

# MOUNTAIN BROOK FIRE DEPARTMENT

## Philosophy of Operations

### **Commitment to Values**

The Mountain Brook Fire Department is a value driven organization; therefore, all members of the department make a conscious effort to reflect the values defined within this statement of operations. These values guide each member of the department in their professional lives and serve as the foundation of the organization. Though no simple task, each member will strive to employ these values as we apply the directives of the department to the everyday operations of the Mountain Brook Fire Department.

### **Commitment to Quality**

The Mountain Brook Fire Department and each of its members is committed to our motto, "Quality Service for a Quality City." Quality shall be achieved and maintained by:

- Providing and maintaining a progressive, high-quality training program for all members of our department;
- Providing quality, state-of-the-art facilities and equipment;
- Establishing a supportive environment for all members that builds the avenues of trust and cooperation, maintaining an understanding that each member is an important resource having valuable qualities to offer to the department, and allowing each member to learn and grow individually as well as a member of a team;
- Providing the means for the attainment of the safest working environment possible;
- Providing fair and equitable working conditions that are designed to attract and retain highly qualified members for the department;
- Providing the leadership necessary to maintain and advance this philosophy of operations.

### **Service Orientation**

The Mountain Brook Fire Department exists exclusively to provide a professional level of public safety services to the citizens of the City. Professional service delivery requires that the members of the department:

- Provide the best possible fire protection and emergency medical services to our City;
- Provide proactive programs that maintain and improve fire safety education throughout our community;
- Provide for a fire-safe environment throughout the community by enforcing the requirements of the adopted fire and life safety codes;

- Maintain and improve their knowledge, skills, and abilities in all aspects of the fire and EMS service by actively participating in the training program and available training opportunities;
- Share their knowledge and skills by lending enthusiastic support to fellow firefighters and other members of the emergency service community;
- Conduct themselves in a manner that shows respect toward our community, fellow employees, members of the department, and members of other agencies;
- Maintain apparatus, equipment, and facilities of the department in a high state of readiness and cleanliness at all times; and
- Maintain and improve interagency cooperation and mutual respect among all other interacting organizations and their members.

## **Accountability**

The Mountain Brook Fire Department demands integrity, sensitivity, and total responsibility from its members as we serve the community. Department members are proud of their positive, professional appearance and high-quality performance. We understand that we are answerable for our actions and strive to maintain our professional image in all that we do.

## **Effectiveness and Efficiency**

The Mountain Brook Fire Department is committed to accomplishing its mission. All activities are directed toward this goal while making the best use of all available resources. Members utilize their knowledge, skills, and abilities to provide timely, responsive assistance to meet the needs of the community.

## **Pride**

Our members are our most valued resource and constitute our organizational strength. Each member is proud to be a part of the Mountain Brook Fire Department and takes pride in all actions on behalf of the department. This pride can be readily seen in the equipment, facilities, and actions of the Mountain Brook Fire Department.