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 10th 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 coalitions 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 21st 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**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Organization</th>
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<tr>
<td>Allan Cain, CFO</td>
<td>Director of Public Safety, Town of Cary</td>
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<td>Jeff Pomeranz</td>
<td>City Manager, City of Cedar Rapids</td>
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<td>Jeff Pichura, CFO</td>
<td>Executive Management Advisor, City of Tucson</td>
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<td>Mary Camell, CFO</td>
<td>Fire Chief, Mesa Fire and Medical Department</td>
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<td>Darin Atteberry</td>
<td>City Manager, City of Fort Collins</td>
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<td>Tom Harmer</td>
<td>Town Manager, Town of Longboat Key</td>
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<td>Ben May</td>
<td>Fmr. Dir. of Global Business, Walt Disney Co.</td>
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<td>Dr. Lori Moore-Merrell</td>
<td>Assistant to the General President, IAFF</td>
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<td>Jim Pauley</td>
<td>President &amp; CEO, NFPA</td>
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<td>President</td>
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<td>Vice President, ICMA representative</td>
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<td>Sec./Treasurer, IAFC representative</td>
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<td>Director representing IAFC</td>
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<td>Director representing IAFF</td>
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<td>Director-at-large</td>
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Leading the Fire and Emergency Service to Excellence
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.”

258 accredited agencies

10% of the Canadian population is protected by a CFAI-accredited agency

10% of the U.S. population is protected by a CFAI-accredited agency

CFAI Growth
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 10th edition
- Engaged with other organizations that accredit public safety communications centers to identify potential areas of collaboration

CFAI COMMISSIONERS

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

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<tr>
<th>Reginald Freeman, CFO</th>
<th>Hartford Fire Department</th>
<th>Chair, Rep: Diversity</th>
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<tr>
<td>Derek Bergsten, CFO, CEMSO, CTO</td>
<td>Rockford Fire Department</td>
<td>Vice Chair, Rep: Career Depts</td>
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<td>Tim Bradley, CFO</td>
<td>NC State Firefighters’ Association</td>
<td>Rep: At Large</td>
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<td>Todd Canale, CFO</td>
<td>Davis-Monthan Air Force Base</td>
<td>Rep: Department of Defense</td>
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<td>Chris Christopoulos, CFO</td>
<td>Lebanon Fire Department</td>
<td>Rep: Volunteer Departments</td>
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<td>Norris Croom, CFO, CEMSO</td>
<td>Castle Rock Fire &amp; Rescue Department</td>
<td>Rep: Emergency Medical Services</td>
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<td>David Emanuel, CFO</td>
<td>Durham Fire Department</td>
<td>Rep: Combination Departments</td>
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<td>Craig Hannan</td>
<td>IFSTA/FPP at Oklahoma State University</td>
<td>Rep: Academia</td>
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<td>Jim Hipp</td>
<td>Spartanburg County</td>
<td>Rep: City/County Managers</td>
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<td>Greg Rogers, CFO, FM</td>
<td>Spokane Valley Fire Department</td>
<td>Rep: Fire Prevention</td>
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<td>Matthew Vinci</td>
<td>IAFF</td>
<td>Rep: At Large</td>
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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.

**Center for Public Safety Excellence**

**2018 Volunteers**

- **187** peer reviewers
- **342** candidate applications totaling 1,539 review hours
- **461** renewal applications totaling 461 review hours
- **803** applications totaling 2,000 review hours
- **295** peer assessors on **73** teams volunteered **23,000** hours
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:

#CPSE2018EC

Buzz Lechowski @buzzsaw511 - 16 Mar 2018

City Manager Panel - Leading Cities to Excellence begins now. cws.co/s/TVrWq

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

#CPSE2018EC by the numbers

537 Attendees

59 Speakers 14 Exhibitors

50 Sessions

21 Hearings

Leading the Fire and Emergency Service to 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.
#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.
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.
**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**
  - 6th Edition Community Risk Assessment Standards of Cover
  - Team Leader Symposium
  - FireHouse Supplement
  - Exceeding Customer Expectations Curriculum Development
  - Webcasting Hearings

- **2017**
  - Fire Engineering Supplement
  - Nurturing Future Leaders Through Mentoring Curriculum Development
  - Twitter Launched
  - New Online Portal

- **2018**
  - Automation of CPC Application
  - New CPSE Website
  - ICMA Presidential Level Strategic Partnership
  - Consortium Coordinators Workshop
  - CPSE Headquarters Office Revamp

**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 21st 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.