

A Philosophy of Government

The concepts of customer service, fiscal responsibility, organizational effectiveness and community vitality define the Pittsford town government's basic statement of purpose. 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'm in my first term as Town Supervisor. From the perspective of an outsider coming into an organization and sizing things up, I've learned that these principles are not just slogans. They're rooted deeply in the culture of Town Hall. Our Town employees live up to them in their everyday work and take pride in serving the public.

A great many of you have responded with messages of praise and appreciation for the work, commitment and demeanor of our employees. Be assured that our dedication to your interests, and to serving you, shall continue.

You can reach me by phone 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.