



COMMUNITY ORIENTED LOCAL GOVERNMENT

The City of Elko New Market shall strive to be a model in local government by providing Community Oriented Local Government. This philosophy guides the City – its Council, Commissions, Staff and other agents in how they conduct the business of local government and provide public services.

- 1. Community Involvement** – The City of Elko New Market will incorporate community feedback in making participative, transparent decisions by:
 - Providing more opportunities for the public to have input on decisions that affect them.
 - Engaging the public in strategic planning initiatives, both short and long term.
 - Enabling the public to provide input on the effectiveness of public services and policies.
 - Working to develop leadership within the community.
- 2. Organizational Improvements** – The City of Elko New Market will strive to elevate the level of customer service and service delivery through cost effective use of personnel, structure, and information systems by:
 - Developing an organizational climate that promotes innovation, creativity, collaboration and a customer-centered focus in providing community services, programs and projects.
 - Improve public services by reducing barriers between City departments in order to provide greater accessibility, flexibility, and efficiency in the delivery of public services.
- 3. Problem Solving** – The City of Elko New Market will engage in the process of proactive and systematic examination of identified issues in order to evaluate effective policy decisions by:
 - Using available technology to improve the quality and accuracy of data used in decisions.
 - Provide the resources to develop and implement the most cost-effective solutions.
 - Considering the long-term costs and benefits in policy decisions.
 - Engaging in long-term financial planning to provide public services without undue burden on the taxpayers of the city.
- 4. Performance Measurement** – The City of Elko New Market will develop and utilize methods for measuring performance to evaluate progress and establish accountability for improving public services.
- 5. Professionalism** – The City of Elko New Market will provide local government that is characterized by high technical and ethical standards. The City will conduct business and present itself in a manner that that promotes public confidence. The City will endeavor to recruit, train, and develop cohesive, high quality professional staff that will excel in providing public services.