



Idyllwild Fire Protection District Strategic Plan



The mission of the Idyllwild Fire Protection District is to protect lives, property and the environment through the provision of Comprehensive integrated “All Risk” Fire Protection, Emergency Medical Services and other Emergency Services that result in social, economic and environmental benefits for the people of Idyllwild.



You are our Mission!

Fire Chiefs Message:



The history and reliability of our Department demonstrates our incredible ability to be servant leaders. Our unwavering commitment to serving the public, innovative thinking and ability to work toward common goals enables us to maintain exceptional service and sustain our ongoing legacy of excellence.

Our Team is moving forward with Strategic Plan Goals and a renewed energy and confidence that will ensure successful outcomes. With our major goal areas identified, we will continue to focus on essential needs and our commitment to emergency and business operations. I believe that one of our most critical goals is to ensure fiscal sustainability and transparency, we will not waver in providing the best possible value for those we serve.



Meeting the everyday emergency operational needs of those we serve will require our continued dedication, evaluation and maintenance of our critical knowledge and skills. As the economy continues to improve, we anticipate that our property tax revenues will slowly be restored. The Department will continue to pursue new revenue streams in our ongoing efforts to address our priorities and infrastructure needs. For me specifically, I believe that with our primary focus on customer service, exemplary operational services, workforce development, efficiency, effectiveness, emergency preparedness and compassion we will continue to grow and consistently transform our Department. Additional focus on integrating new technologies into our everyday operations, enhancing our transparency, ensuring accountability, providing exceptional service and proactively investing in our Personnel, Training and Educational programs we will build on the community's confidence and trust in us, and those services we provide. As we perform our daily duties and responsibilities, we will remain committed to professionalism and integrity; we will ask each of our team members to be personally accountable for the work they perform each day. With continued emphasis on advancing our culture and ensuring effective and positive communication, we will cultivate a setting for success. Together with our incredible Team, I am confident that our Department will continue to maintain a tradition of excellence and build on our legacy as one of the most highly trained, innovative, resilient and compassionate emergency services agencies.

Looking forward to what we will accomplish as we work together toward our common goals;

Mark LaMont

THE PLANNING PROCESS

Key Inputs

The Idyllwild Fire Protection District Strategic Plan has been developed by a working group including; IFPD Board members, The IFPD Fire Chief, Company Officers, Engineers, Firefighters, Paramedics, Civilian Staff, Community members, Property and Business Owners and our Intern Reserves. This group of dedicated individuals have come together on several occasions in an effort to identify the critical Goals, Strategies and Actions required to carry out our ongoing mission. Throughout the process, all department employees were encouraged to provide input on the direction and priorities which have been established within the Strategic Plan.

Surveys were distributed department-wide, and meetings were held where employees provided valuable feedback.

Input from external stakeholders was vital to the planning process. In addition to the in-house review and feedback process, partner agencies were contacted and interviewed.

A survey was distributed to residents regarding their knowledge of department services. Residents and partners expressed support and gratitude, but also a strong desire to continue building effective partnerships and relationships that provide better service to the community.

The information gathered from internal and external review was then used to conduct an analysis where the department's strengths, weaknesses, areas of opportunity, and potential challenges were identified.

The purpose of this analysis was to provide an open and honest assessment of our organization's positive and negative aspects. It also serves as a benchmarking tool for evaluating the department's success in achieving stated goals and objectives.

Evaluating performance according to those benchmarks is one of the final stages of the strategic planning process. In fact, the plan is only useful so long as it achieves the desired results, and the only way to know if those results have been achieved is through periodic examination and performance measurement.

Strategic plans are typically thought of as living documents, where the planning process is never actually finished, but becomes subject to revisions as circumstances change and new challenges emerge. Review of the Districts Strategic Plan will be ongoing and updated formally at least every two years.

STRATEGIC PLAN GOALS



1: FISCAL SUSTAINABILITY:

ENSURING VALUE AND TRANSPARENCY WHILE PROVIDING CRITICAL EMERGENCY SERVICES.

2: WORKFORCE DEVELOPMENT AND SUCCESSION PLANNING:

BUILD ON, AND DEVELOP RELIABLE TEAM MEMBERS, ENSURING QUALITY PERSONNEL PROMOTIONS AND LEADERSHIP TRANSITIONS.

3: DELIVERY OF EXCELLENCE IN SERVICE:

PROFESSIONAL, TIMELY, CONCISE AND COMPASSIONATE SERVICE WHICH WILL ENRICH THE LIVES OF THOSE WE ARE CALLED TO SERVE.

4: OPERATIONAL EFFECTIVENESS:

DILIGENCE AND EVALUATION OF ALL SERVICE PARAMETERS AND DATA TO ENSURE EFFICIENCY AND VALUE.

