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THE CITY OF CENTERVILLE
**CIVIC Municipal Volunteer Program**

**CIVIC PURPOSE and GOALS**

The City of Centerville's municipal volunteer program, Citizens InVolved in Centerville (CIVIC), assists the city in its efforts to provide superior services to its residents, and extends opportunities for citizens to participate in their government and community.

The CIVIC Program was established in 1984 to promote citizen participation in the expansion, enhancement and delivery of quality services to the residents of Centerville. The volunteer program at The Golf Club at Yankee Trace began in 1995 with the purpose of assisting the golf staff in providing outstanding service to all Yankee Trace guests.

THE GOLF CLUB AT YANKEE TRACE
**Celebrating 25 years of service to the community!**

**APPLICATION**

All Yankee Trace volunteers are a part of the **CIVIC, C**itizens **I**n**V**olved **I**n **C**enterville**,** Municipal Volunteer program. All prospective volunteers must complete an application packet and receive acceptance to the program through the Community Resources office. Upon acceptance, each volunteer will receive an orientation to the Yankee Trace program during training and the CIVIC Municipal Volunteer Handbook. Please see Laura Filaseta at the Centerville City Offices, 100 West Spring Valley Road, call 428-4716, or email lfilaseta@centervilleohio.gov.

**2020 VOLUNTEER PROGRAM**

* **Starters, Player Assistants, Shuttle Drivers**
* 7 Hour Shifts on Mondays, Tuesdays, Wednesdays, Thursdays or Fridays
	1. 6:30 a.m. – 1:30 p.m. & 1:30 p.m. – 8:30 p.m.
* 6 Hour Shifts on Saturdays or Sundays
	1. 6:30 a.m. – 12:30 p.m. & 12:30 a.m. – 6:30 p.m.
* **Golf Course Prep & Beautification**
* Two 3 ½ Hour Shifts on Mondays, Tuesdays, Wednesdays, Thursdays or Fridays
* One 4 Hour Shift on Monday – Friday & One 2 Hour Shift on Saturday & Sunday
* Two 3 Hour Shifts on Saturdays & Sundays
* **Special Events**
* Golf Passes available for assisting with Summer Youth Programs.

**VOLUNTEER PROGRAM REQUIREMENTS**

* Active Season: April 1 – October 31
* Volunteer on-duty attire:
* Yankee Trace volunteer golf shirt purchased at cost for $20.
* Yankee Trace volunteer nametag. (replacements $6)
* Yankee Trace wind shirt purchased at cost for $30. (optional)
* Yankee Trace golf cap purchased at cost for $13. (optional)
* CPR/AED/First Aid Training mandatory for all volunteers.
* CPR Certification is valid for 2 years. Concussion Awareness valid for 3 years.
* Classes are offered at no cost, schedule will be posted via email.
* AED Locations in the Clubhouse:
	1. In hallway across from golf shop
	2. In food service office next to main clubhouse entrance
	3. End of hallway before back patio entrance
* Communications, updates and notifications are sent via email.
* Scheduling and swapping of shifts processed through <https://getsling.com/>
* **Permanent schedule change requests are reviewed and approved by Steve Marino**.
* Arrive at scheduled time unless notified on Sling, i.e. inclement weather, frost delays.
* Training for each position will take place during shift with experienced volunteers.
* All City of Centerville volunteers receive a photo ID card. See golf shop.

**VOLUNTEER ABSENSES**

* As a business, we count on your commitment to the program and schedule.
* Up to 4 weeks of vacation time and other events is acceptable.
* Schedule personal appointments on days that you are not volunteering.
* Use the Sling App to find other volunteers to cover absences.
* If you miss a shift, volunteer privileges are suspended until next shift.
* Repeated absences could lead to loss of privileges and/or expulsion from program.

**SUBSTITUTIONS**

* Volunteers are responsible to find a substitute anytime you cannot make your shift.
* Use the Sling App to send out a message to all or select volunteers.
* An 18-Hole golf certificate will be issued to any volunteer who works an extra shift.
* Volunteers must notify management prior to arriving for shift.
* Certificate is valid through March 31, 2021. (no extensions)
* Certificates are transferrable.
* All substitutes must be properly trained for position prior to agreeing to work.

Mission Statement

**Deliver a great golfing experience for our guests!**

A great golfing experience doesn’t just happen:
It requires quality course conditions and exemplary customer service!
The following information contains guidelines pertaining to the starter, player assistant, shuttle driver and golf course prep and beautification positions and frames a high level of service that our customers have come to expect & deserve.

