

1. PURPOSE

- 1.1 This memorializes Authority core values and general strategies toward fulfilling its mission: *“The Riverside Fire Authority is committed to creating safer communities through prevention, preparedness, and effective emergency response.”*

2. DEFINITIONS

None.

3. POLICY

CORE “SHARED” VALUES

To accomplish the mission of the RFA and to earn and keep the trust of our members and the people we serve, we collectively choose to:

- Provide all citizens with the highest level of service within our individual and collective capabilities.
- Be honest, ethical, compassionate, and competent in the performance of our duties.
- Minimize risk to our personnel and the public in our decisions and actions.
- Emphasize the team concept and seek opportunities to broaden its application internally and externally.
- Value each member of the RFA - recognizing the importance and challenges of balancing family, faith, finance, and professional organizational needs.
- Recognize and respect suggestions for innovations and improvements at all levels.
- Respect all member’s contributions to the RFA’s success
- Honor the right of the people we serve to hold our agency and members accountable to a higher standard.

<i>General Strategies</i>
Provide high-quality services effectively and efficiently.
Provide adequate staffing and resources to enable quality levels of service in the safest possible manner.
Emphasize collaboration and teamwork.
Provide meaningful public information and outreach.
Provide easy access to RFA services and programs.
Use public involvement to connect with the community.
Deliver services in partnership with community organizations and residents.
Ensure accountability by reporting on performance measures.

3.1 STEWARDSHIP

We take pride in our diligent and visionary management of all RFA resources environmental, financial, human, and physical. We accept the responsibility for enhancing and preserving our resources and for balancing competing needs. We value the public’s trust and recognize that today’s decisions will impact tomorrow’s community.

<i>General Strategies:</i>
Assist with long-term community interests, including the environment.
Utilize proactive planning as an important community development resource.
Use technology, as appropriate, to achieve the community’s goals.
Communicate openly about resource issues.
Fix rules and policies that don’t work.
Develop mechanisms to make decisions when resource conflicts arise.
Provide adequate resources into the future to maintain and operate RFA facilities and assets.
Embrace improvement, work smarter, support our culture of service.
Be a regional partner.

3.2 COMMITMENT TO EMPLOYEES AND VOLUNTEERS

The RFA invests in its employees and volunteers and will continually demonstrate how valuable each person is to the organization by:

- Encouraging and rewarding personal growth and development.
- Treating each other equitably and with caring, respect and trust.
- Recognizing each other’s contributions.
- Building on our commonalities and diversity.
- Believing that investing in employees and volunteers fosters good government and quality public services.

<i>General Strategies:</i>
Sustain an organizational culture that attracts, nurtures, and retains quality employees and volunteers.
Maintain staff resources at appropriate levels to meet workload demands.
Provide the appropriate resources to do a quality job.
Train personnel to enhance personal and professional growth.
Maintain a culture of safety.
Foster interaction and communication among the Board of Commissioners, Fire Chief and staff.
Continuously recognize each other’s contributions.
Assume the best of others.
Conduct performance evaluations that are fair, consistent, relevant, and timely.
Publicize the achievements of the RFA and its personnel.
Listen to and act on concerns and input voiced by members.
Increase opportunities for celebration.
Recognize the need for balance between work and personal life.

3.3 INTEGRITY

- Our leadership is centered on sound principles.
- We behave ethically, honestly, and fairly.
- We perform our work with steadfastness to truth, responsibility, and open communication.
- We adhere to visible values that are consistent throughout the organization.

<i>General Strategies:</i>
Live the RFA’s core “shared” values.
Use core values to guide decision-making.
Contribute to an environment that is safe for open and honest dialogue.
Receive and return open and honest communication in a positive way.
Give each other positive feedback.
Say what you do: do what you say.
Set clear expectations and send clear messages.
Solicit and welcome clarifying questions.
Give a consistent message to all audiences.
Admit mistakes.
Take responsibility to be part of the solution.

3.4 INNOVATION

We pledge to:

- Encourage and reward proactive, creative problem solving and planning.
- Continue our tradition of leadership.
- Be empowered to explore new ideas and not be deterred by unconventional solutions.
- Support taking reasonable risks to find better ways to deliver our services.

<i>General Strategies:</i>
Provide a free and open environment to brainstorm, incubate and hatch new ideas.
Provide a supportive means of evaluating new ideas for implementation.
Empower all members to have more ownership of their work.
Collaborate within and outside the work group and department to plan, problem-solve and create.
Focus on the work, not on the “turf” and be interdisciplinary in working together.
Involve those who should be involved.
Recognize that a diverse workforce enhances creativity.
Provide training for members on being creative or innovative.
Periodically review RFA systems and processes to remove barriers.

4. RESPONSIBILITY

4.1 All RFA members are responsible for this policy.

5. APPENDIX

None.

6. REFERENCE

None.