



Southern Ozaukee Fire & EMS Board
AGENDA

DATE: Wednesday, March 8, 2023

LOCATION: 250 Elm Street, Thiensville, WI

TIME: 5:30 PM

I. CALL TO ORDER

II. ROLL CALL

MEQUON MAYOR ANDREW NERBUN
MEQUON ADMINISTRATOR WILL JONES
MEQUON ALDERMAN BRIAN PARRISH
MEQUON ALDERWOMAN KATHLEEN SCHNEIDER

THIENSVILLE PRESIDENT VAN MOBLEY
THIENSVILLE ADMINISTRATOR COLLEEN LANDISCH-HANSEN
THIENSVILLE TRUSTEE KRISTINA ECKERT

III. APPROVAL OF MINUTES

A. January 11, 2023 (att)

IV. PERSONAL APPEARANCES AND PUBLIC COMMENT

V. OPERATIONAL UPDATES

A. Accomplishments Since 1/11/23

1. Thiensville Response Times: 2022 YTD vs. 2023 YTD
2. Full-Time Firefighter/Paramedic Recruitment Process
3. Ozaukee County ARPA Funding
4. Shift Schedule Coverage
5. Medicare Billing

VI. REVIEW AND APPROVE

- A. Proposed Amendments to SOFD Intergovernmental Agreement (att)
- B. Standard Operating Guideline - Daily Supervision of Fire Chief (att)
- C. Paramedic Overwatch Program with the City of Cedarburg (att)
- D. Agreement for Commercial Building Fire Alarm and Fire Suppression System Plan Review Services (att)

VII. DISCUSSION ITEMS

- A. Mission, Vision and Values (att)
- B. Fleet & Equipment Consolidation
- C. Employee Handbook
- D. Facilities Plan

VIII. ADJOURNMENT

Colleen Landisch-Hansen, Interim Village Clerk

March 6, 2023

Please advise the Thiensville Municipal Hall, 250 Elm Street (262-242-3720) at least 24 hours prior to the start of this meeting if you have disabilities and desire special accommodations.



Southern Ozaukee Fire & EMS Board
MINUTES

DATE: Wednesday, January 11, 2023
LOCATION: 250 Elm Street, Thiensville,
WI

TIME: 5:30 PM

I. CALL TO ORDER

President Mobley called the meeting to order at 5:32 PM.

II. ROLL CALL

MEQUON MAYOR ANDREW NERBUN
MEQUON ADMINISTRATOR WILL JONES
MEQUON ALDERMAN BRIAN PARRISH
MEQUON ALDERWOMAN KATHLEEN SCHNEIDER

THIENSVILLE PRESIDENT VAN MOBLEY
THIENSVILLE ADMINISTRATOR COLLEEN LANDISCH-HANSEN
THIENSVILLE TRUSTEE KRISTINA ECKERT

III. APPROVAL OF MINUTES

A. November 30, 2022 Minutes

MOTION by Mayor Nerbun, **SECONDED** by Trustee Eckert to approve the November 30, 2022, Minutes. **MOTION CARRIED UNANIMOUSLY.**

IV. PERSONAL APPEARANCES AND PUBLIC COMMENT

Stephanie Borkin, 328 East Freistadt Road, addressed the Board. Mrs. Borkin requested that her late husband Rick Borkin's locker be moved to the Old Firehouse if the Fire Department no longer was located at Village Hall and if his initials painted on the TFD Quint can be preserved. Mrs. Borkin expressed her appreciation for any effort to preserve the memory of her husband.

V. OPERATIONAL UPDATES

A. Accomplishments Since 11/30/22

Chief Bialk shared department accomplishments since the prior meeting on November 30, 2022. Response times are being monitored.

President Mobley noted the agreement calls for using the Thiensville fire station. Chief Bialk responded that there would be personnel at the station when there are events in the park and is tracking calls. Chief Bialk noted there have been five calls in Thiensville since the start of the year. Another two months of data should provide more information.

B. Objectives Needing to be Accomplished Q1

Chief Bialk discussed the accomplishments for the first quarter. The Department will hire two full-time firefighter/paramedics using ARPA funds. Trustee Eckert inquired about Department media practices. The primary media contact is Chief Bialk and Deputy Chief Zellman will talk to the media if it relates to an area he is familiar with.

