

EAST SIDE FIRE PROTECTION DISTRICT NO. 5

GOALS & OBJECTIVES



2011

Adopted November 15, 2010

East Side Fire Protection District No. 5

Goals & Objectives – 2011

GENERAL:

QUALITY OF SERVICE:

STRATEGY: Promote a safe, efficient, effective, customer service oriented fire prevention, suppression, rescue and emergency medical service team.

GOAL 1: East Side Fire Protection District No. 5 will strive to provide a high level of quality in the delivery of emergency and non-emergency services to the population of the district.

Objective A: East Side Fire Protection District No. 5 will provide an average service delivery time of less than or equal to 6 minutes from time of dispatch for all emergency response calls.

Objective B: East Side Fire Protection District No. 5 will provide a trained, certified team of emergency personnel to each emergency call.

1. EMS call, Basic Life Support: First Responder minimum, with an EMT responding to at least 90% of all first aid calls
2. Working structure fire: 5 fire fighters minimum.

GOAL 2: East Side Fire Protection District No. 5 will provide fire prevention and education services to the population of the fire district.

Objective A: East Side Fire Protection District No. 5 will provide fire prevention programs throughout the year for the purpose of educating the population to fire hazards, fire safety and burn safety.

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Objective B: East Side Fire Protection District No. 5 will reach a minimum of 1,800 students in the year 2011.

Objective C: East Side Fire Protection District No. 5 will provide a minimum of two (2) classes specifically oriented to the elderly.

Objective D: East Side Fire Protection District No. 5 will provide trained, certified fire inspectors to conduct fire safety inspections.

GOAL 3: East Side Fire Protection District No. 5 will provide specialized rescue services to the population of the fire district.

Objective A: East Side Fire Protection District No. 5 will provide trained, certified rescue technicians to respond to water rescue and recovery emergencies, WMD, hazardous materials emergencies, confined space and technical rescue emergencies that occur within the fire district.

Objective B: East Side Fire Protection District No. 5 will provide the special technical equipment for use by the certified rescue technicians in their response to the technical emergencies within the fire district.

EMPLOYEES:

STRATEGY: Develop an environment where employees, both volunteer and paid, are safe, valued, respected, informed and involved in East Side Fire Protection District No. 5 services, accepting of responsibility and promoting a sense of team, pride and accountability.

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GOAL 1: East Side Fire Protection District No. 5 is committed to provide an adequate number of professional emergency service personnel for emergencies which occur within East Side Fire Protection District No. 5.

Objective A: East Side Fire Protection District No. 5 will provide a wage and benefit package for employees to attract and retain highly motivated professional personnel.

Objective B: East Side Fire Protection District No. 5 will provide a management structure that will provide a means for employees to accept responsibility and become involved in the management of East Side Fire Protection District No. 5.

GOAL 2: East Side Fire Protection District No. 5 will provide an in house training and education program encompassing the special education needs of the fire prevention, suppression, rescue and emergency medical services provided by East Side Fire Protection District No. 5.

Objective A: East Side Fire Protection District No. 5 will develop and maintain a mandatory training and education program to develop, improve and provide a certified professional employee force.

Objective B: East Side Fire Protection District No. 5 will offer extensive third-party education and training opportunities to develop, improve and provide a certified professional employee force.

Objective C: East Side Fire Protection District No. 5 will provide a tuition reimbursement / education assistance program to encourage and enable employees to pursue and attain degrees related to their job descriptions and to attend out-of-town seminars.

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COMMUNITY IDENTITY:

STRATEGY: Improve the awareness of the existence of East Side Fire Protection District No. 5 and the services provided to the communities by East Side Fire Protection District No. 5.

GOAL 1: East Side Fire Protection District No. 5 will identify and promote the services, attributes and quality of service provided to the communities.

Objective A: East Side Fire Protection District No. 5 will publish & mail to the residents of the fire district one combination letter/newsletter in 2011.

Objective B: East Side Fire Protection District No. 5 will allow outside civic groups and clubs to utilize the district facilities for their respective meetings. East Side Fire Protection District No. 5 will provide personnel to attend those meetings for the purpose of educating the public in fire prevention and demonstrating the services provided by the fire district when so requested.

Objective C: East Side Fire Protection District No. 5 will actively participate in events hosted by other agencies, associations, and groups within the community for the purpose of educating and demonstrating the services provided by the fire district.

FINANCIAL PLANNING:

STRATEGY: Provide a sound financial plan and quality financial practices capable of providing a source of revenue to support East Side Fire Protection District No. 5's mission, goals and objectives.

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GOAL 1: East Side Fire Protection District No. 5 will prepare levies, budgets, and pursue alternative revenue sources for the purpose of providing sound financial sources of revenue.

Objective A: East Side Fire Protection District No. 5 will annually review current and projected revenue sources and service fee levies for sufficient funds.

Objective B: East Side Fire Protection District No. 5 will annually review alternative funding sources and develop these sources as appropriate.

Objective C: East Side Fire Protection District No. 5 will actively pursue grants from the federal government and others by having one employees specifically assigned as a grant writer.

GOAL 2: East Side Fire Protection District No. 5 will issue a *Budget Statement* and update the plan annually.

Objective A: East Side Fire Protection District No. 5 will maintain an apparatus replacement schedule, and provide for long term fund development for these costs.

