



San Mateo Public Works Strategic Vision May 2017

Our Mission

Enhancing the community and its environment by providing sustainable stewardship and innovative approaches to Public Works services

Our Vision

Meet the needs of the San Mateo community in its pursuit for quality of life



“Stewards of the Infrastructure”

The Public Works Department Leadership Team has developed this strategic direction. All energy will be directed toward satisfying the **GOALS**, achieving employee **HIGH PERFORMING ORIENTATION**, accomplishing the **MISSION** and striving for the **VISION**.

Public Works Department will achieve **HIGH PERFORMING ORIENTATION** characteristics of **Honest Effort, Efficient Action, and Effective Response** through:

Communication

Sharing of information in all directions to keep all informed and involved

Alignment

Finding and agreeing to a common direction and path, and adhering to that direction and path as a team

Positive Feedback

Providing positive feedback to subordinate, superiors and peers alike

Empowerment

Placing responsibility and decision making at the appropriate level of the organization

Re-enforcing Success

Acknowledging and communicating successes

Accomplishments towards achieving our vision

| GOALS | |
|-----------------------------------|--|
| Staff Development | Provide the environment for clear leadership, staff empowerment, and learning and growth opportunities |
| Establish and Meet Budgets | Improve the procedures and tools to estimate and track costs, and establish and adhere to budgets |
| Meet Regulations | Advance the means to monitor, report, and adhere to all regulations and eliminate violations |
| Efficient Processes | Standardize and streamline processes to clarify accountability and improve efficiency |
| Openness to Technology | Promote the application of technological improvements to support advancement of the other goals |
| Customer Service | Continually focus upon recognition, understanding, and meeting customer needs and expectations |

