

TUALATIN VALLEY FIRE & RESCUE
MISSION STATEMENTS

The District operates under a comprehensive **Board policy manual**, which is adopted, biannually reviewed, and, as required, revised by the Board of Directors. Each section of the Board policy manual provides policy direction concerning the day-to-day operations of the District and specifically addresses the following areas:

- District Board Operations
- Bylaws of the Board
- Budget, Finance and Business Operations
- Personnel Policy
- Training Division
- Fire Chief Role and Executive Functions
- Emergency Services
- Fire Prevention
- Purchasing
- Maintenance
- Community Services

Mission and Vision Statements

The following **mission statement** was developed to describe clearly the District's purpose.

Tualatin Valley Fire & Rescue...Dedicated to providing exceptional emergency services through cost effective innovation, employee excellence and customer service.

Building on the mission statement, the membership was asked to identify vision statements, thus establishing targets of excellence for the future. The following were among the identified **vision statements**:

- *Continually exceeding our customers' expectations*
- *A workforce reflecting the diversity of the community*
- *An innovative environment enhancing the efficient delivery of emergency services*
- *An organization anticipating, influencing and embracing change*
- *Providing personnel with the necessary skills and tools for safe and effective job performance*

Strategic Goals and Critical Issues

The District operates under a long-term **Strategic Plan**, which articulates our long-term goals and provides the framework for the performance objectives, which are contained within this budget document. The process by which the Strategic Plan was created required the District to identify collective visions and expectations and to look critically at issues affecting the District into the future. Participation in the development of the Strategic Plan was solicited and received from all levels of the organization as well as various customers and citizens at large.

Critical Issues

Critical issues that may affect the organization are either opportunities or challenges.

Among those issues identified were:

- Changing demographics and aging infrastructure
- Federal, state, and local mandates/legislation
- Regionalization
- Funding limitations
- Loss of experience and expertise through attrition
- Hiring of new employees

Customer Expectations and Priority of Service

A key element of the District's organizational philosophy is a high level of **commitment to customers**. When asked to identify their expectations for the Strategic Plan, the Citizens' Review Committee noted competence through training and experience and quick response to emergencies as their highest priorities. Among the other identified expectations were keeping the equipment in good repair, distributing prevention information and staying involved in the community.

The Citizens' Review Committee was also asked to prioritize a comprehensive list of functions and services provided by the District. The following were ranked as the most **critical services**:

- Fire/EMS Response
- Hazardous Materials Response
- Specialty Rescue Response
- Public Assistance/Non-Emergency Response
- Disaster Response