



## Everyday excellence

**Goal: Demonstrate excellence in public service with a commitment to fiscal stewardship and efficient use of resources**

### Objectives

- 1.1 Promote trust and transparency that strengthens community engagement
- 1.2 Continuously improve our service-centric culture
- 1.3 Model financial integrity, considering regional and private partnerships as appropriate
- 1.4 Invest in employee engagement



## Safe and secure community

**Goal: Partner with the community to provide safe and secure surroundings through prevention, readiness and professional response**

### Objectives

- 2.1 Increase safety and preparedness through prevention
- 2.2 Foster positive and respectful community relationships
- 2.3 Address repetitive incidents that negatively impact resources
- 2.4 Respond promptly, professionally and efficiently to service calls



## Robust economy

**Goal: Foster a vibrant economy that provides quality jobs, enhances economic opportunities and ensures business diversity**

### Objectives

- 3.1 Attract and retain a variety of business sectors to match the talents of existing and future citizens
- 3.2 Expand available jobs so more residents can work in the county
- 3.3 Provide services and venues that encourage residents to stay and visitors to return



## Healthy living and well-being

**Goal: Promote healthy, active lifestyles while fostering self-sufficiency and quality of life**

### Objectives

- 4.1 Provide critical and easily accessible resources to help individuals flourish
- 4.2 Inspire neighbor-to-neighbor relationships
- 4.3 Encourage healthy lifestyles
- 4.4 Demonstrate readiness for shifting demographics



## Thriving communities

**Goal: Enrich quality of life, enhance community attractiveness and preserve natural resources**

### Objectives

- 5.1 Foster long-lasting communities with unique identities
- 5.2 Enhance, restore and maintain neighborhoods and communities using public and private efforts
- 5.3 Continuously improve public infrastructure and facilities
- 5.4 Responsibly attend to the environment



## Learning for a lifetime

**Goal: Support a range of learning opportunities that sustains quality of life, employment and well-being**

### Objectives

- 6.1 Collaborate with Chesterfield County Public Schools to position students for lifelong success
- 6.2 Provide access to learning and enrichment opportunities for citizens of all demographics
- 6.3 Equip the workforce with skills to meet changing business needs

# VISION

To be an extraordinary and innovative community in which to live, learn, work and play.

# VALUES

## RESULTS

We focus on outcomes that add value

- We align our goals to positive and intentional achievements
- We, as employees, are positively contributing
- We use appropriate resources, knowledge and skills to achieve our goals
- We do what we say we're going to do

- We curiously explore ways to turn ideas into solutions
- We work collaboratively
- We constantly think about the customer experience by assessing what we do, why we do it and the way we deliver products/services

## INNOVATION

We look for new ways to solve problems and new approaches to service delivery

## SERVICE

We seek to understand and respond appropriately to customers' key needs

- We know county services, so we can respond to customer needs
- We anticipate, rather than react to, customer needs
- We view customer interactions as transformational, not transactional
- We improve the customer experience, within legal, ethical and moral boundaries

- We efficiently manage the resources entrusted to us
- We respectfully interact with others, even if we disagree
- We use good judgement and ask for advice, if in doubt
- We are responsible and accountable for our decisions
- We live the county's Code of Ethics

## ETHICS

We are honest, transparent and contribute to the county's reputation

*The contributions of our employees and engaged citizens make this blueprint possible.*