Objective B: East Side Fire Protection District No. 5 will review the long range plan for the resource deployment of the station(s), apparatus, personnel and service levels for the fire district.

Objective C: East Side Fire Protection District No. 5 will continue to utilize external agencies for traditional fire district services (dispatching, arson investigation, inspection services, HazMat responses, etc.) when available and when to the advantage of the fire district.

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GOAL 3: East Side Fire Protection District No. 5 will follow Generally Accepted Accounting Practices (GAAP) and will provide an independent third-party audit of the finances and accounting procedures annually.

Objective A: East Side Fire Protection District No. 5 will employ only Certified Public Accountants to manage our funds.

Objective B: East Side Fire Protection District No. 5 will conduct an annual audit, also by Certified Public Accountants, and make the report available in its entirety to the Board of Commissioners, the East Baton Rouge City-Parish Metropolitan Council and the public.

Objective C: East Side Fire Protection District No. 5 will publish its proposed annual operating budget and hold a public hearing prior to acceptance of the budget by the Board of Commissioners.

Objective D: East Side Fire Protection District No. 5 will revise the annual operating budget if income is projected to be less than 95% of the original budget or if expenditures in any category (labor, expenses or capital purchases) are anticipated to exceed the original budget by more than 5%. East Side Fire Protection District No. 5 will also hold public hearings before the Board of Commissions adopts any proposed budget revision.

Objective E: East Side Fire Protection District No. 5 will publish a notice in the *Public Notices* section of The Advocate following the adoption of any budget notifying the public that a public hearing was, in fact, held and that the budget has been approved.

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HUMAN SERVICES:

STRATEGY: Enhance the delivery of human services within East Side Fire Protection District No. 5

GOAL 1: East Side Fire Protection District No. 5 will support the agencies working within the Fire District to provide human services and assist with those services when appropriate.

Objective A: East Side Fire Protection District No. 5 will provide meeting space within the fire station facilities for community groups, associations, government bodies and other organizations for the purpose of providing meeting and classroom space to the community, at no charge.

Objective B: East Side Fire Protection District No. 5 will support and participate in the East Baton Rouge Parish Fire Chief's Association and other such activities provided by similar agencies.

Objective C: East Side Fire Protection District No. 5 will support and participate in the Commission of Fire Accreditation International (CFAI) and will provide a minimum of one peer assessor available for a minimum of two site visits per year.

COMMUNICATIONS:

STRATEGY: The employees of East Side Fire Protection District No. 5 will be empowered to communicate the philosophy, mission, goals and objectives to the communities of the fire district.

GOAL 1: The employees of East Side Fire Protection District No. 5 are committed to understand and support the mission, goals and objectives of the fire district.

Objective A: East Side Fire Protection District No. 5 will provide the mission, goals and objectives to the employees to read, understand and endorse and will conspicuously post both the

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mission statement and vision statement at the fire station and on the internet for the public to see.

GOAL 2: East Side Fire Protection District No. 5 will communicate to the communities and population of the fire district its mission, goals and objectives.

Objective A: East Side Fire Protection District No. 5 will provide information to the population of the fire district concerning actions taken by the Board of Commissioners and other issues of interest to the public.

Objective B: East Side Fire Protection District No. 5 will develop an annual report outlining the activities of the Fire District and provide copies of the report for the public to review.

RELATIONSHIPS:

STRATEGY: East Side Fire Protection District No. 5 strives to improve relationships, operations and communications with residents, neighboring fire departments, governmental agencies and other entities.

GOAL 1: The employees of East Side Fire Protection District No. 5 will be active and involved in organizations, committees, agencies and other entities.

Objective A: East Side Fire Protection District No. 5 will support membership in associations such as the East Baton Rouge Fire Chiefs' Association, the Louisiana State Firemen's Association, the International Association of Fire Chiefs and other related agencies.

Objective B: East Side Fire Protection District No. 5 will support its employees in committee work, administration and leadership in fire service and related activities.

Objective C: East Side Fire Protection District No. 5 will support other public safety agencies including both police and fire and will allow other agencies to continue to use district

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facilities where permitted by DEQ.

Objective D: East Side Fire Protection District No. 5 will support the CFAI with peer assessors and will strive to become involved on the national level with that organization.

GOAL 2: The Fire Chief shall provide a resident feedback system and address concerns raised by the resident feedback system.

Objective A: East Side Fire Protection District No. 5 will continue the implementation of a measurement tool survey for use by the fire district to measure, document, evaluate and report customer service delivery of the services provided by the fire district.

ACCREDITATION:

STRATEGY: East Side Fire Protection District No. 5 strives to maintain international accreditation so that the residents of the fire protection district may be assured their fire department is being managed in a competent, professional manner.

GOAL 1: While maintaining accreditation, the East Side Fire Protection District will document the policies and procedures of the department.

Objective A: East Side Fire Protection District No. 5 will continue to publish and maintain a comprehensive set of *Standard Operating Guidelines*.

Objective B: In an effort to encourage excellence throughout the fire service, East Side Fire Protection District No. 5 will offer electronic copies of the *Standard Operating Guidelines*, the *Self Assessment Document*, the *Risk Hazard Analysis and Standards of Coverage Document* and any other documents requested to any fire service so requesting at no charge.