C. Flex Grant Expenditures

The department received about \$200,000 in Flex Grant funds from the state and will be used on uniforms, medical equipment, capital funding for an ambulance, mobile data terminals and a storage system for narcotics.

D. ARPA Funding from Ozaukee County

Attorney Brian Sajdak is working with the County on resolving language in the Agreement.

E. Mequon Fatal Fire

Chief Bialk provided an update on the recent fire on Mequon Road.

VI. INTERGOVERNMENTAL AGREEMENT DISCUSSION

Administrator Jones reviewed the Agreement approved by the Thiensville Village Board and Mequon Common Council. Administrator Jones asked if the IGA should designate an Administrator the Fire Chief should report to for day-to-day issues since the SOFD Board will meet approximately once every other month. Administrator Jones discussed potential changes related to how votes are recorded in minutes, the procedure for forming meeting agendas and how fiscal matters and revenue credits are handled. Potential amendments to the IGA must be submitted to the SOFD Board 30 days prior to action. Four of the five members must vote for an amendment for it to be adopted. They also require Common Council and Village Board approval. Administrator Landisch-Hansen proposed the Village of Thiensville handle preparation of the agenda and the minutes and that voting requirements of the Board and Commission require at least one affirmative vote from a representative from each municipality.

VII. SOFD COMMISSION OVERVIEW

Chief Bialk provided an overview of state law regarding the duties of police and fire commissions.

VIII. ADJOURNMENT

MOTION by Alderman Parrish, **SECONDED** by Alderwoman Schneider to adjourn the meeting at 6:21 PM. **MOTION CARRIED UNANIMOUSLY.**

Submitted by,

Gary Achterberg
Village of Thiensville
Administrative Assistant

Signed by,

Amy L. Langlois
Village of Thiensville
Village Clerk/Deputy Treasurer

FIRST AMENDMENT TO THE SOUTHERN OZAUKEE
FIRE AND EMERGENCY MEDICAL SERVICES AGREEMENT

THIS FIRST AMENDMENT TO THE SOUTHERN OZAUKEE FIRE AND EMERGENCY MEDICAL SERVICES AGREEMENT (“Amendment”) is made by the Village of Thiensville (“Thiensville”) and the City of Mequon (“Mequon”) pursuant to the provisions of Wisconsin Statutes Sections 61.65 and 66.0301. This Amendment is dated as of and shall bind the municipalities upon execution after adoption by the governing body of each municipality of a resolution approving this Agreement and authorizing its execution (the “Effective Date”).

RECITALS

A. The municipalities, having determined that their communities will benefit from unified, integrated fire and emergency medical services, entered into the Southern Ozaukee Fire and Emergency Medical Services Agreement effective _____ (“Agreement”).

B. The Agreement called for operation of the Thiensville and Mequon Fire Departments under joint command since July 1, 2022, before fully integrating into a joint department on January 1, 2023.

C. Following the first six months of experience, the Southern Ozaukee Fire and Emergency Medical Services Department (“SOFD”) Board identified various changes to Agreement that would clarify or improve the terms of the operations of the Department, and recommended that the municipalities amend the Agreement to reflect the same.

D. The municipalities desire to follow the recommendation of the SOFD Board to amend the Agreement as provided for in this Amendment.

AGREEMENTS

Based upon the forgoing recitals, and in consideration of the following mutual covenants and conditions, the municipalities agree:

1. Except as provided in this Amendment, all terms and conditions of the Agreement not inconsistent with the terms of this Amendment remain in full force and effect. All capitalized or defined terms in the Agreement shall have the same meaning in this Amendment.

2. Section 4(c)(v) of the Agreement is amended to read as follows: The Secretary shall be responsible for preparing agendas, meeting packets, and minutes for meetings of the Board. The Secretary shall be the Thiensville Administrator. Such Administrator may designate another staff person to prepare agendas, meeting packets, and minutes.

3. Section 4(e)(v) of the Agreement is amended to read as follows: Minutes of the meetings and actions of the Board shall be submitted to the governing body of each municipality.