**DAILY PROCEDURES**

* Dress Code
* Yankee Trace volunteer shirt, khaki or tan shorts or slacks and your name tag.
* Yankee Trace volunteer windshirt. (optional)
* Yankee Trace logoed cap. (optional)
* Park car in Staff Parking Areas when on duty. (first two lots after entering property)
* **CLOCK IN** at scheduled time on phone or kiosk with 4 DIGIT code
* Pick up radio in the golf shop and STAY in radio contact at all times (channel 2)
* Check with Golf Shop Staff concerning cart rules for the day, pin placement, special activities, outings, leagues etc.
* First thing in the morning, assist Outside Service Staff in retrieving all golf carts from the East Cart Barn - Park neatly in the cart staging area. (see below)
* Assist outside services in moving carts from the basement to the staging area.
* Carefully unplug charger and roll cable into a small circle.
* Hang on hook with enough clearance for carts to pass under it.
* Turn Key to ON position.
* Confirm cart is in desired Forward or Reverse position.
* Check that battery charger cables from adjacent carts are out of the way.
* Drive slowly, STOP at top of cart ramp; look both left & right before proceeding.
* Park carts in line and at least 3’ from curbs and other carts front, back & side.
* Remove cart key form ignition and give to golf shop staff.
* Be prepared to assist golf shop and outside service staff with various tasks.
* Stay for the entire shift – Must have permission to leave early.
* Inclement weather:
* The Golf Club at Yankee Trace does NOT have an advanced weather alert system.
* The golf staff monitors internet radar during ominous conditions and will relay information to staff members and patrons to the best of their ability.
* Pay attention to changing weather patterns at all times; Notify golf shop!
* Do NOT announce your forecast to patrons. It is difficult to determine when and where rainfall will occur even with modern radar technology. Do NOT tell customers that it is going to rain all day just because it is currently raining.
* If you see lightning or hear thunder, seek shelter immediately.
* Eligible golfers are permitted to use a golf cart that has more range than others.
* Guests are required to present a doctor issued handicap placard to receive cart.
* Handicap golf carts are authorized by the golf shop staff only.
* Guests with single rider handicapped golf carts are permitted to drive anywhere.
* Reading books or searching for lost golf balls while on duty is prohibited.
* Tobacco products are prohibited while on duty.
* Be “warm & cheerful” when interacting with guests, employees and fellow volunteers.
* Never discuss policies or sensitive issues over the radio or in front of guests.
* Approximately 30 minutes before the end of the afternoon shift, assist Outside Service Staff in returning all golf carts to the East Cart Barn – Be very careful when parking carts, the barn is narrow and the carts are parked very tight.
* **CLOCK OUT** on phone or kiosk before leaving.

**VOLUNTEER VEHICLES**

* Designated golf carts are provided for starters and player assistants.
* Multi-person vehicles are provided for shuttle drivers.
* Vehicles are to be kept well-stocked of scorecards, pencils, first aid kit, clipboard, sharpies.
* CPR masks have been installed on all golf carts for emergencies.
* Volunteer vehicles are not permitted to enter the cart staging area. (CSA extends from the gazebo to the back of the clubhouse)
* Volunteer vehicles are to remain on designated cart paths or paved locations at all times. (Do not cut across grass areas unless there is an emergency)
* Immediately report malfunctioning vehicles to golf staff. Never operate any vehicle that is unsafe or is in need of repair.
* Do NOT park volunteer vehicles near the golf shop entrance, this is a part of the cart staging area. (Park vehicles around the corner and enter clubhouse through rear door)
* Maintain a clean and clutter free vehicle at all times.
* Personal items or unauthorized objects are not permitted on volunteer vehicles.

