



ONE TEAM - ONE MISSION

The ESD Board-Staff Relationship

**It is ALWAYS about your
Customer Service?**

Presented by:

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Williamson County Emergency Services District No. 3





Research SPOTLIGHT

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Invisible Government: Special Purpose Districts in Texas

The United States Constitution was adopted based on the principle of federalism, which holds that the federal government's powers are limited to those specifically enumerated in the United States Constitution. All other powers remain with the states, unless otherwise expressly restricted. The powers expressly granted to the federal government in the United States Constitution include the authority to levy taxes, declare war, and regulate commerce. Over time those powers were expanded by the courts under the "necessary and proper" clause to include implied powers. It was still understood that certain powers relating to morality, health and safety, and property remained the province of the states based upon the idea that states could more easily regulate and control such issues.

One of the powers remaining with the states was the power to create and develop local governments. Local governments encompass all units of government below the state level, including counties, municipalities, and special purpose districts. Local governmental units evolved within the states to encourage education and political participation and to provide certain basic services according to local needs.

John Forrest Dillon, an American jurist who authored a treatise in 1872 on the power of states over municipal and local governments, entitled *Municipal Corporations*, established a principle that has been cited in numerous United States court decisions in determining the scope of powers and rights of municipalities and local

governments. The Dillon Rule states that municipal and local governments have only the powers that are expressly granted to them by the state, those that are implied from that grant of power, and those that are essential and indispensable to the municipality's existence and function. This rule narrowly construes the power of municipal and local governments.

Towns and municipalities were the initial forms of local government established to aid in the development of schools and roads. In Texas, a municipality was incorporated by special order of the Congress of the Republic of Texas or, later, by the state legislature. The Texas Constitution provides for two types of municipalities: general law and home rule. Municipalities with a population of less than 5,000 are designated as general law municipalities and are limited in their power to organize their structure, set taxes, and annex territory. Home rule municipalities, on the other hand, are municipalities with a population greater than 5,000 that

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The Economic Benefits of Cost Savings Associated with Emergency Services Districts:

An Analysis Including Specific Regions Across Texas

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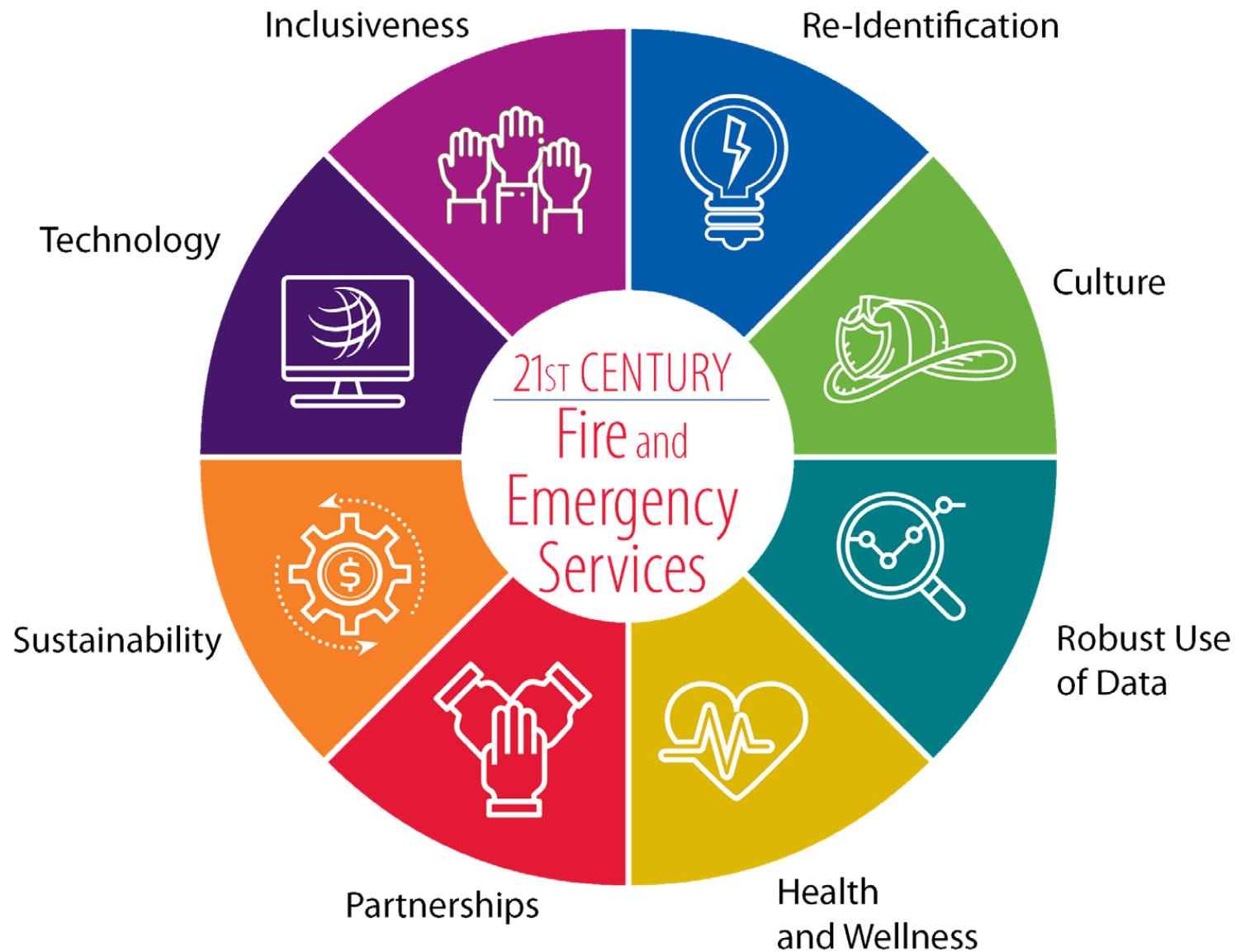




