



**City of Richmond**

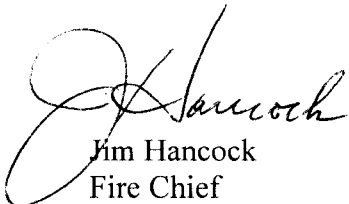
**Report to Committee**

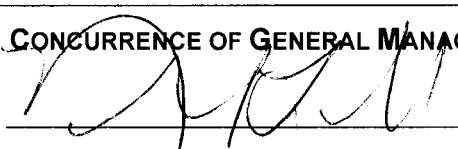
**To:** Community Safety Committee  
**From:** Jim Hancock  
Fire Chief  
**Re:** Fire Department Accreditation

**Date:** May 25, 2006  
**File:**

**Staff Recommendation**

That the report "Accreditation for Richmond Fire Rescue" be received for information.

  
Jim Hancock  
Fire Chief  
(2700)

<b>FOR ORIGINATING DIVISION USE ONLY</b>		
<b>CONCURRENCE OF GENERAL MANAGER</b> 		
<b>REVIEWED BY TAG</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>REVIEWED BY CAO</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

## **Staff Report**

### **Origin**

Richmond Fire-Rescue wants to ensure it delivers quality services in an effective manner to the City of Richmond, and has recognized that there are many areas of business that we would like to address. Richmond Fire-Rescue would also like to move from a tactical/reactive mode to one that is strategic and proactive. The process of accreditation outlined in this report would facilitate movement towards these goals.

### **Analysis**

Accreditation examines every aspect of a fire department and compares the fire department to the standards developed by the International Association of Fire Chiefs (IAFC) and the International City/County Management Association (ICMA). Action plans are then developed to facilitate the recommended improvements to meet these National Standards. There are many fire departments in the United States that are accredited. In Canada, the Calgary and Kitchener Fire Departments are currently accredited.

The Center for Public Safety Excellence (CPSE), Inc. is an organization that assists fire departments in this process, and is a non-profit corporation with a mission to promote excellence within the fire service through continuous quality improvement. They fulfill this mission through their two commissions:

- The Commission on Fire Accreditation International (CFAI)
- The Commission on Professional Credentialing (CPC)

CPSE will facilitate the process and assist Richmond Fire-Rescue to achieve desired outcomes such as

- Improved responsiveness to the customer
- Reduced duplication of effort

To evaluate Richmond Fire-Rescue's success over the long term, outcome measures will be established. Some examples of such measures would be:

- Cost per capita
- Response time performance
- Incident outcome improvements
- Incident staffing and deployment performance

The overall goal is to measure, benchmark and improve the department – continuous quality improvement. Richmond Fire Rescue has already embarked on this endeavour by undertaking the first phase.

There are 3 phases to accreditation outlined below:

	<b>PHASE</b>	<b>TIME FRAME</b>	<b>PURPOSE</b>	<b>COST</b>
I	Environmental Scan	2-3 months	Identifies critical barriers that need to be addressed prior to beginning Phase II	\$3400.00 + taxes
Results will identify critical gaps that need to be addressed within Fire Rescue prior to moving to Phase II, the detailed self-assessment. This includes the assignment of a project leader for Richmond Fire-Rescue for the 2-year assessment phase and ensuring availability of key members in Fire’s various organizational units.				
Resulting action - Fire Chief and General Manager Law & Community Safety address critical gaps.				
II	Self Assessment	18 - 24 months	Evaluates department against international criteria	\$9700.00 + taxes
Results will compare existing practices and performance and create plans to improve service delivery. It is viewed as a tool to assist in continuous quality improvement.				
Resulting action - Report to Council with self-assessment findings and recommendations on further action.				
III	Accreditation Application Process	<i>The decision to proceed with Phase III will be based on the results of Phase II, the cost to be determined at that time.</i>		
Prior to moving to Phase III, the implications of the Phase II recommendations would be considered and reported to Council, along with recommendations from the Fire Chief on next steps.				
Accreditation application would take place here or introduction of improvements without accreditation.				

### **Financial Impact**

The cost of Phase I (environmental scan) from CPSE is \$3,400.00 plus taxes. This amount will be covered by the 2006 Operating budget for Richmond Fire.

Phase II (self-assessment) is \$9,700.00 plus taxes from CPSE. This amount will be covered by the 2006 Operating budget for Richmond Fire. An in-house team leader would be working full time on the project for a duration of 18-24 months.

### **Conclusion**

The Richmond Fire Department continues to strive toward its mission of protecting and enhancing the City's liveability through service excellence. Completing Phase I and II of the Accreditation process will move Richmond Fire Rescue towards its mission.

*B. Bartley Smith*

Brenda Bartley-Smith  
Manager, Fire Administration  
(2731)