

# STAKEHOLDER REPORT

Gearing Up for the CFAI 10<sup>th</sup> Edition



Center for  
Public Safety  
Excellence

**258 ACCREDITED AGENCIES****2,193 CREDENTIALED OFFICERS**

**"Engaging our key stakeholders early in the process and allowing them ownership in the update will be crucial to the project's success. We received valuable input from all who participated and found a great deal of consensus."** - PREET BASSI, CEO OF CPSE

The Center for Public Safety Excellence (CPSE) invited key stakeholders to share their ideas on the future of the fire service, accreditation, and the CFAI 10th Edition Model. Hosted by CPSE at its Chantilly, Virginia, headquarters on November 14, 2018, the gathering brought representatives of several key fire service organizations together for a wide-ranging dialogue. The discussion provided valuable input and served as the first of many efforts to engage the fire service community and its partners during the revision of the accreditation model.

The day kicked off with a welcome from Preet Bassi, CPSE's CEO, who began the conversation by asking, "If you could add an accreditation process to any industry, what would it be?" Attendees' suggestions ranged from travel apps to politicians to luggage. The exercise helped frame the day's focus on the value that accreditation brings and the ways in which the 10th edition can help shape the future of the fire service.

Bassi then provided an overview of the accreditation model and the process for updating it to serve as a foundation for the group to build on throughout the day.

She stressed the importance of self-assessment and the model's focus on setting performance standards based on community needs.

#### ATTENDING ORGANIZATIONS:



Commission on  
Fire Accreditation  
International



Commission on  
Professional  
Credentialing



NATIONAL  
FALLEN FIREFIGHTERS  
FOUNDATION



U.S. Fire Administration  
Working for a fire-safe America





## LOOKING IN THE MIRROR

In the spirit of continuous improvement and self-assessment, the day progressed with a SWOT analysis of the 9th Edition to identify how the model could better address new challenges. The discussion helped to provide a thorough analysis of the existing model from multiple angles.

**"The beauty is going from a self-assessment to building ongoing review and improvement into the DNA of a fire department."**

Minimal threats were identified with the focus being on potential challenges from a perceived lack of value.

Karl Ristow, CFAI program director, pointed out that the CFAI Model is truly about continuous quality improvement for fire and emergency services agencies. While many think of accreditation as a project with a beginning and end, Ristow emphasized that "the beauty is going from a self-assessment to building ongoing review and improvement into the DNA of a fire department."

### OVERVIEW OF SWOT ANALYSIS

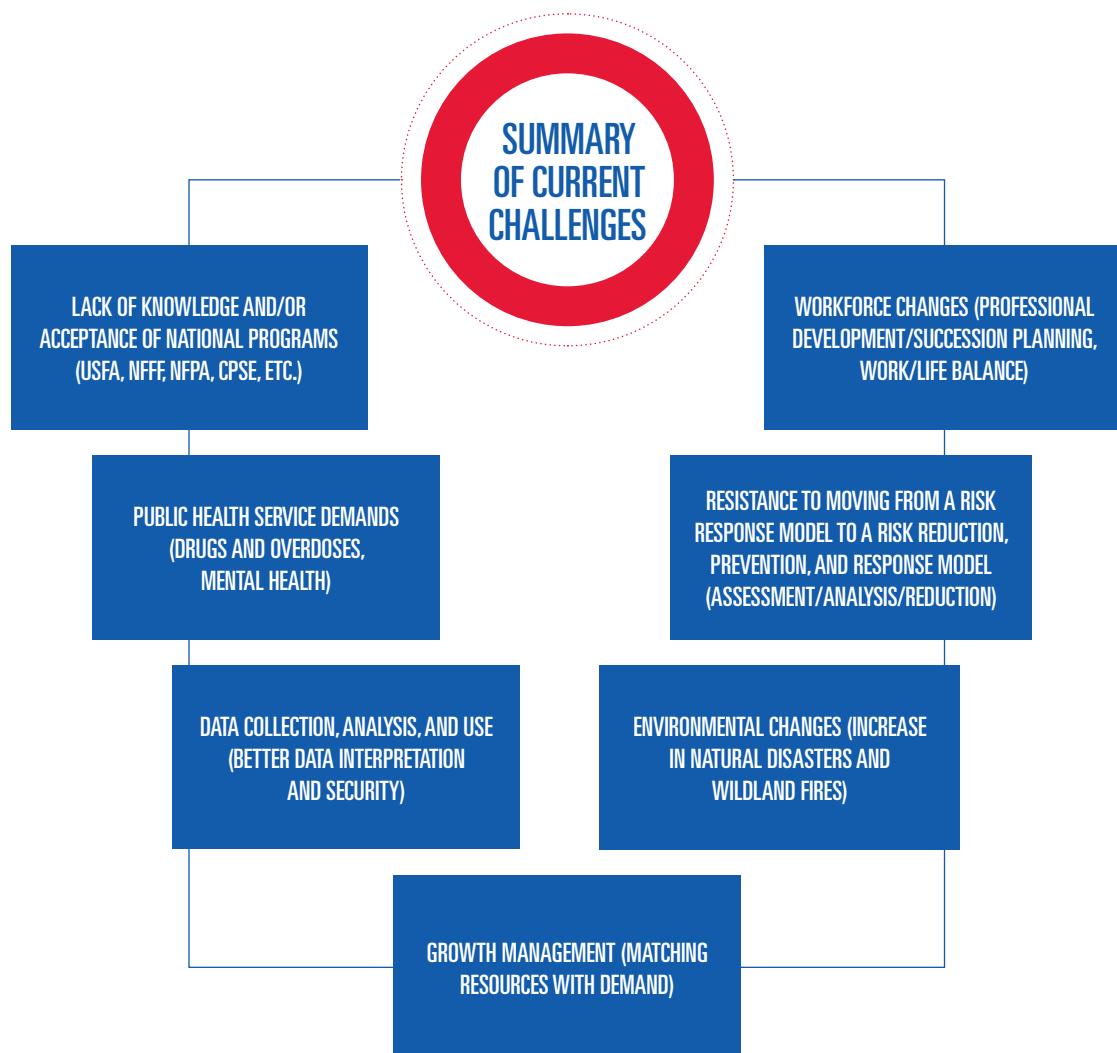
STRENGTHS	WEAKNESSES	OPPORTUNITIES
<ul style="list-style-type: none"><li>The establishment of community-focused processes and targets</li><li>Third party verification and validation, resulting in more credibility</li><li>Assisting with budget allocations and justifications</li><li>Increasing effectiveness and efficiency</li><li>Raising the bar for the industry and instilling feelings of pride</li></ul>	<ul style="list-style-type: none"><li>Lack of stakeholder understanding of the process</li><li>Lack of defined outcomes</li><li>Resources needed to get accredited</li><li>Perceived liability/risk for departments identifying areas of improvement</li></ul>	<ul style="list-style-type: none"><li>Increase external partnerships and prima facie</li><li>Outreach to communities on accreditation success stories</li><li>Reduce barriers to collecting data</li></ul>

