



# CENTER FOR PUBLIC SAFETY EXCELLENCE

## 2018 ANNUAL REPORT

### COMING TOGETHER TO ACHIEVE MORE



Leading the Fire and Emergency Service to Excellence



Center for Public Safety Excellence, Inc.  
4501 Singer Court, Ste. 180  
Chantilly, VA 20151  
(703) 691-4620  
[www.cpse.org](http://www.cpse.org)

# INTRODUCTION

Dear Colleagues:

On behalf of the Board of Directors for the Center for Public Safety Excellence and our Chief Executive Office, Preet Bassi, I offer the attached 2018 Annual Report. This past year marked another incredible step in the history of our organization measured by programmatic growth, sound financial reinvestments, and most importantly the incredible contributions of CFAI, CPC and volunteers like you!

Fire Department Accreditation, Professional Credentialing, and CPSE's Technical Advisor Programs each marked historic growth. At the close of the year, 258 agencies world-wide held accredited status from the Commission on Fire Accreditation International, who during the August 2018 hearings held their longest set of hearings convening for three days. Also, the Commission on Professional Credentialing pushed through another ceiling by designating its 2,189th fire officer. Lastly, in what ended as the most active year on record for our Technical Advisor Program, we signed 44 contracts for services. For those who were there, the 2018 Excellence Conference hosted 424 attendees. As you can see, the Commissions, staff, and volunteers have been working to new heights.

In addition to the programmatic areas, which by the way create the resources to grow, our CEO and staff have been implementing several initiatives approved by the Board of Directors designed to expand CPSE into new areas. You may have heard about the CPSE University overseen by Thomas Kuglin. CPSE University's objective is to create and deliver educational opportunities that will help develop the next generation of fire services leaders in continuous improvement practices. We also kicked off updating of the CFAI model to develop the 10<sup>th</sup> edition; you'll hear more about that throughout 2019. CPSE is pursuing protections for its intellectual property to ensure the accreditation, credentialing and technical advisor materials and process we have developed are used for the purposes for which they were created. We enjoyed hosting our consortium coordinators in the DC metro in April for a training workshop. As our consortiums continue to grow in count and prominence, their success plays an important role in CPSE's continued success. During this workshop, we provided the coordinators training on consortium best practices. CPSE is collaborating with the International City-County Management Association on a 21<sup>st</sup> Century Fire Service Whitepaper and CPSE is leading the effort to create a Fire Analyst ProQual Standard through NFPA.

We cannot end our 2018 report introduction without recognizing and expressing a word of profound gratitude for the blood, sweat, and sometimes tears you, the CPSE community, invests. The observation that there would be no accredited agencies, no designees, no models, nor an Excellence Conference without the commitment and support of you is so easy to make. Each volunteer who reviews a designation application or leaves their job and family for most of a week to "see what others are doing" or presents their unique perspective on some of the most fascinating topics **IS** the backbone of the CPSE. So, this Annual Report is your report and with it please accept the profound appreciation of the Board of Directors for a job well-done.

Thanks for all you do and I hope to see you soon.

Allan

## CPSE BOARD OF DIRECTORS

<b>Allan Cain, CFO</b>	Director of Public Safety, Town of Cary	<b>President</b>
<b>Jeff Pomeranz</b>	City Manager, City of Cedar Rapids	<b>Vice President</b> , ICMA representative
<b>Jeff Piechura, CFO</b>	Executive Management Advisor, City of Tucson	<b>Sec./Treasurer</b> , IAFC representative
<b>Mary Cameli, CFO</b>	Fire Chief, Mesa Fire and Medical Department	Director representing IAFC
<b>Darin Atteberry</b>	City Manager, City of Fort Collins	Director-at-large
<b>Tom Harmer</b>	Town Manager, Town of Longboat Key	Director representing ICMA
<b>Ben May</b>	Fmr. Dir. of Global Business, Walt Disney Co.	Director-at-large
<b>Dr. Lori Moore-Merrell</b>	Assistant to the General President, IAFF	Director representing IAFF
<b>Jim Pauley</b>	President & CEO, NFPA	Director-at-large

