



Who we are and what we value = THE COLLEYVILLE WAY

Integrity

- We have an unwavering commitment to doing what is right through honesty and respect
- We are personally responsible and accountable for maintaining the public’s trust
 - We are truthful and genuine
 - We are engaged and involved
 - We display humility
 - We make decisions based on fairness and consistency
 - We treat others with dignity and respect and self-assess before assessing others
 - We are loyal and committed to our community, citizens, the City Council, coworkers, and to the organization
 - We insist on transparency and open, honest, consistent, and frequent communication
 - We view mistakes as learning opportunities and recognize that they do not matter as much as how we respond to them
 - We are politically astute
 - We foster a collaborative and safe work environment
 - We work Citywide as a team and do not tolerate fragmented thoughts or actions

Service

- We work together in a positive and responsive manner that is summed up as: we care and we effectively deliver. We deliver unique customer service by:
- Being available, approachable and visible
 - Responsiveness with a sense of urgency
 - Listening
 - Empowerment, problem solving and working to minimize bureaucracy
 - Being prepared, proactive, results oriented, and flexible
 - Doing more than asked
 - Being cooperative and considerate of our actions on others
 - Follow through/follow up
 - Creating positive work environments
 - Having accurate, reliable and readily available data to make decisions, rather than with emotion or the way we have always done it

Innovation

- We explore efficient and productive ways to ensure excellent stewardship of the City’s resources by:
- Finding efficiencies, reducing costs and improving processes without being directed
 - Helping others be more productive by constantly improving the work environment
 - Fostering creative, unique ideas, both individually and in teams to improve service to customers
 - Viewing change as the norm, rather than the exception
 - Taking initiative to make continuous improvements that are sustainable in the long-term
 - Empowerment to make a positive difference
 - Forward, progressive and strategic thinking and resistance of the status quo
 - Employee improvement through personal and professional development