

March 1, 2005

TO: The Honorable Mayor and City Council Members  
FROM: John Szerlag, City Manager  
SUBJECT: Mission, Vision and Values for Troy Employees

A special/study meeting has been called to discuss a mission statement for City Council which essentially will complement our goals. To assist Council in its deliberations which will begin on May 24, 2005, delineated below you'll find the mission, vision and values statement for Troy employees.

### **Mission Statement**

Provide public service to people in a friendly, professional manner so they appreciate the experience and can expect to be served that way again.

### **Vision Statement**

To that end, we strive to be:

- Externally focused on our customers
- Professional and courteous in our treatment of others
- Aggressive in our efforts to improve service delivery by using the best means available
- Concerned about the professional growth of coworkers

### **Values Statement**

We value honesty, courtesy, responsiveness, diversity, lifelong learning, ethical behavior, quality, cooperation, accessibility, dedication, loyalty, and excellence.

As always, please feel free to contact me should you have any questions.