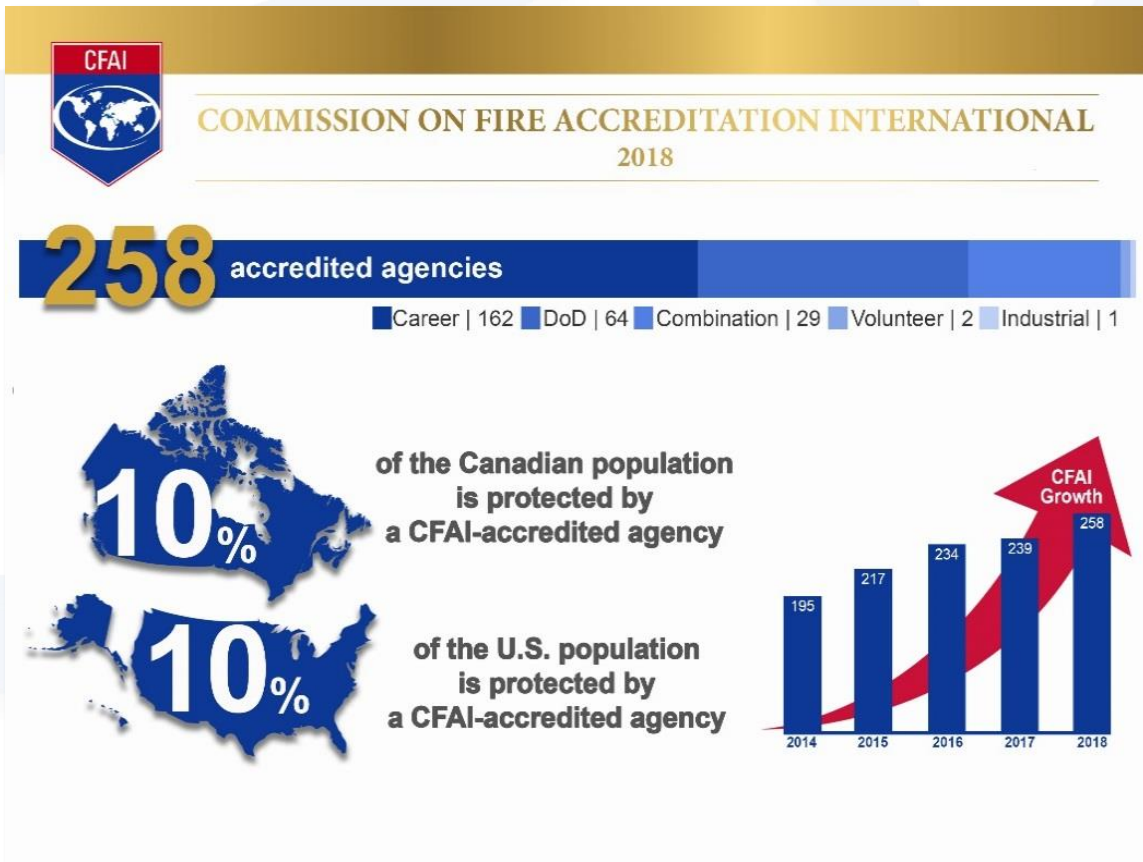
Leading the Fire and Emergency Service to Excellence

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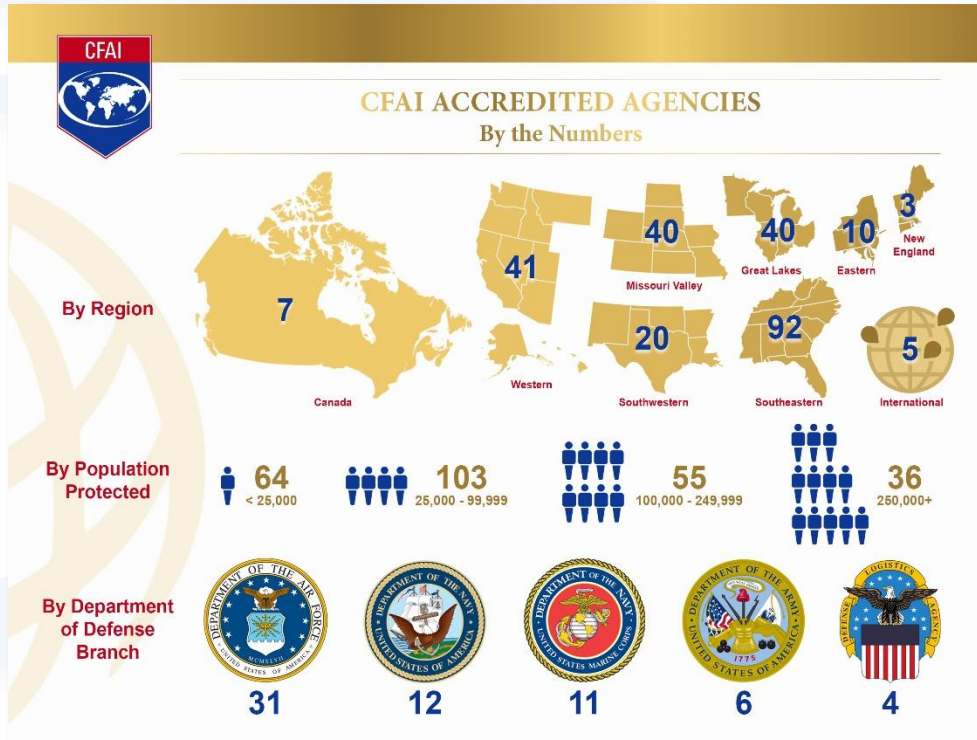
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## COMMISSION ON FIRE ACCREDITATION INTERNATIONAL

