

# City of Milpitas Strategic Plan Values



## Superior Customer Service

- Develop the knowledge and skills, and secure the resources and tools to provide superior services to the community
- Be innovative and open to change
- Seek out efficiencies and streamlining efforts
- Stay current and adopt best practices

## Open Communication

- Listen openly and speak candidly when interacting with others
- Promote two-way communication at all levels of the organization, between management and staff, across departments, and with the community
- Ensure that employees are informed and have access to important information



## Trust & Respect

- Be honest, ethical, and transparent when dealing with others
- Take responsibility and be accountable for your actions
- Establish expectations and adhere to standards of conduct for yourself and others

## Integrity & Accountability

- Treat everyone fairly
- Foster mutual respect at all levels of the organization
- Embrace diverse views and experiences



## Recognition & Celebration

- Acknowledge contributions
- Celebrate accomplishments
- Make Milpitas an enjoyable and fun place to work
- Show support and care for all employees

