



City of Madison
Performance Excellence

Components of Performance Excellence

There are five components of Performance Excellence in the City of Madison:

- The **Vision** statement lays out the desired future of the City.
- The **Mission** statement describes how the City will advance toward our 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 Vision, Mission, Values, and Service Promise.

Vision

Our Madison – Inclusive, Innovative, & Thriving

Mission

Our Mission is to provide the highest quality service for the common good of our residents and visitors.

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, fiscal, and social resources.

Components of Performance Excellence (continued)

Our Service Promise

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

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

Elements of a Great City