5: EMERGENCY PREPAREDNESS:

STUDY AND ANTICIPATE CURRENT AND FUTURE NEEDS TO REVEAL OPPORTUNITIES OF PROACTIVE READINESS.



GOAL 1: FISCAL SUSTAINABILITY

PROVIDING THE BEST VALUE FOR OUR CITIZENS BY THE UNIFORM AND CONSISTENT EVALUATION OF OUR USE OF FUNDS AND RESOURCES.

STRATEGY:

- **Ensure that our elected Board of Fire Commissioners receive information and educational opportunities:**

Providing overall insight that would guide and support the Boards decisions which will ultimately ensure an ongoing and stable source of funding to support the Department's critical financial needs.

(Monthly reports from the Fire Administration Division will ensure timely information exchange and enhance decision making abilities.)

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief Admin. Staff.	Ongoing

- **Working together with our Financial Management Team Members including:** Commissioners, Employees, CPA, Citizens, Property and Business Owners to develop and implement annual and ongoing financial projections, budgets, goals, audits and continue to build on our Advanced Life Support fee for service, Mutual Aid Programs and Other revenue Opportunities.

(Recent formation of our Sustainability Committee will Assist in the identification of goals, programs, and additional revenue opportunities.)

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Sustainability Committee	Ongoing

Responsible Party	Assigned to:	Estimated Completion
	Chairperson Sustainability	
Fire Administration	Sustainability Committee	Ongoing



- **Collaborate and interface with Community Groups:** and the Board of Fire Commissioners to develop an educational statement, timeline and terms to determine the necessity and viability of a measure to fund the ongoing financial needs of the Department. Ultimately develop a plan to target this future election, outlining all documents, timelines and other materials required and mandated to place a measure on the ballot. *(Recent development of Sustainability Committee will Assist in the identification of goals, programs and Additional revenue opportunities.)*

- **Implement ongoing efficiency studies and workgroups to evaluate our revenue streams.**

GOAL has been met. A New Sustainability Committee was assembled in June of 2019.

- **Implement an updated fee schedule for new and updated plan check fees fire Prevention permits and inspections.**

GOAL has been met. New Fee schedule was completed and implemented in June of 2019.

Responsible Party	Assigned to:	Estimated Completion
	R. Clark	
Fire Administration	Grant Writing	March: 2020

- **Build on and support our Grant writing program.**

(ensure that all grant opportunities are thoroughly researched and sought out in an effort to maximize our service provision).

- **Ensure that all contracts, agreements and purchases are thoroughly reviewed. Utilize best business practice and methods in all areas of contract negotiations and purchasing.**

GOAL has been met. RFP for legal services has been approved and is currently in progress with a Sept. 30th submittal due date. USDA/USFS Agreement has been submitted for signature. (est. comp. 9/19)

Robert Dennis Cooper Accountancy: We specialize in governmental accounting and audits, and we are committed to ensuring a professional experience with knowledgeable and approachable staff. Consistently striving to be experts in our field as standards in the governmental audit industry are extremely dynamic, ongoing changes to GASBs and tougher peer reviews. Through varied experience the firm has developed a profound understanding of the interworking of governmental entities. Our ongoing working relationship with the **Idyllwild Fire Protection District**, in particular with Chief LaMont is a testament to strong communications and scheduling. **"Our goal is to continue our excellent working relationship with timely communications and the provision of accurate and detailed accounting objectives for the Idyllwild Fire Protection District by the mandated deadlines".**



GOAL 2: WORKFORCE DEVELOPMENT AND SUCCESSION PLANNING



INVESTING IN OUR TEAM MEMBERS, ENSURING THE HIGHEST QUALITY EDUCATION, TRAINING, SAFETY AND WELLNESS WILL EFFECTIVELY RESULT IN A WORKFORCE THAT IS PROFESSIONAL, RELIABLE AND ACCOUNTABLE AT EVERY LEVEL.

- **Provide continuous, professional and high-quality training to our personnel:** utilizing a combination of learning tools including; online, in house and satellite location instructor-led training to improve our teams operational and administrative effectiveness.

Responsible Party	Assigned to:	Estimated Completion
	A. Rodriguez	
Fire Operations	Fire Training Division	Ongoing

GOAL has been partially met. IFPD purchased new technologies by the replacement of seven (7) computer stations. IFPD also enhanced our Training Facility with new computer and monitor platforms.

(Cost of Initial Implementation \$ 16,500.00; ongoing annual support costs: \$ 5,500.00)

- **Successfully plan for and deliver training courses:** including; meeting and exceeding all industry standard mandatory professional and management Training requirements.

