



LIVING OUR CORE PRACTICES

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Delivering the “Wow” factor in Customer Service.

Employees deliver exemplary service with pride, passion and determination; anticipating and solving problems in “real time” and exceeding customer expectations. Customers know that they are the reason we are here.

Connecting with Citizens. Employees go beyond customer service to community relevance, engaging citizens as stakeholders in the community’s success. Citizens know that they are part of the bigger cause.

Demonstrating Highest Standards of Public Service. Employees adhere to the highest standards of ethical behavior, avoid circumstances that create even an appearance of impropriety and carry out the public’s business in a manner which upholds the public trust. Citizens know that we are on their side.

Accepting Accountability. Employees are individually and collectively accountable for their performance, adapt to changing conditions and relentlessly pursue excellence beyond the current standard, while maintaining our core values.

Exhibiting Respect. Employees exercise respect for citizens, community partners and each other.

Employing Team Approach. Employees work together to produce bigger and better ideas to seize the opportunities and to address the problems which face our community.

Exercising Responsible Stewardship of the Community’s Resources. Employees engage in the continuous effort to create and sustain a place which attracts talent, fosters economic opportunity and offers an unmatched quality of life, demonstrating performance, value and results for our citizenry.

Living our “People Focused, Performance Driven” Culture. Employees have a structure in place to live all of this as our organizational culture and are empowered to help the people they serve.

DEMONSTRATING HIGHEST STANDARDS OF PUBLIC SERVICE



Leon County received seven NACO awards for cost-effective, high-quality service to citizens



Leon County and City of Tallahassee Public Safety Complex



American Institute of Architects *People’s Choice Award for Smokey Hollow



Trailahassee.com received two Silver ADDY awards from the Tallahassee Chapter of the American Advertising Federation



Working Well Shooting Star Award



Government Finance Officers Association Distinguished Budget Presentation Award



Florida Association of Counties 2014 Calendar Contest



State Surgeon General’s Certificate of Recognition for Workplace Wellness
State of Florida Injury Prevention Award



Trailahassee Website won Webby Award



Building Operating Management’s 2014 FMXcelLENCE Award



2014 National Planning Excellence Award



National Arbor Day Foundation’s Tree City Award



Leon County’s Net-Zero Facility



Received the Florida Public Relations Association’s Image Award



StormReady re-certification by the National Weather Service



Three-Year Reaccreditation from the Commission on Accreditation of Ambulance Services