OUR CITY OF MADISON

City of Madison
Performance Excellence

Components of Performance Excellence

Five parts make up our Strategic Vision:

- The **Vision** statement lays out the desired future of the City.
- The **Mission** statement describes how our employees will advance toward the City vision.
- Our core **Values** used in decision-making.
- Our **Service Promise** is a commitment we make to residents and employees of the City of Madison.
- Our **Strategic Priorities** ("**Elements**"), or overarching goals, connect everyday work of all employees to the Strategic Vision.

Vision

Our Madison – Inclusive, Innovative & Thriving

Mission

Our Mission is to provide the highest quality of governance and services for the common good of our residents and visitors through civic engagement, and through dedicated employees and elected officials.

Values

Equity
We are committed to fairness, justice, and equal outcomes for all.

Civic Engagement
We believe in transparency, openness and inclusivity. We will protect freedom of expression and engagement.

Well-Being
We are committed to creating a community where all can thrive and feel safe.

Shared Prosperity
We are dedicated to creating a community where all are able to achieve economic success and social mobility.

Stewardship
We will care for our natural, economic, and social resources.
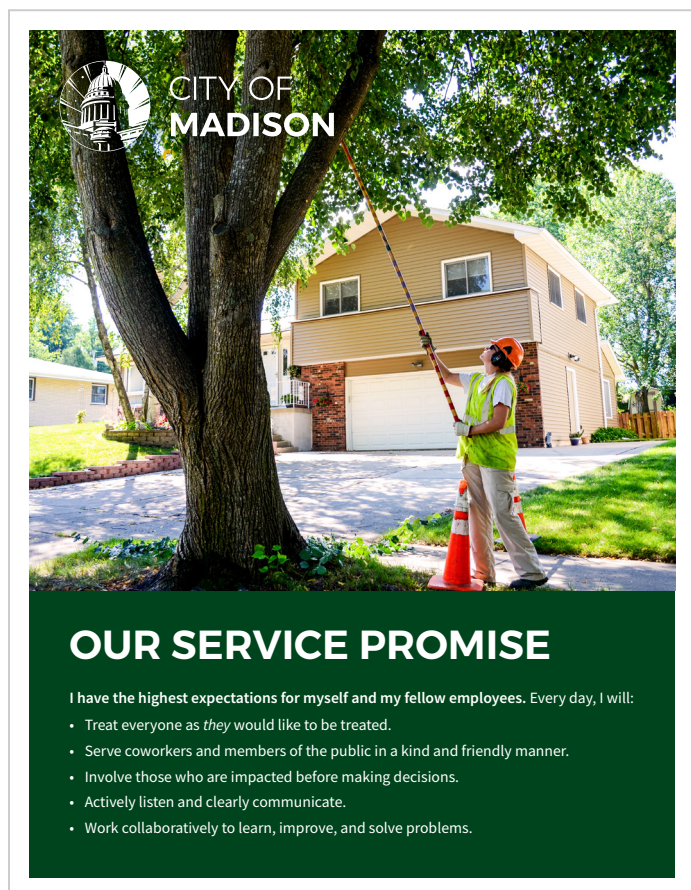
Our Service Promise

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Treat everyone as *they* would like to be treated.
- Serve coworkers and members of the public in a kind and friendly manner.
- Involve those who are impacted before making decisions.
- Listen actively and communicate clearly.
- Collaborate with others to learn, improve, and solve problems.

Print Pieces

City Employee Service Promise Posters

Posters stating our Service Promise will be placed for viewing by both City employees and by City residents as a reminder of our promise to our community.

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Print Pieces (continued)

OUR SERVICE PROMISE

Every day, I will serve the members of the public in a kind and friendly manner.

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