

CITY OF WILLIAMSPORT, PA RESOLUTION

RESOLUTION # 9032

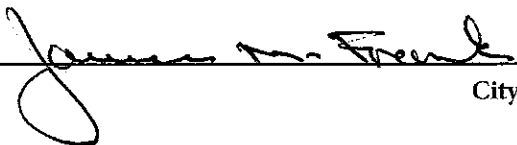
DATE 5-14-20

TITLE

RESOLUTION AUTHORIZING CFAI ACCREDITATION PROCESS FOR THE BUREAU OF FIRE

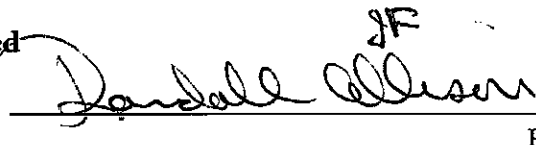
NOW, THEREFORE BE IT RESOLVED that the City Council of the City of Williamsport authorizes the Williamsport Bureau of Fire to invest no more than \$580.00 to enter the process for the Commission on Fire Accreditation (CFAI) Accreditation as a Registered Agency.

HEREBY, the appropriate City Officials are hereby authorized to execute an agreement between the City of Williamsport, Bureau of Fire and CFAI and any documents necessary to accept the attached Accreditation process.



City Clerk

Approved



President



Williamsport Bureau of Fire Memorandum

To: Mayor Derek Slaughter, City Council Public Safety Committee

From: Mark Killian, Fire Chief 

Date: April 20, 2020

Re: CFAI Accreditation Process

The Bureau of Fire is requesting permission to invest \$580.00 to enter the self-assessment process for the Commission on Fire Accreditation International (CFAI) Accreditation as a Registered Agency. CFAI accreditation is a process of agency self-assessment, and is the only accreditation process currently used by fire departments internationally. The CFAI consists of a board comprising of representatives from fire and emergency medical departments of all sizes, International City/County Management Association, International Association of Fire Chiefs, International Association of Firefighters, National Fire Protection Association, Insurance Services Office, and the US Department of Defense. This diverse group has developed an incredibly comprehensive accreditation model that drives organizations through self-assessment, leadership and continuous improvement.

The CFAI will provide us with the accreditation model, various accreditation publications and trainings, and access to experienced peer assessors. We, however, will have to do the work, and we believe it's worth it.

Working towards, achieving, and maintaining accreditation will allow us to:

- Identify department mission, vision and values
- Establish a comprehensive community risk assessment
- Develop a community driven strategic plan
- Develop a standard of cover to identify agency standards and best practices
- Raise the profile of the Bureau of Fire within our community and region
- Emphasize the Bureau of Fire's dedication to excellence to our stakeholders
- Establish an agency-wide culture of continuous improvement
- Assist with communicating our leadership's philosophies
- Build positive relationships with our labor groups
- Offer independent verification and validation of our operations
- Provide tangible data and information for our elected officials

The Accreditation Model

Accredited agencies are often described as being community-focused, data-supported, outcome-focused, strategic-minded, well organized, properly equipped, and properly staffed and trained.

Part of the reason for this is the holistic scope of the CFAI model. It includes ten categories that cover the span of fire and emergency service operations:

1. Governance and Administration
2. Assessment and Planning
3. Goals and Objectives
4. Financial Resources
5. Programs
6. Physical Resources
7. Human Resources
8. Training and Competency
9. Essential Resources/Information technology
10. External Systems Relationship
11. Health and Safety

Category 5 (Programs) covers the whole gamut:

- Community Risk Reduction
- Public Education
- Fire Investigations
- Domestic Preparedness
- Fire Suppression
- EMS
- Technical Rescue
- Hazmat
- Aviation Rescue and Firefighting
- Marine and Shipboard Rescue and Firefighting
- Wildland Firefighting

Self-assessment – Where it all begins

Like many fire and emergency services agencies we find ourselves living in a world between public service and private demand. Our departments goals include reducing property and life loss and promoting employee safety; however, we often find ourselves making difficult choices. Before making these choices, we want to have an accurate and detailed snapshot of our current status. This is where self-assessment is invaluable.

Self-assessment is an excellent way of coping with the rise of performance-based budgeting. This type of budgeting requires measuring, benchmarking, and analysis, all of which are in the CFAI model. Government accountability has also been an emerging trend for the last few

decades. Self-assessment provides a reliable response to increased oversight by managers and elected officials and potential criticism from the community.

