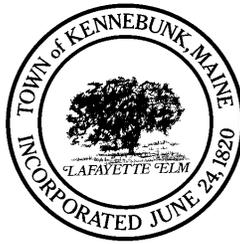


# Town of Kennebunk, Maine



## MISSION STATEMENT

The Town of Kennebunk partners with our community members to deliver superior service in the most efficient and effective manner possible, while preserving, protecting, and enhancing the quality of life of all of our residents, businesses and visitors.

## Core Values

**Culture of Excellence:** We respect members of the public and each other, and treat all with courtesy and dignity. We are an inviting community that welcomes diversity and embraces our differences, promoting an atmosphere of inclusion and acceptance among our residents and visitors. We rely on teamwork to provide a seamless experience for all customers. We uphold high ethical standards in our personal, professional, and organizational conduct. We continuously strive to meet the needs of customers through available resources by being flexible and promoting the use of innovation.

**Accountability:** We accept responsibility for our personal and organizational decisions and actions, while delivering cost-effective and efficient services that are done right the first time.

**Communication:** We openly communicate with the public and each other by sharing information and soliciting feedback to achieve our goals.

**Diversity, Inclusion, Connection:** We believe a thriving and vibrant community stems from the diversity of its people. To that end, we strive to ensure people from all backgrounds, experiences and perspectives feel welcomed, respected and accepted.

**Environment:** We are concerned about our natural, historic, economic, and aesthetic resources and work to preserve and enhance them for future generations.

**Safety:** We use education, prevention, and enforcement methods to protect life and property in the community, and maintain our infrastructure and facilities to provide a safe environment in which to live, work, shop, and play.

**Trust:** We realize the perception of our organization is dependent upon the public's confidence in our commitment to our core values and to meeting the goals set collectively by the Town Manager and Select Board.

## Principles of Excellent Service

**Concern for the Individual**

**Professional Service**

**Taking Ownership**

**Positive Engagement**

**Timeliness**

**Teamwork**

**Fair and Equitable Service**

**Effective Communications**

**Customer Focus**