

PORTLAND BUREAU OF FIRE  
RESCUE & EMERGENCY SERVICES  
Portland, Oregon

MEMORANDUM (2000-04)  
Updates Memo 96-08, 3-15-96

January 26, 2000

**CONTINUING IMPLEMENTATION OF CES STRATEGY**

The Community Emergency Services (CES) Pilot Project concluded in February 1994. Since that time, a significant number of station-based community efforts have continued on a less formal basis throughout the Bureau. To acknowledge these efforts and support further development of such activities on a bureau-wide basis, a working group of Battalion Chiefs and CES staff developed overall guidelines and priorities for CES in March 1996. This memo reiterates those guidelines. This memo also describes the respective roles of station personnel and Chief Officers in implementing station-based CES activities and the resources available for carrying out such activities.

GUIDELINES

Community Emergency Services is not a specific program within the Bureau; it is a strategy that includes a range of activities to help meet our mission to promote a safe environment and “to provide related services to benefit the public.” As a strategy, CES applies to all stations and all other divisions and sections of the Bureau.

CES includes both station-based efforts such as station tours and interactions with Neighborhood Associations, and citywide efforts such as Neighborhood Emergency Team training. While varied and decentralized throughout the Bureau, all current and future CES efforts share certain characteristics:

- Community-oriented projects are intended to contribute directly to the reduction of the negative impacts of fire and to controlling elements that threaten the health and lives of citizens. As such, community-oriented projects will be regarded as a priority throughout the Bureau.
- As a Bureau priority, community-oriented activities and projects will warrant increased flexibility in scheduling other work activities.
- We will utilize citizen input to help develop projects and use citizens to help carry out the projects. Each project will be a partnership between the Bureau and the communities we serve. In this way, the Fire Bureau is committed to building a more livable Portland.

Other characteristics of appropriate community-oriented activities are itemized in the CES Guidelines (Attachment). The Guidelines are broad in nature and provide a checklist to assist Station Officers and other personnel in evaluating the potential benefits of a CES activity. As noted in the Attachment, the Guidelines are intended to encourage each company to seek out and take advantage of opportunities to work with citizens

to make the community a safer place.

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## ROLES AND RESPONSIBILITIES

Station-based CES projects may be initiated by Station Officers, the company, the Public Education Office or other sections of the Bureau, or by citizens. All CES projects must be approved by the District Chief and Station Captain. Station Officers will manage the projects and all members are expected to participate. All Chief Officers will facilitate CES efforts and provide assistance to the companies on their shift.

It is understood that the level of CES activity will vary among the companies, depending on run volume, areas of specialty training and other workload issues, and the level of citizen participation.

Station Officers, Chief Officers and other Bureau managers will schedule work activities with as much flexibility as possible to facilitate community-oriented efforts. Managers in Training, Logistics, Information Services and other units within the Bureau will work cooperatively with the Station Officers to establish scheduled activities as far in advance as possible. This is intended to reserve as much time as possible for CES activities in every company's work schedule.

## RESOURCES

The following resources are available to assist in carrying out CES activities:

Citizen volunteers from the FMA--Neighborhood Associations, Block Watch activists, church and PTA members, NET members, businesses, etc.--represent a critical resource for identifying safety issues in the community and an invaluable partnership for implementing solutions. A "project team" which includes 6-8 citizens from a variety of organizations within the FMA would assist with a range of tasks in a given project. They could also develop into an ongoing Station Advisory Committee ("SAC") that will assist station personnel with CES efforts in general.

The Volunteer Clearinghouse developed in conjunction with Public Education Office and coordinated by the CES Office can assist in tapping into the networks in each FMA to locate and recruit citizens for a project team or advisory group. Contact the CES Office at x4614.

Additional funding on a limited basis is currently available for CES projects as needed. Requests for funding for printing and other materials, overtime, refreshments for volunteers, etc. should be directed to the CES Office and will be reviewed by the appropriate Battalion Chief and the CES Manager.

The "Community Partnerships" section of the station journal will assist each station in tracking personnel and hours dedicated to community-oriented projects. This information provides a simple and reliable record that can be used to review station activities. For example, the journal indicates that, in the three-month period ending December 31, 1999, station personnel reported a total of 3,606 hours of station-based CES activities.

In addition to regular assistance to the companies from the Battalion Chief on their shift, ongoing technical assistance is available from the CES Office to help coordinate projects and joint activities with Neighborhood Associations, NETs or other community-based groups, and to provide training on effective community partnerships.

For further specifics on the information in the memo, contact Rachel Jacky, CES Manager, x4614.

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ROBERT R. WALL, Chief  
Portland Bureau of Fire,  
Rescue & Emergency Services

Attachment

## COMMUNITY EMERGENCY SERVICES (CES) GUIDELINES

*These Guidelines were developed to assist stations in carrying out Community Emergency Services and to help describe appropriate CES activities. The Battalion Chiefs who drafted the Guidelines left them broad in nature to promote the creative ideas of station personnel and to allow Station Captains some latitude in carrying out community-oriented activities. The Guidelines are intended to encourage each company to seek out and take advantage of opportunities to achieve our goal of working with citizens to make the community a safer place.*

When a station develops an idea for Community Emergency Service, the Station Officers will evaluate the potential benefits according to the following guidelines:

- Works to make a safer community and is appropriate to the mission of the Bureau.
- Increases citizens' awareness of safety issues and Fire Bureau activities.
- Seeks citizen input to help define safety issues and to help outline possible solutions.
- Uses a shared partnership with the community for implementation.
- Helps the station become a good neighbor in the community.
- Involves all levels of station personnel.
- Does not result in direct profit for private enterprise.

If the program or project meets these Guidelines, the Station Captain and respective Battalion Chief will review

it for approval. Because time and resources are limited, each proposal should also be evaluated for the long term commitment needed to support the activity and the precedent that could be set for similar CES activities throughout the Bureau.