**THE POWER OF THE 3T SYSTEM**

* Yankee Trace utilizes an advanced 3 tee platform designed to maximize play at prime time and on days when the weather is favorable. (see chart below)
* The 3T works flawlessly on paper but requires specific information to be relayed to all golfers before they commence play.
* The 3T does NOT cram in extra golfers – In fact, we narrow the time frames and build in buffers, unlike most golf courses, to promote a reasonable pace of play.
* The Vintage course has accounted for the majority of our growth since its grand opening in 2003. (2nd chart)
* The 3T system allows Yankee Trace to compete with every golf course in the area today and for many decades into the future.
* The success of the 3T enabled the City to pay off the debt service ahead of schedule.

|  |  |  |
| --- | --- | --- |
| **18-Hole Course** |  | **27-Hole Course** |
|  |  |
|  | **18** | **9** |  | **HL** | **VH** | **LV** | **LH** | **HV** | **VL** | **H** | **V** | **L** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7:00a | 28 | 28 | 7:00a |  |  | 28 |  |  |  |  | 28 |  |
| 8:00a | 32 | 32 | 8:00a | 32 |  | 32 |  |  |  |  | 32 |  |
| 9:00a | 28 |  | 9:00a | 28 |  | 28 |  |  |  |  | 28 |  |
| 10:00a | 32 |  | 10:00a | 32 |  |  |  |  |  |  | 32 |  |
| 11:00a | 28 |  | 11:00a | 28 |  |  |  |  |  |  | 28 |  |
| 12:00p | 32 |  | 12:00p | 32 | 32 |  |  |  |  |  |  |  |
| 1:00p | 28 |  | 1:00p | 28 | 28 |  |  |  |  |  |  |  |
| 2:00p | 32 |  | 2:00p | 32 |  |  |  |  |  |  | 32 |  |
| 3:00p | 28 |  | 3:00p | 28 |  |  |  |  |  |  | 28 |  |
| 4:00p | 32 |  | 4:00p | 32 | 32 | 32 |  |  |  |  |  |  |
| 5:00p | 28 |  | 5:00p | 28 | 28 | 28 |  |  |  |  |  |  |
| 6:00p | 32 |  | 6:00p | 32 | 32 | 32 |  |  |  |  |  |  |
| 7:00p | 28 |  | 7:00p | 28 | 28 | 28 |  |  |  |  |  |  |
| 8:00p |  |  | 8:00p |  |  |  |  |  |  |  |  |  |
|  |  |
| Total | 120 | 32 |  | 120 | 60 | 120 |  |  |  |  | 60 |  |
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| **Best Years by Rounds** |
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| 2019 | 58,500 | 2009 | 54,000 | 2013 | 48,500 |
| 2012 | 56,500 | 2014 | 53,500 | 2011 | 48,000 |
| **2017** | **55,500** | 2008 | 53,000 | 2005 | 45,500 |
| **2016** | **54,500** | 2018 | 52,500 | 2004 | 44,500 |
| 2007 | 54,500 | 2010 | 52,500 | 2003 | 42,000 |
| **2015** | **54,000** | 2006 | 49,500 | 2002 | 36,000 |
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 **VOLUNTEER SERVICES**

Volunteers contribute to our Mission by providing exemplary customer service as starters, shuttle drivers, player assistants and golf course preparation and beautification crews. All volunteers should be familiar with each of the job descriptions below and be trained to successfully perform them as required.

**STARTER**

* Pick up printed tee sheets and blank cart liability forms from the Golf Shop.
* Proceed to #H1, #V1 and #L1 as soon as possible and check in golfers.
* Position volunteer cart facing golfers as they approach the #1 tee.
* Greet guests with a warm and cheerful “Welcome to Yankee Trace!”
* Ask each golfer for receipt – Confirm Date and type of Green Fee purchased.
* The driver of each golf car is required to print name and sign cart liability form.
* Demonstrate GPS and streaming music services.
* Do NOT leave the tee unattended; all golfers must be checked.
* Set Pace of Play expectations before golfers begin their round.
* If playing 18-Holes:
	1. Inscribe Turn Time (2 hours and 10 minutes from start) with sharpie i.e. if the actual starting time is 9:00 am then write 11:10 am on receipt.
	2. Confirm course rotation with golfers i.e. Heritage to Legend etc., and inform them of their turn time (almost like a second staring time)
* If playing only 9-Holes:
	1. Inscribe a “9” with sharpie on receipt. (this will inform the starter on any other #1 Tee that this golfer has already played his 9-holes and must return to the golf shop and purchase additional holes)
* Inform golfers to keep receipts until finished. – **Receipts checked at turn.**
* Advise golfers of cart rule – pin position – private property etiquette - fix ball marks.
* Remind golfers of the cart path only rules for PAR 3’s.
* Record # of golfers and golf car #s on starter sheet.
* Combine golfers into 2 carts (foursomes) and 1 cart (twosomes) **Important**
* When you need a break, contact shuttle driver to cover your area. A starter should be on all three 9’s at all times unless directed to perform other duties.
* Minimum age to drive a golf cart is 16. If in doubt, ask to see a driver’s license.
* Sand Bottle refills on L1. (starter should replace empty bottles for golfers)
* Starters must check all receipts at the turn.
* Always refer to course names (Heritage, Vintage, Legend) rather than front nine, back nine or new nine.
* All paperwork must be dated, signed and returned to golf shop staff at the end of shift (do not leave in carts or on clipboard)

