

## SUMMARY—GUIDING PRINCIPLES OF THE DEVELOPMENT SERVICES DEPARTMENT

Updated: February 19, 2009

1. **City Mission Statement:** *The City of Olathe plans for and provides public services to enhance the quality of life for our community.*
2. **City Vision:** *Setting the Standard for Excellence in Public Service*
3. **City Core Values:** By embracing these core values, employees of the City of Olathe are committed to serving the community with respect, accountability, initiative, and integrity.
  - **Customer Service (internal/external):** We value a friendly attitude that delivers timely, competent, and responsible service to all of our customers.  
From Employee Performance Planning Document:  
*“Inspires people to achieve high levels of customer satisfaction; views business processes from the ultimate customer perspective; regularly solicits input from customers; consistently delivers on commitments to customers.”*
  - **Teamwork:** We value cooperation with others to achieve the best for our organization and community.  
From Employee Performance Planning Document:  
*“Treats co-workers as partners, not competitors; unites the organization into an effective team; builds effective partnerships across the organization; discourages destructive comments about other people or groups; builds effective alliances with other organizations; creates a network of relationships that help to get things done.”*
  - **Learning:** We value an innovative environment that challenges us to continuously seek ways to improve our organization and our community.  
From Employee Performance Planning Document:  
*“Deeply understands his/her own strengths and weaknesses; invests in on-going personal development; involves people who have strengths that he/she does not possess; demonstrates effective emotional responses in a variety of situations; demonstrates self-confidence as a leader.”*
  - **Communication:** We value open discussion with others as the basis for decision-making and action.  
From Employee Performance Planning Document:  
*“Creates and communicates a clear vision for our organization; effectively involves people in decision-making; consistently treats people with dignity; provides effective coaching; recognizes the value of diverse views and opinions.”*
  - **Leadership through Service:** We value an organization in which each of us is a leader focused on serving people through listening to, caring for, supporting, and developing others.  
From Employee Performance Planning Document:  
*“Focuses on serving people through listening to, caring for, supporting and developing others; creates an environment where people focus on the larger good; inspires others to commit to achieving the organizations vision; courageously “stands up” for what they believe to be right; is a role mode for living our organizational values.”*

The City's other core values are:

- **Integrity.** Firm adherence to a code or moral values.
- **Commitment.** An agreement or a pledge to do something in the future.
- **Initiative.** Recognizing and doing what needs to be done before being asked to do it.
- **Accountability.** Accepting responsibility for one's own actions.
- **Respect.** To treat everyone with courtesy, fairness, and equity.

4. **Department Mission Statement:** *We promote a safe and sustainable community through consistent, quality professional services that support the community's vision for Olathe.*

5. **Department Vision:** *Be the #1 Development Services Department in the region, as measured by the services we provide and the department being a great place to work (pertaining to retaining and motivating staff).*

6. **Department Objectives:**

- *Emphasize quality customer service and seek opportunities to improve it, while recognizing and addressing our "new normal" and its constraints.*
- *Seek opportunities to perform our work more efficiently and be more innovative as a means to reduce expenses.*
- *Improve department communication to and relationships with all our customers—internal and external.*
- *Work with elected and appointed leaders and other City staff to have the City consider important, challenging issues in its development-related processes.*
- *Revitalize downtown Olathe and strengthen Olathe's neighborhoods.*
- *Enhance the quality of life for Olathe residents by making Olathe a desirable place to live, work, play, and do business for all.*
- *Continue leading the City's development review continual improvement process.*
- *Advance the Comprehensive Plan update process according to Council-approved timeline.*
- *Make significant progress on developing proposed updates/amendments to Olathe's "UDO"--Unified Development Code.*
- *Implement the City's annexation plan for unincorporated areas located within Olathe, and proceed with remainder of annexation plan implementation per Council timeline.*

7. **Development Services Department Director's and Managers' Core Values:**

- A. Communicate.** Inform. Don't assume. Be proactive and helpful. Be clear and concise. Sometimes, saying nothing is the best response. Listen.
- B. Be Positive.** Be solution-oriented, choose your reaction carefully—remember that Event + Reaction = Outcome. Be helpful and productive. Be kind.
- C. Keep it Simple.** Respect time, the shortage of other resources, the need for (intelligent) action as well as deliberative processes.

8. **Staff Expectations/Aspirations:**

- A. Performance.** Strive to be a Strategic Performer, with an understanding that everyone needs improvement at some level in their performance
- B. Strategize.** In your performance plans, collaborate with your supervisor to develop your own goals (strategies) that will achieve the City's mission and vision and our department's goals and objectives.
- C. Attitude.** Embrace and demonstrate the City's Core Values. Strive for the best customer service possible, the best possible outcome in all situations with customers (internal and external), help your fellow employees, and take advantage of your manager's open door policy.