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Federal Emergency Management Agency
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REGION II (New York)

Federal Emergency Management Agency
26 Federal Plaza, Room 1307
New York, New York 10278-0002
Telephone: (212) 680-3609

REGION III (Philadelphia)

Federal Emergency Management Agency
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615 Chestnut Street
Philadelphia, Pennsylvania 10106-4404
Telephone: (215) 931-5608

REGION VII (Kansas City)

Federal Emergency Management Agency
2323 Grand Blvd, Suite 900
Kansas City, Missouri 64108-2670
Telephone: (816) 283-7061

REGION IV (Atlanta)

Federal Emergency Management Agency
3003 Chamblee-Tucker Road
Atlanta, Georgia 30341-4112
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REGION VIII (Denver)

Federal Emergency Management Agency
Denver Federal Center
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Telephone: (303) 235-4800

REGION V (Chicago)

Federal Emergency Management Agency
536 S. Clark Street
Chicago, Illinois 60605-1521
Telephone: (312) 408-5501

REGION IX (Oakland)

Federal Emergency Management Agency
1111 Broadway, Suite 1200
Oakland, California 94607-4052
Telephone: (510) 627-7100

REGION VI (Denton)

Federal Emergency Management Agency
Federal Regional Center
800 N. Loop 288
Denton, Texas 76209-3698
Telephone: (940) 898-5104

REGION X (Bothell)

Federal Emergency Management Agency
Federal Regional Center
130-228th Street, S.W.
Bothell, Washington 98021-9796
Telephone: (425) 487-4604



Federal Emergency Management Agency
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Washington, DC 20472
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Disaster recovery assistance is available without regard to race, color, national origin, sex, age, religion, disability or economic status. Anyone who believes he/she has been discriminated against should contact FEMA at 1-800-621-3362. Persons with speech or hearing impairments should call 1-800-462-7585.



A NATION PREPARED
Federal Emergency Management Agency
Strategic Plan in Brief
Fiscal Years 2003 - 2008



FEMA



FEMA Strategic Plan in Brief

Fiscal Years 2003 - 2008

Vision:

A Nation Prepared

Mission:

Lead America to prepare for, prevent, respond to, and recover from disasters.

Goals:

1. Reduce loss of life and property.
2. Minimize suffering and disruption caused by disasters.
3. Prepare the Nation to address the consequences of terrorism.
4. Serve as the Nation's portal for emergency management information and expertise.
5. Create a motivating and challenging work environment for employees.
6. Make FEMA a world-class enterprise.

Core Values:

- ◆ Integrity
- ◆ Innovation
- ◆ Accountability
- ◆ Respect
- ◆ Trust
- ◆ Customer Focus
- ◆ Public Stewardship
- ◆ Partnership
- ◆ Diversity
- ◆ Compassion



Goal 1. Reduce loss of life and property.

Objective 1.1

Provide hazard and risk information using the best-suited technologies.

Objective 1.2

Ensure that the Nation's most vulnerable areas are covered by emergency management plans that can be implemented.

Objective 1.3

Ensure the capabilities of Federal, State, Territorial, Tribal, local, and other partners are in place to plan and prepare for disasters.

Objective 1.4

Help individuals, local governments, States, Territories, Tribal Nations, and Federal agencies make good risk management decisions.

Objective 1.5

Develop and implement a comprehensive training and education plan for emergency management planners and responders.



Performance Measures

- 1.1 By Fiscal Year 2008, the average annual loss of life from fire-related events is reduced by 15% over the 1998 annual baseline of 4,500.
- 1.2 By Fiscal Year 2008, \$10 billion in potential property losses, disaster, and other costs have been avoided.
- 1.3 By Fiscal Year 2008, 100% of States, Territories, and Tribal Nations report meeting collaboratively established all-hazard emergency management readiness capability standards.

Goal 2. Minimize suffering and disruption caused by disasters.

Objective 2.1

Respond quickly and effectively when States, Territories, Tribal Nations, and local governments are overwhelmed.

Objective 2.2

Use the full range of State, Territorial, Tribal, and Federal capabilities in determining the most effective delivery mechanisms for disaster recovery and mitigation programs.

Objective 2.3

Provide timely and appropriate disaster assistance and payment of flood insurance claims.

Objective 2.4

Mitigate against potential future losses as part of every disaster recovery effort.

Performance Measures

- 2.1 By Fiscal Year 2008, FEMA has coordinated and established the capability to

respond concurrently to four catastrophic and twelve non-catastrophic disasters.

- 2.2 By Fiscal Year 2008, 100% of assessed public safety and service organizations meet established standards for interoperability of wireless communication systems.

- 2.3 By Fiscal Year 2008, all disaster assistance and flood claim payments are provided within established performance standards.

Goal 3. Prepare the Nation to address the consequences of terrorism.

Objective 3.1

Develop and implement a Federal program to support State, Territorial, Tribal, and local government incident management capability building.

Objective 3.2

Build a comprehensive State, Territorial, Tribal, and local capability for responding to the consequences of terrorism.

Objective 3.3

Ensure the means used to exchange information among Federal partners, State, Territorial, Tribal, and local responders, program officials, and the general public is coordinated with and delivered through a single National portal.

Performance Measure

- 3.1 By Fiscal Year 2008, 100% of State and Territorial systems of first responders and other appropriate emergency personnel meet mutually-agreed upon baseline performance standards for responding to and recovering from terrorist incidents, including the unique threats posed by weapons of mass destruction.

Goal 4. Serve as the Nation's portal for emergency management information and expertise.

Objective 4.1

Create and manage a single, convenient portal for emergency management information.

Objective 4.2

Serve as the Nation's knowledge manager and coordinator of emergency management information.

Objective 4.3

Establish a National warning capability.

Performance Measures

- 4.1 By Fiscal Year 2008, 95% of those surveyed who accessed emergency management information through FEMA report that they found the information to be useful.
- 4.2 By Fiscal Year 2008, a National network of warning systems is established with sufficient redundancy for 100% reliability in providing timely and accurate dissemination of alerts and crisis information to the general public throughout the Nation and to the emergency management community at all levels of government.

Goal 5. Create a motivating and challenging work environment for employees.

Objective 5.1

Retain and recruit a capable, motivated, and diverse workforce.

Objective 5.2

Provide professional development training and opportunities for the betterment and advancement of employees.

Objective 5.3

Ensure employees understand their performance objectives and are recognized and rewarded appropriately.

Objective 5.4

Provide managers with the skills and authority they need to be successful and hold them accountable for their operational performance.

Objective 5.5

Provide a safe and healthy work environment to ensure FEMA employees feel valued and respected.

Performance Measures

- 5.1 Maintain a positive Office of Management and Budget scorecard assessment (green light) in the area of Human Capital.
- 5.2 By Fiscal Year 2008, the FEMA employee satisfaction rate in the area of Human Capital will be 5% over the Office of Personnel Management's government-wide survey average.

Goal 6. Make FEMA a world-class enterprise.

Objective 6.1

Make FEMA a performance-based organization.

Objective 6.2

Plan and integrate FEMA's support functions to efficiently and effectively serve the Agency's strategic priorities, and both internal and external customers.

Objective 6.3

Ensure sound financial performance.

Objective 6.4

Communicate effectively with internal and external customers.

Objective 6.5

Provide customer-driven services.

Performance Measure

- 6.1 External Partner Survey respondents report an annual incremental increase, over the 2003 baseline, in satisfaction with the efficient and effective delivery of FEMA's services.

