



THE GENERAL PLAN

Community Development Department

MISSION STATEMENT

Our mission is to identify and serve the needs of all people in a positive and courteous manner and to help ensure that San Luis Obispo remains a healthy, safe, attractive and enjoyable place to live, work or visit. We help plan the City's form and character, support community values, preserve the environment, promote the wise use of resources and protect public health and safety.

OUR SERVICE PHILOSOPHY

The City of San Luis Obispo Community Development Department staff provides high-quality service whenever and wherever you need it. We will:

- *Listen to and understand your needs;*
- *Give clear, accurate and prompt answers to your questions;*
- *Explain how you can achieve your goals under the City's rules;*
- *Help resolve problems in an open, objective and fair manner;*
- *Maintain the highest ethical standards; and*
- *Work to continually improve our services.*