2018 brought another year of steady growth and significant activity for the Commission on Fire Accreditation (CFAI). Reflecting on the past year, CFAI Chair, Chief Steve Dongworth shared “The Commission on Fire Accreditation International recognizes that accredited agencies have to complete a significant amount of work to be successful, whether they are applying for the first time or they are an agency returning for reaccreditation. We also know that ongoing success with accreditation is dependent on the process being adopted beyond a series of projects for annual compliance reports, and the much more intense process every five years, to institutionalizing the principles of the model into everything we do. Agencies who committed to the process recognize that the CFAI model is focused on continuous quality improvement that ultimately results in better service to our communities in line with their expectations and industry best practice.”



# CENTER FOR PUBLIC SAFETY EXCELLENCE



In addition to core program activity, CFAI undertook a number of initiatives in 2018; here are some of the highlights:

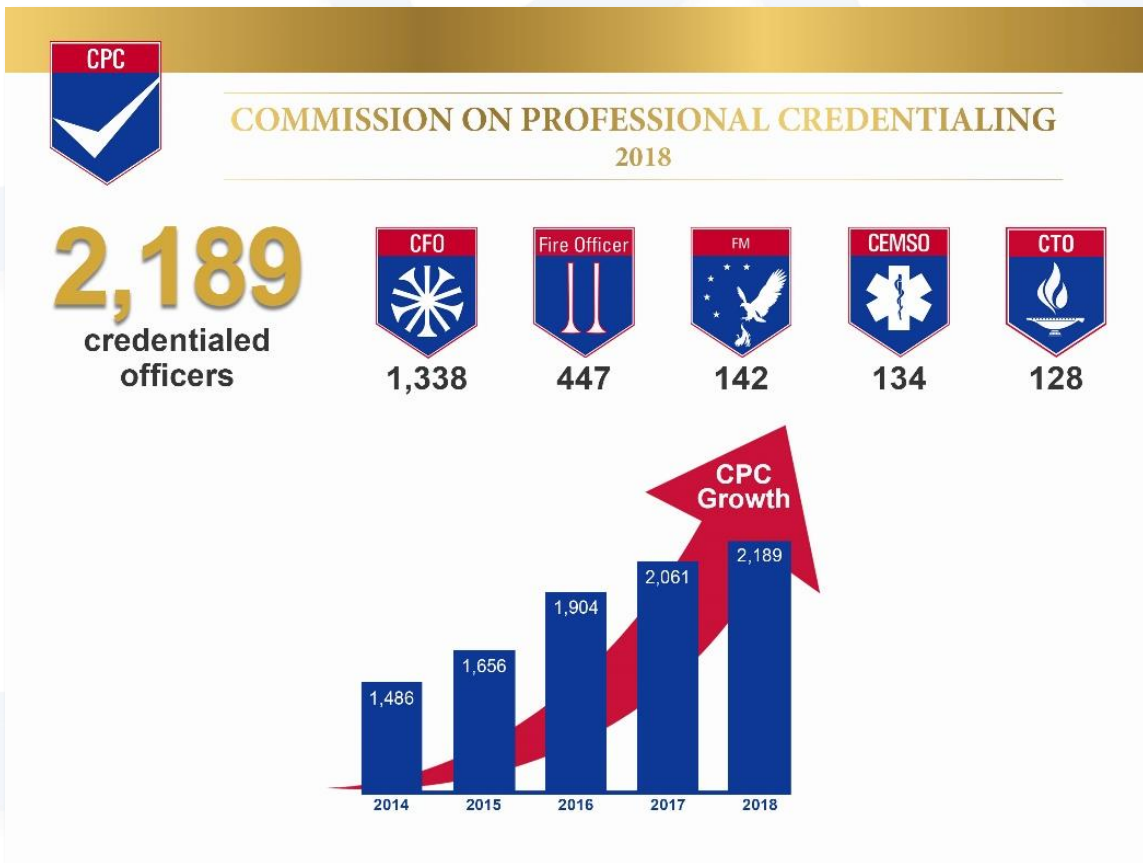
- Engaged with NVFC and VCOS representatives to discuss development of a certificate based on the accreditation model for volunteer departments
- Convened ACR reviewers for an in-person training to ensure consistency and identify best practices
- Formed a CFAI working group to identify potential changes to the hearing process based on survey feedback from agencies
- Hired a project management firm to oversee the update of the model to the 10<sup>th</sup> edition
- Engaged with other organizations that accredit public safety communications center to identify potential areas of collaboration

