

Sample Mission Statements for Government Customer Service Departments

- **NEW YORK CITY
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES**
The mission of the Department of Citywide Administrative Services (DCAS) is to enable our customers to achieve their goals through the deployment of human resources, the administration of civil service, and the management and/or acquisition of property assets in an intelligent and responsive manner.

- **CITY OF LOS ANGELES
DEPARTMENT OF FINANCE**
Our mission is to provide efficient, effective and responsible revenue collection services through a customer focused environment to taxpayers and City departments through management, assessment and application of best practices.

- **CITY OF KANSAS CITY
FINANCE DEPARTMENT**
As stewards of the financial integrity of the City of Kansas City, Mo., we provide fiduciary guidance, information and assistance to our customers, consistent with their fundamental right to the best service possible.

Note: These are actual former mission statements by the cities listed.