

A photograph of a flooded street at night. Several people, including two firefighters in yellow gear and others in civilian clothes, are wading through the water. A silver sedan is partially submerged, and a person is standing next to it. In the background, there are other cars and a brick building. The word "SERVICE" is overlaid in large white letters on the left side of the image.

SERVICE

Serve coworkers and members of the public in a kind and friendly manner.

KEY BEHAVIORS

- Provides high quality services in a respectful, timely and team-centered manner.
- Follows policies, procedures and work rules.
- Accepts responsibility and is accountable for work and decisions.
- Open, welcoming and able to adapt to change.



COMMUNICATION

Listen actively and communicate clearly.

KEY BEHAVIORS

- Clear and concise in verbal and written communications.
- Shares information in a timely manner using the most appropriate method.
- Attentive; actively listens and respects others who are speaking.
- Works through differences and to find common ground while maintaining dignity and respect.
- Asks for input from others.
- Open to feedback.



TEAMWORK

Collaborate with others to learn, improve, and solve problems.

KEY BEHAVIORS

- Fully participates in team decisions and supports team members.
- Provides useful contributions to the team.
- Encourages unity rather than “us vs. them” thinking.
- Works collaboratively with coworkers and supervisors to solve problems and meet work goals.
- Acknowledges others’ efforts, advice, and contributions.
- Volunteers to help others when needed.
- Able to cooperatively resolve conflict.



EQUITY & INCLUSION

Treat everyone as they would like to be treated.

KEY BEHAVIORS

- Treats all team members fairly and respectfully, and appreciates individual differences.
- Values diversity and respects differences.
- Recognizes, intervenes, and shows compassion to targets of bullying, harassment or discrimination.
- Is self-reflective and working actively on own biases.
- Uses innovation tools and techniques to increase efficiency.

STEWARDSHIP

We will care for our natural, economic, fiscal, and social resources.



KEY BEHAVIORS

- Act in ways to conserve fuel, energy and environmental resources.
- Works safely to protect self, coworkers and members of the public.
- Works efficiently and productively.
- Respects taxpayer money used to purchase vehicles, equipment, tools, materials and supplies to be able to do our work.