

Guiding Principles

In recent weeks the Town government has completed or proceeded past milestones with regard to some significant initiatives: a new law to deal with derelict and abandoned houses, setting a referendum date on financing for the athletic fields improvement project, proceeding to the master planning stage for the Spiegel Community Center restoration and improvement project, making material progress toward shovels in the ground on our sidewalk projects for East Avenue, Calkins Road and Stone Road.

In the second half of the year we'll move forward toward completion of those works in progress. We'll begin the update of the Town's Comprehensive Plan I wrote about in this space some months ago and we'll prepare the budget for next year, among other pending initiatives.

Since taking on the duties of Town Supervisor I've devoted most of these columns to describing our policy and project initiatives. Today, let's step back a bit and discuss aspects of the philosophy that drives the way we in Pittsford's Town government approach our work.

Our overarching goal is to fulfill the vision of a community working together to preserve the past and pioneer the future. For many years this has been the Town government's basic statement of purpose. Dedicating ourselves to customer service, fiscal responsibility, organizational effectiveness and community vitality propels us toward that goal. To translate this into our day-to-day work we observe the following guiding principles:

- ***Our customers are the final judge of quality and performance.*** We strive for the highest level of customer satisfaction. Exceeding expectations is the goal. We listen, learn and adapt our services and programs to anticipate and meet the needs of those we serve.
- ***We hold ourselves to the highest standard of conduct.*** Our actions are as important as the products and services we produce. We are loyal and accountable to the public trust.
- ***We set a direction that is forward-thinking and creative.*** Our policies and processes build upon past success in pursuit of further public progress.
- ***We embrace the opportunity to include staff, residents and community partners in the decisions we make.*** Engaged staff involvement and ongoing collaboration with residents, other governments, school districts and community partners fosters an environment of trust and shared vision for Pittsford.
- ***We strive for continuous improvement, in order to perform at the highest levels of expectation.*** However satisfied we and the public may be with any aspect of our way of doing business, we are always looking for ways to do it better.

I've served now as Supervisor for seven months. From the perspective of an outsider coming into an organization, observing it and sizing things up, I can tell you that these principles are not just slogans. My observation is that these ideals are rooted deeply in the culture of Town Hall and that our employees live up to them in their everyday work. Our Town employees take pride in serving the

public. They do so with the attitude that Pittsford's success rests on our partnership with the people we serve.

We have no illusions about being perfect or becoming so. As I've discussed above, our philosophical orientation is based on the premise that we must always seek to improve. My experience has been that the people who work for you in our Town government do just that. During the time I've been in office a great many of you have reinforced that observation with your messages of praise and appreciation for the work, commitment and demeanor of our employees.

As always, should you wish to comment on our current Town initiatives or on any matter affecting the Town, please let me know. You can reach me at 248-6220 or by e-mail at bsmith@townofpittsford.org. You are always welcome stop in to see me if you're coming by Town Hall.