Responsible Party	Assigned to:	Estimated Completion
	A. Rodriguez	
Fire Operations	Fire Training Division	Ongoing



GOAL has been partially met. IFPD is utilizing enhanced technologies using Target Solutions platform to schedule and Track our training courses and statistics. All members are meeting and or exceeding industry training standards.

(Cost of Initial Implementation \$ 6,500.00; ongoing annual support costs: \$ 5,000.00)

- **Provide training opportunities and presentations on performance management issues:** Utilize Professional Performance procedures and industry case studies to enhance the education of our personnel on avoiding and ultimately alleviating public and internal complaints.

(Use partnership resources such as SDRMA, Target Solutions and CSDA to ensure timely data and real time information.)

Responsible Party	Assigned to:	Estimated Completion
	A. Rodriguez	
Fire Operations	Fire Training Division	Ongoing

Responsible Party	Assigned to:	Estimated Completion
	M LaMont	
Fire Administration	Fire Chief	Ongoing

- **Build on Executive Leadership Development Training:** (fire chief, assistant fire chief and company officers) *(Goal is partially met. IFPD is Providing in house and outside mentoring Opportunities for all agency officers through Training courses and NWCG task book implementation(s)).*

- **Search out opportunities to enhance our workforce development:** implement a future tuition reimbursement program, succession planning for administrative and business operations managers and development of a professional training service agreement.

Responsible Party	Assigned to:	Estimated Completion
	Committee	
Fire Administration	Sustainability Committee	Ongoing

- **Ensure 100 percent compliance in Department mandated training courses:** including but not limited to: Sexual Harassment Prevention Training (all employees), Department Policies, Employment Discrimination Prevention Training (supervisors), Legal Exposure Reduction Training (supervisors) and Reasonable Suspicion – Drug-Free Workplace (all employees).

Responsible Party	Assigned to:	Estimated Completion
	A. Rodriguez	
Fire Operations	Fire Training Division	Ongoing

Goal is being met with 100% compliance.

Firefighter EMT Nelson Escovar, Workforce Development:



"Five years ago, I couldn't have imagined how I would fit into the success story of the IFPD. Today, I am a proud partner in the services we provide. Looking back, I am grateful for each point of view and the advice of many, without it I am certain my knowledge and experience would not be anywhere near the caliber it is today. Here at the IFPD I have now completed my probationary period as a Firefighter EMT, have completed task books in NWCG FF1/FF2, I have earned my State Fire Marshals FF1 and 2 and have an open Engine Boss task book. I am looking forward to the continued opportunities, education and growth while working with "my extended family here at the IFPD".

GOAL 3: DELIVERY OF EXCELLENCE IN SERVICE



PROVIDING INNOVATIVE, COMPASSIONATE, AND EXEMPLARY



EMERGENCY SERVICES TO ENRICH THE LIVES OF THE PEOPLE WE SERVE. IDENTIFYING OPPORTUNITIES TO BETTER SUPPORT OUR CITIZENS AND THE EMERGENCY RESPONDERS WHO DELIVER THEM.

- **Create a customer relations outreach:** include and promote a suggestion forum, service survey reporting process (report cards) for use by those we serve.
Goal has been partially met, service survey cards were developed and have been implemented in the field. (Cost of Implementation estimated at \$ 2,500.00; ongoing annual support costs: \$ 1,200.00)

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Ensure our continued exemplary and professional service delivery:** facilitate continuous quality improvement by consistent review of statistics and reports utilizing technology including electronic patient care reports (ePCR) instituting and monitoring core measures, high-risk/low-frequency skills, and our most common call types with an outlet for communicating this data real time to our personnel.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

GOAL has been partially met. IFPD began electronic data collection on "e-pcr" in January of 2019. Monthly statistical data is compiled and delivered to the Board of Commissioners for review and discussion. (Cost of Initial Implementation \$ 7,500.00; ongoing annual support costs: \$ 3,200.00)

- **Review EMS and Fire Service statistics and reports;** revisit and make appropriate changes to policies and procedures as well as maintaining a highly focused and structured training program for all personnel. Review and revise all existing agency policies and procedures, catalog and manage these policies and procedures within an available department manual.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	1/2020

- **Deliver exemplary service;** by participating in national training standards such as NFPA, NWCG, NAEMT, Cardiac Arrest management initiatives and by partnering with the Cardiac Arrest Registry for Enhancing Survival in order to report and obtain cardiac arrest outcome data.

