



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.