



Town of Los Gatos

Mission

The Mission of the Town of Los Gatos is to enhance the quality of life in Los Gatos by providing the highest quality leadership and most efficient services and facilities. The Town strives to provide a working environment which promotes excellence; fosters cooperation; values volunteerism; and seeks to meet the needs of the community and the Town Council, employees, Commissions, Committees and Boards.

Customer Service Commitment

All Town employees consistently go the extra step to deliver highly competent and professional services in a respectful, effective, and transparent manner. We engage in open communication, relationship building, and problem solving to provide the best service possible.

Organizational Values

We are committed to serving the **COMMUNITY** of Los Gatos

- Small Town service – responsive, timely, courteous
- Cost-effective, quality services
- Seamless service delivery
- Public service orientation

We are committed to working together in **COLLABORATION**

- Open and constructive communication
- Collective goals and shared purpose

We are committed to valuing and pursuing **CREATIVITY**

- Innovation and creative problem solving
- Future orientation and proactive efforts
- Organizational learning and continuous improvement
- Positive and enjoyable work environment

We are committed to approaching our work and each other with impeccable **CHARACTER**

- Ethics and integrity
- Honesty
- Trust and respect for one another
- Pride in work