

ADOPTED: JANUARY 1, 2005

REVIEWED: MARCH 1, 2017

A. SERVICE DELIVERY EXPECTATIONS

1. However and whenever the public comes in contact with a member of our Fire District, the public will be treated in a way that enhances the image of the Jefferson Rural Fire Protection District.
2. Our aim is to promote public awareness of what we do in order to generate a positive community feeling as a result of that awareness, and to foster support for our Fire District and the services it provides.
3. The appearance of our facilities and how people are treated when they come to us is a direct reflection on the image of the Jefferson Rural Fire Protection District.
4. The appearance of the apparatus, equipment, and personnel are important factors in displaying professional service and attitude.
5. Seek to solve problems and resolve complaints in a cordial, expeditious, and non-confrontational manner.