The minutes shall show the vote upon each question. The minutes shall also show if a member is absent or fails to vote on any question.

4. Section 4(f) of the Agreement is amended to read as follows: Voting Requirements. Except as otherwise specifically set forth in this Agreement, the affirmative vote of a majority of the voting members of the Board (including any alternates serving in the stead of other members) at which a quorum is present shall constitute the action of the Board provided that at least one member from each municipality has voted in the affirmative.

5. Section 5(b)(iv) is created and added to the Agreement as follows: The Secretary, or their designee, shall be responsible for preparing agendas, meeting packets and minutes for meetings of the Commission.

6. Section 5(d)(i) of the Agreement is amended to read as follows: Meetings of the Commission shall be held at the call of the President or upon the written request of at least two members of the Commission, as designated by the President, at the Mequon City Hall, the Thiensville Village Hall or one of the fire stations; however, in the absence of any specific designation, meetings shall be held at the Mequon City Hall if the President of the Commission is a Mequon appointee or at the Thiensville Village Hall if the President of the Commission is a Thiensville appointee.

7. Section 5(d)(ii) of the Agreement is amended to read as follows: The chair shall establish the agendas for all such meetings after consultation with the Department's command staff or, if the command staff is the subject of the Commission's meeting, the Board's attorney.

8. Section 6(g) is created and added to the Agreement as follows: In lieu of an employee, the Department may, with approval of the Board, enter into an agreement with another entity (including one of the municipalities) to perform the duties identified above.

9. Section 12(e) of the Agreement is deleted.

CITY OF MEQUON

VILLAGE OF THIENSVILLE

By: _____
Andrew Nerbun
Mayor

By: _____
Van Mobley
President

Date signed:

SOFD AGREEMENT AMENDMENTS

Blacklined Paragraphs

(Note: Added Text is Double Underlined; Deleted Text is ~~Struck through~~)

2. Section 4(c)(v):

The Secretary shall be responsible for preparing agendas, meeting packets, and minutes for meetings of the Board. The Secretary shall be the Thiensville ~~A~~administrator. Such ~~A~~administrator may designate another staff person to prepare agendas, meeting packets, and minutes.

3. Section 4(e)(v):

Section 4(e)(v) of the Agreement is amended to read as follows: Minutes of the meetings and actions of the Board shall be submitted to the governing body of each municipality. The minutes shall show the vote ~~of each member~~ upon each question. The minutes shall also show if a member is absent or fails to vote on any question.

4. Section 4(f):

Voting Requirements. Except as otherwise specifically set forth in this Agreement, the affirmative vote of a majority of the voting members of the Board (including any alternates serving in the stead of other members) at which a quorum is present shall constitute the action of the Board provided that at least one member from each municipality has voted in the affirmative.

5. Section 5(b)(iv):

The Secretary, or their designee, shall be responsible for preparing agendas, meeting packets and minutes for meetings of the Commission.

6. Section 5(d)(i):

Meetings of the Commission shall be held ~~not less frequently than once in each calendar quarter and otherwise~~ at the call of the President or upon the written request of at least two members of the Commission, as designated by the President, at the Mequon City Hall, the Thiensville Village Hall or one of the fire stations; however, in the absence of any specific designation, meetings shall be held at the Mequon City Hall if the President of the Commission is a Mequon appointee or at the Thiensville Village Hall if the President of the Commission is a Thiensville appointee.

7. Section 5(d)(ii):

The chair shall establish the agendas for all such meetings after consultation with the Department's command staff or, if the command staff is the subject of the Commission's meeting, the Board's attorney ~~the attorney and personnel advisor for the municipality for which the President serves as chief elected official.~~

8. Section 6(g)

In lieu of an employee, the Department may, with approval of the Board, enter into an agreement with another entity (including one of the municipalities) to perform the duties identified above.

9. Section 12(e):

~~On January 1 and July 1 of each year, the Department shall compute the amount of revenue received by the Department from Service Fees during the preceding six month period and shall credit the amount of such revenues against the amounts due from the municipalities in accordance with the ratio of expense sharing in effect for such preceding six month period.~~

BOARD OF DIRECTORS
SOUTHERN OZAUKEE
FIRE & EMERGENCY MEDICAL SERVICES DEPARTMENT

A RESOLUTION ADOPTING STANDARD OPERATING GUIDELINE BOARD - 01
RELATING TO THE SUPERVISION OF THE FIRE CHIEF

RECITALS

- A. The Board of Directors of the Southern Ozaukee Fire and Emergency Medical Services Department has the authority to oversee the operations of the Department.
- B. The Board wishes to provide for the supervision of the Fire Chief.

BASED UPON THE FOREGOING RECITALS, IT IS RESOLVED, by the Board of Directors of the Southern Ozaukee Fire and Emergency Medical Services Department, that Standard Operating Guideline Board - 01; Supervision of Fire Chief, in the form attached hereto, is adopted as a policy of the Board.

Date Approved: _____
Van Mobley, President

I certify that the foregoing resolution was adopted by the Board of Directors of the Southern Ozaukee Fire and Emergency Medical Services Department at a meeting held on the ____ day of March, 2023.

Colleen J. Landisch-Hansen, Secretary

Southern Ozaukee Fire & Emergency Medical Services Department

Standard Operating Guideline

Date 3/8/23

Board - 01 **Supervision of Fire Chief**

Page 1 of 1

Purpose

This Guideline is to provide for the daily supervision of the Fire Chief.

Guideline

On day-to-day operations, the Fire Chief shall report to, and be supervised by the City Administrator of the City of Mequon, as an *ex officio* member of the Board of Directors. The City Administrator shall have the authority to direct the activities of the Fire Chief in the same manner as they would a department head of the City.

For matters of significance (major accidents/fires/emergencies, personnel matters, items which are likely to have news coverage, and the like), the Fire Chief shall also report to the Village Administrator of the Village of Thiensville as an *ex officio* member of the Board of Directors. Where such matter requires direction to the Fire Chief, the two administrators shall collectively reach a conclusion as to the direction to be provided to the Fire Chief.

The City Administrator, in the case of day-to-day operations, or the Administrators in the case of matters of significance, shall report to and advise the President and Vice-President of the Board of Directors, and the other members of the Board of Directors, in the same manner as they would with the Mayor/Village President and Common Council/Village Board on City or Village matters.

PARAMEDIC OVERSIGHT AGREEMENT

This Paramedic Oversight Agreement (“Agreement”) between the Southern Ozaukee Fire and Emergency Medical Services Department (“SOFD”) and the Cedarburg Fire Department (“CFD”) is effective _____, 2023.

WHEREAS, SOFD employs trained and licensed paramedics, owns advanced life support equipment, including a vehicle, and is licensed to provide Advanced Life Support (“ALS”) paramedic services; and

WHEREAS, Wis. Stat. § 66.0301 authorizes Wisconsin municipalities to enter into agreements for the purposes of providing services; and

WHEREAS, Wis. Admin. Code § DHS 110.34(10) authorizes and requires an emergency medical services provider to maintain written mutual aid and coverage agreements with ambulance service providers operating within or adjacent to the provider’s primary service area; and

WHEREAS, SOFD and CFD have previously entered into an agreement wherein SOFD provides ALS paramedic intercept services to CFD (the “Intercept Agreement”); and

WHEREAS, CFD desires to create its own paramedic program and SOFD is willing to assist in this endeavor;

NOW, THEREFORE, in consideration of the mutual promises, obligations and benefits provided herein, the receipt and adequacy of which is hereby acknowledged, SOFD and CFD agree as follows:

1. SOFD shall continue to provide CFD with ALS intercept service when CFD requests such service and SOFD is available to provide such service in accordance with the existing Intercept Agreement between the parties except as may otherwise be provided for in this Agreement.

2. CFD may hire appropriately qualified personnel that can be licensed by the State of Wisconsin at the paramedic level. During the term of this Agreement, SOFD agrees to allow such personnel to be credentialed and licensed as a paramedic under SOFD’s license. Such personnel shall be credentialed under Wis. Admin. Code. § DHS 110.52(4) by both CFD (at the highest level CFD can credential) and SOFD (at the paramedic level).

3. SOFD shall provide all proper and appropriate oversight of CFD-employed, SOFD-licensed paramedics in the same manner that SOFD oversees its own employed paramedics, including Drug Enforcement Agency reporting and oversight, quality assurance and reviews, training, on-boarding, investigating, supervising, and reporting.

4. Notwithstanding any licensing and credentialing through SOFD, any such personnel hired by CFD shall remain solely as an employee of CFD, and CFD shall be

responsible for any and all wages, benefits, worker's compensation, and the like that are due to such personnel.

5. Because CFD does not credential paramedic personnel for ALS care, any call for service where a CFD-employed, SOFD-licensed paramedic provides ALS-level care on-scene and/or during transport shall be deemed an ALS intercept which is governed by the existing Intercept Agreement between the parties.

6. No such CFD-employed, SOFD-licensed paramedic shall provide paramedic level service contrary to Wis. Admin. Code Chap. DHS 110.

7. CFD acknowledges and agrees that SOFD personnel will expend time in implementing this Agreement and providing the required oversight to all CFD-employed, SOFD-licensed paramedic personnel including Drug Enforcement Agency reporting and oversight, quality assurance and reviews, training, on-boarding, investigating, supervising, and reporting. In recognition of these additional costs to SOFD, CFD agrees to pay SOFD the following annual administrative fees:

a. For the first year of this Agreement, \$73,000 payable within 30 days of the effective date of this Agreement.

b. For the second year of this Agreement, \$67,000 payable within 30 days of the first anniversary of the effective date of this Agreement.

c. For the third year of this Agreement, \$62,000 payable within 30 days of the second anniversary of the effective date of this Agreement.

d. For the fourth year of this Agreement, \$56,000 payable within 30 days of the third anniversary of the effective date of this Agreement.

8. In recognition of the expenses associated with employing its own personnel, when an intercept is competed by a crew consisting of 100% CFD employees within the CFD service area, the flat fee called for under paragraph 3 of the Intercept Agreement shall be reduced to \$150 when a CFD-employed, SOFD-licensed paramedic provides ALS care during transport and the flat fee called for under paragraph 4 of the Intercept Agreement shall be reduced to \$75 when ALS care is provided on-scene only but not during transport.

9. SOFD and CFD shall each hold the other harmless and indemnify the other and their agents from and against any and all claims and demands, including all claims of negligence, damages, losses, costs, charges and expenses, including attorney fees arising out of the defense of said claims related to this Agreement and the services provided herein and for any loss occasioned by the acts or omissions of the other party, their employees or agents. Nothing herein shall waive the rights and defenses to which each party may be entitled under the law, including all of the immunities, limitations and defenses under Wis. Stats. §893.80 or any subsequent amendment thereto. This paragraph shall survive the termination of this Agreement.

10. The initial term of this Agreement shall be four years, commencing as of the effective date unless terminated as set forth below.

a. This Agreement may be terminated on any anniversary date by either party without cause by providing written notice at least 6-months prior to the termination date.

b. This Agreement may be terminated for cause in the event of material breach by the other party and failure to cure such breach within ten (10) days of written notice specifying such breach. If SOFD terminates under this paragraph based upon a breach by CFD, CFD shall forfeit as liquidated damages the remaining balance of the pro-rated administrative fee for the then-current year except that, if the breach occurs within 6 months of the next anniversary date, CFD shall pay the subsequent year's administrative fee as liquidated damages.

c. This Agreement may be terminated upon notice by either party upon the occurrence of any of the following to the other party:

i. Loss of its license or Medicare or Medicaid certification.

ii. The filings of a voluntary petition bankruptcy or an assignment for the benefit of creditors or other steps seeking relief from creditors under any federal or state bankruptcy laws.

11. It is not the intent of either party to this Agreement that any remuneration, benefit, or privilege provided for under this agreement shall influence or in any way be based on the referral or recommended referral by either party of patients to the other party or its affiliated providers, if any, or the purchasing, leasing, or ordering of any services other than specific services described in the Agreement. Any payments specified in this Agreement are consistent with what the parties reasonably believe to be the fair market value for the services provided.

12. If any part, term or provision of this Agreement is held by a court of competent jurisdiction to be illegal or otherwise unenforceable, such illegality or unenforceability shall not affect the validity of any part, term or provision and the rights of the parties shall be construed as if the part, term or provision was never part of the Agreement.

13. This Agreement may be signed in several counterparts, each of which shall be an original but all of which together shall constitute the same instrument. Delivery of a signed counterpart by facsimile or e-mail transmission shall be effective as delivery of a manually signed counterpart of this Agreement.

14. This Agreement constitutes the entire agreement and understanding of the parties and supersedes all offers. Negotiations and other agreements of any kind related to the subject matter hereof. There are no representations or understandings of any kind other than as set forth herein. Any modification of or amendments to this agreement must be in writing and executed by both parties.

15. Each individual executing this Agreement on behalf of any entity which is a party to this Agreement represents and warrants that they are duly authorized to execute and deliver this Agreement on behalf of said entity.

**SOUTHERN OZAUKEE FIRE AND
EMERGENCY MEDICAL SERVICES DEPARTMENT**

David L. Bialk, Chief

CEDARBURG FIRE DEPARTMENT

Jeffrey J. Vahsholtz, Chief



**Southern Ozaukee Fire and
Emergency Medical Services Department**
11300 N. Buntrock Avenue
Mequon, WI 53092
(262) 242-2530
(262) 242-5042 Fax

To: SOFD Board

From: Fire Chief David Bialk

Date: 3/1/23

Re: Paramedic Oversight Agreement with Cedarburg

During the merger talks between Mequon and Thiensville the Cedarburg fire department approached us and asked if we would continue doing paramedic intercepts for Cedarburg and assist them in creating their own paramedic program. Cedarburg was told we would continue to do paramedic intercepts under the SOFD and we would discuss helping them standup their own paramedic program. At that point Chief Zellmann and Chief Schneider met with Chief Vahsholtz from Cedarburg to discuss an oversight program.

The state laws governing a paramedic program are very specific as are the laws governing billing for patient transports. Chief Schneider Matt with our legal counsel to draft a paramedic oversight agreement. In short Cedarburg paramedics would be credentialed through the SOFD and act as SO FD paramedics for billing purposes. In return the Cedarburg fire department would pay an administrative fee as follows:

Year one \$73,000

Year two \$67,000

Year three \$62,000

Year four \$56,000

The administrative fee would be for Drug Enforcement Agency reporting, quality assurance reviews, training, on-boarding, investigating, supervising, and record keeping. There will continue to be a fee for when a 100% Cedarburg Fire Department crew makes a transport to the hospital and a \$75 fee when on scene care or assessment only is provided.

AGREEMENT FOR COMMERCIAL BUILDING FIRE ALARM AND FIRE SUPPRESSION PLAN REVIEW SERVICES

This Agreement for Commercial Building Fire Alarm and Fire Suppression System Plan Review Services (the “Agreement”) is entered into by and between the City of Mequon (the “City”) and the Southern Ozaukee Fire and Emergency Medical Services Department (“SOFD”) as of this _____ day of March, 2023.

Recitals

A. SOFD is the Authority Having Jurisdiction for purposes of commercial building plan reviews of fire alarm and fire suppression systems pursuant to Wisconsin Administrative Code.

B. SOFD lacks certified personnel to complete plan reviews for certain buildings (e.g., containing more than 20 sprinkler heads, etc.) and presently sends such plans to the State of Wisconsin for review.

C. The City is contracting with EPLEX, LLC (d/b/a E-Plan Exam) to provide for building plan review of certain commercial buildings under the State’s Designated Agent/Appointed Agent program.

D. EPLEX is certified to provide plan reviews of fire alarm and fire suppression systems.

E. SOFD desires to have EPLEX complete plan reviews for fire alarm and fire suppression systems.

NOW, THEREFORE, the parties hereby agree as follows:

1. Upon determination by SOFD that fire alarm and/or fire suppression system plans are beyond the capability of SOFD personnel to complete, SOFD shall direct that the plans be sent to the State of Wisconsin for review or to be sent to EPLEX for review.