## CFAI COMMISSIONERS

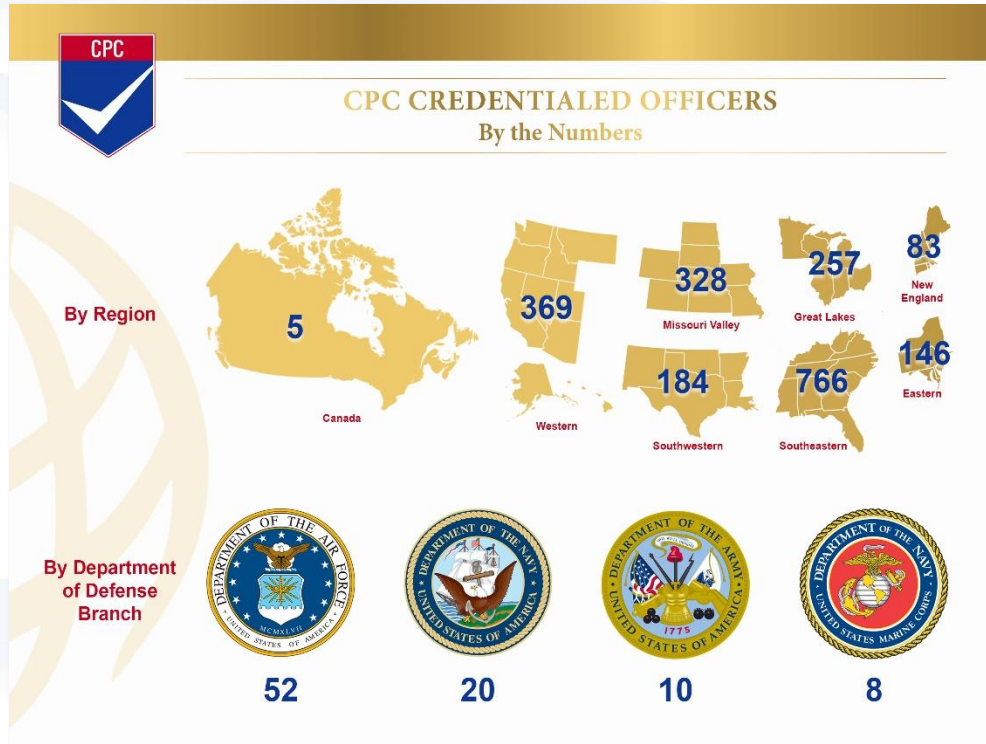
<b>Steve Dongworth</b>	Calgary Fire Department	<b>Chair</b> - Rep: International
<b>Steve Dirksen, CFO</b>	Fargo Fire Department	<b>Vice-Chair</b> - Rep: Agencies 100,000-249,999
<b>Jim Brinkley</b>	IAFF	Rep: Labor
<b>Otto Drozd, CFO</b>	Orange County Fire Rescue	Rep: Agencies serving >250,000
<b>Gary Fredericksen, CFO</b>	Yocha Dehe Fire Department	Rep: Agencies serving <25,000
<b>Bryan Hill</b>	Fairfax County	Rep: ICMA County Manager
<b>Ken Holland</b>	NFPA	Rep: Consensus Standards
<b>Kevin Kuntz</b>	Insurance Services Office	Rep: Insurance Industry
<b>Jake Rhoades, CFO, CEMSO, CTO</b>	Kingman Fire Department	Rep: Agencies serving 25,000-99,999
<b>Steve Riley</b>	Town of Hilton Head	Rep: ICMA City Manager
<b>Thomas Thompson, CFO</b>	USMC Camp Pendleton	Rep: U.S. DOD

## COMMISSION ON PROFESSIONAL CREDENTIALING

Commission on Professional Credentialing (CPC) experienced an active 2018. CPC Chair, Chief Reggie Freeman, CFO, commenting about the year’s activities shared “The Commission on Professional Credentialing is committed to the progression of the fire service and the pursuance of organizational excellence one credentialed member at a time. A credentialed fire service professional obtains and sustains measurable individual goals and objectives that contribute to the successful attainment of the organizational statements. In 2018, we saw the most designees become credentialed or re-credentialed since the inception of the Commission on Professional Credentialing. As the fire service continues to evolve, so does the resolve of the credentialed fire service professional.”