**PLAYER ASSISTANT**

* Pace of Play Facts
* Golf industry studies have concluded that the biggest obstacle for people who would like to play golf is the time it takes to complete a round.
* Delivering a reasonable pace of play to all of our guests is our responsibility.
* Slow golfers inconvenience other golfers and disrupt our operations.
* On any given day, there are only a handful of slow groups; identifying and informing them to pick up the pace is necessary for the betterment of all.
* Pace of Play expectations begins with starters informing golfers on #1 Tee.
* 2 hours and 5 minutes per 9-holes.
* Turn time is set at 2 hours and 10 minutes from original tee time.
* Monitor Pace of Play by driving the course backwards looking for gaps.
* Shield Up at all times for Safety.
* Roam the courses on a continual loop.
* Never drive into groups while they are hitting – Watch out for blind spots.
* Focus on difficult holes and bottle necks: H2, H4, H6, L3, L6, L7, L8, L9, V7.
* If you see a gap between groups, contact starter for actual starting time.
* Contact slow groups **early** in their round before it’s too late.
* Be pleasant, unobtrusive and friendly. We want our patrons coming back.
* If a slow group is uncooperative, contact the golf shop.
* Make sure groups do not stop and eat at the turn, food orders should be to go.
* Stop and assist groups looking for lost golf balls to reduce delays.
* Tips on how to communicate with groups that are playing too slow.
* If any group is clearly playing slow, do not ignore it, slow golfers never get faster on their own. It is our responsibility to keep pace moving for everyone.
* Start with a positive greeting: “How’s the round going so far?”
* Explain that they are behind schedule and the course is backing up.  Ask them to pick up the pace the next couple of holes to get back on time.
* Always end on a positive note: “Thank you, enjoy the rest of the round.”
* Check back in 30 minutes – Do not stay and follow them.
* Contact the golf shop if they have not picked up the pace.
* Pass on relevant information to next shift – Do not leave them a mess.
* Watch for course rule violations and remind golfers of those rules. The most frequent violations are inattention to the cart path rules and driving carts too close to greens.
* Check water refreshment stations for cups (notify golf shop)
* At least once per shift, check the restrooms on the course and advise maintenance if attention is warranted.
* Roaming player assistant should act as a forecaddie on Heritage hole #2 during the first few hours of each day; Mark balls landing positions from tee shots.
* When discussing specific holes use acronyms i.e. V2, H4, L5 etc.

**SHUTTLE DRIVER**

* Park shuttle near the Gazebo and scan parking lot for vehicles entering the property.
* Wait a few minutes to allow occupants to exit their vehicles before approaching.
* Safely transport patrons to the clubhouse or north range. (must show member ID)
	+ Always confirm that passengers are seated and ready before accelerating.
	+ Drive defensively, NEVER FAST and do NOT make sharp turns.
	+ Cars and trucks have the right-a-way; they are bigger than you.
	+ Do NOT idle shuttle directly behind parked cars.
	+ After reaching destination, always confirm passengers have exited the shuttle.
* North Range shuttle service. (members only)
	+ Guests must present membership card to access north range. (no exceptions)
	+ If member does not have membership card, direct them to the golf shop.
	+ Keep shuttle on cart paths at all times, do NOT drive on grass or teeing area.
	+ Drive slowly and return patrons to clubhouse driving down H9 cart path.
	+ Make a mental note to pick-up members.
	+ Check den caddies for range ball supply and inform outside service if too low.
	+ Scan practice green and pick up loose balls, rake sand bunkers.
	+ Members are required to pick up their own practice balls on short game area.
	+ Check water & cup supply on north and south ends. Replenish when needed.
* Always remain in radio contact.
* Pick up range baskets and loose range balls left behind on the south end of the driving range on a continual basis.
* Player Assistant should check on the north range at the top of every hour to assist shuttle driver with transports and cleaning duties.

