



## CITY OF SOUTH BURLINGTON, VERMONT

### MUNICIPAL GOVERNMENT

### MISSION, VISION, VALUES

#### MISSION

We enhance the quality of life and sense of community for our citizens, businesses and visitors by providing high quality, efficient, well managed and cost-effective public services for their safety and enjoyment.

#### VISION

South Burlington will set the standard of excellence in providing innovative and valuable municipal services that are an essential factor in making our City the most desirable place to live, work and play in Vermont.

#### VALUES

##### HOW WE PROVIDE SERVICE:

1. Outstanding customer service - our residents, businesses and visitors are our customers and our employers; we will provide high quality, responsive and respectful service and openly invite public engagement. Our goal is to deliver the “wow” in the most positive way.
2. Integrity – the community will have total trust in City government built through our performance each and every day and the transparent manner in which we operate.
3. Value to the taxpayer – we know who pays the bills and we ensure that money provided to support municipal government is converted into efficient, effective and valuable services to all delivered by an experienced and knowledgeable staff.
4. Innovation – we recognize the ever changing environment for municipal government and constantly innovate to provide the highest quality and the most responsive services to the public.
5. Partnership – we actively seek out and engage in partnerships with individuals and organizations that will help us to deliver more responsive and better quality services.
6. Community involvement – we are engaged with our community both in the work we do and the outside activities in which we participate to meet broader societal goals.

## HOW WE WORK TOGETHER:

7. Safety – we provide the equipment, training and supervision to our employees to ensure a safe working environment; safety is our highest priority.
8. Teamwork – we operate as a team, across all departments and every level. We collaborate by supporting one another and respecting the contribution we all make to the team.
9. Leadership – We exemplify professionalism by taking responsibility for our actions and through our commitment to our work and each other. We constantly challenge ourselves to try new things and to build our professional knowledge.
10. Communication – we improve the quality of services provided and enhance the work environment by keeping each other informed, communicate our expectations and concerns and listen attentively to all members of the team.
11. A rewarding work environment – our employees find fulfillment in their jobs because they are respected and appreciated, provide valuable services to the customer and are trained and equipped to perform at their highest levels through an emphasis on professional growth and development and a positive and cooperative attitude.
12. Accountability – we take responsibility for the quality of our work by being reliable, prepared and accurate and aspire to an exemplary work ethic.