

Riverview Fire & Rescue Strategic Plan 2018-2023



Executive Summary



- Our Strategic Plan summarizes the department's key goals and objectives for the next five years. We are committed to revisiting this plan every two years to assess accomplishments, and make adjustments where needed.
- RFR's plan has taken into consideration the four strategic themes established by the Town of Riverview Strategic Plan.

Strategic Plan Layout



The Strategic Plan is divided into three major sections:

Part 1: Organizational Overview

Part 2: Strategic Planning Process

Part 3: Goals and Strategies

Appendixes

Mission Statement



Mission Statement: We are dedicated to safely protecting life, property and the environment through education, prevention & emergency response.



Organizational Values



Professionalism

Integrity

Respect

Teamwork

Pride

Dedication



Strategic Planning Process



- The plan was informed by six internal assessment sessions (“SWOT” format) held with career and volunteer firefighters, as well as Chief Officers.
- In addition, external stakeholder surveys were conducted with Town employees, as well as members of the public.

Strategic Planning Process



The committee of eight members further took into consideration:

- The Department's history
- Call volume statistics
- The TOR Strategic Plan
- Other fire department strategic plans

Established Goals



1. RFR will promote a culture of respect, accountability, professionalism and teamwork within the organization.
2. RFR will build upon and enhance the relationship between the department and the community.

Established Goals



3. RFR is committed to maintaining and enhancing our operational effectiveness to ensure the safety of our community.

4. RFR is devoted to creating a comprehensive employee development program.

Implementation Strategies



- There are a total of nineteen strategies drafted in support of the four goals, with target dates ranging from 2018 until 2022.



The Next Steps



- RFR is committed to the strategic management process, meaning we must focus on implementation of our strategies, resource allocation, and ongoing review.
- Chief Pleau is committed to developing an annual road map which will be used to fulfill our stated strategies. Annual objectives will be assigned to specific individuals for completion.

Acknowledgements



- RFR Strategic Planning Committee
- All RFR staff
- TOR Communications Coordinator
- TOR employees who participated in the online survey
- Residents who participated in the online survey