



PREVENT • PROTECT • PREPARE

Our Vision

To provide premier public safety services for all North Carolinians

Our Mission

Safeguard and preserve the lives and property of the people of North Carolina through prevention, protection, and preparation with integrity and honor

Our Values

Safety

We value the safety of our employees and the citizens we serve

Integrity

We perform our work in an ethical, honorable, respectful, courageous, truthful, and sincere way

Customer Service

We consistently exceed our customers' expectations through speed of delivery of services and continuous evaluation

Professionalism

We exhibit a courteous, conscientious, and business-like manner in all customer service activities; We stay knowledgeable of all aspects of our job; We act for the public good without regard to convenience or self-interest

Diversity

We draw strength from our differences and work together as a family in a spirit of inclusion, teamwork and mutual respect

Quality

We pursue excellence in delivering the programs and services entrusted to us

Our Goals

1. Strengthen the Department's unity of effort as a consolidated and allied entity.
2. Create a true culture of prevention, protection, and preparedness.
3. Create and maintain an environment throughout the Department where employees are engaged, accountable, and recognized for the contributions they make to enhance public safety in North Carolina.