

EXHIBIT "A"

STRATEGIC PLAN SERVICE PROVIDER RESPONSIBILITY

The services that the Service Provider is responsible for providing include, but are not limited to, the following:

1. CONDUCT ENVIRONMENTAL SCAN

- A. Implement process to ascertain changes in the political climate, community make-up, membership, threats and opportunities.
- B. Review previous goals and objectives in strategic plan and ascertain if they are still valid.
- C. Evaluate finding and use as a tool to structure process for solicitation of information and feedback from customer base (internal and external).
- D. Communicate findings and validate with staff and members.

2. DEVELOPMENT OF PRIORITIZED CUSTOMER and MEMBER NEEDS / EXPECTATIONS

- A. Develop a process to solicit customer input and establishment of prioritized needs.
- B. Meet with Fire District members to discuss their understanding of the needs of the District and the necessities to execute their responsibilities.
- C. Communicate findings and validate with staff.

3. DEVELOP ACHIEVEABLE MEASURABLE OUTCOMES and BENCHMARKS

- A. Prepares goals and objectives with subtasks for the strategic plan.
- B. Identifies responsible parties for the completion of the various tasks.
- C. Provides a process for tracking progress.
- D. Reviews outcomes with BoFC and staff prior to finalization.

4. DEVELOP STRATEGIC PLAN

- A. Prepare draft documents for review by staff and the Board of Fire Commissioners; the plan shall address the following areas as a minimum:
- a. Deployment/Projected District Growth
 - b. Facilities
 - c. Apparatus/SCBA Replacement
 - d. Staffing Needs
 - e. Financial
 - f. Succession Planning
 - g. Consolidation
 - h. Regionalization
 - i. Mergers
 - j. District Identity/Branding
 - k. Others
- B. Develop final documents for implementation based on feedback and direction.

DISTRICT RESPONSIBILITY

The services that the District is responsible for providing include, but are not limited to, the following:

- 1. Schedule staff to be available for interviews and project analyses.
- 2. Provide customer data base information as requested.
- 3. Coordinate, with the Service Provider, meeting rooms, equipment, supplies and facilities related to this project.
- 4. Provide regular updates to Board of Fire Commissioners and solicit their input.
- 5. Review work products as requested.
- 6. Assist Service Provider in overcoming obstacles or challenges in the process(es).