Responsible Party	Assigned to:	Estimated Completion
	B. Leseberg	
Fire Administration	Fire Chief	Ongoing

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Continue building on our partnerships with cooperators:** joint training, automatic and mutual aid participation, USFS project participation, provide essential training opportunities with and for our cooperators. *Goal is being implemented. New monthly training Schedule is being developed, First of such training Took place at Hurkey creek campground: IFPD/ USFS and Riv. Co. Fire participated. (8/2019)*

- **Reinstitute the community outreach program;** include a recruitment program and mentoring program for the local youth through an Explorer program.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing



Fire Captain Paramedic, Adam Rodriguez, Training:

"Key elements to success are planning, preparation, and hard work. At IFPD, our first responders will always be ready, well trained, and eager to serve the community with the highest level of professionalism. As an "all risk" fire and EMS agency, we encounter many various types of emergency incidents each day. For this reason, it is imperative that preparation or as we call it in the fire service, "Training", is consistently a top priority in our day to day operations. Being both physically and mentally prepared to do the various elements that this job requires, ensures the best possible outcome during emergency incidents for both the community and for the health and safety of our responders. Your IFPD staff is committed to

continue to uphold the highest level of training standards in all areas of expertise in order to "best serve the citizens of Idyllwild".

GOAL 4: OPERATIONAL EFFECTIVENESS -



MAINTAINING OUR OPERATIONAL EFFECTIVENESS, SUPPORT FOR EVOLVING SERVICE DELIVERY METHODS FOR THOSE WE SERVE.

- **Participate in Emergency Service focus groups;** collaborate with other agencies and departments and develop and train our personnel in all aspects of our service. Provide support to those providing these critical services.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Maintain and or update and enhance our ISO Fire Suppression Rating.** Collaborate with the Insurance Services Office (ISO) and other subject matter experts, to ensure that we maintain and or update and enhance our ISO Fire Suppression Rating.

Responsible Party	Assigned to:	Estimated Completion
	J. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Continue succession planning and personnel development;** prepare personnel for participation and involvement with Incident Management Teams.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

Responsible Party	Assigned to:	Estimated Completion
	J. LaMont	
Fire Administration	Dep. Fire Marshal	Ongoing

- **Enhance the Fire Prevention and Arson/ Fire Investigation Unit;** training, facilities, evidence storage and enhanced technical support.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Increase the involvement of IFPD Medical Director;** input regarding performance, protocol enhancements and training relative to our ALS/BLS service delivery and the unique challenges presented by our remote service location.

GOAL 5: EMERGENCY PREPAREDNESS



ENHANCE OUR EMERGENCY PREPAREDNESS BY ANTICIPATING EMERGENCIES AND MAXIMIZING OPPORTUNITIES TO IMPROVE PUBLIC EMERGENCY PREPAREDNESS THROUGH PUBLIC EDUCATION AND LIFE-ENRICHING PROGRAMS THAT REVEAL OUR VALUE.

- **Implementation of tiered response:** to ensure overall operational readiness and effectiveness.

Development of policy and procedure to lessen the use of fire suppression equipment on medical related incidents.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Develop and implement response readiness practices** utilizing data collection and analysis to support effective and efficient emergency service response times. Maintain and enhance response times ensuring that our personnel arrive on scene of all incident types in a timely manner.

Goal is being implemented. Orientation of new employees utilizing best practices including statistical monitoring to ensure the timely response on all dispatch notifications.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

- **Ensure that our entry level Fire Fighter and Promotional exam processes remain in line with our service and agency needs.** This could include changing the minimum requirements, including enhanced emergency medical and fire certifications as minimum requirements.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

Administrative Assistant Rachel Teeguarden, Administration: During the recent Cranston Fire, I discovered just how critical my role in Administrative support is to our overall success. Getting information out to the public, being a calming influence and assuring those we serve that their team, their Fire Department is doing absolutely everything we can is one of the most challenging and rewarding parts of my job. Helping people as they come into the station, whether answering questions, issuing BBQ permits, guiding a medical aid walk in to the right location or working on Accounts and Contracts, I am the first team member that the public comes in contact with and if I can put someone at ease by answering their questions or helping them then I feel that I have served our citizens well. I am committed to doing my job well, this in turn will ensure that our crews will be able to concentrate on doing what they do so very well and serve the citizens of our community. As the Administrative Assistant I am a committed member of this team and will ensure that the crews have the support they need to **“successfully complete their job with ease”**.



- **Enhance the Department's ability to provide public safety services:** through the training and continued development of our public safety programs and personnel.

Goal is being implemented. Through our efforts to sponsor and train: MDP (Mountain Disaster Preparedness) CERT (Community Emergency Response Teams) and The Idyllwild Volunteer Fire Co. We are building a reliable and well-trained workforce which enhances our overall ability to serve. The IFPD holds licensure for local emergency broadcasting on 1610 am WNKI. IFPD has entered into a custodial sponsorship and implementation relationship with the Mile High Radio Club in an effort to maximize the use of this system.

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing



- **Implement a plan to utilize the ePCR program to bill customers:** currently IFPD utilizes an outside vendor with Software Business Technology Systems that are not currently owned by the Department.