# CENTER FOR PUBLIC SAFETY EXCELLENCE



To enhance the experience of credentialed officers, CPC undertook a number of initiatives in 2018; here are some of the highlights:

- Automation of the CPC application moving from a word-fillable to online experience
- Extending recognition of designees by sharing lists of recent designees with state associations and showcasing updated count of designees on CPSE’s social media platforms
- Participation in the NFA’s EFO “top to bottom” review process
- Presentation of CPC content at major events including New England Division Annual Meeting and Seminar, Black Chief Officers Committee, and Phoenix Society
- Training of almost 50 new peer reviewers to keep pace with increased demand

## CPC COMMISSIONERS

**Reginald Freeman, CFO**

**Derek Bergsten, CFO, CEMSO, CTO**

**Tim Bradley, CFO**

**Todd Canale, CFO**

**Chris Christopoulos, CFO**

**Norris Croom, CFO, CEMSO**

**David Emanuel, CFO**

**Craig Hannan**

**Jim Hipp**

**Greg Rogers, CFO, FM**

**Matthew Vinci**

Hartford Fire Department

Rockford Fire Department

NC State Firefighters’ Association

Davis-Monthan Air Force Base

Lebanon Fire Department

Castle Rock Fire & Rescue Department

Durham Fire Department

IFSTA/FPP at Oklahoma State University

Spartanburg County

Spokane Valley Fire Department

IAFF

**Chair**, Rep: Diversity

**Vice Chair**, Rep: Career Depts

Rep: At Large

Rep: Department of Defense

Rep: Volunteer Departments

Rep: Emergency Medical Services

Rep: Combination Departments

Rep: Academia

Rep: City/County Managers

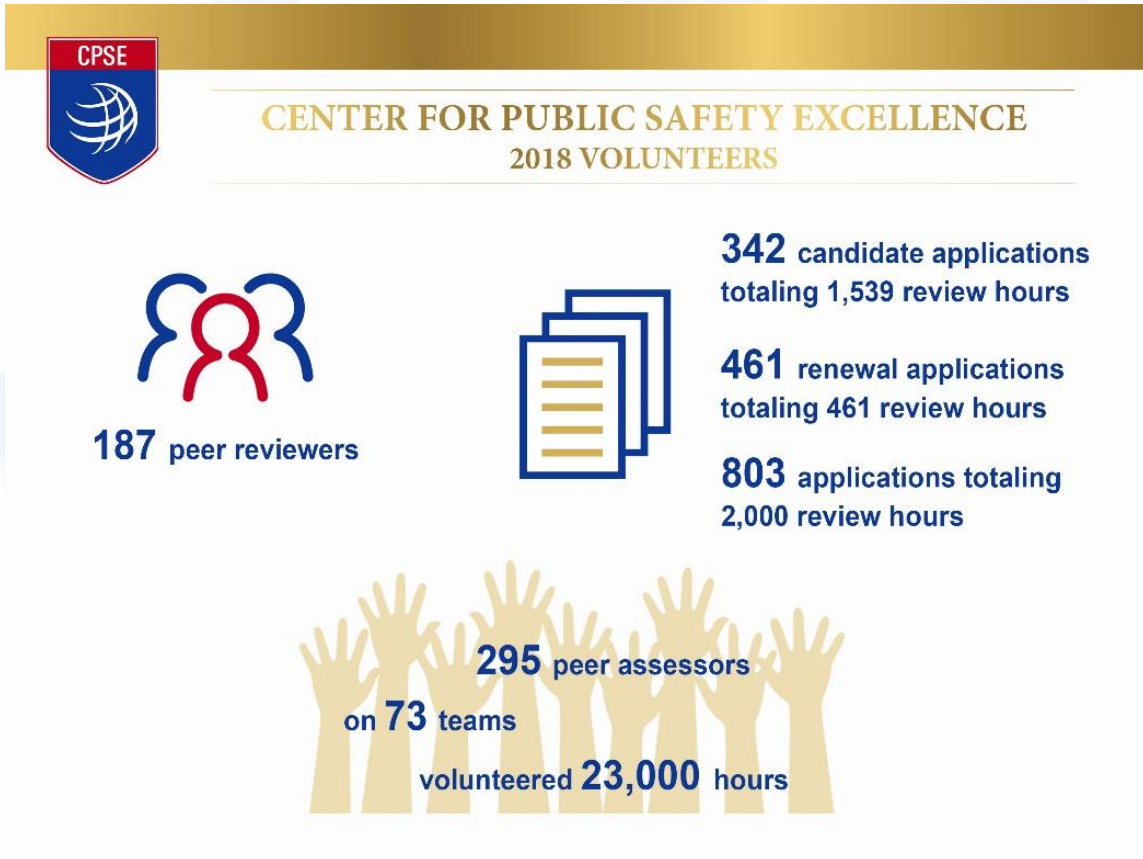
Rep: Fire Prevention

Rep: At Large



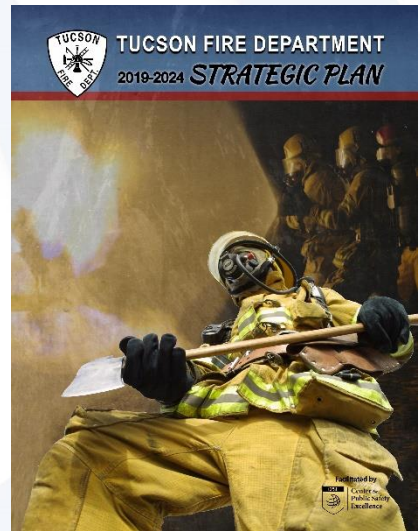
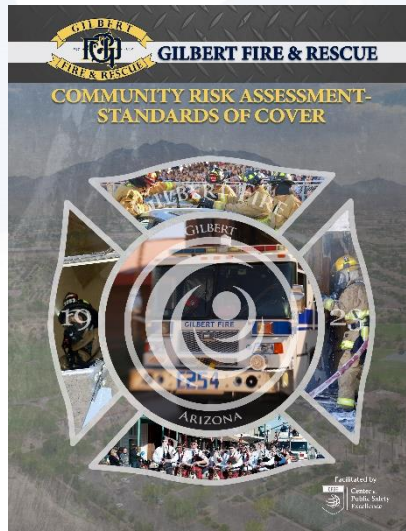
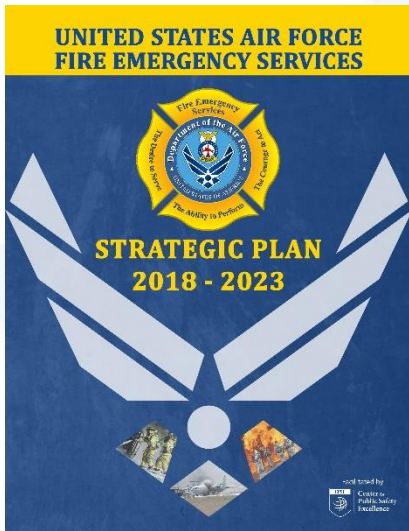
## VOLUNTEERS

The 2018 accomplishments of CFAI, CPC, and CPSE as a whole would not have been possible without the time and talents of our volunteers. Below is a snapshot of the contributions of our CPC peer reviewers and CFAI peer assessors.



