

Mission

The mission provides an internal aspect of the existence of an organization and, to a degree, an empowering consideration for all MFD-EMS members. The purpose of the mission is to answer the questions:

Who are we? Why do we exist? What do we do? Why do we do it? For whom?

A workgroup met to revisit the existing mission and after ensuring it answered the questions, the following mission statement was created, discussed, and accepted by the entire group:

At Mandeville Fire/EMS, our mission is to serve our community and the citizens through all hazards and life emergencies with the highest level of excellence in public service.

Values

Values embraced by all members of an organization are extremely important, as they recognize the features that make up the personality and culture of the organization. A workgroup met to revisit and revise the existing values agreed upon by the entire group.

Adaptability - Flexible in changing circumstances and quick to adjust to new challenges.

Determination - Persistent in overcoming obstacles and committed to achieving goals.

Dedication - Wholeheartedly committed to the mission and unwavering in serving the community.

Discipline - Maintaining professionalism in both good times and in the face of adversity.

The mission and values are the foundation of this agency. Thus, every effort will be made to keep these current and meaningful to guide the individuals who make up the Mandeville Fire/EMS to accomplish their goals, objectives, and day-to-day tasks.

Vision

An organizational vision exists to keep all agency members focused on the successful futurity of the Mandeville Fire/EMS and to guide quality change and improvement in alignment with the community. In support of the futurity created within the community-driven strategic planning process, CPSE facilitated the revision of the MFD-EMS's vision for the future. The agency will support the reality of this vision through successful plan implementation and goal achievement.

We envision a department that enhances health and safety to improve life for our community and workforce. Through respect, innovation, and accountability, we are committed to delivering the highest quality service by expanding our capabilities, improving internal communication, and prioritizing training and development. By 2029, Mandeville Fire/EMS will lead in emergency response and community service, leveraging technology, professional development, and resource growth to meet the evolving needs of our community. We will ensure competitive compensation, prioritize skilled staff retention, and maintain excellence in protecting our citizens from all hazards while upholding the highest standards of service.