(Research opportunities to utilize in house or outside vendors in an effort to ensure the cost effectiveness of our Ambulance billing program)

Responsible Party	Assigned to:	Estimated Completion
	R. Teegarden	
Fire Administration	Fire Chief	Ongoing

- **Develop a program to ensure succession planning for our equipment:** Utilize the IFPD CIP to ensure financial considerations have been made for timely replacement of critical Vehicles and equipment:

(Utilize the current IFPD CIP to ensure that the timely and effective maintenance and replacement of equipment is completed.)

Responsible Party	Assigned to:	Estimated Completion
	M. LaMont	
Fire Administration	Fire Chief	Ongoing

SUMMARY



THE IFPD WILL CONTINUE TO MAKE THE CUSTOMER OUR PRIORITY. ALL OF OUR ACTIONS WILL REFLECT THE COMPASSION, CONCERN AND UNDERSTANDING OF THE SERVICES OUR CITIZENS REQUIRE.

- *ENSURING THAT WE REMAIN PREPARED FOR THE IMPLEMENTATION OF OUR SERVICE WILL REMAIN THE TOP PRIORITY.*

- *THROUGH ONGOING TRAINING AND A STUDY OF THE MOST UP TO DATE PROCEDURES AND SERVICE DELIVERY METHODS WE WILL PROVIDE OUR SERVICES IN AN EFFICIENT, EFFECTIVE, PROFESSIONAL, AND COMPASSIONATE MANNER.*



- *REVISITING OUR POLICIES, PROCEDURES AND CAPITAL IMPROVEMENT PLAN (CIP) WE WILL REMAIN FOCUSED ON ENSURING THAT WE ARE PROVIDING OUR SERVICES AT A SIGNIFICANT VALUE TO THOSE WE SERVE.*

- *CURRENT IFPD RULES AND REGULATIONS ARE IN PLACE TO ENSURE GUIDANCE TO ALL TEAM MEMBERS. IFPD/ICFA MOU (JULY 2016 – JUNE 2021) IS A COMPREHENSIVE DOCUMENT ENSURING THE BEST IN EMPLOYER-EMPLOYEE RELATIONSHIPS.*



- *THE IFPD ANNUAL BUDGET AND CAPITAL IMPROVEMENT PLANS ARE IN PLACE PROVIDING FOR CURRENT FINANCIAL DIRECTION AND FOCUS ON FUTURE BUDGETING AND EXPENDITURE NEEDS.*

AS A MEMBER OF THIS EXTRAORDINARY TEAM I WILL STRIVE TO ALWAYS LEAD BY EXAMPLE, MAINTAIN PROFICIENCY AND PLAN FOR OUR MUTUAL SUCCESS. MY DEDICATION TO OUR TEAM MEMBERS AND THOSE WE SERVE WILL BE AT THE FOREFRONT OF EVERY DECISION MADE.

I understand the concern and thought process shared by IFPD Commissioners and your Fire Chief should be dedicated to the service delivery and overall health of the Department and its Team Members. Ensuring that we are available and timely with our service requires experience, knowledge and a willingness to maintain our proficiencies. The maintenance of these critical proficiencies is required at every level. In an ongoing effort to ensure effectiveness, the Fire Chief of the Idyllwild Fire Protection District should be involved in automatic and mutual aid services ideally through membership on Incident Management Teams and other Operational working



groups. This type of commitment will ensure that your top manager is up to date on all aspects of our service delivery system.

Membership and participation with these types of organizations will effectively broaden knowledge base, experience and productivity which is a road map

for the continued success of the **Idyllwild Fire Protection District** and the People we serve.

I LOOK FORWARD TO THE OPPORTUNITY OF DISCUSSION REGARDING THESE STRATEGIC GOALS AND OPERATIONAL STANDARDS.

IFPD CORE VALUES

- ❖ Integrity
 - ❖ Compassion
 - ❖ Courage
 - ❖ Commitment
 - ❖ Community
 - ❖ Teamwork



TEAM INPUT:

Chief, Mark LaMont, Overall Sustainability:



I am honored at the opportunity to serve alongside such an incredibly dedicated, hardworking and professional group. Teamwork, Education, and Persistence will guide our efforts as we move the agency forward throughout the years ahead. We will collaborate to ensure that we remain focused on the needs of those we serve. We will maintain proficiencies while building on our knowledge, experience and skill set ensuring that we will meet the needs of those we serve, and we will Persevere through each of the challenges, obstacles and opportunities we encounter. With a compassionate and cooperative spirit, placing value on those we serve as well as those providing these critical services, we will endure, and we will be successful. Dedication, Compassion and Consistency in all aspects of our service is our team's

"commitment to those who count on us every day".

