

# Bureau of Sanitation

## OUR MISSION

A variety of activities and services are provided to the residents of Los Angeles on a continuous basis. What is shared among us is a strong sense of mission that brings approximately three thousand employees together.

**“Our mission is to protect public health and the environment”**

## OUR VISION

A common vision shared by all employees is necessary to drive us towards a compelling future that is to the benefit of our citizens. We are:

**“An organization that sets the benchmark for outstanding service and responds to the challenges of tomorrow”**

## OUR MOTTO

For our organization, a motto gives us a sense of identity. Our motto reads:

**“Quality People + Dedication = Outstanding Services”**

We are proud to have top quality and expert professionals who are dedicated to constantly go out of their way to provide outstanding service to our customers.

## VALUES WE CHERISH

In order to walk our talk, we must commit to values that guide how we live our mission. These values are the foundation of our organization. Every strategic decision and our daily actions must be in total alignment with our guiding values. Our values are:

**TRUST & INTEGRITY** - We adhere to the organization’s values and behave in an honest, ethical, professional and respectful manner with each other and our customers. Our values guide us in every aspect of the work we do, decisions we make, and actions we take.

**LEADERSHIP** – We strive to be at the forefront in all aspects of our operations and to set an example others will wish to follow. We strongly believe in personal leadership at all levels of the organization.

**QUALITY** – We commit to achieving excellence and the highest quality of work in all of our activities.

**TEAMWORK** – We promote unity and cooperation among staff, as well as our customers and stakeholders, in order to meet the common purpose of achieving the mission, vision, and work of the Bureau.

**CUSTOMER SATISFACTION** – We commit to providing the highest level of customer service in order to exceed our customers’ expectations and create positive value.

**CONSTANT & NEVER-ENDING IMPROVEMENTS** – We remain flexible and responsive to change and commit to constant and never-ending improvements in every aspect of our work.