

SERVICE PHILOSOPHY

We improve lives and build trust by providing exceptional service that creates a safe and caring environment.

SERVICE STANDARDS



SAFE

- Use good judgment and take appropriate action
- Follow safety procedures and apply proper training
- Promote and maintain a safe work environment
- Evaluate and protect against risks to the district

COURTEOUS

- Listen to the customer's concerns or needs
- Be flexible to the needs of the customer
- Be patient, polite, and respectful
- Show understanding and be considerate



RESPONSIVE

- Act in a timely manner
- Be available and helpful
- Be dependable by following-up and following-through on promises
- Be informative by providing accurate information and solutions

EFFICIENT

- Take pride in your work
- Perform with care, timeliness, and accuracy
- Be organized and productive
- Do it right the first time
- Use the right tools to get the job done