Fire Captain Paramedic, Adam Rodriguez, Training:

I feel the key elements to success are planning, preparation, and hard work. At IFPD, our first responders will always be ready, well trained, and eager to serve the community with the highest level of professionalism. As an "all risk" fire and EMS agency, we encounter many various types of emergency incidents each day. For this reason, it is imperative that preparation or as we call it in the fire service, "Training", is consistently a top priority in our day to day operations. Being both physically and mentally prepared to do the various elements that this job requires, ensures the best possible outcome during emergency incidents for both the community and for the health and safety of our responders. Your IFPD staff is committed to continue to uphold the highest level of training standards in all areas of expertise in order to **"best serve the citizens of Idyllwild"**.



Administrative Assistant Rachel Teegarden, Administration:



During the recent Cranston Fire, I discovered just how critical my role in Administrative support is to our overall success. Getting information out to the public, being a calming influence and assuring those we serve that their team, their Fire Department is doing absolutely everything we can is one of the most challenging and rewarding parts of this job. Helping people as they come into the station, whether answering questions, issuing BBQ permits, guiding a medical aid walk in to the right location or working on Accounts and Contracts, I am the first team member that the public comes in contact with and if I can put someone at ease by answering their questions or helping them then I feel that I have served our citizens well. I am committed to doing my job to the best of my ability, this ensures that the crews will be able to concentrate on doing what they do so very well and serve the citizens of our community. As the Administrative Assistant I am a committed member of this team and will ensure that the crews have the support they need to **"successfully complete their job with ease"**.

Fire Captain Paramedic, James LaMont, Fire Prevention:



Our team makes every effort to provide exceptional service with our primary focus on protecting lives, property and the environment. Our Fire Prevention efforts are committed to, and focused on making our community safe. Engineering, Education and Enforcement will continue to improve on the quality of life for everyone living, working or visiting our community and the surrounding mountain plateau. We are committed to preplanning, emergency preparedness and being ready to meet all of the special needs of our residents, visitors and business owners. Our abatement program stretches throughout the 3571 parcels in Idyllwild, annual abatement inspections provide us with an opportunity to not only inspect these various parcels but to also interface with and educate our community members. Our goal in Fire Prevention and Mitigation is focused on keeping our community fire safe and ready. Making sure the community and our neighbors are fire wise and fire safe through Education and Enforcement is a top priority of the Fire Prevention team here at IFPD.

"Maintaining our relationships and communications with our citizens and cooperators helps keep our community safe".

Fire Captain Paramedic, Robert Clark, Grants:

"Here at IFPD we are diligent about seeking out every grant opportunity that is available to us", these opportunities include Federal, State, Local and private sources. We are instrumental in assisting the Idyllwild Volunteer Fire Company with grants applications as well. There are numerous Federal, State, Local and private grants available, most notably, the AFG or Assistance to Firefighters Grant. This is a Federal grant administered through FEMA, this grant focuses on firefighting equipment. The VFA or Volunteer Firefighters Assistance grant is a State grant, its name may be deceiving but IFPD does qualify for this grant which is focused on rural departments and wildland fire gear. One of our major private grant partners is the Fire House Subs Foundation, which focuses on firefighting equipment. We have worked diligently and have been awarded over \$100,000 in grant funds for purchases including, SCBA's, radios, turnout gear, helmets, boots, gloves, and wildland packs. We will continue to diligently seek out every available grant funding opportunity that is available to us. Moving forward, our grant funding goals focus on the purchase of several more SCBA's, radios, rope rescue equipment, turnouts and possibly even ambulances. I am honored to work as part of this **"effective, efficient and professional team"**.



Firefighter EMT Nelson Escovar, Workforce Development:



Five years ago, I couldn't have imagined how I would fit into the success story of the IFPD. Today, I am a proud partner in the services we provide. In 2013 while enrolled in a fire science course at Mt. San Jacinto College, Instructor and Ret. Hemet City Fire Chief James Snodgrass was utilizing the IFPD training room for our class. Chief Snodgrass told me to seize any opportunity to apply as an Intern EMT reserve with the IFPD. Looking back, I am grateful for each point of view and the advice of many, without it I am certain my knowledge and experience would not be anywhere near the caliber it is today. Here at the IFPD I have now completed my probationary period as a Firefighter EMT, have completed task books in NWCG FF1/FF2, I have earned my State Fire Marshals FF1 and 2 and have an open Engine Boss task book. I am looking forward to the continued opportunities, education and growth while

working with "my extended family here at the IFPD".