ESD ECONOMIC BENEFITS

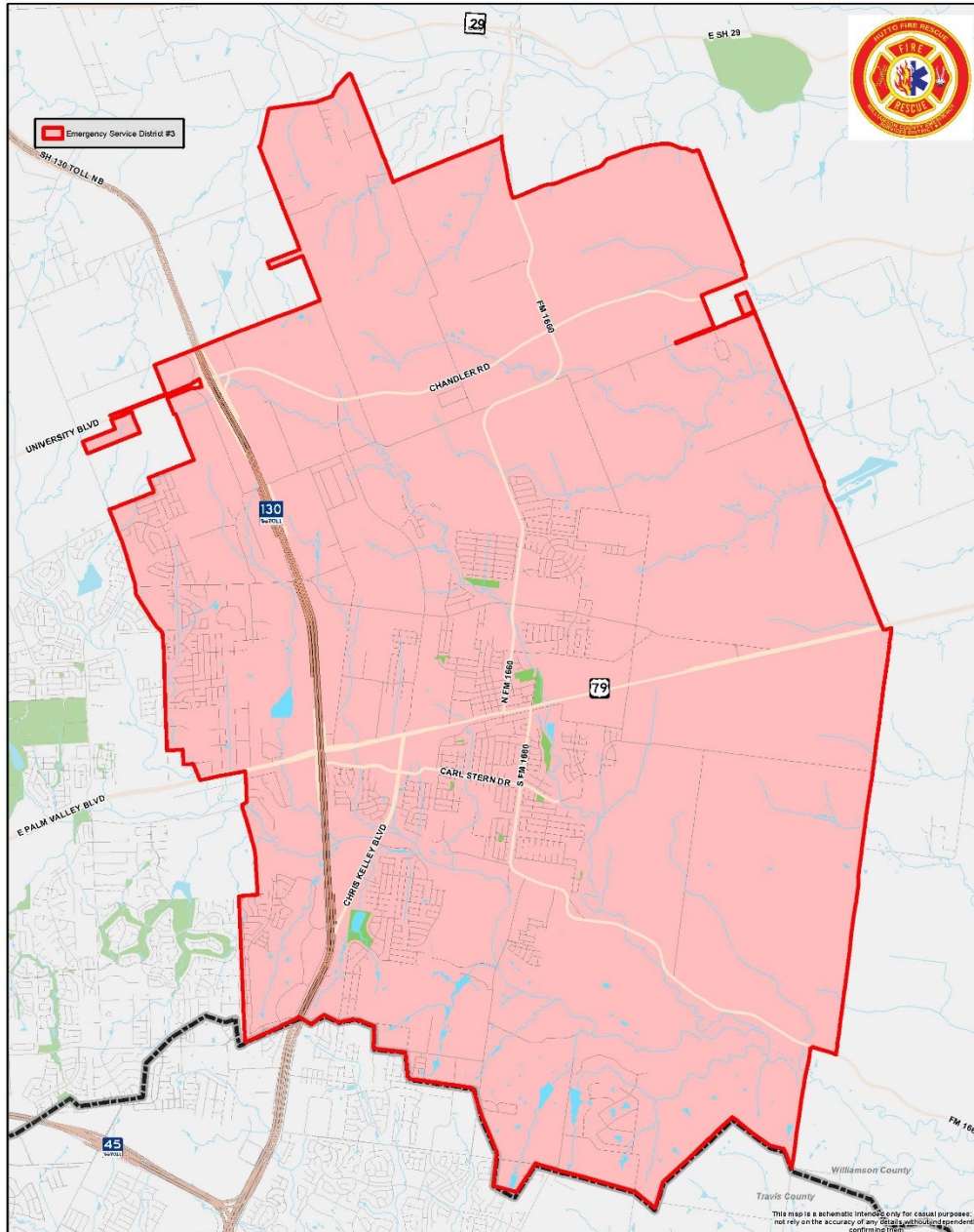
- Provide a stable source of funds for fire protection and other protective services.
- Provides cost savings and other economic benefits.
 - \$1.2 Billion annual gross product
 - 12,081 Texas jobs



