

# **OMF Mission, Values and Goals**

## **Mission**

Managing the City's fiscal, human, physical and technological resources to deliver high quality services to the City and our community.

## **Values**

### **We manage with a customer focus**

We strive for an effective balance between service provision and policy oversight. We support the core business needs of our customers, explain the nature of the services we provide, and solve problems. We want our customers to view us as trusted business partners.

### **We are stewards of public resources**

We use sound management practices in fulfilling the responsibilities entrusted to us by City Council, City bureaus and the public. We are committed to personal and organizational integrity and accountability.

### **We lead our operations from a strategic perspective**

We serve the City best through advance planning and anticipating issues. We develop and recommend solutions that serve both short-term and long-term City interests. We coordinate within OMF to bring better products and processes to our customers.

### **We value diversity**

We practice inclusiveness and respect the diverse talents of our workforce.

### **We promote sustainability**

We are committed to business practices that drive social, economic and environmental sustainability.

## **Goals**

### **Ensure long-term financial health**

Strengthen the City's financial position, maintain assets and plan prudently for the future

### **Enhance customer service**

Continuously improve our communications and focus on helping customers achieve their goals.

### **Foster a knowledgeable and diverse workforce**

Support an inclusive workplace and create opportunities for employees to grow and develop.

### **Continuously improve business processes**

Initiate business improvements, including those that implement better business practices, effectively use technologies, support sustainability efforts and create efficiencies.