

**Town of Riverview
COUNCIL REPORT FORM**

Presented to: Mayor and Council

Department: Riverview Fire and Rescue

Date: 15 May 2018

Subject: Adoption of the Riverview Fire & Rescue Strategic Plan



Agenda Item:

Meeting Date:

For use by Office of the Town Clerk only

BACKGROUND

Approximately two years ago there was a discussion between the employees and management of Riverview Fire and Rescue (RFR) in regards to future goals and objectives for this Fire Department. It was agreed upon that we needed to work together and produce a strategic plan. This would be the first strategic plan written in the history of the department. Deputy Chief Robin True volunteered to lead this project.

Some of the items that needed to be addressed were:

- a) Mission Statement
- b) Organizational Values
- c) Training requirements
- d) Operational weakness and opportunities
- e) Future capital purchases
- f) Providing and maintaining our services using up-to-date technology.
- g) Employee career development

PROCESS

In early 2017 a Strategic Planning Committee was formed with eight members from Riverview Fire Rescue which included two Chief Officers, three Career Firefighters and three Volunteer Firefighters.

During 2017 there were six internal assessment sessions held with career firefighters, volunteer firefighters and the Chief Officers. These sessions followed the "SWOT" format, documenting the

department's strengths and weaknesses, as well as assessing opportunities and threats to the organization.

This was followed by two external surveys; one put on-line for public input and the other put on-line for town employees input. These surveys were used to determine how much the public and other town employees knew about our services as well as their opinion on the value of service that we provide. These surveys were shared with Council at the "Council of the Whole" Meeting 24 April 2017 and are included as an Appendix in our Fire Department Strategic Plan.

There were four goals developed by the committee, they were:

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.
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.

Each of the goals have a series of objectives which are identified in the Strategic Plan.

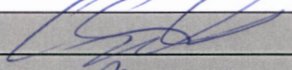
With the information collected, the first Riverview Fire and Rescue Strategic Plan was produced. The plan has been reviewed and supported by the Strategic Planning Committee, Senior Management and Riverview Fire and Rescue Staff.

This plan will be implemented for the period of 2018-2023 and will be reviewed every two years for effectiveness.

RECOMMENDATION FROM STAFF

I request that Council support the implementation of the new Riverview Fire and Rescue Strategic Plan 2018-2023.

Prepared by: Chief Denis Pleau

CAO Approval:	
Date of Approval:	May 22/ 2018