

## MISSION STATEMENT

**The City of Kent has been entrusted with, and is committed to, providing vision, leadership, and exemplary urban services, equally and fairly, for the purpose of preserving and enhancing a safe and satisfying quality of life for residents, students and businesses who have chosen Kent as their home.**

### Vision of Success:

Kent's vision is to provide superior city services to its residents and businesses, especially in the areas of policing, fire suppression, emergency medical response, street repair and maintenance, parks and open space, sidewalks and open government, that lead to recognition of Kent as a model community in Ohio for its quality of life.

### Core Organizational Values:

- That the strength of this organization is its people;
- That elected and appointed officials, the administration, and City employees are all team members of this organization;
- That all employees are valuable;
- That services be provided in the highest professional, efficient and ethical manner by establishing and maintaining high standards of performance for excellence;
- To respect all departments, employees and citizens as being diverse but equally important;
- That the spirit of community trust and respect should guide every decision and action;
- To consider this community trust as an honor, a responsibility, and a privilege;
- That the achievement of long term goals transcends short term benefits or inconveniences;
- To encourage change and innovation that improves Kent as a place to live;
- To recognize the City Council's responsibility to make informed policy decisions for the community, with insight and integrity;
- That administrative decisions are made based on the greater benefit of the organization rather than individual departments or divisions;
- That the greater good of the whole community may outweigh the needs of individuals;
- To concentrate on the select core municipal services and evaluate new services before they are offered, to determine if they represent an appropriate role for city government;
- That improving the organization leads to improved and more efficient municipal services;
- To be patient, polite and courteous to citizens regardless of circumstances;
- To be responsive to residents either by accomplishment, explanation, or information;
- To work more on non-urgent important matters rather than unimportant urgent matters;
- To engage in community building by investing resources today for a better future.
- That the City has been commissioned to lead this community with a vision and a strategic plan while simultaneously demonstrating fiscal responsibility;
- To appreciate the community's sense of place, including its environmental and historic resources by employing sustainable development principles;
- That the community's relationships with all of its educational institutions are extremely vital.