**LIMITED VOLUNTEER SERVICES**

There may be days or periods during any given day when full volunteer services are not required or necessary; in these instances, the following areas will have priority:

|  |  |
| --- | --- |
| 1 Volunteer on Duty | Starter on Busiest Course |
| 2 Volunteers on Duty | Starters on Busiest and Next Busiest Courses |
| 3 Volunteers on Duty | Starters on Heritage, Vintage & Legend Courses |
| 4 Volunteers on Duty | Starters on 3 Courses & Shuttle Driver |
| 5 Volunteers on Duty | Starters on 3 Courses, Shuttle Driver & PA |

**TWO WAY RADIO INFORMATION**

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| Channel 1 | Not in Use at the Time |
| Channel 2 | Golf Shop, Outside Services, All Volunteers |
| Channel 3 | Roaming Concession Cart |
| Channel 4 | Use to discuss private issues |

**GOLF COURSE PREP & BEAUTIFICATION**

* Greens Crew: 6:00 a.m. – 10:00 a.m.
	+ Repair ball marks on putting greens, place water coolers, trim sprinkler heads.
	+ 4 person crews daily placed in 2 person teams.
	+ Each team begins on the # 1 holes of the two courses that open first.
	+ After the 9th hole, leap frog over the 3rd course.
	+ The smoothness of the putting services is a priority, take ownership.
* Range and Tee Crew: 6:00 a.m. – 10:00 a.m.
	+ Top Dress divots on practice facilities tees and pitching fairways.
	+ 2 person crews on Mondays, Thursdays & Fridays.
	+ Load carry-all carts with sand & seed at maintenance facility.
	+ Proceed to South range tee and prep teeing area.
	+ Proceed to North range tee and prep teeing area.
	+ Finish prepping at North range pitching area.
	+ All practice areas see heavy usage; your efforts will improve practice conditions.
* Fairway and Tee Sand Droppers Crew: 6:00 a.m. – 10:00 a.m.
	+ Fix divots on course tee boxes and fairways.
	+ 2 person crews on Monday through Friday.
	+ Each team begins on the #1 hole and completes 9-holes.
	+ Lush fairways and teeing areas give the golf course a high end look and feel.
* Flex Time Course Beautification Crew: Between 6:00 a.m. and 2:30 p.m.
	+ Plant, prune, trim, water, weed clubhouse and facility entrance flower beds.
	+ 2 person teams two days per week.
	+ Load carry-all carts with tools and get daily instructions.
	+ Well maintained flower beds add color and beauty to the facility and impress people as they drive by the property.

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| **EMERGENCY PHONE NUMBERS** |
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| **Emergency** | Police and Fire | **911** |
| **Police** | Centerville Police (non-emergency) | **937.433.7661** |
| **Fire** | Washington Township Fire (non-emergency) | **937.433.3083** |
| **Wayne Davis** | City Manager | **937.428.4731** |
| **Mariah Vogelgesang** | Assistant City Manager | **937.428.4714** |
| **Laura Filaseta** | Events/Volunteer Coordinator | **937.428.4716** |
| **Yankee Trace** | Golf Shop | **937.438.4653** |
| **Yankee Trace** | Food Service | **937.438.3585** |
| **Steve Marino** | Head Golf Professional | **937.470.5556** |
| **Matt Dulli** | 1st Assistant Professional | **513.509.4127** |
| **Terry Taylor** | Golf Course Superintendent | **937.623.6151** |
| **Justin Cron** | Assistant Superintendent | **937.470.2185** |
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**COURSE FACILITIES**

