

# Mission, Vision and Core Values

# Victorville Water District

## MISSION STATEMENT

*The Mission Statement is what the District does.*

**The mission of the Victorville Water District is to efficiently provide our customers with safe, reliable, high quality water, recycled water, and wastewater services, while meeting or exceeding all regulatory requirements in a fiscally and environmentally responsible manner.**

## VISION STATEMENT

*The Vision Statement points to where the District wants to be in the next five years.*

In five years the District will:

- Have in place definitive policies and practices, including a rate and fee structure, that will support at least AA-rated credit and ensure our long-term financial stability, eliminate all inter-fund borrowing, pay down current bond indebtedness, and avoid any new debt instruments;
- Maintain and improve the efficiency, reliability, and security of District infrastructure;
- Develop a plan to have adequate water resources for the community we serve including maintaining current twenty percent per capita conservation levels in conformance with statewide goals;
- Sustain wastewater collection, treatment, and disposal systems to meet the current and future needs of the community and to respond to emerging regulations;
- Continue working with High-Desert agencies to implement opportunities for cooperation;
- Maintain a highly qualified, motivated and innovative workforce to ensure a high-performing organization; and
- Enhance our public information, education, and outreach methods to ensure public awareness of issues important to the community we serve.

## CORE VALUES

*The Core Values describe the values that guide the behavior of the agency. They are accompanied by questions that help us ascertain if major policy decisions conform to the stated values.*

<b>Core Value</b>	<b>Core Value Question</b>
Protect Public Health and the Environment	Is the decision or action consistent with our strong commitment to protect public health and the environment?
High Quality Customer Service and Effective Public Outreach	Does the decision or action lead to high quality customer service and effective public outreach?
Sustainability	Does the decision or action sustain the resources we manage?
Commitment to Efficiency, Reliability and Security	Does the decision or action maintain or enhance the efficiency, reliability, and security of water and/or wastewater infrastructure or services?
Financial Stability	Does the decision or action sustain or contribute to the long-term financial stability of the District?
Be an Advocate for the Community we Serve	Does the decision or action demonstrate our advocacy for the best interest of the community we serve?
High Performance and Adaptability	Does the decision or action lead to high-performing, highly qualified, motivated, and innovative workforce and an adaptable organization?
Open and Transparent	Is the decision or action being made in a manner that is open and transparent to all concerned?
Fairness, Respect, and Honesty	Does the decision or action treat all concerned with fairness, respect, and honesty?