



Department of Public Works | 860.584.6125

MEMORANDUM

DATE: January 10, 2020

TO: Mayor Ellen Zoppo-Sassu
Board of Public Works

FROM: Raymond A. Rogozinski, P.E., Director of Public Works

RE: Department of Public Works – Mission Statement

Mission statements are often very esoteric and abstract and do not speak to the organization's purpose. The Department of Public Works mission statement should communicate to both the community and its employees the Department's overall goals and identity.

The Department's existing Mission Statement is indicated below:

The Public Works Department endeavors to preserve and enhance the social and environmental quality of life in the City of Bristol. This is accomplished through the delivery of services designed to safeguard the health, safety, and welfare of its citizens and to maintain and improve the city's infrastructure in an effective, efficient, and professional manner.

A draft of the proposed / revised Department of Public Works Mission Statement is provided below:

The Public Works Department will work to maintain the City's infrastructure, environment and assets to optimize community investment and customer satisfaction through the efficient and courteous delivery of services to residents and businesses.

The proposed Mission Statement indicates the primary focus of the Department of Public Works is to maintain existing DPW infrastructure (roads, bridges, building, vehicles, street lights, sidewalks, curbs and storm drainage). It also references managing community investment both public (DPW infrastructure) and private (plans approved by Land use and Engineering).

I also feel that a DPW Mission Statement would not be complete if it did not mention DPW's commitment to providing a high level of customer service that includes residents and businesses. DPW customers are the end users of the infrastructure and services provided by DPW.

Please feel free to contact me regarding any proposed revisions to the Department's Mission Statement.