Accreditation – Is it worth it?

Agency accreditation is a voluntary process. Some agencies seek a dollar-for-dollar return on investment before pursuing accreditation, the true investment is agency staff time and the actual return is a better-run, higher-performing department.

Accreditation is an international recognition of achievement. It shows to our community that our agency is performing to industry best practices and is holding itself accountable through an external peer review.

Document review and onsite assessment by CFAI peer assessors is very thorough. Accreditation reports often include peer recommendations for improvement beyond those we may have considered.

Accreditation will benefit us internally by fostering pride amongst your members, community leaders, and citizens, and will also benefit you externally through the support of and networking with other accredited agencies. This process will provide our department a comprehensive overview of who we are, the services we provide, the services we can be providing, a tangible vision, and the strongest foundation to function as a regional hub for emergency services we can provide.

The Process

The first step in the process is to become a Registered Agency. Registered Agency status is valid for three years and can be renewed as many times as you need. Registered agencies receive copies of both accreditation publications, gain access to an online platform, and may participate in frequent web-based trainings. We will be asked to assign an accreditation manager at this stage, and be asked to complete the required training “Quality Improvement Through Accreditation and Peer Assessment.”

There are currently 285 accredited agencies internationally with only three in Pennsylvania. There are currently four agencies with registered status in Pennsylvania, and we would be the only third-class city in Pennsylvania to fall under registered or accredited status. This alone would show our departments commitment to continuous improvement and progression.

Registered agency status would require a \$580.00 investment and be good for three years. This \$580.00 investment would come from Line Item: 79530, Training

Timeline

The Registered Agency status would be good for three years and provide us access to the accreditation manual, online platform, and all available trainings. During this time, we would be working to develop all of our required processes and documents including the community risk

assessment, strategic plan, standard of cover, and review of the self-assessment manual and associated requirements. Based upon our current status, we believe this process would take nearly the entire three-year process due to the development of the required information.

Once the documents are complete as a registered agency, we would transition to an Applicant Agency. Applicant agency status is good for 18 months and would involve compiling all documentation and requirements prior to the transition to Candidate Agency status.

The entire timeline from Registered Agency to Applicant Agency we conservatively estimate at four years. This will give us the time to develop the team, processes and documentation and prepare for peer review.

Conclusion

The Bureau of Fire has always been proud to be a professional department providing an unmatched service to our citizens and community, and it's time to put our proverbial "money where our mouth is." The CFAI process will force us to learn uncomfortable facts about our organization, and provide us with a clear framework for self-assessment, and continuous improvement. I personally believe in decades to come, our department, our city, and our internal and external stakeholders will look back at the accreditation process as one of the most important moments in our department's history.

CFAI AGENCY APPLICATION AND INFORMATION FORM**APPLICATION TYPE (CHECK ONE):** REGISTERED APPLICANT RE-ACCREDITATION INFORMATION UPDATE

Organizations Official Name: Williamsport Bureau of Fire

Address: 440 Walnut St

City: Williamsport

State: PA

ZIP Code: 17701

AGENCY HEAD INFORMATION (AH)

First Name: Mark Last Name: Killian Title: Fire Chief

Address (if different from above): Click or tap here to enter text.

Work Phone: (570)327-162

Mobile Phone: (570)279-3093

Work Email: mkillian@cityofwilliamsport.org

Personal Email: rmkillian1@comcast.net

ACCREDITATION MANAGER INFORMATION (AM)

First Name: Mark Last Name: Killian Title: Fire Chief

Address (if different from above): same

Work Phone: same

Mobile Phone: same

Work Email: same

Personal Email: same

BILLING INFORMATION

Billing Contact Name (if different from AH): Click or tap here to enter text.

Phone: Click or tap here to enter text.

Email: Click or tap here to enter text.

DEMOGRAPHICS

Department Type: Career

Federal Affiliation: N/A

Governance Type: City

Annual Budget: 7,000,000

ISO Major Class: 3

ISO Subclass: 3

Total Uniformed Personnel:33

Total Civilian Personnel:1

Total Personnel:34

Population Served: 35,000

Highest Level of EMS Provided:BLS-Non-transport

REACCREDITING AGENCIES ONLY- The agency head must acknowledge and sign this statement: I understand that submission of my documents must be in compliance with the latest released edition of the FESSAM.

Signature:

Date: Click or tap to enter a date.



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Registered Agency Application

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