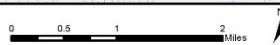


**Forces impacting the 21st Century Fire and
Emergency Services**

HUTTO FIRE RESCUE / WCESD #3



ESD #3



Data Source:
ESD #3 - Williamson County Central Appraisal District (WCAD)





DEMOGRAPHICS

- 63 sq. miles (Blackland Prairie)
- ~ 56,435 population
- 71 FTE
- ISO 1
- TFCA Best Practices
- CPSE/CFSI – Registered Agency
- FY2023-2024 Budget – **\$14,395,702**
 - 10¢ Property Tax
 - 2¢ Sales and Use Tax





HUTTO FIRE RESCUE

GOVERNANCE



Dan Hejl

Todd Robison

Bill Brown

MarClare Gaidsick

Butch Miller



WILLIAMSON COUNTY EMERGENCY SERVICES DISTRICT #3





GOVERNANCE

Williamson County Emergency Services District No. 3 is proud to operate as a **SMART** (simple, moral, accountable, responsive, transparent) government that accomplishes all our services by using minimal tax dollars.





GOVERNANCE

<https://huttofirerescue.org/e-s-d-3/transparent-government/>





GOVERNANCE

Williamson County Emergency Services District No. 3 is committed to provide a well trained and equipped group of firefighters to aid in the protection and well-being of the citizens of the City of Hutto and the Hutto community.





THE ROLE OF THE BOARD

The appointed policy-making body for the Williamson County Emergency Services District No. 3. The Commissioners provide **financial oversight** and **strategic policy direction** to maximize the public value of District services.





THE ROLE OF THE CHIEF

In **collaboration** with the Board of Commissioners, and in **partnership** with all members of the organization, the Chief is the Chief Executive Officer of the District that provides direction, protection, and leadership to the District.