Engineer Paramedic Brett Leseberg, Medical Services:

My career path began twenty-eight years ago and I have served throughout the mountain communities for most of that time. Eight years ago, I was blessed with the opportunity to join the Idyllwild Fire Protection District Team as a reserve firefighter/EMT. Today I am proud to serve as a career Engineer/Paramedic. Over the years I have completed training as an Emergency Medical Technician and then worked to transition to Paramedic. There have been many changes to emergency medical services over the years and it has been my great privilege to be able to develop and grow my skills as my career has progressed. The community of Idyllwild has become an amazing chapter in my development, and I look forward to being a part of the Idyllwild Fire Protection Districts progression of emergency medical services as we continue to improve and build upon our capabilities to serve the community. The skills and knowledge of the personnel who serve this Department prove invaluable every day, our team's ability to keep the citizens of this community healthy and safe are a direct result of the commitment, dedication and hard work of each team member. It is my great honor to be a part of this department as we **"meet the challenges before us"**.



Firefighter EMT Russel Bray, Reserve Program:



It's hard to believe that a little over 4 years ago I started at Idyllwild Fire as a brand-new reserve. I still remember the overabundance of emotions I felt on my first medical aid. I remember the smell of the, rubbery, plastic mask that would feel as if it would latch onto my face. I even remember the first time I was pushed to my limit while clearing brush behind the chain saw, and thinking, "there is no way I can take another step." In all these memories there was thread, every time I doubted or questioned myself because I was a brand new and unexperienced reserve, I had my immediate IFPD supervisors encouraging me to NEVER give up. These hard-working supervisors always emphasized how crucial the reserve program is for the department, those we serve and how fundamental it would ultimately be for my career. Fortunately, because of the support and training I received here at the IFPD I have now been given the opportunity be the IFPD reserve coordinator. I am now able to pour all of that into

our brand-new reserves as I once was. Helping them put their foot on the ladder is one of my favorite things to do, **"proud to serve our citizens each day"!**

Engineer Paramedic, Greg Minor, Maintenance and Fleet:

"The Wheels just keep on turning. This may sound a little cliché but here at the Idyllwild Fire Protection District that is a guarantee so that we can ensure our service to you. As an Engineer Paramedic for Idyllwild Fire Protection District, I have been blessed to serve on multiple pieces of equipment the district owns and operates. At IFPD we maintain all apparatus and equipment to exceed the industry standards, On any given day more than one piece of equipment may see hundreds of miles on the road, multiple trips to a hospital, called on to give assistance at a vegetation fire, or preform various types of assignments and rescues. As a team we effortlessly pour countless hours into ensuring that all of your apparatus and equipment is in a "state of readiness" and is capable to perform all functions at a moment's notice. At Idyllwild Fire, we are always fiscally responsible, driven by a safety conscious attitude and approach to maximize performance and minimize damage to all equipment and apparatus. Here at the IFPD **"we will continue to ensure that the wheels will continue to turn, before, during and after you need us"**.



Limited Term Firefighter EMT, Taylor Barden, The first rung:

I arrived at the Idyllwild Fire Protection District with only a brand new EMT card in my pocket. With a leap of faith, I applied for an Intern reserve position. It has been a life changing experience serving the people of Idyllwild and working with my fire family here at IFPD. I come from a multi-generational fire service family, and I can honestly say that training at the IFPD comes second to none. I have been through countless hours of training over this last year with the department in an ongoing effort to better serve the community and improve myself and my career. Through the efforts and persistence of not just myself but my IFPD Fire Family I have completed my state Firefighter 1, NWCG Firefighter 2 and my State EMT renewal. I am currently working on my state Firefighter 2, and my NWCG Firefighter 1, my ultimate goal is to become a Career Firefighter and Paramedic. I have learned so much in my time here at the IFPD. I have also become a better person and have had countless experiences **"working alongside my brothers in the fire service"**.



De Luther, CBD Ambulance Billing.

