

City of Rockland

Fire Department

Mission Statement

Rockland Fire & EMS is committed to improving the quality of life within the City of Rockland and protecting the people, property and environment within our community by:

1. Being responsive to the needs of our citizens through the provision of rapid, professional, humanitarian services essential to the health, safety and well-being of the community; and
2. Applying sound principles of prevention, public education, fire suppression, emergency medical care, hazard mitigation and related emergency and non-emergency functions; and
3. Actively participating in our community, serving as role models, and effectively and efficiently utilizing the resources at our command to provide a level of service deemed excellent by our citizens.

We, the men and women of Rockland Fire & EMS, hold duty above self and are dedicated and ready to serve the community in any situation.

Vision Statement

It is the vision of Rockland Fire & EMS to be the most respected department in the region by:

1. Providing excellent service through a commitment to continued personnel improvement through high quality training; and
2. Strengthening our bond with the community through civic participation and operational transparency; and
3. Growing to meet new challenges to the community through constant hazard evaluation and professional introspection; and
4. Dedicating ourselves to providing a safe and enjoyable workplace.

Previous Year's Highlights

- Rockland Fire & EMS continued to provide the highest level of service to the community on a daily basis.
- Seated a strategic planning committee, which has completed a significant amount of its initial charge.
- Another safe year at the workplace with lost time being limited to non-emergency events.
- Sought and received a 2011 Type 1 ambulance for \$150,000 (net) This ambulance meets our enhanced safety specifications.
- Made minor changes to the station by moving EMS into a lockable office to better address HIPPA (privacy) laws and the Fire Chief into a more customer accessible space. The work was completed in house, with the exception of minor electrical.

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- At the end of May we will be actively involved in the community during National EMS Week. This year's events will include family and friends CPR courses and outreach to Rockland's assisted living facilities to include the File of Life program.

Goals & Objectives

- Rockland Fire & EMS will continue to provide the highest level of service to the community on a daily basis.
- Work to formulate specific goals and objectives in order to fully implement and realize the strategic plan.
- Work to have another safe year at the workplace with no lost time.
- Complete a rewrite of all department rules and regulations and standard operating procedures guidelines and publish them in the private section of our department web page.
- Investigate with the Insurance Services Office (ISO) the impact of moving to apparatus sharing on Rockland's community risk rating and begin a discussion with the Town of Thomaston regarding the same.
- Utilize National EMS week to begin a communitywide conversation about EMS prevention (fall prevention, medication compliance, etc.). Our hope is for a healthier community with lower EMS utilization rates in the long run.

5-year Goals & Objectives

- Rockland Fire & EMS will continue to provide the highest level of service to the community on a daily basis.
- Fully implement the strategic plan.
- Lead the discussion for the region focusing on a more efficient utilization of resources for the delivery of both fire protection and EMS.
- Develop strategies to lower our high EMS utilization rates.
- Exploit new/additional outside sources of funding such as state and federal grants.
- Begin an evaluation of our physical plant with an eye toward significant renovations to the same ca. FY 2020.
- Evaluate and revise the apparatus replacement program completed in 2004 on its tenth anniversary.
- Begin a discussion with the appropriate stakeholders regarding fire and rescue capabilities on the harbor.