MCFRS GOALS[1]

OVERARCHING DEPARTMENTAL GOAL

To comprehensively plan for the future needs of the Montgomery County Fire and Rescue Service and its customers by addressing all aspects of MCFRS capabilities to deliver effective and efficient emergency and non-emergency services as well as capabilities to address the functional, developmental, wellness, and safety needs of the organization.

DEPARTMENTAL GOALS

1. To maintain our operational readiness at all times for an all-hazards mission and response capability, including emergency medical services, fire suppression, technical rescue, water/ice rescue, aviation fire-rescue, hazardous material, and explosive device emergency services.

2. To minimize the number of deaths and number/severity of injuries to our customers through a comprehensive, all-hazards, risk reduction strategy implemented through our community outreach program.

3. To ensure that sufficient numbers of personnel, apparatus, equipment, and facilities are in place to effectively and efficiently deliver emergency services and achieve our adopted standards of response coverage.

4. To set a desirable and attainable course for the future through strategic planning and with the establishment and periodic updating of "SMART[2]" goals and objectives.

5. To reassess and refine our vision, mission, and guiding principles periodically.

6. To maximize the utilization of our career and volunteer resources to achieve our mission.

7. To deploy and leverage our resources to best serve our customers' needs while maximizing our effectiveness, efficiency and fiscal responsibility.

8. To ensure the transparency of our business operations and that open lines of communication are maintained with our customers.

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[1] Department-wide goals as updated/modified during the 3/23/17 Annual Planning Meeting

[2] SMART – Specific, Measurable, Attainable, Relevant, and Time-dependent

9. To create and maintain strong partnerships with the citizenry, businesses, organizations and institutions within Montgomery County so that we may improve our responsiveness to their needs/concerns and leverage their collective capabilities to assist us in our community risk reduction, injury prevention and property protection efforts.

10. To seek and sustain tactical and strategic partnerships with other County, municipal, regional, State and federal agencies and private sector organizations to enhance our capabilities to prevent, respond to, and mitigate emergency incidents locally and regionally in keeping our homeland safe.

11. To maintain and grow our infrastructure, including facilities, apparatus, equipment, communications systems, and information technology systems to support our mission.

12. To provide for and enhance the wellness, safety, training, and development of our personnel, including implementation of risk reduction strategies to improve occupational safety and to improve the health and wellness of MCFRS personnel.

13. To ensure that MCFRS continuously recruits the career and volunteer personnel required to effectively deliver our services and programs and undertakes the steps needed to retain these individuals for long-term service to the community.

14. To address the current and projected training needs for career and volunteer leadership and workforce development. This includes classes provided at the Public Safety Training Academy, online training, in-service training, station drills, and classes provided by the Maryland Fire-Rescue Institute.

15. To ensure MCFRS embraces diversity, that our membership is reflective of the community served, and that our environment is open and accepting to all members of the community.

16. To establish an organizational commitment to evaluate, develop, and implement new technologies and innovations on a continuous basis that will enhance the effective delivery of services and performance of business processes.

17. To evaluate our progress, measure our performance, and strive for continual improvement through accreditation, performance measurement, dashboard monitoring, and program appraisal.