

## Vision

**Inspiring a vibrant community.**

## Mission

**Start your journey here.**

**Discover, Connect, Enjoy.**

### Integrity

- We foster feelings of trust and safety by being true to our values and acting honestly and ethically.
- We lead by example, positively representing the City of Pleasanton and the community in all we do.



by DC Wei

### Collaboration

- We embrace our unique strengths to build an empowered team united toward a common goal.
- We value the Pleasanton community as a partner.
- We promote open and honest communication through active listening and participation.



# Customer Service

- We are responsive and respectful to all.
- We demonstrate leadership by proactively offering assistance and seeking out opportunities to help community members explore all that the department has to offer.
- We inspire relationships and contribute to meeting the needs of others.



# Inclusiveness

- We are committed to protecting customer privacy and intellectual freedom.
- We provide programming, materials and services that reflect the unique and varied perspectives of the Pleasanton community and the world.
- We welcome all members of the Pleasanton community and provide accessible spaces and programs where all people can thrive and feel supported.



# Innovation

- We continuously pursue innovative training and new best practices to improve service delivery and enhance our ability to appropriately serve the changing needs of the Pleasanton community.
- We consistently seek feedback from our colleagues and the community in an effort to provide the best service possible.