## TECHNICAL ADVISOR PROGRAM

2018 saw the Technical Advisor Program sign 44 new projects and work on well over 50 throughout North America. Midyear we introduced a new program deliverable: our Community Risk Assessment – Community Risk Reduction (CRA-CRR) offering. Building on our popular CRA-Standards of Cover offering, CRA-CRR focuses on developing risk reduction and mitigation efforts to address the risks in a community.



## EXCELLENCE CONFERENCE

Our annual Excellence Conference headed back to Florida in 2018. We saw another year of record attendance with engagement by attendees in person and on social media platforms. Here are some of the tweetable moments:

### TWEETABLE MOMENTS



### #CPSE2018EC

**Buzz Lechowski** @buzzsaw511 · 16 Mar 2018  
@CtrPubSafExc thank you for paving the way for our collective fire service future and for another excellent Excellence Conference here in Orlando! The speakers and attendees make you realize that cpse is soaring with the eagles and they want you to soar too #CPSE2018EC

**MD Davis** @DavisMD · 13 Mar 2018  
#CPSE2018EC  
City Manager Panel - Leading Cities to Excellence begins now. - [crowd.cc/s/1wWzq](https://crowd.cc/s/1wWzq)

**Keith Bryant** @gkb600 · 14 Mar 2018  
It was a true privilege to speak at the CPSE Excellence Conference this morning. Record attendance of great leaders doing great work for the Fire Service #CPSE2018EC

**Jason Bechler** @jasonbechler · 14 Mar 2018  
RT pulsepoint RT CtrPubSafExc: Standing room only at the opening session for #CPSE2018EC



**Preet Bassi, CAE** @pbassi · 15 Mar 2018  
@ChadOrosz addressing @CtrPubSafExc attendees at #CPSE2018EC on @NFPA 3000.



**Fire Chief John S. Butler** @ChiefJohnButler · 16 Mar 2018  
An engaged audience! I learned MORE from some of them, than vice versa! #CPSE2018EC @CtrPubSafExc. "America's Opioid Epidemic and the Fire Service: Considerations for Preparedness and Response" @dmattlevy



**CPSE** @CtrPubSafExc · 16 Mar 2018  
Using speedometers to visualize the data and make it relevant to the customers. #CPSE2018EC



### #CPSE2018EC *by the numbers*



**537 Attendees**

**59 Speakers**     **14 Exhibitors**



**50 Sessions**



**21 Hearings**

# CENTER FOR PUBLIC SAFETY EXCELLENCE



The opening session of the Excellence Conference included recognition of those individuals who went above and beyond in their commitment to excellence.

