

- **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.

Solid Waste Department Value: Quality

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
We use statute, regulation, guidance & our plans of operation as requirements.	Ignores compliance, policies and guiding document. Does not work with regulators. Fails to respond to notices of non-compliances	Ensuring site is in compliance and does not receive notices of violation. Addresses notices of non-compliances by given deadlines.	Exceeds regulatory standards and anticipates areas of concerns and explores solutions. Identifies vulnerabilities, shares information with others and helps develop strategies to solve issues. Works with colleagues to find ways to exceed standards and makes site the best it can be. Addresses notices of non-compliances in advance of given deadlines.
Safety is paramount.	Injuries or near-misses Unsafe use of equipment Does not use safety policies & guidelines or equipment	No injuries or near-misses Always use safety policies & guidelines, as well as safety equipment	Seeks out training opportunities on safety and shares best practices with colleagues Always cognizant of ways to improve safety and functionality at the site and brings information forward to management

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Solid Waste Department Value: SERVICE

We responsibly 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
Meets customer's needs	Blames & argues with customers Late or slow to respond to customer needs/inquiries Inaccurate records/accounting related to customer records	Delivery quality work and service to ensure customer needs are met. Works within established timelines in responding to customer Ensure customer has a safe and seamless experience while at site Success is saying "yes we can"	Regularly exceeds customer's expectations Anticipates programs/services that would help customer better manage waste resources Exceptional is not only saying "yes we can", but adding, "and we can help our customer find solutions!"
Educate community about best ways to manage waste resources	No load inspections Do not share information related to banned items in waste loads Provide inaccurate or poorly developed information	Delivering accurate, relevant and important information in a timely fashion Deliver programming that is easy to use for the public and helps them share the message about waste resource management	Anticipate changes in waste resource management that would impact customer and proactively shares information Identifying waste improperly disposed of and advising customer on how to manage materials

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Solid Waste Department Value: Stewardship of Resources

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
We value all employees (colleagues) as partners in accomplishing our individual and collective professional goals	<p>Treats colleagues disrespectfully</p> <p>Refuses to assist a colleague</p> <p>Gossips about or defames a colleague</p>	<p>Speaking respectfully to colleagues and without judgment</p> <p>Maintains confidentiality</p> <p>Actively listens</p> <p>Speaks directly to colleagues about topics of concern</p> <p>Provides feedback in a manner that is productive and not disparaging</p>	<p>Directs conversations/discussions to the proper time and place, making arrangement to accommodate those involved</p> <p>Helps colleagues grow in their roles and excel</p> <p>Graciously shares information</p> <p>Recognizes and provides guidance in difficult situations and takes necessary leadership and compassion to mitigate negative outcomes</p>
We cultivate and work to preserve the natural resources of the departmental properties for the benefit of the community at large	<p>Fails to nurture the natural resources of the property</p> <p>Destroy at-risk species</p> <p>Disregard for habitats and species within the habitats</p>	<p>Works to preserve the natural resources of the property</p> <p>Acknowledges and respects the environment, habitats and species</p> <p>Find ways to share the beauty of the site with the community at large</p>	<p>Works to improve and enhance the quality of the natural resources and habitats</p> <p>Develops programs and concepts that broadens public understanding of the resources at the property</p> <p>Cognizant of the natural resources of the property and create thoughtful plans to protect and preserve as program needs expand</p>

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Solid Waste Department Value: Integrity

We demonstrate honesty, openness, mutual respect and trust in others by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
We value & keep confidential information about our customers & co-workers.	<p>Disregarding the privacy of co-workers</p> <p>Disregarding confidential information about customers</p>	<p>Ensures private information of co-workers is not shared via gossip or other disrespectful means.</p> <p>Ensures confidential business and related information for customers is never shared.</p>	<p>Actively works to help explain why gossip and failure to respect privacy is not valued.</p> <p>Actively works to build confidence and strength of character in order to make customer feel their private information will always be protected.</p>
Conducting open dialog in a way that is focused on positive outcomes.	<p>Regularly display –</p> <p>Verbally abusive language</p> <p>Making others (including customers) feel devalued</p> <p>Disregarding the feelings of others</p>	<p>Ensures discussions, even difficult ones, are done in a way that respects “the other”</p> <p>Use words that provide positive feedback</p>	<p>Actively work to check and correct instances of abusive behavior and activities.</p> <p>Guide discussions that are helpful, productive and promote positive outcomes.</p>

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Solid Waste Department Value: Diversity

We demonstrate actively welcoming and valuing people with different perspectives and experiences by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Respecting the opinions and beliefs of our co-workers and customers	<p>Criticizing others and belittling opinions & beliefs</p> <p>Opening engaging in arguments regarding opinions & beliefs</p>	Respect and honor the opinions and beliefs of others, even if we disagree	Create an environment that encourages an open and safe place for an exchange of ideas and opinions
Embracing differences as a way to grow personally and professionally.	Dismiss differences as unimportant	Find differences as ways to understand others and use this to learn more	Incorporate learned differences into professional behavior and help others grow in a similar way

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Solid Waste Department Value: Shared Purpose

We function as a team to attain our organizational goals and working 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 departmental core values and goals to deliver exceptional service to our customers	Continually— Disregard departmental core values Fail to meet the needs of all our customers	Continue to meet the baseline customer satisfaction survey results Collaborate as a team to develop ways to improve service	Actively work to exceed customer satisfaction Repeatedly submit concepts for improvement of services and means of strengthening the team
Willingly help where needed	Continually— Dismiss requests for help Disregard the needs of customers	Is a willing and cooperative team member Provide information in a way that helps others understand topics/issues/ideas	Actively asking where one's help is needed/provide assistance without being asked

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