

MAYOR GREG FISCHER'S  
LOUISVILLE METRO CITIZEN'S  
**BILL OF RIGHTS**

METRO GOVERNMENT WAS CREATED TO SERVE THE PEOPLE OF JEFFERSON COUNTY, NOT OUR ELECTED OFFICIALS. AS MAYOR, I WILL INSURE ALL CITIZENS RECEIVE FAIR, ETHICAL, AND EQUAL TREATMENT AND GUARANTEE THE FOLLOWING RIGHTS:

## **I. CONVENIENT ACCESS**

Every citizen has the right to prompt, efficient service from Metro Government. As mayor, I will work to expand the services available at county government centers and on the internet to meet the demands of the people of Louisville Metro. It should be easy to do business with Metro Government.

## **II. TRUTHFUL ANSWERS AND EXPLANATIONS**

Every citizen has the right to straightforward and honest information in connection with any significant decision made by the mayor. I will publish and make available the reasons behind my decisions on all significant public matters.

## **III. QUALITY CUSTOMER SERVICE**

Every citizen has the right to be treated like a valued customer, with dignity and respect. As taxpayers, citizens are customers of Metro Government and are entitled to courteous, professional service from employees who are intent on solving their problems.

## **IV. TIMELY NOTICE**

Every citizen has the right to advance notice of projects and proposals affecting his or her home, business, or neighborhood. As mayor, I will provide citizens with the knowledge necessary to participate in local affairs.

## **V. INCLUSIVE AND TRANSPARENT PROCESS**

Every citizen has the right to be involved in government and have his or her voice heard at Louisville Metro Hall. As mayor, I will create a culture of inclusiveness and maintain open communications with the community. To understand diverse viewpoints, answer questions, and promote dialogue, I will keep regular open office hours and hold countywide community forums to meet with citizens and business owners and listen to their concerns.

## **VI. FOCUS ON RESULTS**

Every citizen has the right to a team of Metro employees that strives to be the best in the world in job performance. As mayor, my leadership team will model and set a standard for diversity, joy in work, and the pursuit of continuous and breakthrough improvement.



The purpose of this Bill of Rights is to empower the citizens of Jefferson County to join as equal partners in Metro Government. Together, we have the ability to improve the quality of life for all citizens in every corner of our community. I commit to being your steadfast partner in pursuit of this noble goal.

– Mayor Greg Fischer

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# FISCHER ADMINISTRATION **TEAM VALUES**

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## **INTEGRITY AND TRANSPARENCY**

Having integrity means we are completely forthright in our dealings. Our efforts, practices and policies will be transparent. Integrity builds trust. We respectfully say what needs to be said, not what people want to hear. There is soundness and completeness between what we say and what we do. We keep our commitments.

## **TRUST AND RESPECT FOR ALL**

Mutual respect and trust are basic to establishing effective working relationships with voters, colleagues and all citizens. We value diversity, open communication and differing opinions. Trust is created as we relate openly with one another in spirit and fairness, honesty and respect. Trust is necessary to build long term working relationships that can make our community and the world a better place.

## **TEAMWORK AND PARTNERSHIPS PRODUCE WINNERS**

We believe a culture of teamwork is core to success. Teamwork is a competitive edge. Aligned teams leverage our combined talents and problem solving skills to accelerate learning and achieve a shared vision. The collective ability of our teams and partnerships allows us to proactively and reactively respond at a pace that significantly outperforms our competition.

## **IMPROVEMENT IS OUR LIFEBLOOD**

The goal is to constantly improve tax-efficient, citizen-centric services based on the belief that we can achieve results as good as any community in the world. We are relentless in the pursuit of continuous and breakthrough improvement for all our systems and relationships. We seek input from all corners of Jefferson County to develop these systems and provide the communications and training needed to implement them effectively. We think systematically to optimize our actions.

## **POSITIVE PEOPLE LIVING TO FULL POTENTIAL**

We believe that positive people with passion and winning attitudes produce superior results and are fun to be around! Our individual and collective effort will leave the Louisville region, our state, country and world a better place.

## **SENSE OF URGENCY**

We have a very large job to do. We will use technology whenever possible to increase our speed and quality of operation. Living our values open communications, trust, teamwork, and continuous learning and improvement allows us to move more quickly than our competition.

