

# ORGANIZATIONAL DIRECTION



## **Vision**

We envision a community where well being is promoted and the quality of life for our citizens is continuously enriched.

## **Mission**

We will provide the highest quality of services to protect and enhance the lives, property, and environment of our community.

## **Values**

Our value creation system of volunteers and career employees contributes to the safety and security of our community and exponentially expands our ability to limit risk in the community.

## **Customers**

Our **primary external customers** are those who receive services delivered by the Albemarle County Fire Rescue System.

Our **internal customers** are all system personnel—career and volunteer

## **Role**

The System will play several roles in furtherance of our vision and mission:

We will be **stewards** of the public's trust in our services.

We will **foster partnerships** throughout the system between volunteers and career employees and with our stakeholders to meet their needs at the highest level of proficiency and quality.

We will **strategically invest** in innovation.