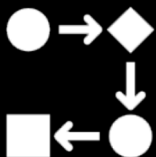


## Goals

Community feedback and the SOAR process led to the determination of strategic initiatives representing the high-level issues the agency stakeholders developed into goals. The MFD-EMS must now make these goals a focus of efforts that will direct the agency to its desired future. Goals with complete objectives, tasks, timelines, and assignments are included in a separate **Management and Implementation Guide**.



**Develop and implement a comprehensive recruitment process for Mandeville Fire/EMS that increases interest in fire and EMS careers, enhances the quality and quantity of applicants, and ultimately improves service to the community.**



**Improve compensation and benefits, improve internal communications and transparency, and improve work-life balance to retain highly skilled and dedicated, long-term employees.**



**Build a leadership development program that promotes transparency, individual accountability, consistency, and uniform processes for all employees.**



**Develop a comprehensive strategy to enhance operational efficiency by reducing response times and improving living conditions and technology. This will be achieved through the strategic process of upgrading and regularly maintaining existing facilities and continuing research to build new stations.**