



Values

Important and lasting beliefs or ideals shared by the members of a culture. Values have major influence on a person's behavior and attitude, and serve as broad guidelines in all situations.

Our values are our framework, our base, our fundamentals. They are ideals we share about our culture. They guide how we work with the community, customers and each other.



S·c·h·a·u·m·b·u·r·g
PARK DISTRICT

The Values:

Residents receive top service, professionalism thrives and success flourishes
Teamwork, Sustainability and Dedication

Service Excellence

- We exceed expectations

- Deliver excellent customer service by responding to and anticipating needs.
- Make our programs and facilities the best in parks and recreation
- Commit to providing an unparalleled experience for our residents.
- Proactive in making change for progress
- Go above and beyond to deliver more than expected.

Accountability

- We are ethical

- Demonstrate honesty, trust, integrity and transparency
- Be open to change and continuous improvement
- Respect individuals for their diverse backgrounds, experiences, styles, approaches and ideas
- Focus on finding solutions
- Responsible for our work and results



Teamwork

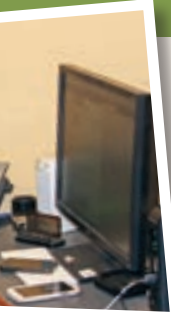
- Great parts making a great whole

- Work across organizational/departmental boundaries
- Build collaborative relationships with community members
- Promote and implement creative and innovative ideas and solutions
- Work together to successfully achieve common goals
- Achieve results and celebrate when we do
- Have a positive attitude
- Learn from mistakes and successes

Values in our organization through: Service Excellence, Accountability,

Sustainability today, for tomorrow's people and places

- Commit to across-the-board operational standards that protect the environment
- Preserve open space and natural areas
- Promote programs that enhance personal wellness



Dedication

- We care deeply about our agency, who we serve and what we do

- Show pride in the SPD "brand"
- Delight residents with the quality of our programs and services
- Promote a positive, energetic, optimistic and fun environment
- Make our residents/customers feel valued and appreciated
- Seek to continually improve our "product" and how it is delivered
- Maintain a reputation of reliability
- Face challenge as an opportunity for innovation





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PARK DISTRICT
Park Commissioners

Mike Daniels
Sharon DiMaria
Dave Johnson
George Longmeyer
Bob Schmidt

Executive Director
Tony LaFrenere

**For more information, call 847/985-2115
or visit www.parkfun.com.**