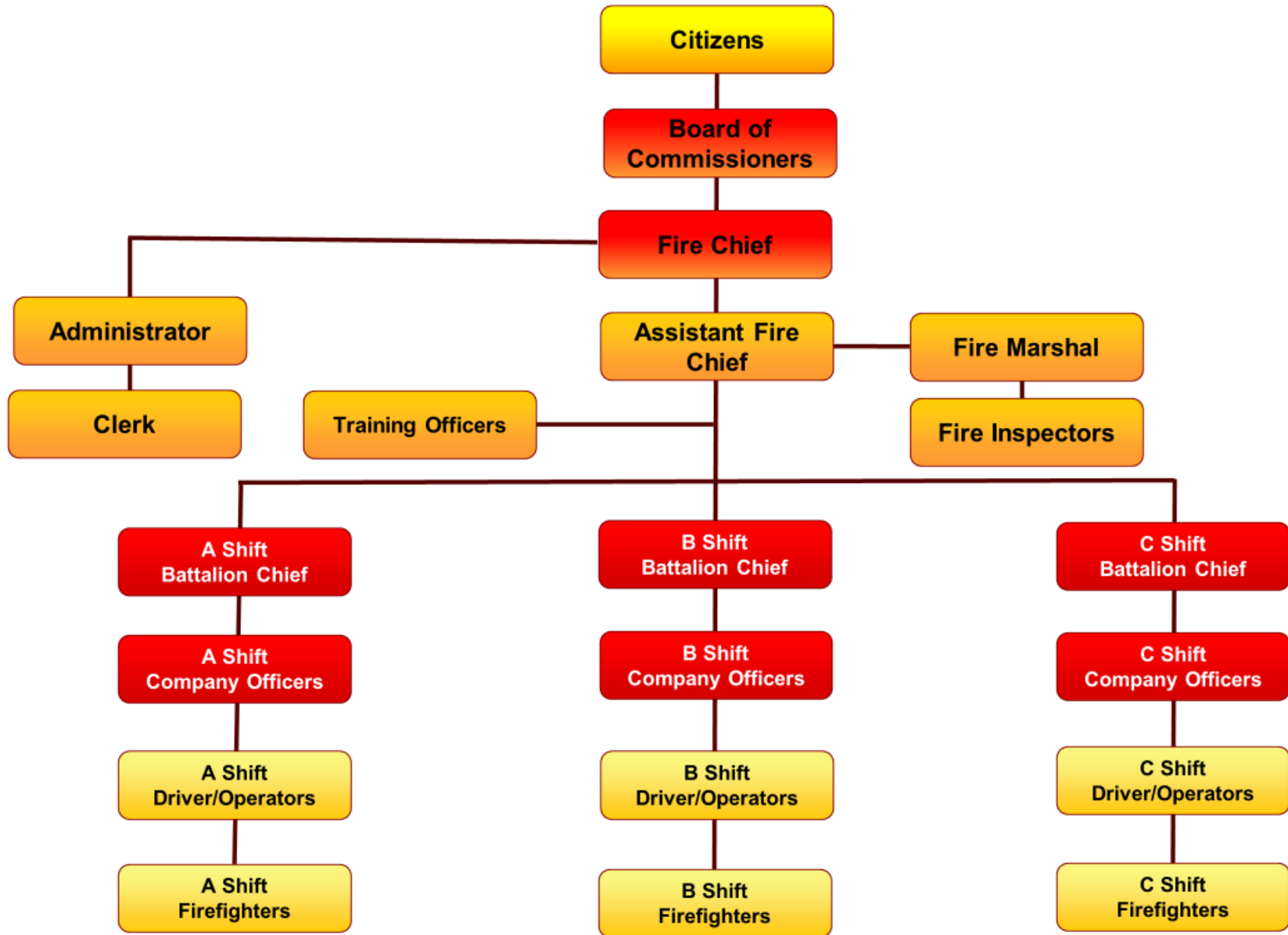


One Team - One Mission

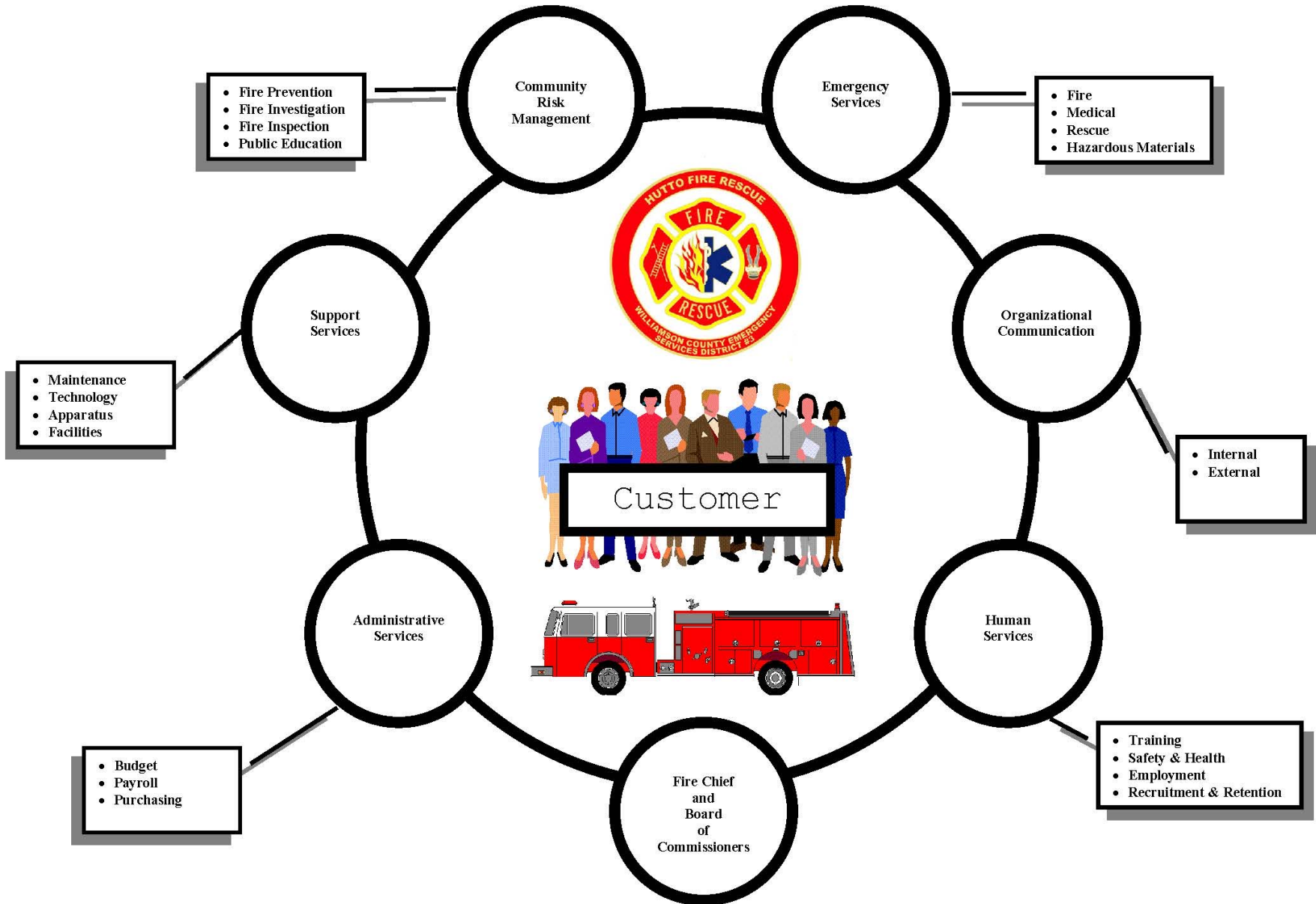
In the spirit of our tradition, we strive for **excellence** – respectfully serving all with pride, honor, and compassion.



Hutto Fire Rescue Organizational Chart



Hutto Fire Rescue Operational Structure





One Team – One Mission

While it is our “Organizational Structure” that identifies who we are, it is our “Operational Structure” that illustrates what we do.





PHILOSOPHY

Williamson County Emergency Services District No. 3 recognizes the value of **human life and dignity.**

Our philosophy, which embodies our **organizational values and beliefs,** provides a guide for members in the performance of daily activities.





