

Trustworthy Leaders

Residents said that these are the most important behaviors for leaders to practice in order to foster public trust. Leaders must:

- Be honest and tell the truth to citizens, colleagues, and staff;
- Be dependable and do what they say they will do;
- Make prudent financial decisions, taking into account both short-term needs and long-term financial stability;
- Act with integrity, and seek to do the right thing for the City in public and in private;
- Take responsibility for their actions, even when it is uncomfortable or unpopular to do so;
- Make impartial decisions, free of any interests that might compromise or appear to compromise leaders' independence of judgment;
- Be accountable, willing to explain actions and to accept fair consequences when leaders make mistakes.

These behaviors are so fundamental to public trust that the City incorporated them into the City's *Code of Ethics and Values* in 2000 and made it a moral obligation for City officials and candidates for public office to practice them everyday in their work.

Figure 3