* The golf course facilities include the clubhouse, 27-hole golf course, practice facilities, parking lots, lakes and ponds, golf cart paths, etc. and are for the exclusive use of guests at The Golf Club at Yankee Trace and are not to be used for any purpose other than those designed by management.
* Age Requirements
* Children under the age of “12” must be accompanied by an adult at all times.
* Children under the age of “6” are not permitted on the golf course at any time.
* Children under the age of “5” are not permitted on the driving range at any time.
* Children under the age of “5” are permitted on the clubhouse practice green when accompanied by an adult.
* Dress Code
* Proper attire must be worn at all times on the golf course and on the practice facilities from April 1st through October 31st.
* Work jeans, bathing attire, t-shirts, gym and tennis shorts, cut-offs and short shorts are not permitted. Recommended length of shorts is Bermuda length, approximately 3 inches above the knee.
* Collared or mock neck shirts are required. Tank tops, halter tops, and other similar dress are inappropriate
* Any guest not in compliance with this policy may be restricted from use of the facilities until properly attired. Ready-to-wear shirts, pants, and shorts are available for sale in the golf shop.
* Restricted Activities
* Snow sports, such as sledding, skiing, ice skating and snow-mobile riding are not permitted on course grounds.
* Homeowner Relations
* Golfers are permitted to enter adjacent homeowner rear yards to retrieve errant golf balls within 30 feet of golf course boundary, but are not permitted under any circumstances to drive golf cars on adjacent property nor to play any shot from adjacent property. The boundaries of the golf course are clearly marked by white out-of-bounds stakes.
* Golfers are required to notify the Golf Shop staff at (937) 438-GOLF should any damage be incurred to a home or homeowner property.
* The Golf Club at Yankee Trace is not responsible for damage incurred to homes or homeowner property as a result of errant golf balls. If a resident contacts a staff member or phones the golf course and claims that a golf ball or golfer has damaged their home, we will attempt to contact golfers in the vicinity to determine if any witnesses are present. However, we are not the police and do not and should not litigate matters between home owners and alleged person whom may have caused the damage. We can and should write down names and phone numbers and give information to the golf shop staff.

**VOLUNTEER PRIVILEGES**

Yankee Trace volunteers are eligible to receive certain privileges outlined by the City of Centerville. These benefits are for the current season spanning April 1st through October 31st and contingent upon abiding by all of the guidelines listed in this manual.

* Complimentary Golf and Discounted Golf Car Fees:
* **Stand-by basis anytime**.
* Advanced tee time during league play with applicable league fee.
* Advanced tee time on special occasion with out of town family or friends.
* Complimentary green fees are not available during golf outings.
* *Volunteers playing golf at Yankee Trace under any other scenario will not qualify for complimentary golf or a discounted golf cart fee and will be required to pay the appropriate green fee and cart fee when checking in.*
* Practice Facilities
* Complimentary range balls on the south end of the driving range anytime.
* 50% discount for north end annual practice facility membership.
* Do not leave unused complimentary range balls on the driving range.
* Range balls are for the driving range only, do not transport to the practice green.
* Complimentary Range balls cannot be shared with friends or playing partners.
* Golf Merchandise Discount of Cost Plus 10%.
* Average discount on golf apparel is 40% off advertised retail price.
* Average discount on accessories is 25% off advertised retail price.
* Average discount on golf shoes is 20% off advertised retail price.
* Average discount on golf clubs is 15% off retail price. (some vendors excluded)
* Sleeves of golf balls at dozen retail price.
* Food & Beverage Discounts when On Duty
* Complimentary coffee, tea and fountain drinks with your container.
* 33% discount on restaurant food items.
* Restaurant service is available during current operating hours. (seasonal)
* Do not loiter in the restaurant, golf shop or other areas of the clubhouse when working. Focus on your area and provide customer service for our guests.

**Thank you for Volunteering and contributing to a better
Yankee Trace and City of Centerville!**

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**City of Centerville**

**Mission Statement**

The City of Centerville delivers exceptional services through thoughtful governance to ensure progress and stability.

**Vision Statement**

Centerville is a thriving, financially sound, diverse city which values community, economic growth and education. We embrace the core values of accountability, integrity, responsiveness and leadership in governance. Centerville is a community inspired by its own sense of history, stability, progress and is:

* Characterized by diverse, desirable neighborhoods with welcoming gateways and tree-lined streets
* Enhanced by multiple bustling unique business centers, including a vibrant historic downtown
* Known for engaged citizens and dedicated volunteers
* Enriched by robust economic growth and job creation
* Home to worldwide arts, recreational and cultural programs and competitions
* Recognized for its nationally-acclaimed and award-winning schools, parks and libraries
* Acknowledged for outstanding value in the delivery of municipal services and public safety

**Accountability:** Ensuring a personal commitment to its customers with responsibility to deliver sound, ethical governance

**Community:** Contributing to a responsive and thriving place to live, work, learn and play, while embracing history and traditions

**Economic Growth:** Providing support for business development to enhance our region’s quality of life

**Education:** Supporting diverse and quality educational opportunities for lifelong learning.

**Integrity:** Practicing ethical, accountable and trustworthy behavior in the stewardship of City services and resources

**Leadership:** Securing the respect and trust of our community and region while leading by example and adhering to the City’s Mission, Vision and Values

**Responsiveness:** Addressing the needs of our citizens, businesses, customers and neighbors in a courteous, efficient and innovative manner