

## Business Principle

Our job is to create, maintain and grow economic value and we do our job by providing infrastructure and services. The better we do our job, the more investment we will attract and the more revenue it will generate for investment, creating a self-sustaining cycle.

*-Adopted by City Council  
January 27, 2010*

*Governance Principles, The Ontario Plan*

## Vision Statement

Founded as a model colony, based on innovation, planned development, community services and family values, the City of Ontario has become the economic heart of the region. The City Council is committed to maintain Ontario's leadership role in the Inland Empire, by continuing to invest in the growth and evolution of the area's economy while providing a balance of jobs, housing, and educational and recreational opportunities for the residents in a safe, well-maintained community.

*-Adopted by City Council  
January 20, 1998*

# Approach to Public Service

**Choose public service to make a positive impact on the community.**

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**Be Committed to the Community.**

***Whatever job you do, do it well!***

**Achieve Excellence Through Teamwork.**

***Take ownership of your job and support other team members.***

**Do the Right Thing the Right Way.**

***Focus on what is important and never compromise integrity.***

*- Work-in-progress February 6, 2012*



# Approach to Public Service

**Choose public service to make a positive impact on the community.**

Each of us makes a choice where we work. By choosing to work for the City of Ontario, you are committing to an honorable profession in public service in which you can make a positive contribution to the City's residents, business owners, workers and visitors. When you come to work each day, you are doing something important and meaningful for the community.

## **Be Committed to the Community.**

***What ever job you do, do it well!***

As employees, Ontario is our community. To serve our community well, be passionate about service – both to our community and to our co-workers. Demonstrate this commitment by taking the extra effort to be helpful. It might be a thorough explanation, an innovative solution, an efficient and effective process – whatever defines “excellence” for your job. If your job involves enforcing regulations/policies, do your best to help people comply. Even in a situation where you can't give people exactly what they want, communicate in a way that is professional and respectful.

## **Achieve Excellence Through Teamwork.**

***Take ownership of your job and support other team members.***

Teamwork is critical to our success. Every job is important, and we can only accomplish our goals if employees across all departments support each other. The first part of teamwork is to take ownership of your own job. People are depending on you – don't let them down. If you make a mistake, take responsibility, fix it and learn from it. Constantly strive to expand your knowledge to do your job better.

The second part of teamwork is supporting the rest of the team. The team includes your immediate co-workers, your department, and all other City departments and employees. It includes management and employees working together. It may include other outside agencies, businesses and customers. How do *you* support your team? Communicate; treat others with respect; and be humble - give credit to others when deserved; be open to others' ideas, and put your team ahead of yourself.

## **Do the Right Thing the Right Way.**

***Focus on what is important and never compromise integrity.***

We are all stewards of the community's resources. We are funded by the community and we have the responsibility to use our resources wisely (the “right thing”). Focus on what is important, as defined by your department and ultimately by City Council. Act with integrity - be honest, trustworthy and ethical (the “right way”).

- Work-in-Progress February 6, 2012