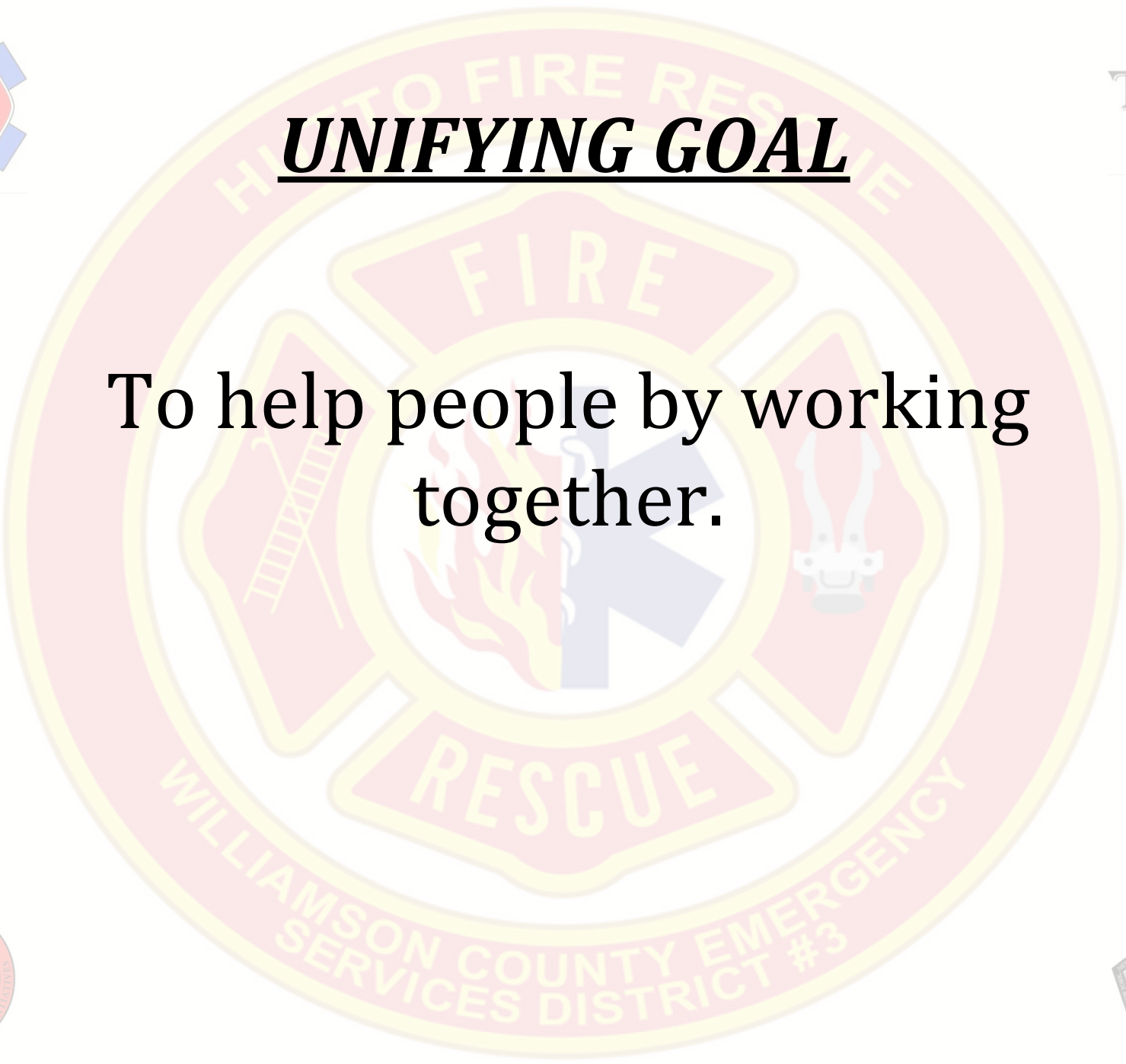
Let's make sure
that "Everyone
Goes Home"





UNIFYING GOAL

To help people by working together.





