

Town of Mooresville Fire Department Strategic Framework

Strategies

Vision

To be recognized as a high quality, highly rated and respected full-service fire department with a focus on safety and public education.

Mission

“Dedicated Firefighters Serving Our Community”
The Mission of the Mooresville Fire Department is to safeguard life, property, and the environment.

Performance Measures

% of personnel with a CPAT test time under 6:30	100%
% of personnel with an average CPAT test time of 3:74	100%
% of personnel with an average of 1 hour per shift per month spent in physical fitness training	100%
Average time from dispatch to arrival at scene	5 Minutes
% of fires confined to the condition upon arrival	80%
% of buildings inspected per state schedule	100%
% of population educated about fire and safety	50%
Maintain clearance rate percentage for incendiary fires	40%

Goals

Customer Service

To meet or exceed customer expectations for quality service and loss mitigation.

Employees

To recruit, develop, and retain a high quality staff that reflects the community’s diversity.

Fire Prevention

To minimize fire loss and injuries through education, enforcement, and investigation.

Emergency Preparedness

To alleviate the potential impact of an area wide emergency.

Financial Performance

To operate the Department in an efficient and effective manner that uses public funds wisely.

1. Continue focus on customer service, incident response, etc and achievement improvements through statistical data analysis and necessary corrective actions.
2. Survey citizens to determine their satisfaction and improvement opportunities.
3. Assure adequate staffing and appropriate apparatus placement with special attention to staffing for stations and the Tower.
4. Implement new technology to improve the quality of service provided including a traffic preemption system, use of the web site for customer service and communication, and video conferencing .
6. Maintain high recruitment standards and advertising and communicate the need for good firefighters utilizing MI-Connection and other vehicles.
7. Develop an approach that provides for advancement opportunities, specialty development, and compensation increases, utilizing an in-house training facility (shared with other the County, other Town departments, and others) and participation in Mitchell Community College’s Fire Science Program..
8. Educate employees on the diverse community and work towards enhancing the diversity of the workforce.
9. Keep staff physically fit and healthy.
10. Develop a confined space team.
11. Continue to review staffing requirements at stations and the fire prevention bureau and request additional positions, as needed.
12. Utilize Carolina Star program to enhance employee safety.
13. Enhance technology for fire code inspections.
14. Enhance public education on fire prevention, safety, fire extinguishers, smoke detectors, home inspections, residential sprinklers, and other fire safety issues.
15. Conduct fire problem analysis, communicate results through public education and code enforcement efforts, and solicit grants to target problem areas.
16. Support and develop relationships with developers, architects, and contractors that result in safer new construction projects to proceed without undue delays arising from fire code or fee requirements.
17. Provide financial incentives to encourage residential fire sprinklers and create support for a future sprinkler ordinance.
18. Monitor, exercise, and train Town Departments about the emergency management operations plan, and adjust the plan as necessary.
19. Continue to enhance public communication of issues such a pandemics, natural disasters, terrorism, etc.
20. Justify and prioritize items in the budgeting process (Wes and Captains).
21. Assure appropriate operation and maintenance of vehicles, equipment, and facilities (Captains).
22. Plan work, travel, and schedules to enhance efficiency (Captains).
23. Capitalize on grant opportunities to relieve the burden on taxpayers (Wes).
24. Review opportunities to implement appropriate fee schedules (Wes).