

The City of Miami Gardens is built and sustained by its long-term commitment to cultivate possibilities and moving forward within the community we serve. Our staff, and most importantly, our constituents, choose to live, work, and play in our city. It is our goal, together with the residents, to reinforce our principles by respecting each other, helping each other, and trusting each other. We believe we are stronger when we unite to promote a common objective. This is why we have implemented the “We Will” initiative, to be placed on every trolley.

The City of Miami Gardens Trolley “WE WILL” Commitment:

1. **We will** be a citizen based, performance driven, results oriented system that focuses on finding the answer, solving the problem, and achieving positive outcomes.
2. **We will** partner with the City of Miami Gardens community to maximize resources, deliver high quality services, and be recognized as setting the standard for excellence.
3. **We will** respect each other regardless of belief, race, creed, sexual orientation or gender.
4. **We will** collaborate to provide "seamless" services that benefit our external and internal customers, streamlining our work processes and removing barriers wherever they arise.
5. **We will** accept the challenge of change and be committed to continually enhancing the safety, environment, and quality of service in our community.
6. **We will** constantly look for new and better ways to deliver services. We will seek to be innovative, take reasonable risks, learn from our mistakes and always strive for excellence.
7. **We will** set the bar for great customer service and be courteous to all riders.
8. **We will** conduct our work in an atmosphere of safety, trust, respect and courtesy with open doors and open communication for our residents and each other.
9. **We will** establish clear direction and priorities, and model the mission and values in support of our common Vision.
10. **We will** be accountable for our performance and our system’s success, and be recognized for our achievements.