



The Purpose of Delta Diablo Sanitation District

Delta Diablo Sanitation District safeguards and enhances the environment of the communities we serve.

The Vision of Delta Diablo Sanitation District

Delta Diablo Sanitation District is a highly respected organization in our community and the environmental industry, for the quality and capabilities of its employees, for its strong commitment to core values and customer satisfaction, and for its ability to define and embrace the best practices of the industry.

The Mission of Delta Diablo Sanitation District

Delta Diablo Sanitation District will achieve its vision by:

- Operating and maintaining its facilities in a safe, sound, efficient, and effective manner
- Improving service through planning and wise use of technology
- Protecting its assets and investments through sound financial policies and practices
- Seeking and developing regional solutions to challenges by collaborating with the community and industry
- Fostering a culture that promotes trust through open and honest communication
- Maintaining and enhancing a supportive environment that fosters professional growth, team work, and workplace satisfaction.



Core Values of Delta Diablo Sanitation District

As we strive to realize our vision of the future, all our actions and efforts will be guided by a certain set of values. These core values are our pledge to each other and to the community as to how we will conduct business.

- **Openness** -- All levels in the organization are able to trust in each other, commit to that trust and to freely communicate within the organization on issues without reservation
- **Fairness** -- Treat each person and situation objectively, equitably, factually, impartially, and without judgment
- **Team Work** -- By committing ourselves to the success of each other's success, business and individual successes are more readily achieved. Our successes when working as a team will exceed the sum of our individual successes
- **Customer Service** -- To satisfy the receiver of our services, whether internal or external, in an equitable, efficient, timely and responsible manner and to uphold personal and professional integrity in all that we do
- **Honesty** -- To openly, frankly, truthfully and sincerely speak, listen and interact with others
- **Timely Communication** -- To anticipate, listen, understand and respond to the needs of all involved parties within appropriate timeframes which incorporates the urgency of the issue
- **Quality** -- Our individual and business successes are proportional to the way others judge the quality of our product; the quality of the product produced is proportional to the attention we give to quality
- **Respect** -- A willingness to consider, appreciate and value another person's opinion, feelings and ideas, equal to their own and to treat others as you would want to be treated
- **Fun** -- To work in an environment where quality products are produced in a timely and efficient manner, where individual skills are utilized, challenged and appreciated, where a sense of humor is interjected into serious business and where at the end of the day we can look back and appreciate our own accomplishments and be complimented on a job well done
- **Good health** -- One's quality of life is enhanced by striving for mental and physical health in our personal and business life
- **Creativity** -- To promote opportunities for employees to be innovative and to look outside the box for new and unique ways to conduct business, not only in their assigned area, but in all aspects of the business
- **Education** -- Lifelong learning prepares us for new opportunities, enhances life experiences and enables us to be empowered and we must continue to encourage and support educational opportunities
- **Proactive** -- Be aggressive and efficient in dealing with the issues facing, or that will face, individuals and the organization
- **Efficiency** -- Maximizing the product output from the input is vital to the long-term success of any organization.

