



## MISSION STATEMENT

The employees of the City of Foster City are dedicated to providing excellence in service to our community in a positive and caring manner.

## OUR VALUES

1. We, as employees of Foster City, value providing superior customer service for those who live, work in and visit our community. This means that we:
  - Place an emphasis on understanding customers' needs.
  - Are dedicated to providing timely, courteous and responsive services.
  - Embrace commitment to customer service as a basic philosophy.
2. We, as employees of Foster City, value dealing with our community's concerns in a respectful and courteous manner. This means that we:
  - Value the relationship with our customers.
  - Are consistent and cooperative in responding to our customers' needs and concerns.
3. We, as employees of Foster City, value our professionalism and demonstrate this by providing quality service to all who live in, work in and visit our community. This means that we:
  - Deliver knowledgeable and efficient services.
  - Commit to a complete and thorough delivery of services in responding to the needs of the community.
  - Fully appreciate that tax dollars are to be used to provide cost effective services.
4. We, as employees of Foster City, value honesty and integrity. This means that we:
  - Are committed to the highest ethical behavior in our dealings with each other and those we serve.

We, as employees of Foster City, believe that the public and our colleagues deserve nothing less!