

City of Waco

A. **Statement of Purpose**

To set forth the City of Waco's commitment to its Organizational Values and Strategic Intents.

B. **General Policy**

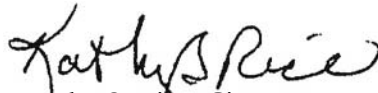
1. The City of Waco's Organizational Values and Strategic Intents address both the internal and external working relationships. Mutual respect and understanding of the differences in each individual present unlimited resources, potential and opportunities for the City Organization and the community. City employees recognize and willingly assume the responsibility for cooperating with fellow employees and treating each other and citizens with patience, self-control, dignity and tact.
2. The stated Organizational Values for the City of Waco are:
 - a. Equal Access to All Services and Benefits
 - b. Customer/Regulation Friendly in all Actions and Interactions by the City of Waco
 - c. Think and Act Systematically to Build a Healthy Community.
3. The stated Strategic Intents for the City of Waco are:
 - a. High Quality Economical City Services and Facilities.
 - b. Aggressively Competitive Economic and Community Development.
 - c. Safe, Environmentally Sound , Pedestrian Friendly Community.
 - d. Improved Housing Options, Opportunities and Conditions.
 - e. Envable Culture and Quality of Life
 - f. Effective Policy and Administration.
4. It is both a responsibility and in the interest of each employee to cooperate and coordinate with other employees or groups within the organization so as to effectively and efficiently perform our job and accomplish excellent service delivery to the citizens.
5. Each employee is responsible for efficiently and economically performing assigned duties.
6. The City believes the relationship between City government and the general public it serves should be improved at every opportunity. Municipal public relations in Waco involve the performance of duties by every City employee with patience, self-control, sincerity, dignity and tact.

City of Waco

7. Pursuant to this policy, every employee should exhibit an attitude of helpfulness at all times.

8. Each employee should attempt to channel matters of citizen interest to the proper department. Refer citizens to Municipal Information Services at 750-5635 if unsure of correct department.

9. Waco Central was established to receive citizens' complaints and forward them to the proper department for reaction and response. The number for Waco Central is 299-2489.



Kathy S. Rice, City Manager

October 14, 2002