

STRATEGIC PLAN VISION

The Villages Public Safety Department's 2027 vision is to be known as an internationally accredited department striving for continuous improvement and renowned for providing fire and rescue services with care, compassion, and empathy. As a forward-thinking department, we will assemble and apply superb external communications and stewardship of physical resources for responsible financial sustainability processes that deliver contemporary, transparent, and beneficial value to our dynamic community.

In pursuit of a symmetrical culture, while supporting tradition and growth, we will improve our internal communication and information technology processes in preparation for the challenges which come through the prism of the future. Recognizing our greatest resource of human capital, we will make every effort to acquire, develop, mentor, and prepare our employees to be the best they can be. Our concept is to achieve this through appropriate and comprehensive workforce management, training, and professional development programs. We envision a department that recruits, welcomes, and retains innovative members with expertise and strong values of hospitality, stewardship, creativity and innovation, and hard work.

We will be an initiative-focused department responsible for building a collaborative environment of excellence and service through individual and organizational accountability to deliver our mission, live our values, and make this vision a reality.

GOALS

Develop a comprehensive physical resource management plan to ensure that the resources provided by the community are utilized to their full potential.

Recruit and maintain a highly qualified and diverse workforce to serve and meet the needs of our community.

Enhance VPSD's EMS system, including ALS transport, to ensure appropriate and high-quality care and timely efficient transport.

Enhance and standardize internal communications to improve department daily operations and morale.

Improve and implement community outreach programs that increase public awareness and safety.

Enhance VPSD's training program to continue to provide quality service to the community.

Enhance the information technology processes throughout the department to improve data collection and sharing.

Prepare for, pursue, achieve, and maintain international accreditation to better serve our community and embrace excellence.

VALUES

Hospitality - providing fire and rescue services with care, compassion, and empathy.

Stewardship - being accountable for our actions while providing all-hazard protection with rapid response times.

Creativity & Innovation - supporting tradition and growth through modern education and training.

Hard Work - attention to duty with pride and ownership.

MISSION

The Villages Public Safety Department is committed to the safety of our community through the delivery of emergency services, fire prevention, and education. We will safeguard life, property, and the environment.

INTERNAL STAKEHOLDER INPUT

EXTERNAL STAKEHOLDER FEEDBACK

