

Portland Fire & Rescue 2015-2020 Strategic Plan



BUSINESS HOURS

APRIL 14, 2016

Framework

- Consultant
 - Standard City of Portland RFP process
 - Coraggio Group – a local strategy and organizational change firm
- Framework
 - Clarity
 - Focus
 - Action

Process

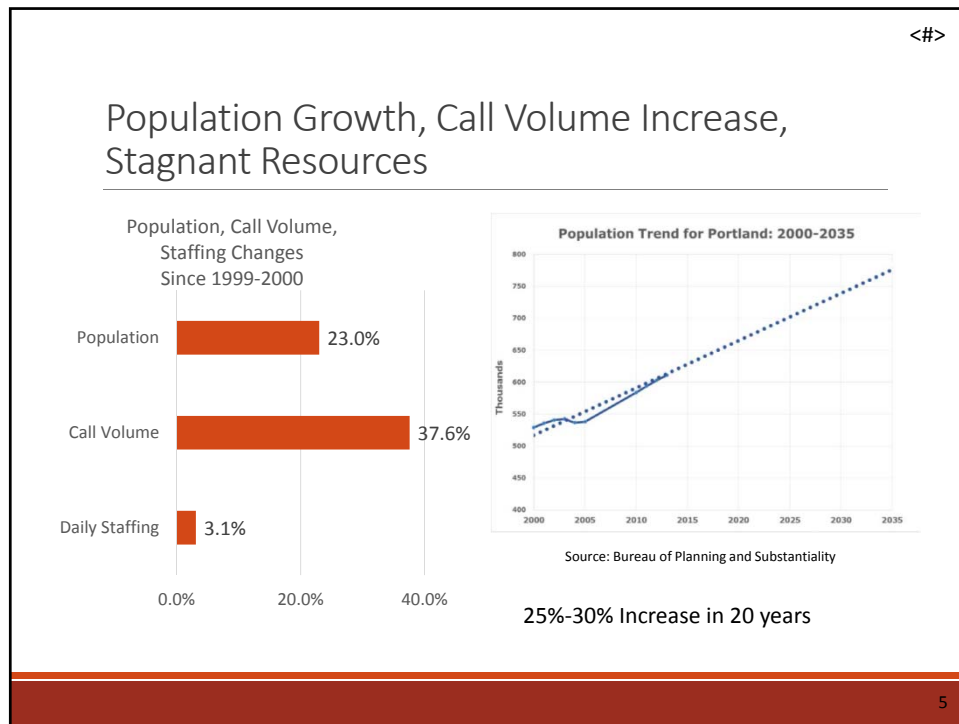
- Stakeholders Interviews
- Employees Focus Groups
- Interested Parties Focus Groups
- Community Survey
- Community Forums
- Strategic Steering Committee
- Principle/Value Exercise Involving the Entire Organization
- One-page Summary was sent out for feedback

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Result

- One-page Summary
- Full Booklet – available on the web at <http://www.portlandoregon.gov/fire/article/569566>
- Next steps
 - Creating Annual or Multi-year Business Plans with Strategies, Projects and Action Items (e.g. IT Strategic Business Plan)
 - Implementation
 - Quarterly monitoring and reporting

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Key Questions

1. The stakeholder interviews describe friction between honoring tradition and encouraging innovation – can Fire share how they addressed that in their strategic plan?
2. What happens when the work, in this case calls for service, changes over time from fire calls to medical calls? How does a bureau respond to changes in its core business?
3. How were the initiatives decided as the best way to reach the goals described in the plan?