The Ronny J. Coleman Leadership Award recognizes an individual who holds a credential through CPC and has shown superior

leadership capabilities and actions that have elevated the fire and emergency service profession. The 2018 recipient was Chief Rudy Ruiz, CFO, CTO, FM, Fire Chief of Perrysburg, OH Fire Division for his continued commitment to the professional development of others through mentoring and education.

Chief Brad Brown, FO, Assistant Chief of Grand Rapids, MI Fire Department was the recipient of the 2018 Ray Picard Award for his dedication to the core values of accreditation and his dedication to excellence through not only his knowledge and abilities but also his service as co-chair of the Michigan-Ohio-Indiana consortium. This award recognizes an individual who has shown superior leadership skills and provided outstanding contributions to the Commission on Fire Accreditation International.

The CPSE Ambassador Award is a staff-selected award that is given to an individual who has shown commitment and dedication to CPSE's mission and values. The 2018 recipient was Chief Brian Goss, CFO, Fire Chief of Brentwood, TN Fire and Rescue Department for his establishment of the Tennessee consortium and support of accreditation and credentialing both in his own state and nationally.



*Ruiz*



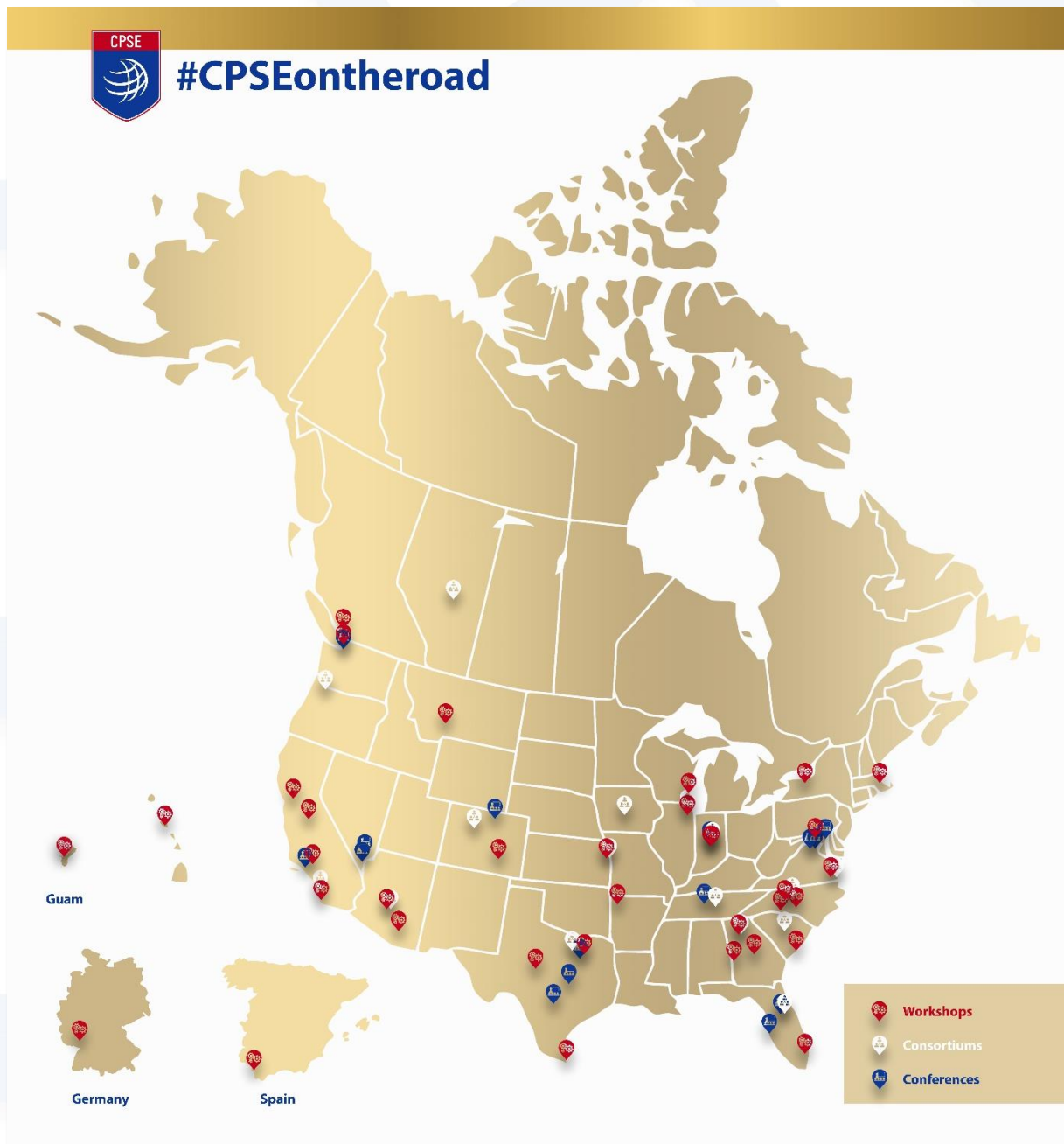
*Brown*



*Goss*

## #CPSEOnTheRoad

2018 saw CPSE staff visit 16 consortiums. During their visits with the consortiums (in the map below), staff enjoyed learning firsthand the benefits agencies and individuals garner from accreditation and credentialing as well as some of the challenges they face. Further time was spent on the road attending 16 fire and emergency service and local government conferences meeting with current agencies and officers while also educating potential customers on the benefits of self-assessment and continuous improvement for both fire service agencies and officers. Current and potential customers were educated on continuous improvement during our 39 workshops.



# CENTER FOR PUBLIC SAFETY EXCELLENCE

## MISSION, VALUES, STRATEGIC INITIATIVES

During the December 2014 Annual Meeting, the CPSE Board of Directors requested staff develop a strategic plan for the organization. That plan was developed throughout 2015, with the 2016-2021 CPSE Strategic Plan being approved by the Board in March 2016. The plan led to the development of a new mission statement, an updating of the corporate values, and identification of seven initiatives to address critical issues and gaps gathered from numerous stakeholders through various channels.

### CENTER FOR PUBLIC SAFETY EXCELLENCE

**MISSION**  
To lead the fire and emergency service to excellence through the continuous quality improvement process of accreditation, credentialing, and education.

