

Governance						
	Result 1	Result 2	Result 3	Result 4	Result 5	Result 6
	Stewardship	Communication and Engagement	Forward Thinking and Innovation	Transparency and Accountability	Customer Experience	High Performing Organization
	Embrace resource stewardship to mitigate risk and foster sustainability.	Actively communicate and engage to provide information and seek input on issues and decisions.	Utilize innovative and forward thinking practices and approaches to deliver services.	Transparency and accountability are evident in our actions.	Utilize practices and processes to foster a positive customer experience.	Utilizes resources and provides support for continuous improvement and development.
Definition 1	Resource Stewardship Provides stewardship and manages the sustainability of financial, human, and physical resources to ensure resources are available to meet strategic and daily operational needs. (SP1D; BP5A)	Communication Maximize employee effectiveness by ensuring two-way communication and encouraging input and feedback. (CS10; BP4A)	Forward Thinking Planning Supports decision-making and planning with timely and accurate short-term and long-range analysis that enhances vision and is forward thinking. (SP1C; SP7A; BP2B)	Proactive Information Sharing Proactively share and publish information to increase transparency and enhance accountability. (SP4; CS10; BP1A; BP5B)	Practices and Processes Utilizes technology, best practices, and innovative processes to meet customer needs. (CS13; BP1, BP2A-D)	Development Focuses on equipping, training and continuously expanding the abilities of decision-makers, leadership, management and staff to successfully accomplish goals and objectives. (BP3A; BP3B; BP3C)
Definition 2	Risk Mitigation Provides assurance of regulatory and policy compliance to mitigate risk and utilize resources appropriately. (BP5)	Accurate and Timely Delivers responsive, accurate, and timely information to communicate and engage employees and stakeholders. (BP4A; BP4B)	Collaboration and Partnerships Advances City interests and service delivery through collaboration and partnerships with local, regional and national partners and stakeholders. (SP6B)	Compliance Enables compliance with laws, ordinances, regulations and policies to ensure accountability. (BP Values)	Experience Enhances customer experience through proactive and effective relationship building, timely and effective collaboration, and from seeking input and feedback from customers. (CS13; BP1A; BP1B)	Invest In, Support and Engage Employees Utilizes resources to maintain and develop an efficient, well-trained and productive workforce dedicated to enriching lives in our community. (BP3A; BP3B; BP3C)
Definition 3	Long-Term Focus Use of planning and analysis to ensure existing resources are available and sustainable (or potential resources could be made available) to fund services and implement plans. (SP3B; SP1C; BP5)	Secure, Accurate, and Accessible Ensures equal access in providing accurate, accessible, and secure information. (BP4)	Promote Accountability, Integrity, and Best Practices Support ongoing organizational innovation and efficient work processes to enhance accountability, knowledge, and best practices. (BP2B)	Evidence and Data Based Supports evidence-based decisions and reviews utilizing data, forecasts, and analysis to foster transparency and ensure accountability. (BP Values and SP Values)	Self-Sufficiency Processes, practices, and delivery methods allow for customer self-service and enhance self-sufficiency. (CS13; BP1C, BP3C)	Provide Necessary Resources and Information Provides the necessary resources (i.e. equipment, tools, technology, materials, etc.) and information so employees are able to provide high quality services. (BP3B; BP3C)
Definition 4	Resiliency Use of resources (i.e. human, technologies, systems, financial, etc.) contributes to or improves resiliency. (BP2A, BP2B, BP2C)	Communication Practices and Mediums Utilizes communication practices and mediums to engage and inform stakeholders, facilitate feedback, and encourage input in making decisions. (BP4A; BP4B)				Workforce: Attract, Recruit, Motivate, and Retain Attracts, recruits, motivates and retains a high-quality, diverse, engaged and productive workforce. (BP3A)