

Culture Characteristics – Lancaster Recreation Commission

Accountability – People place their trust in us and rely on us to provide quality programs. We consistently respond to our partners, one another and our customers in a responsible and timely manner.

Agility – We respond positively to changing community needs, and meet new challenges with energy, enthusiasm and creativity. We constantly seek new and innovative ways to serve the public.

Caring – We care about people above all, and we make everyone feel safe and welcome in our programs. Our goal is to make people happy.

Customer Service – We ensure program quality by always listening to our customers, soliciting their feedback and finding ways to improve their experiences with us.

Partnering – We embrace our role as a partner and value the community's commitment to work with us to provide a wealth of health, recreation and education opportunities to our citizens. Strengthening our existing partnerships and entering into creative new partnerships to better serve the public are top priorities.

Professionalism – We have a passion for excellence. We set high expectations for ourselves and treat all people with respect at all times.

Teamwork – By working together as one team, we are stronger. We are committed to successfully communicating with each other. An open process of collaborative thinking and decision making will accomplish great things for our community.