to serve and be involved in the community

## PEOPLE: We care.

- Show concern toward people; their needs and feelings
- Have compassion for the people we serve and with whom we work
- Are dedicated to the community
- Respect self and others
- Encourage personal and professional development

## INTEGRITY: We are honest.

- Are open in our relationships with others
- Seek no favors, special privileges or patronage
- Provide fair and equal treatment to all
- Are dedicated to public service
- Do our best, strive for excellence
- Have high ethical standards

## RESPONSIBILITY: We are accountable.

- Answer for our actions
- Establish and achieve work performance standards
- Provide the best value with available resources

## INNOVATION: We look for better ways.

- Search for creative solutions
- Evaluate current operations and systems
- Change and try new approaches
- Plan ahead, anticipate problems and issues
- Take reasonable risks
- Use common sense

## TEAMWORK: We work together.

- Build partnerships
- Accomplish goals
- Encourage involvement for better results
- Support mutual goals
- Celebrate successes and overcome setbacks