

A decorative graphic consisting of a thin gold circle on the left side and a horizontal bar with a gold-to-white gradient on the right side. The text is centered within the bar.

El Dorado Hills Community
Services District

2007-08 Strategic Plan



Vision Statement

We will be recognized as the premier park, recreation, and local community services organization with a passion for providing excellent services and facilities and protecting the quality of life and environment of the community.



Mission Statement

“Enhance the quality of life for El Dorado Hills Residents through innovative, responsible leadership and by providing superior services and facilities.”



Our Core Beliefs and Values

We have a set of timeless, enduring beliefs that are ingrained in the way we think and act. These values guide our choices, defining for us the right courses of action, the clearest directions, and the preferred responses. Consistent with these values we set our objectives, formulate our strategies, and judge our results. By embracing these values we will achieve our ultimate vision and core purpose.

[Integrity



Our foundation is based on uncompromising **Integrity**

We are committed to conduct our business in an ethical and professional manner, in compliance with applicable laws regulations and codes; so we are correctly perceived to be an ethical and professional organization of dedicated and competent individuals of the highest integrity and credibility, producing quality, value added services that contribute significantly to the needs of our customers and community.

[Excellence]



We are dedicated to **Excellence**

We are committed to strive to be the Community Services District of choice by:

- Continuously improving as we pursue Excellence in every aspect of our business
- Being fiducially responsible and efficient in the use of the resources entrusted to us
- Eliminating waste and bureaucracy
- Understanding that our customers define quality
- Being dedicated to consistently exceeding our customer's expectations
- Continually striving to provide the very best in service and value
- Taking individual and organizational ownership and responsibility for actions and their results
- Embracing the value of change

Customer Service



We are dedicated to **Customer Service**

Exceeding our customer's expectations in quality, service and value is vital to the success of the Community Services District.

We are committed to exceeding our customer's expectations and to maintain their trust and loyalty by:

- Being ethical and professional in all our dealings with our customers
- Being a responsive, effective and cost efficient organization that supplies value added quality services that exceed our customer's expectations
- Striving to continually understand and meet the changing expectations of our customers through teamwork, empowerment and innovation
- Recognizing the value of sustainability

[People



Our strength is in our **People**

The collective talents of our employees comprise our most important asset.

We are committed to providing an organization and operating environment that attracts, nurtures, stimulates, and rewards employee professionalism and creativity. Our success will be achieved only through Inspired People operating in an environment that promotes:

- Integrity and Excellence
- Mutual trust, respect and dignity
- Openness, sharing and honesty
- Empowerment and teamwork
- Passion and commitment
- Innovation and risk taking
- The recognition and sharing of accomplishments of success and rewards of achievement
- The value of diversity

Sustainability



We recognize the value of **Sustainability**

Preservation of our natural resources and park infrastructure is of the highest importance.

We are committed to providing policy and operational procedures that protect the environment and encourage employees and community to be informed, sensitive and passionate about protecting our natural resources.

- Understanding our natural system
- Stewardship of the built and natural system
- Maintaining versatile resources
- Flexibility to address changing technology and demographics
- Preservation of legacy for future generations