Strategic Themes/Imperatives/Goals

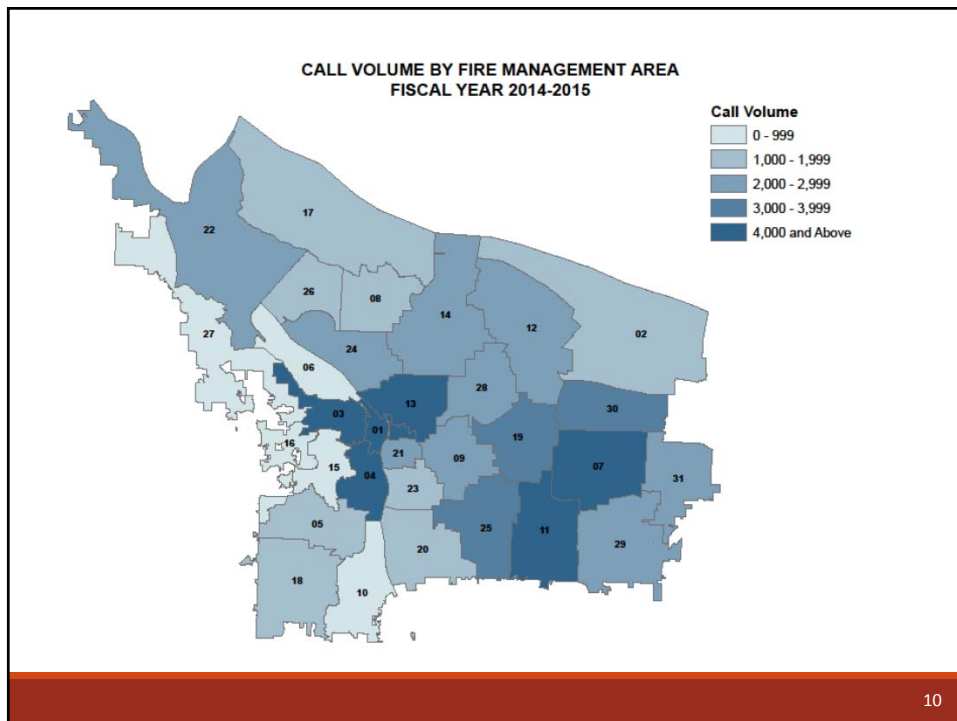
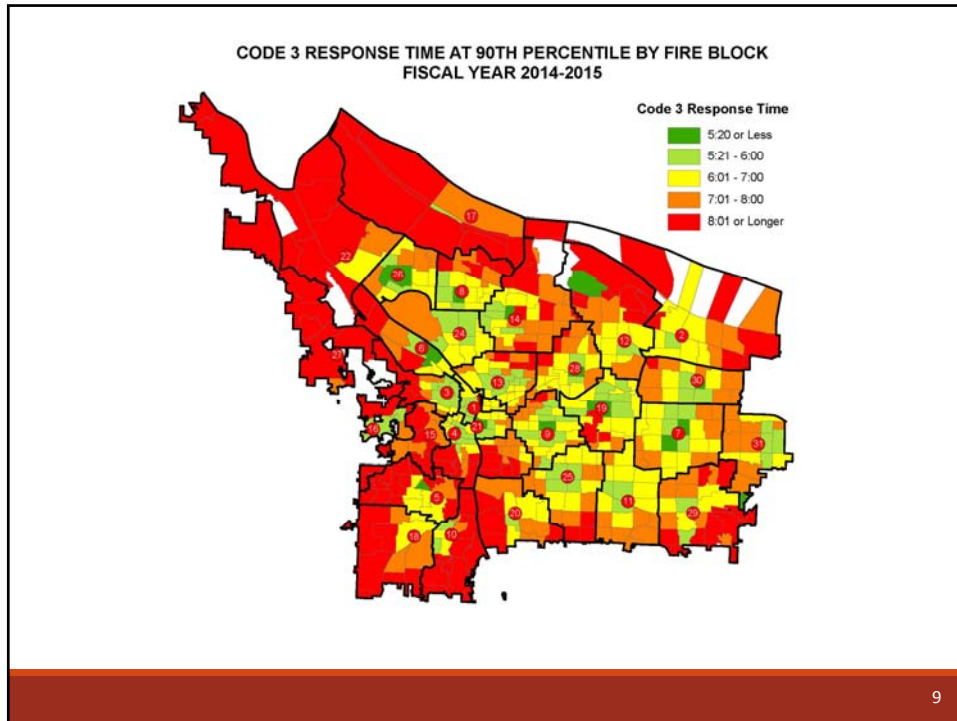
2005-2010	2010-2015	20015-2020
1. Operational Effectiveness	1. Operational Readiness & Effectiveness	1. Operational Excellence
2. Customer Services	2. Fire Safety Excellence	2. Leadership role in the health of the community
3. Workforce Development	3. Developing Our Workforce	3. Long-term effectiveness
4. Financial Resources Management	4. Maximizing Financial Resources	4. A safer and more informed community
		5. Commitment to equity and inclusiveness

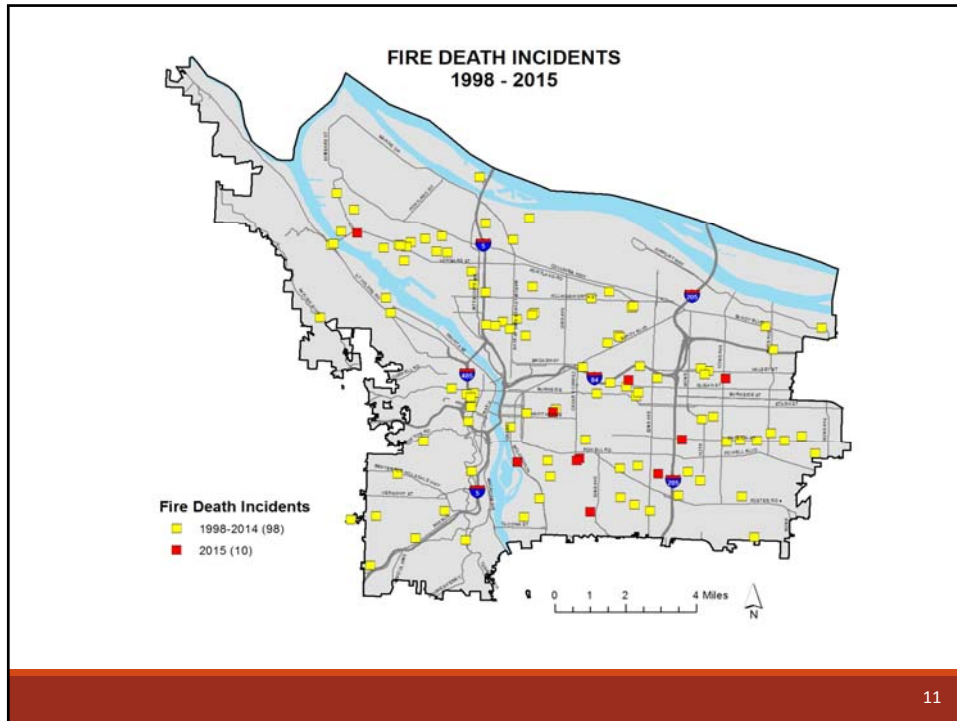
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Recent Innovation/Pilot Programs

- Rapid Response Vehicles (RRV)
- Alternative Designation, Alternative Transport (ADAT)
- Community Health Assessment Team/In-Field Treatment
- Community Risk Reductions
- Frequent Caller Program
- PulsePoint
- Partnership with Other Agencies and Health Care Providers
- Cost Reimbursements/Revenue Sharing

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Questions ?
