

PUBLIC WORKS DEPARTMENT

“CUSTOMER SERVICE WITH QUALITY CARE”

DESCRIPTION

Through a continuing process of employee involvement, the Public Works Department has adopted the following mission and value statements as a foundation for all of the department's activities.

MISSION

The Public Works Department's mission is to provide quality public works service with pride and dedication to insure a higher quality of life for the City of Merced. Our vision is to be recognized as an outstanding provider of public works services. This is accomplished through partnership, teamwork, quality customer service, employee development, continuous improvement, and a positive public image.

GOALS

- ◇ Merced's Future: We take pride in conserving resources. We plan our work anticipating future community needs. We work to make Merced a better place to live. We encourage innovation and look for better ways.
- ◇ The Customer: We find the best ways to provide quality customer service. We listen and respond to the needs of our customers while planning for the future needs of our customers.
- ◇ The Team: We pull together to provide excellent service. We believe our success depends on teamwork, trust, honesty, and ethical behavior. We support each other. We listen to each other. We trust each other.
- ◇ The Individual: We encourage new ideas. We encourage and reward individual initiative and acceptance of responsibility. We invest in training and professional growth. We care about the individual.
- ◇ The Workplace: We plan with safety in mind. We consider public health and safety as our top priority. We provide the correct tools and training for the task. We take employee safety seriously. We strive to make the workplace a safe and productive environment.