



# CHARTER FOR CHANGE



## New Perspectives for Livable Communities Charter for Change

County Executive Jack B. Johnson has established a “Livable Communities” vision for Prince George’s County and set forth a bold plan for this to be accomplished through the “Charter For Change” (CFC) initiative. The ‘Charter For Change’ initiative calls for a County Government that is citizen/resident centered, results-oriented, financially viable, accountable for performance and an innovative service provider. The Fire/Emergency Medical Services (EMS) Department is committed to being a positive force in the realization of the Livable Communities vision.

The Fire/EMS Department is implementing a two faceted approach as the core strategy for its Charter For Change initiative – continuous business process improvement and community programs. In considering continuous improvement processes and community projects/programs, the Department used the following criteria to judge the potential for advancing the “Livable Communities” vision.

1. It focuses on important results in the public interest
2. It demonstrates a commitment to clearly articulated, measurable results on the part of the top leadership of partners or collaborators in a project;
3. It enhances public understanding of the Fire/EMS Department through factual and complete information
4. It involves collaboration or partnership on an interagency and intergovernmental scale;
5. It has the potential to bring innovative, replicable approaches to bear on the improvement of the Fire/EMS Department;
6. It provides an opportunity to develop partnerships among agencies, levels of government, private-sector organizations, drawing on the contributions of all stakeholders and individual citizens;
7. It makes maximum use of the Department’s and government’s cross-sector resources – especially the experience, insight and commitment of leaders – as well as the background and capabilities of employees;
8. It involves adequate financing.

The Department's has identified four (4) major business process improvement activities/projects/programs and three (3) major community programs that will be implemented during **phase one (2004-2005)** the CFC initiative.

The business process improvement projects are:

1. Strategic Planning
2. Charter for Change infrastructure and training program
3. ERT Taskforce recommendations
4. Paramedic Ambulance Pilot Program

The community programs are:

1. Pre and Post Incident Fire Prevention Program
2. Community Blood Pressure Screening Project
3. Explorer Program

The Department has identified one (1) major business process improvement activities/projects/programs and three (3) major community programs that will be implemented during **phase two (2005-2006)** the CFC initiative.

The business process improvement project is:

1. Grant and Revenue Fiscal Administration

The community programs are:

1. Hazardous Material Project
2. Child Safety Seat Program
3. E.A.S.Y. 911