



ROBUST RECRUITMENT AND RETENTION PROGRAM

- Recruit qualified candidates through involvement in career fairs, developing relationships with temporary staffing agencies and community outreach events
- Introduce Emergency Services as a career opportunity to students by partnering with the criminal justice programs at the local high schools, colleges, and universities
- Develop a strategy with the City Manager and Human Resources to address salary compression experienced by senior employees
- Foster a culture of positively mentoring new employees during their first year of employment through education and training
- Engage employees to develop relevant ways to recognize and celebrate National Public Safety Telecommunicators Week



EXCEPTIONAL SERVICE DELIVERY

- Provide employees with relevant and timely training which will allow them to best serve our customers
- Refine the Quality Assurance/Quality Improvement program through continued engagement with the International Academies of Emergency Dispatch to ensure each customer gets the same level of service
- Continued reduction of false police, fire, and medical alarms through the education of citizens and businesses about the need to register their alarm systems, the impact on resources, and the prevention of false alarms



INNOVATIVE TECHNOLOGY

- Continue moving towards virtualization of servers which will reduce overhead, allow for increased redundancy, better patch management, and less system downtime which will enhance service to our internal and external customers
- Provide citizens and businesses with the ability to pay their alarm bills online
- Future proof CAD Consoles and Server upgrade to work with new dispatch furniture
- Develop an equipment replacement schedule to ensure that hardware is replaced in a timely manner to minimize system failures
- Coordinate the replacement of the recording server, software and operating system upgrade with our regional partners to ensure that recordings are maintained in accordance with the Library of Virginia Records Management section
 - Microsoft Server 2008 R2 EOL is 1/14/2020



SECURE AND RESILIENT COMMUNITY

- Develop a "Culture of Preparedness"
 - Increased followership on social media
 - Enhanced community notification effectiveness by increasing user registrations on Lynchburg Alerts
 - Pursuing and responding to presentation opportunities to educate the community and employees about the purpose and operations of the Emergency Operations Center and the importance of individual preparedness
- Further develop relationships with partner agencies, businesses, industry, non-profit, and faith-based organizations to improve communications and coordination in all emergency management mission areas
- Ensure that the City maintains a comprehensive all hazards training and exercise program to evaluate, test and strengthen all aspects of local emergency management systems with implementation of a multi-year training and exercise plan
- Ensure all personnel with emergency management roles are appropriately trained in National Incident Management System and Incident Command System
- Provide cross training to Emergency Services team members that are assigned to work in the Emergency Operations Center for critical functions and for professional development
- Ensure contact information for all key partner agencies is maintained for planning support
- Implement regular Emergency Support Function meetings to enhance collaboration and understanding of their responsibilities during an activation



MISSION STATEMENT

The Lynchburg Department of Emergency Services operates to provide readily available access to Police, Fire and EMS Services for the citizens of Lynchburg, Virginia. The goal of this agency is to respond with assistance to all emergencies in an expedient manner as to provide the best protection available in attempting to save lives and property.

CORE FUNCTIONS

- Communications
- False Alarm Program
- Emergency Management



VALUES

- Open Communication
- Personal Responsibility
- Customer Focus
- Integrity

The Calm in the Storm

FY19-20 DES STRATEGIC PLAN