

VISION AND VALUES

MISSION STATEMENT

The mission of Hillsborough County government is to provide effective, quality service at a reasonable cost with courtesy, integrity, and accountability in a manner which protects and enhances the quality of life of our diverse population. -- *Re-affirmed by the Board on April 21, 1999*

HILLSBOROUGH COUNTY, AS A COMMUNITY, VALUES THE FOLLOWING:

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| ✓ A Spirit of Caring | ✓ Educational Opportunity |
| ✓ Individual Freedom | ✓ Personal Responsibility |
| ✓ Human Rights | ✓ Economic Self-sufficiency |
| ✓ Private Property Rights | ✓ Sustainable Environment |
| ✓ Citizen Participation in Government | ✓ Racial and Cultural Harmony |
| ✓ Integration, Planning and Feasibility of Public Services | ✓ Health and Public Safety |

Adopted by the Board on April 21, 1999

HILLSBOROUGH COUNTY, AS AN ORGANIZATION, VALUES THE FOLLOWING:

- ✓ *Accountability* - Accepting individual responsibility to perform quality work that contributes to quality service at a reasonable cost.
- ✓ *Diversity* - Organizational effectiveness can best be achieved by recruiting and retaining a work force that represents the diversified population of Hillsborough County.
- ✓ *Efficiency and Cost Effectiveness* - The timeliness of meeting our obligations and performing each task; the stewardship and best use of our resources.
- ✓ *Empowerment* - The freedom and power to act, command, or decide on a course of action.
- ✓ *Open and Honest Communication* - An expression of a professional work environment which facilitates the exchange of information, ideas, and divergent opinions among all levels of an organization in an atmosphere of respect and genuine concern for the best interest of the County, its employees, and citizens/customers.
- ✓ *Quality* - Meeting citizens/customers requirements the first time and every time.
- ✓ *Respect* - The quality of accepting and holding in high esteem all persons= right to their beliefs, values, autonomy, and differences while treating them with dignity, worth, courtesy, civility, and politeness.
- ✓ *Responsiveness* - The willingness and ability to provide information, reply to requests, answer questions, and complete tasks promptly.
- ✓ *Teamwork* - The ability of a group of individuals to work together towards a common vision by each doing their part to achieve the efficiency of the whole.

Adopted by the Board on April 21, 1999