



## VISION

Statesville will be a vibrant regional center that provides a higher quality of life for ALL.

## MISSION

City of Statesville will serve with integrity, provide sound resource management, and equitably deliver high-quality public services.

## CORE VALUES

**We Value City Staff**—We acknowledge the unique talents of each employee, their career goals, and the importance of their overall well-being. We incentivize excellent performance, thinking creatively, and quality customer service. We provide opportunities for employees to provide feedback on what would improve the workplace, their quality of work, and how the city serves its citizens.

**We Value Engagement**—We look for opportunities to listen to community members where they are. We engage with the community in order to improve quality of service, deliver better programming, and develop solutions to community problems. We provide timely, clear, and accessible information on current challenges, forthcoming opportunities, and solutions delivered to the community.

**We Value & Encourage Opportunity**—We design facilities and programs in a way that enables all citizens to participate and benefit. We develop local talent and strengths into the next generation of city employees and leaders.

**We Value Integrity**—We interact with one another and the community with honesty, compassion, and respect. We act as responsible stewards of the resources entrusted to us. We govern, lead, and serve as we would want to be governed, led, and served.

**We Value Quality & Creativity**—We collaborate to find cost effective, creative, and equitable solutions and procedures. We work with citizens, community partners, and other units of local government to deliver better outcomes for members of our community.

## GOALS & STRATEGIES

### Developing Our Team

**Description:** The City of Statesville recognizes that its employees are its most valuable asset and resource for realizing the city's vision. Capable and professional employees are essential for delivering high-quality customer service and managing the long-term needs of the community.

#### **Strategies**

1. Attract and retain a talented, engaged workforce responsive to the needs of our growing community.
  2. Invest in employee professional development to promote continuous learning and improvement in service delivery.
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### Connecting Our City

**Description:** The City of Statesville strives to provide high-quality services and utilities for today's needs while also planning for the future needs of residents, businesses, and industry.

#### **Strategies**

1. Proactively maintain existing infrastructure assets and systems to ensure current quality and long-term viability.
  2. Invest in critical public infrastructure to align with land use plan goals and accommodate future growth citywide.
  3. Promote the development of a range of housing types throughout our community and housing stability for residents.
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### Connecting Our Communities

**Description:** The City of Statesville supports vibrant communities and safe neighborhoods with opportunities for employment, recreation, engagement, and housing.

#### **Strategic Initiatives**

1. Provide reliable, high-quality public safety to ensure the wellbeing of residents, businesses, and visitors.
2. Expand access to enriching cultural, recreational, and open space amenities.
3. Promote the development of a range of housing types throughout our community and housing stability for residents.