



# CITY OF MADISON

## PERFORMANCE EXCELLENCE

### **VISION**

Our Madison – Inclusive, Innovative, & Thriving

### **MISSION**

Our Mission is to provide the highest quality service for the common good of our residents and visitors.

**[WWW.CITYOFMADISON.COM/EXCELLENCE](http://WWW.CITYOFMADISON.COM/EXCELLENCE)**

# OUR VALUES



## Equity

We are committed to fairness, justice, and equal outcomes for all.



## Civic Engagement

We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.



## Well-Being

We are committed to creating a community where all can thrive and feel safe.



## Shared Prosperity

We are dedicated to creating a community where all are able to achieve economic success and social mobility.



## Stewardship

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

# OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.