BELIEFS

- People are our most important asset.
- Teamwork
- Standard of Excellence
- Progressiveness





VISION INSPIRED

Continue to be widely known as a community-oriented fire and rescue service agency that provides the highest level of effective services to the residents, businesses, and visitors of our District.





MISSION FOCUSED

We will evolve and adapt to the demands of providing efficient and effective services to the best of our ability, for an ever-changing and growing community; while maintaining a healthy and professional work environment - Every Shift, Every Day.





VALUES DRIVEN

FAMILY	DISCIPLINE	INTEGRITY	COURAGE
PRIDE	HONOR	COMPASSION	RESPONSIBILITY
TRADITION	LOYALTY	RESPECT	HONESTY
DUTY	ACCOUNTABILITY	LOVE	ADAPTABILITY



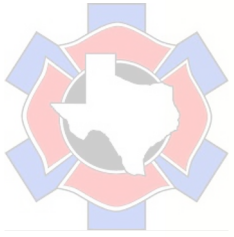


PERFORMANCE BASED

URBAN (City)

- For “working structure fires”, we will arrive with 18 qualified firefighters, within 5-minutes of dispatch, 90% of the time within the Hutto city limits.



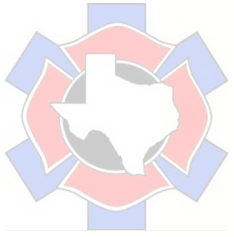


PERFORMANCE BASED

URBAN (City)

- For “working structure fires”, we will arrive with 22 qualified firefighters, within 10-minutes of dispatch, 90% of the time within the Hutto city limits.



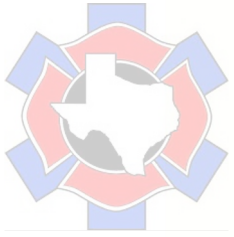


PERFORMANCE BASED

RURAL (County)

- For “working structure fires”, we will arrive with 18 qualified firefighters, within 8-minutes of dispatch, 90% of the time within the WCESD #3 boundary.





PERFORMANCE BASED

RURAL (County)

- For “working structure fires”, we will arrive with 22 qualified firefighters, within 16-minutes of dispatch, 90% of the time within the WCESD #3 boundary.





SERVICE GUARANTEED

We are so very proud of our customer service program that we make this pledge to you. **Satisfaction guaranteed!** It is our way of demonstrating our pride, our confidence, and our commitment to you, the people we serve.





SERVICE GUARANTEED

- **We guarantee** that our firefighters will respond to your request for assistance as quickly as possible, and that the service they provide will be caring, courteous, and satisfactory to you.





SERVICE GUARANTEED

- **We guarantee** that you will be treated with respect, dignity, and compassion in your time of need.





SERVICE GUARANTEED

- **We guarantee** that we will do whatever it takes to correct any situation that does not meet your high standards and expectations.





CUSTOMER SERVICE GOAL

- Go beyond *traditional customer service* and provide *exceptional customer service* by exceeding customer's expectations.
- *Exceptional customer service* provides **Added Value.**





CUSTOMER SERVICE GOAL

- **Added Value** only requires a little extra effort and leaves Williamson County Emergency Services District No. 3 customers with the feeling that we care, and we are nice.





CUSTOMER SERVICE GOAL

- ***Exceptional customer service*** is the result of an explicit, long term, planned out, acted out, and refined organizational approach to service delivery.
- ***Exceptional customer service*** requires a personal commitment, as well as organizational support and leadership.





Who are our Customers?

- External
 - Taxpayers
 - City of Hutto
 - Williamson County
 - Hutto ISD
 - Other Taxing Entities
 - Community Partners





Who are our Customers?

- Internal
 - Board of Commissioners / Fire Chief
 - Firefighters (individually)
 - IAFF Local 4707
 - Civilian Employees (makes the ESD run!)





One Team – One Mission

In the spirit of our tradition, we strive for excellence – respectfully serving all with pride, honor, and compassion.





Bill Brown, President



&

Scott D. Kerwood, Fire Chief

WILLIAMSON COUNTY EMERGENCY SERVICES

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