**VALUES**  
The Center for Public Safety Excellence pledges our commitment to how we do business. It is a declaration that compels us to listen more, to consider our actions and their impact broadly, and to lead responsibly, transparently, and with integrity.

**Progressive Leadership**  
We will use contemporary, thoughtful, and effective quality products and services that are beneficial to our communities.

**Outcomes**  
We will create mission-focused direction, define roles and accountability, and build strong relationships with our customers and partners to positively impact our stakeholders and the communities they serve.

**Continuous Improvement**  
We will continually monitor our operations and industry trends to ensure programs remain contemporary and to identify opportunities for improvement in the customer experience.

**INITIATIVES**  
A continued primary focus on maintaining and enhancing the Commission on Fire Accreditation International (CFAI) and Commission on Professional Credentialing (CPC) Models and Processes is required. Noted below are strategic initiatives that will ensure that the CFAI and CPC models and processes remain current and effective.

Communications | Education | Financial Stability | Relationships | Technology | Workforce Planning

CPSE | CPSE Technical Advisor Program

INTERNAL STAKEHOLDER INPUT

EXTERNAL STAKEHOLDER FEEDBACK

## COMPLETED STRATEGIC INITIATIVES

Having closed out the third year of our strategic plan, we wished to share some of the initiatives completed in 2016 and 2017 as well as in 2018.

### THREE YEARS *in Review*

2016	2017	2018
 <p>6th Edition Community Risk Assessment- Standards of Cover</p>	 <p>Fire Engineering Supplement</p>	 <p>Automation of CPC Application</p>
 <p>Team Leader Symposium</p>	 <p>Nurturing Future Leaders Through Mentoring Curriculum Development</p>	 <p>New CPSE Website</p>
 <p>Exceeding Customer Expectations Curriculum Development</p>	 <p>Twitter Launched</p>	 <p>ICMA Presidential Level Strategic Partnership</p>
 <p>FireHouse Supplement</p>	 <p>New Online Portal</p>	 <p>Consortium Coordinators' Workshop</p>
 <p>Webcasting Hearings</p>	 <p>21<sup>st</sup> CPC Designee</p>	 <p>CPSE Headquarters Office Revamp</p>

## LOOKING AHEAD TO 2020

Building on the success and momentum of 2018, CPSE had a number of initiatives planned for 2019. Some of these include: launching CPSE University and our eLearning platform, developing the 21<sup>st</sup> Century Fire & Rescue Services White Paper in partnership with ICMA, and formalizing CPSE's own quality management system and seeking accreditation of education deliverables.

Look for the 2019 Annual Report in early 2020 to learn about CPSE's program activities and progress on strategic initiatives.