



KENTWOOD FIRE DEPARTMENT

Mission, Vision, and Core Value Statements



Mission

It is the mission of the City of Kentwood Fire Department to preserve life, property and protect the environment; to promote public safety; and foster economic growth through customer service; leadership; professional development; management; and actions as an all risk, all hazards life safety response provider.

Vision Statement

The Kentwood Fire Department is a leader in providing public safety and emergency services to the customers of the City of Kentwood as part of a dynamic and professional team. We are dedicated to our Core Values and are committed to creating a diverse workforce reflective of the community it serves with our training, policies and procedures that are free from bias and discrimination.

This vision drives us to be our best to one another, the City and our customers.

Core Values

Serve with integrity, honesty and trust

- We understand the trust placed upon us by the City of Kentwood and our customers. We are committed to honesty, integrity and respect. These are our Rules of Conduct that governs our behavior both on and off the job.

Effectively communicate with stakeholders

- We have a duty to collaborate and cooperate with all City Departments and the community in which we serve to provide an exceptional customer service team. Our teamwork and cooperative spirit reaches out to the customer – a valued asset to the team.

Safeguard use of fiscal and natural resources

- We have an obligation and responsibility to our customers to be stewards of our resources, both natural and fiscal.

Serve customers with excellence

- We succeed in the pursuit of excellence and high professional standards by focusing our attention on the customer. The City of Kentwood exists to serve the customer and our community. Their needs give us our direction and purpose.

This is our commitment to them.

Preventing Fires – Saving Lives