City of Langley  
Operating Principles  
5-28-13  
Revised 6-5-13  
Submitted 6-17-13

Operating principles are statements of the desired way we do business each day. They are characterized by a commitment to the highest standards of quality in our work and the best customer service we are able to provide in the most cost effective manner. Writing these down is not to say that we haven’t already been doing them. In fact our city is known to be very welcoming, accommodating, and dedicated to quality work and customer service. It is a commitment to continuous improvement that will set us apart from other municipalities.

1. We treat everyone we meet in the city with consideration and respect.

2. We seek first to understand, then to be understood.

3. We do the “right thing” when it comes to making daily decisions.

4. We operate a lean and efficient personnel structure.

5. We are good stewards of the city’s financial resources.

6. We seek to offer city services at the most reasonable cost possible to our citizens.

7. Citizens in Langley have the right to expect quality services and helpful friendly city employees, administrators, and support staff.

8. Citizens who serve on councils, commissions, boards, and in volunteer capacities are treated like VIPs and thanked in appropriate ways for their service.

9. The appearance of our city facilities, public areas and trees etc. is very important to the citizens in our city.

10. The grounds, lawns, and gardens in the city are very important and a reflection of the care we give in providing other services as a city.

11. Before we do anything that changes the environment, appearance, utility, or character of any city property or service, we provide advanced notice and the opportunity for input and response before proceeding.
12. When we see a piece of paper or litter we pick it up to set an example for others of caring for our city.

13. When we notice things that need to be repaired or situations needing to be addressed we tell the appropriate supervisor so that they are noted and tracked for repair or improvement. We may not do all of these repairs but we will be able to tell people where their concern is on a list of concerns that we will maintain.

14. We park somewhere other than second street for the day’s work to leave open the second street parking spaces for visitors to the library and city. Occasionally we might park briefly on Second Street for dropping off material of picking up something from city hall.

15. We put each other up in the city knowing we all grow in self image and self esteem when we are part of a team that values each other and affirms each others’ work.

16. We generally answer the phone before the 3rd ring with a positive receptive statement that welcomes the caller and conveys an appreciation for the call. We generally return phone calls and e-mails within 24 hours.

17. If we can provide an answer to a citizen’s question, we do it personally and offer to make sure they know that we will follow through on anything we say we are going to do.

18. We realize that we are serving a very diverse population in terms of background, thinking, politics, skills, experience, age, and education. Expectations for services, responsiveness, and customer service are at a very high level. We always do our best to deliver at an equally high level.

19. We are a small city with limited finances and there will be times when a citizen will want us to do something that we do not have the resources to do. In these instances we will listen first, empathize with the requestor, and offer to look further into the matter and get back to them with a respectful explanation of the situation.

20. We expect people to do the right thing and within reason we are known for practicing forgiveness when appropriate and the right thing to do.

21. In one way we see ourselves as part of a family whose members support each other and celebrate each other’s successes.