

The District is committed to establishing and maintaining a workforce that provides not only high-quality technical work, but also exceptional customer service. Our customers include the public, the regulated community, other agencies, and fellow employees. The principles of STAR create an atmosphere in which providing exceptional service, demonstrating effective teamwork, maintaining a positive attitude, and showing respect to others is a key part of every employee's job. To foster a culture of excellence, the District believes in continuous improvement and embraces change. Towards that end, the District empowers and encourages employees to take initiative by offering solutions and volunteering to participate in implementing desired changes.

SERVICE

We strive to provide excellent service in our relations with all our internal and external customers.

TEAMWORK

We work for the District as a team and not just for a program, department, or region.

ATTITUDE

We strive to be pleasant in our relations with coworkers, subordinates, superiors and all our customers.

RESPECT

We respect the opinions and interest of all Valley residents, and fully consider their opinions in our efforts to carry out the District's mission. We always speak positively and respectfully about our fellow District employees, the organization, and those we serve.

We serve the public with integrity, honesty, and full accountability and take pride in our effective and efficient use of resources.