

Strategic Plan 2010- 2015

Franklin County Department of Emergency
Services

Values

The Franklin County Department of Emergency Services values the safety and protection of the people, property, and environment of our County.

Vision

Franklin County Department of Emergency Services envisions itself as a technologically innovative, professional, and industry leading organization that provides for the safety of the community, property and environment.

Mission

Franklin County Department of Emergency Services will provide accurate, quality, respectful professional services to our internal and external stakeholders.

Strategic Objectives

1. *By 2015, the per capita rate of accidental 9-1-1 calls will be reduced by 25%*
 - a. In 2010, the Department of Emergency Services will identify the four most common causes for accidental 9-1-1 activation
 - b. By 2012, the Department of Emergency Services will introduce a public education campaign which addresses the accidental activation of 9-1-1 services

2. *By 2015, the number of non-emergent calls through 9-1-1 will be reduced by 15%*

- a. In 2010, the Department of Emergency Services will increase public education of non-emergency access by 5%
- b. By 2011, the Department of Emergency Services will introduce a program of instruction for community groups which focuses on accessing emergency and non-emergency services
- c. By 2012, the Department of Emergency Services will implement a program of instruction for school-aged children which focuses on accessing emergency and non-emergency services

3. *By 2015, the Department of Emergency Services will conduct an evaluation of community hazards, needs, and perceptions*

- a. By 2011, the Department of Emergency Services will conduct a hazard and vulnerability study of Franklin County
- b. By 2012, the Department of emergency Services shall implement an annual survey of community perceptions regarding emergency services within Franklin County
- c. By 2014, the Department of Emergency Services will publish a white paper identifying perceived vulnerabilities, weaknesses, strengths, and needs within Franklin County relative to emergency services

4. *By 2015, the Department of Emergency Services web site will be accessed an average of 500 times per week*

- a. By 2010, the Department of Emergency Services will have a functioning web site
- b. By 2011, the Department of Emergency Services web site will provide current events and information for the community

5. *By 2015, the per capita rate of injuries and deaths due to preventable causes will be reduced by 5%*

- a. In 2010, the Department of Emergency Services will identify the leading causes of preventable injury and death and identify strategies to reduce their number
- b. By 2011, the Department of Emergency Services will implement an effective strategy which addresses the leading causes of preventable injury and death
- c. By 2012, the rate of preventable injury and death will be reduced by 1%
- d. By 2013, the rate of preventable injury and death will be reduced by 2.5%
- e. By 2014, the rate of preventable injury and death will be reduced by 4%
- f. By 2015, the rate of preventable injury and death will be reduced by 5%

6. By 2015, the average fire loss per dwelling fire will be reduced by 5%

- a. In 2010, the Department of Emergency Services will identify the leading causes of fire within Franklin County
- b. By 2011, the Department of Emergency Services will implement an effective strategy which reduces the fire loss within Franklin County
- c. By 2012, the average fire loss will be reduced by 1%
- d. By 2013, the average fire loss will be reduced by 2.5%
- e. By 2014, the average fire loss will be reduced by 4%
- f. By 2015, the average fire loss will be reduced by 5%