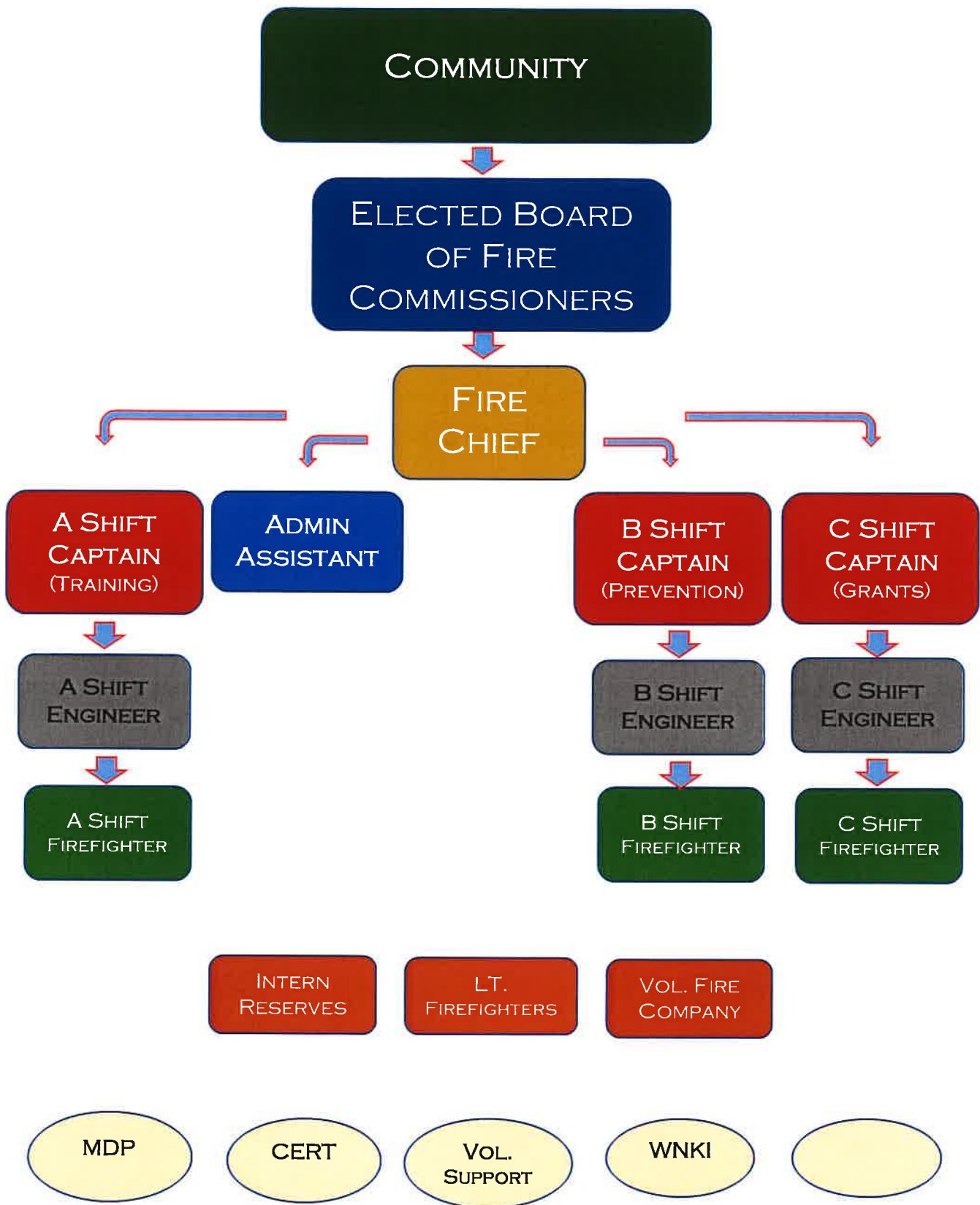


*I have been part of the IFPD team for over seventeen years, as the vendor who completes the billing for the ambulance runs. I have had the honor and the pleasure of working with different staff members over the years and I have always been made to feel like one of the family. Having had to use IFPD's ambulance service four times myself over the past 20 years, I am so grateful that we have such a professional, well trained group of fire fighters/paramedics/EMTs in our little town. It takes cooperation from everyone on this wonderful team for me to be able to do my part successfully, and we have all had to adapt to the constantly changing county, state, and federal rules and regulations. I have also gotten to know so many full and part time residents and I have been able to offer help and advice with their insurance companies and need when problems have arisen. So, while most of the town doesn't know me, I am proud to be an **"integral part of the IFPD team"**.*

Robert Dennis Dennis-Cooper Accountancy:

*Specializing in governmental accounting and audits, our firm is committed to bringing our clients a professional experience with knowledgeable and approachable staff. We consistently strive to be experts in our field as standards in the governmental audit industry are extremely dynamic with ongoing changes to GASBs and tougher peer reviews. The beginnings of Dennis, Cooper, and Associates, CPAs started in December of 2008 when Rob Dennis formed the partnership of Dennis & Hart Accountancy. The emergence of Dennis, Cooper, and Associates, CPAs was solidified subsequent to a merger and spinoff as a firm licensed by the California Board of Accountancy as PAR 7869. Rob Dennis was introduced to the governmental audit industry at the largest school district audit firm in California in April 2000, since then Mr. Dennis has remained committed to the governmental/nonprofit arena. This includes working in the business office of a large school district (about 30,000 ADA) in San Bernardino County and a waste water agency in Chino Ca. Through varied experience the firm has developed a profound understanding of the interworking of governmental entities. Our ongoing working relationship with the Idyllwild Fire Protection District, in particular with Chief LaMont is a testament to strong communications and scheduling. **"Our goal is to continue our excellent working relationship with timely communications and the provision of accurate and detailed accounting objectives for the District by the mandated deadlines"**.*







Idyllwild Fire Protection District



You are our Mission!