



TOWN OF ANDOVER

Department of Public Works
5 Campanelli Drive
Andover, MA 01810
(978) 623-8700
www.andoverma.gov

Department of Public Works Mission Statement

To provide superior public service and continuously improve the quality of life for the Andover community, through maintaining, preserving and protecting the infrastructure and resources of the Town. This includes aligning Department of Public Works goals with the Town's mission statement and overall goals of the Town. To provide a responsive, well-planned and cost-effective capital and maintenance operations for all Town infrastructure. To provide for the enjoyment of the Town's public parks, grounds, forestry, and Spring Grove Cemetery. To provide safe drinking water, protection of our water resources, state of the art disposal for liquid and solid wastes, and safe travel on our roadways and sidewalks.

Adopted:

Reviewed and updated: March 5, 2024

Department of Public Works Vision Statement

Andover Public Works will provide a foundation for a more environmentally sustainable, equitable, vibrant, safe, resilient, and livable community, both now and in the future.

Adopted:

Reviewed and updated: March 5, 2024

Department of Public Works Values

Build and foster public trust through:

- Ethical behavior
- Transparency and accountability
- Equitable treatment and respect of all constituents
- Excellence in service delivery

Adopted:

March 5, 2024

Reviewed and updated:

Department of Public Works Guiding Principles

We focus on serving our resident and business communities by:

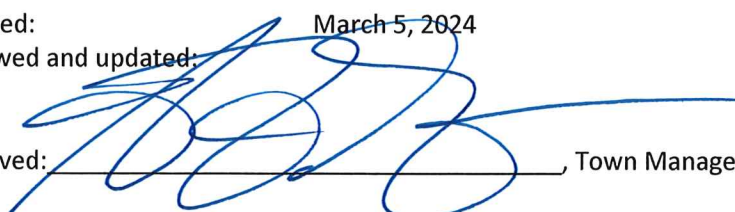
- Delivering services in a business and constituent friendly, customer-service driven, cost effective manner
- Adopting carefully considered policies
- Staying competitive through the implementation of proven practices and the effective use of technology
- Utilizing strategic thinking and action
- Promoting an action-oriented, empowered, and accountable workforce
- Planning for and developing programs to meet current and future needs
- Operating in a fiscally responsible manner

Adopted:

March 5, 2024

Reviewed and updated:

Approved:


Town Manager – March 5, 2024