# WHAT MATTERS TODAY: CURRENT INDUSTRY AND AGENCY CHALLENGES



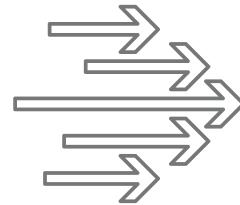
One of the day's most valuable exercises for CPSE was asking stakeholders to identify their main struggles along with those their constituents are facing.

## SUMMARY OF CURRENT CHALLENGES:



## WHAT WILL MATTER TOMORROW: FUTURE PREDICTIONS

---



Anticipating upcoming industry challenges and ensuring the model remains relevant in the future is a key objective during the development of the 10th Edition. The group spent time discussing emerging issues and trends to imagine the landscape that this model may need to address.

### OVERVIEW OF IMPORTANT CONSIDERATIONS FOR THE FUTURE:

- Built Environment (demands of urbanization and vertical growth)
- Technology (sensor data, smart cities/smart homes, drones, data management)
- Local Government Management (consolidation of services/departments, performance measurement, partnerships, and outreach)
- Demographics (shifts that will impact recruitment strategies, aging population and overall population growth, homelessness)
- Workforce (change in work schedules, increase in health and safety standards changing how service is provided)
- Natural Environment (year-round wildland fire season, climate change)

# CFAI PRIORITIES

---



The day culminated in an effort to develop a list of what the new model should address and focus on.

## SUMMARY OF THE MAIN PRIORITIES FOR THE 10TH EDITION:

- **Cultivate safer communities**, as evidenced by a reduction in property loss and reduction in civilian and firefighter injuries and death
- **Standardize data inputs and outputs** that lead to analysis of outcomes that serve as tools for budget, staffing, and deployment decisions by leadership
- **Focus on community-driven** risk reduction and mitigation
- **Ensure resources provided** match the risk evident
- **Address physical and mental health** and safety of fire service personnel
- **Institutionalize the continuous improvement process** from newest to most senior
- **Raise the level of professional development** throughout the organization and ensure succession planning from new hire to chief
- **Standardize community risk analysis** to ensure the needs and demands of the community are met
- **Benchmark to standards** and self-selected goals

# FULL SPEED AHEAD

---



In closing the meeting, Dr. Lori Moore-Merrell, assistant to the general president of IAFF, speaking on behalf of the CPSE Board of Directors, shared that she was grateful for the group's brainstorming, input, and ideas and felt they would be invaluable to CPSE achieving its mission of "leading the fire and emergency service to excellence."

The forthcoming process and effort to develop the 10th Edition will continue to be deliberate, methodical, inclusive and collaborative, with input solicited from organizations, leaders and subject matter experts throughout the fire service and its partners.

"With every edition, our development approach becomes more finely tuned and deliberate, resulting in models that are increasingly effective in accelerating the transformation of the fire and emergency service," added Bassi.

## OVERVIEW OF 10TH EDITION DEVELOPMENT TIMELINE:

FALL 2018	FIRST CALL FOR VOLUNTEERS
SPRING 2019	SECOND CALL FOR VOLUNTEERS
SUMMER 2019	DRAFT 10TH EDITION RELEASED FOR PUBLIC COMMENT
WINTER 2019	NEW MODEL APPROVED AND PUBLISHED
EARLY 2020	IMPLEMENTATION BEGINS WITH NEW PUBLICATIONS AND EDUCATION OFFERINGS
SPRING 2022	AGENCIES WILL RECEIVE ACCREDITATION UNDER THE NEW MODEL



**CPSE.ORG**

**FOR INFORMATION, CONTACT:**

Center for Public Safety Excellence, Inc.  
4501 Singer Court, Suite 180  
Chantilly, Virginia 20151  
703.691.4620

**[info@cpse.org](mailto:info@cpse.org)**