Marathon County Highway Department Value: INTEGRITY

| We show honesty, openness, and demonstrate mutual respect and trust in others by: | Indicators of Ineffective Behavior (Needs Improvement) | Indicators of Successful Behavior | Indicators of Exceptional Behavior |
|---|---|---|--|
| Contributing to Department Efforts in a Positive Manner. | When I identify an error or problem with a process, I discuss it with my coworkers and point out the errors others made. | When I identify an error or problem with a process, I work to improve it. | When I identify an error or problem with a process, I work to improve it and make suggestions to coworkers & supervisors. |
| Contributing to Department Culture in a Positive Manner. | I lead, participate or listen to negative conversations. I spread rumors or tell stories about others that contribute focus on negative results. | I excuse myself and leave when people are engaged in negative conversations. I give people the benefit of the doubt. | I question people involved in negative conversations and point out positive ideas and concepts. I do not spread rumors or negative stories about others |

- SERVICE is responsively delivering on our commitments to all of our internal and external customers.
- INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others.
- QUALITY is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations.

Marathon County Highway Department Value: SERVICE

| We responsively deliver on our commitments to all of our internal and external customers by: | Indicators of Ineffective Behavior (Needs Improvement) | Indicators of Successful Behavior | Indicators of Exceptional Behavior |
|--|--|--|---|
| Display Good Work Practices | If I complete a task early, I sit and wait for someone to tell me to do something. | If I complete a task early, I contact a lead person or a supervisor and ask what to do. | If I complete a task early, I begin other productive work and I contact a supervisor. |
| Maintaining Equipment | I leave equipment dirty, with material left in the box and/or with undocumented required repairs. | I usually clean and grease equipment, report any concerns, and fill out inspection sheets. | I complete pre-trip inspections and fill out daily reports, clean and fuel trucks at the end of the day and promptly report any required repairs. |

- **SERVICE** is responsively delivering on our commitments to all of our internal and external customers.
- INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others.
- QUALITY is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations.

Marathon County Department Value: SHARED PURPOSE

| We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by: | Indicators of Ineffective Behavior (Needs Improvement) | Indicators of Successful Behavior | Indicators of Exceptional Behavior |
|---|---|---|--|
| Using Teamwork to get a Job Done. | When the team does not use my approach I become upset and no longer talk with them; later I tell others how bad of a decision <i>they</i> made. | When the team does not use my approach I accept the team decision and work hard to make the project succeed. | When the team does not use my approach I accept the team decision, work hard to make the project succeed and after-ward I follow up with the team to discuss the process. |
| Using Teamwork to complete the Department's Mission. | Rarely available outside of regular office hours. | Available for duties when the need arises. | Frequently signs OT list to communicate availability. |
| | Unwilling to accept non-typical assignments. Only willing to come in for select assignments. Frequently signs unavailable list. | Willing to serve a variety of roles as needed for projects. | Answers phone calls from supervisors, even if you are unavailable to come in. Voluntarily recognizes when there is likely a need for additional work and communicates availability with supervisor on call. |

- SERVICE is responsively delivering on our commitments to all of our internal and external customers.
- INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others.
- QUALITY is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations.

Marathon County Department Value: Quality

| We function as a team to provide public services that are reflective of "best practices" in the field. by: | Indicators of Ineffective Behavior (Needs Improvement) | Indicators of Successful Behavior | Indicators of Exceptional Behavior |
|--|--|--|---|
| Project Completion | Completion of a task ensuring it is completed when requested, with disregard of quality specifications or requirements. | Completion of a task ensuring all specifications are met. Communicate project status and completion with supervisor and team. | Completion of a task ensuring all specifications are met. Communicate project status and completion with supervisor and team. Suggest possible improvements with supervisor and team. |
| Kick off meeting to plan project through Final Outcome. | Everyone fails, in the morning, to discuss the project plan. | Meet and plan the project. | Discuss and resolve concerns and issues before starting work. Ensure all needed equipment and materials are ready for project. |

- **SERVICE** is responsively delivering on our commitments to all of our internal and external customers.
- INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others.
- QUALITY is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations.

Marathon County Department Value: Diversity

| We function as a team to attain by actively welcoming and valuing people with different perspectives and experiences: | Indicators of Ineffective Behavior (Needs Improvement) | Indicators of Successful Behavior | Indicators of Exceptional Behavior |
|---|--|--|---|
| Engagement of all Team Members | Exclude team members. Not willing to listen to or discuss other people's ideas. | Works on projects cooperatively with a variety of people regardless of background or diversity. | Actively engaging all members of the team. Soliciting and discussing work with team members who are not typically involved with the project or who are quiet and reserved. |
| Willingness to accept different perspectives | I've been responsible for this task; this is the way I want to do it and we will do it my way. | Meet with the coworkers to get ideas and input on the processes of a task. If applicable, implement some of those ideas and thought into the process. | Develop new and improved processes. Gives proper credit and thanks to all involved with the process. Document the new process. |

- SERVICE is responsively delivering on our commitments to all of our internal and external customers.
- INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others.
- QUALITY is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations.

Marathon County Department Value: Stewardship of Resources

| We function as a team to conserve the human, natural, cultural, and financial resources for current and future generations by: | Indicators of Ineffective Behavior (Needs Improvement) | Indicators of Successful Behavior | Indicators of Exceptional Behavior |
|--|--|---|---|
| Using best management practices for utilization of salt in winter maintenance | Use Salt without regards to temperatures or existing weather conditions. | Uses Salt with brine and follows MCHD best use management practices. | Informs supervisors of changing weather condition. Fully understands the appropriate material usage for specific weather conditions. |
| Caring About Our Resources | Just purchase or pickup materials from the first place I think of. Leaves the lights on, engine running or door open with no regard to the amount of energy/fuel consumption. | Consider best pricing, quality and cost of picking up materials. Turn off lights, shut off engines and close doors to conserve energy and take pride in ownership; same as I do at home. | Teach others lessons when finding cost effective ways to have quality materials delivered to our work. Works to implement additional methods to conserve our resources, be willing to talk to others to correct behaviors. |

- SERVICE is responsively delivering on our commitments to all of our internal and external customers.
- INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others.
- QUALITY is providing public services that are reflective of "best practices" in the field.
- DIVERSITY is actively welcoming and valuing people with different perspectives and experiences.
- SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations.