



MEMORANDUM REPORT

Meeting Date: March 19, 2019

TO: Board of Commissioners of the Los Altos Hills County Fire District

FROM: Strategic Plan Ad Hoc Subcommittee – Commissioners Carr, Spreen, Price. General Manager J. Logan

LOCATION: El Monte Station; Los Altos Hills, CA

SUBJECT: **Strategic Plan Update and Recommendations**

RECOMMENDATIONS:

1. **Approve utilization of the attached templates for documenting Commission agenda and subcommittee reports.**
2. **Approve Strategic Plan (S.P.) Goals 2, 4, 5 recommendations:**
 - a. Develop strategic communication process for the public; public access and effective outreach including use of District’s website, Town Newsletter, local press, social media, and possible District Newsletter. Assign committee to develop and monitor.
 - b. Continue to develop the Community Wildfire Protection Plan (CWPP) process; evaluate more effective methods to deploy Fire Patrol Service in high fire season; continue progress on hydrant flow and pipeline resiliency improvement project with partner agencies. Assigned to Hydrant Flow and Pipeline Resiliency subcommittee and General Manager (GM).
 - c. Monitoring feedback on all programs; updating website development to include communications via WordPress to develop features on website development; encourage use of online forms for service registration and communications, hazard mitigation; CERT Program development and enhancement. Evaluate on regular basis. Assigned to Commissioner Spreen and GM.

BACKGROUND

The S.P. Ad Hoc subcommittee met on 3-8-19 to review and update progress in accomplishment of 2015-20 Strategic Plan Goals.

DISCUSSION

1. S.P. subcommittee’s efforts were discussed with the GM.
2. Standardized templates for Commission agenda and subcommittee reports/recommendations were reviewed and agreed to be utilized for presentations in the Commission agenda packets . (See attached.)

3. Summary of Goal Discussion below:

Goal 1 - Develop a Comprehensive Personnel Management System

Objectives: 1A; B; C; D accomplished in 2016-2017.

Goal 2 - Establish an effective district administration.

- Objective 2 A — Results: Development of Orientation for New Commissioners and the successful recruitment and hiring of a GM.
- Objective 2 B – Results: Reviewed policies of other district/agencies.
- Objective 2 C – Results: Developed FY 2017-18 Annual Community Report to comply with best practices.
 - Gap of strategic written communication process for the public; public relations process for effective outreach including use of website, Town Newsletter, local press and social media, and possible District Newsletter. Assign to new subcommittee and GM.

Goal 3 – Provide Sound financial and contract and agreement management plans.

- Achieved with new 2019-2020 Budget and Budget Narrative; Contracts and service agreements and amendments revised to meet standards.

Goal 4 – Develop a plan to identify hazards and risks in order to reduce, eliminate and mitigate them.

- Status in-progress: Risk being evaluated with the CWPP process; evaluating more effective methods for deploying Fire Patrol Service in high fire season; Hydrant flow and pipeline resiliency improvement issues undertaken with partner agencies. Monitoring by subcommittee and GM.

Goal 5 – Maintain awareness of current and future knowledge of technologies that affect the district’s mission.

- Status: Monitoring feedback on programs; updating website development and use of online forms; communications via WordPress to develop features on website; future of online registration for Residential Program and development of online forms, hazard mitigation; CERT Program development and enhancement. Assigned to Commissioner Spreen and GM.

Attachment(s):

1. Memorandum Report Template – to be used by subcommittees, attorneys, consultants, staff and GM
2. Agenda Report Template – to be used by GM, attorneys, staff