

# Fresh Beginnings



# “ADDISON WAY”

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It is a philosophy that serves as the cornerstone of our service delivery model to our stakeholders. The heart of the “Addison Way” is staff’s charge to find a way to say “yes” to service requests rather than responding that they cannot do something. The staff searches out all options to try and meet expectations during each customer service interaction.

## COUNCIL’S VALUES

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The Council will at all times seek to enact policies that will promote, and to personally exemplify, the values of the Town of Addison. The Council values:

- Integrity
- Respectfulness
- Fun
- Innovation/Creativity
- Accountability
- Efficiency
- Kindness
- Openness
- Transparency

## COUNCIL’S GOALS

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Like most cities, Addison is confronted with a number of issues that demand time and attention of elected officials and the Town’s management team. In order to best apply the Town’s limited resources, the City Council has established the following goals to guide the organization’s efforts.

- Create Raving Fans of the “Addison Experience.”
- Practice Mindful Stewardship of Town Resources.
- Maintain and Enhance our Unique Culture of Creativity and Innovation.
- Continue to find ways to Celebrate our Diversity.



# COUNCIL'S ROLE

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The role of the Council is to develop a long-term vision for the Town, to develop policies necessary to achieve the vision, and to communicate with—and seek input from—stakeholders. This includes:

- Providing the direction, trust, and support necessary for the City Manager to implement the operations aspects of our vision.
- Making difficult and sometimes unpopular decisions that preserve our unique culture, safeguard our assets into the future, and effect the positive change necessary to achieve our goals.
- Identifying future trends, challenges, and opportunities.
- Being a positive and resourceful representative for the Town.
- Promoting transparency in communicating with residents, businesses, and regional partners.
- Being good financial stewards and creating an environment that nurtures a strong, diverse business ecosystem.