2. The City shall collect the appropriate fee consistent with the approved fee schedule for such plan reviews.

3. For all plan reviews completed by EPLEX, the City’s portion of the fee for plan review of fire alarm and/or fire suppression systems shall be paid by the City to SOFD. Such payments shall be made as they are collected.

4. No change or other agreement will be binding unless in writing and signed by the parties.

CITY OF MEQUON

Andrew Nerbun, Mayor

Caroline Fochs, City Clerk

Approved as to Form:

Brian C. Sajdak
Mequon City Attorney

**SOUTHERN OZAUKEE FIRE AND
EMERGENCY MEDICAL SERVICES DEPARTMENT**

Van A. Mobley, President

Andrew Nerbun, Vice President



Southern Ozaukee Fire and
Emergency Medical Services Department
11300 N. Buntrock Avenue
Mequon, WI 53092
(262) 242-2530
(262) 242-5042 Fax

To: SOFD Board
From: Fire Chief David Bialk
Date: 2/27/23
Re: Mission, Vision, and Values

At the last SOFD board meeting on January 11, 2023, a discussion was had to clearly state the mission, vision, and values for the SOFD. I respectfully submit a few examples of each statement for consideration. I would like to discuss the mission, vision, and values with board to define our purpose.

A mission statement – “our purpose.”

The mission statement sets your “purpose.” It tells everyone why you exist in the first place. It will usually start with phrases like:

- “We are...”
- “We act as...”
- “Our mission and purpose are to...”

To serve the needs of our community promptly and professionally with pride, dedication, and excellence never failing to deliver quality emergency life safety services with the highest level of integrity, commitment, teamwork, and community engagement.

As first responders to fires, public safety, medical emergencies, and disasters, SOFD protects the lives and property of the City of Mequon and the Village of Thiensville’s residents and visitors. The Department advances public safety through fire prevention, and education programs.

The Southern Ozaukee Fire Department exists to help people.

Our Mission is the protection and preservation of life and property for the people we serve. We are committed to doing so through the provision of quality, cost-effective services in the areas of fire suppression and emergency medical services.

A vision statement – “our future”

Vision statements will tell everyone what you plan to do.

A vision statement talks about the future, so it often starts with:

- “We will...”
- “We aim to be...”
- “Striving toward...”

The Southern Ozaukee Fire Department is committed to providing high-quality, professional emergency services that are accessible equally to all members of the community. Our top priority is maintaining the dignity and respect of the individual(s) receiving that service. We believe that through education, prevention, and emergency service delivery, we can make the City of Mequon and Village of Thiensville one of the safest places to live, work, and play.

The Southern Ozaukee Fire Department is prepared to handle all emergencies and issues that we are called upon to mitigate in our community and surrounding area. We will handle all incidents, small or large, with the utmost professionalism.

To be a progressive organization that leads the community in public safety. The service we provide will be of the highest quality afforded to the citizens of our community.

We provide a high level of customer service by protecting life, and property through the delivery of innovative, fiscally responsible firefighting, Emergency Medical Services, and fire prevention. As a core service of the community, we are committed to protecting citizens, families, and our colleagues in the delivery of these services.

A values statement – “our principles.”

- Respect for people and property
- Service to all
- Non-discrimination and respect for diversity
- Transparency and openness
- Valuing community contributions
- Compassion
- Excellence

We value the lives and property that we are entrusted to protect throughout our community. We value character, integrity, and honesty and require both personal and organizational accountability. We value reliability, each Member’s commitment to excellence in training and performance, and a passion for community service. We value diversity, are respectful, courteous and inclusive of the talents and needs of all while focusing on the social good we do as an organization and as individuals. We value tradition and the founding principles of loyalty and pride as they reflect the progressive heritage of our department. We recognize and embrace the honor of carrying forward the legacy of those who served before us.

We are prepared for duty, serving with integrity, responding with compassion, and committed to professional excellence.

When called upon, we will provide a safe, rapid, and professional response to emergencies. We will show compassion for the victims of emergencies. We will minimize the adverse effects on the environment resulting from our responses whenever possible.

Putting People First with Pride, Honor, and Integrity