

# PLANNING AND DEVELOPMENT SERVICES

## MISSION STATEMENT

"PDS is a service organization that supports and facilitates growth as contained in the comprehensive plan."

## VALUES TO ASPIRE TO

"Values To **ASPIRE** To" guides how Planning and Development Services operates as an organization. Putting "Values To **ASPIRE** To" into action requires us to make value-based decisions. Planning and Development Services shall conduct business to reflect these values and they are standards by which we hold ourselves accountable.

**Accountability:** We take personal responsibility for our decisions and actions. Our performance is measured.

**Service:** We listen; we seek timely and consistent solutions; and we honor our commitments.

**Partnership:** We work in cooperative relationships to seek solutions and achieve goals.

**Integrity:** We adhere to our workplace standards and ethical principles by being fair, truthful, honest, responsible and straightforward.

**Respect:** We treat others with dignity by showing consideration and appreciation for diverse perspectives.

**Equity:** We support diversity and recognize our employees.

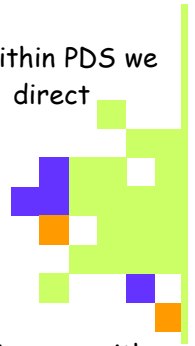
## DEPARTMENT PHILOSOPHY

In addition to the vision and mission statements and our values, our department philosophy gives us principles that we can use in our daily activities.

- We must earn citizens trust every day, act with integrity in everything we do, treat everyone fairly and be accountable for our actions.
- We are open to new ideas which are the basis for imaginative and resourceful problem solving. We encourage our employees to accept responsible risk taking to transform a new idea into an innovative service/decision.
- We forge partnerships internally and externally to carryout our mission.
- We help citizens of Snohomish County by providing education and information relative to where we are going. We have the best information available to help citizens make wise decisions for their community.
- We want a culture of trust. We eliminate the culture of fear and retribution. People should not be afraid to express their opinions nor fear raising issues with management.
- We are one team working together to carry-out our mission. Our expectation is that we will help each other and support each other

in doing our work. There is no place in PDS for castle/empire building.

- PDS must be able to withstand evaluation and scrutiny for the work we do. As individuals within PDS we will be evaluated for our performance. Both types of reviews are enhanced by open and direct communications with those who will look at what we do.
- We work together and act as one organization when making decisions.
- Staff will be continually trained in innovative methods and technology.
- PDS will be an organization where we respect the thoughts and ideas of others even if we disagree with them. Being able to communicate freely within PDS is imperative.
- We support diversity and recognize our employees are the reason for our quality organization and excellent service record. We support employee development and seek to provide opportunities for personal and professional growth. We strive to make our co-workers successful.
- We treat others with dignity by showing consideration and appreciation for diverse abilities and perspectives. We support each other through appreciation, coaching, and mentoring and understand the contribution of each employee.
- Back stabbing and rumors have no place at PDS. We need to stop these practices by calling people on them when they occur.
- Management will make decisions regarding both substantive and operational matters. Staff will not shop for answers; however, there are ways to raise issues within the management structure to ensure that all ideas are heard.
- Within PDS we need to explain to each other what we do. We need to do the same for the public via brochures, our website and presentations.
- Friendships with the people we work with should be valued. However, decisions within PDS should not be based on those friendships.



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## ENVISIONED FUTURE

Planning and Development Services (PDS) will continually monitor, evaluate, and improve its business processes becoming one of the most streamlined, trustworthy, consistent, and user friendly service organization in the state, while implementing the Growth Management Act (GMA) Comprehensive Plan. PDS will be the leader in on-line processing. Innovative technology and employees will be the foundation for these changes. When other jurisdictions look to a leader in all planning aspects, they will look to and think of Snohomish County first. PDS will provide educational opportunities for all those who wish to learn about our services. We will be recognized as the public service organization which balances the need to accommodate new growth, yet preserve cultural and natural resources, and quality of life.

PDS will set the standard for working with property owners, citizens, developers, other agencies, and businesses to develop livable communities. We will have the best information available for these groups to make wise decisions for their community. These partnerships will set the stage for Snohomish County's economic vitality. Businesses will want to relocate within Snohomish County because of these partnerships and efficient permitting processes. Snohomish County will be the leader in grant administration and will be recognized nationally for these services. The development of the GMA comprehensive plan will provide the framework for accomplishing all these tasks. When the people of the State of Washington think of Snohomish County they will think of Quality Services.