

# CULTURE DECLARATION

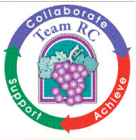
And Statement of  
Initiative Recommendations



# ***WE, THE EMPLOYEES***

of the City of Rancho Cucamonga,  
through our ideals and contributions  
are committed to and declare...

We are a welcoming, cooperative,  
caring organization built through  
relationships that:



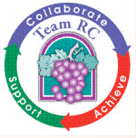
- ★ *Provide superior, timely, accurate, respectful service*
- ★ *Support a balanced work life and family life*
- ★ *Foster personal and professional growth*
- ★ *Consist of valued and empowered people and teams; working hard and having fun*
- ★ *Have inspired leadership and supportive supervision*
- ★ *Thrive on challenges and opportunities to innovate*

★ **STAR Service Recognition & Reward**



# SUPERIOR, TIMELY, ACCURATE, RESPECTFUL SERVICE

- ★ Customer Response Management program:  
including Performance Measurement
- ★ STAR Service Recognition & Reward  
Program



# BALANCED WORK LIFE AND FAMILY LIFE

- ★ Define what Work-Life Balance means related to issues such as:
  - ★ Work schedule flexibility
  - ★ Networking opportunities
  - ★ Healthy workforce



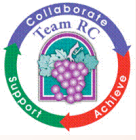
# PERSONAL AND PROFESSIONAL GROWTH

- ★ City/College Partnerships
- ★ Mentorship Program
- ★ Re-establish the Rancho Cucamonga Academy
- ★ Enhance competencies and skills in:
  - Communication
  - Conflict Management
  - Decision-making



# VALUED AND EMPOWERED PEOPLE AND TEAMS; WORKING HARD AND HAVING FUN

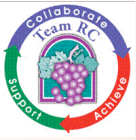
- ★ Encourage the use of employees and cross-functional teams to address city challenges and opportunities
- ★ Enhance employee recognition
- ★ Foster employee creativity
- ★ Build organizational spirit and camaraderie through the efforts of groups like the EAC



# INSPIRED LEADERSHIP AND SUPPORTIVE SUPERVISION

## ★ Leadership Development Initiative

- Strategic thinking
- Vision
- Lead by example
- Ethics



# CHALLENGES AND OPPORTUNITIES TO INNOVATE

- ★ Charter an iTeam (i.e., a "think tank" to track emerging trends, formulate strategies, recommend actions/policies)



# ICLT RECOMMENDATIONS

- ★ Formation of Learning Groups to champion implementation of the ICLT initiatives
- ★ Establishment of short term and long term plans for achieving the Ideal Organization Culture