



CITY OF TONKA BAY
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ITEM NO. 9E

Memo

To: Mayor and City Council
From: Lindy Crawford, City Administrator
Date: November 10, 2015
Re: Organizational Operating Principles

Staff has been working on establishing organizational operating principles, or values, over the past few months.

The process began with an individual exercise to identify how each staff member reacts, or would react, to various situations. From there, every response was put into one document and reviewed together by all staff members to pick out common themes. At that time staff also reviewed operating principles/ values from cities and states of different sizes. Staff took the common themes and created the following six organizational operating principles.

1. We treat each other with reverence and care, display open communication and listen and seek to understand one another.
2. We are enthusiastic, welcoming and understand that everyone plays an important role at the City of Tonka Bay.
3. We are a team that displays high proficiency, thoughtfulness and integrity.
4. We produce adept, high quality work and innovative solutions.
5. We exceed the expectations of our customers by being respectful, professional and providing prompt customer service.
6. We use City resources wisely by being efficient and effective, collaborating and continuously learning.

The six principles were brought back for every staff member to review before being brought to the City Council tonight. City staff is in agreement of the above principles and feels they are a representation of the exercises completed individually and as a team.

Once approved by the City Council, they will serve as a tool moving forward for employee engagement, performance evaluations and basic operating guidelines for all city staff members.

Council Action Requested:

Motion to approve the organizational operating principles to be used for employee engagement, performance evaluations and basic operating guidelines for all city staff members.