



Center for
Public Safety
Excellence®

Big Leaps in a Leap Year



CPSE ANNUAL REPORT 2024



Center for
Public Safety
Excellence®

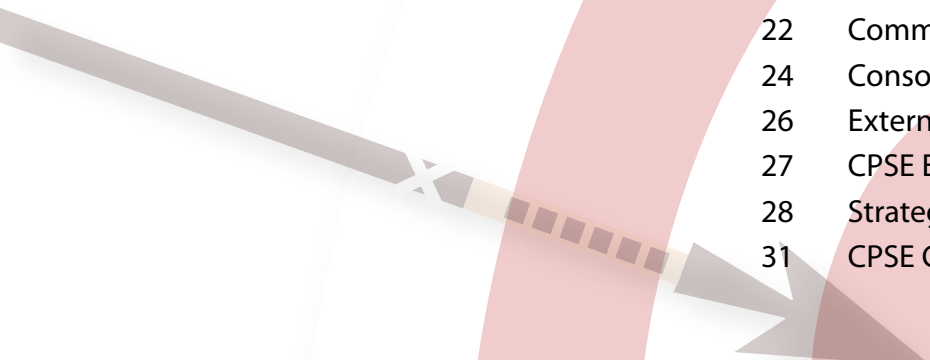
703-691-4620
www.cpse.org
info@cpse.org



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Dear Colleagues,

The theme of this year's Annual Report, "Big Leaps in a Leap Year," perfectly encapsulates our progress in 2024. The Center for Public Safety Excellence (CPSE) has made substantial advancements both internally and externally, launching key initiatives that will positively impact fire and emergency services for years to come.

Our Leap Year theme aligned with the 2024 Excellence Conference, held in the last week of February. The record attendance and number of sessions demonstrated how CPSE continues to meet the evolving needs of the fire and emergency services while driving progress in the industry. I was privileged to present CPSE's 2024-2027 Strategic Plan during the conference, our most comprehensive, informed, and inclusive plan to date. You can explore it in detail in this annual report.

In August, we launched the CPSE Center for Innovation, a subsidiary aimed at addressing the industry-wide gap in evidence-based decision-making. By showcasing innovative solutions developed by CPSE-accredited fire departments and credentialed professionals, this new center will act as a catalyst for change in the fire and emergency services.

November marked the launch of CPC's seventh designation, the Fire and Emergency Services Analyst (FESA). This new designation builds on CPSE's years of dedication to enhancing data analysis within the industry, including chairing the NFPA 1022 technical committee and co-chairing the USFA National Strategy Workgroup for Data and Technology.

Closing out the year in December the CPSE Board approved the 11th edition of the CFAI model. This revision, the result of public feedback and the expertise of 105 technical volunteers, reflects input from 130 individuals and consultations with national organizations. Throughout 2025, we will be rolling out materials to support its implementation.

Internally, CPSE's commitment to continuous improvement is illustrated by our new CRM system, our new accounting firm, and our new audit firm. These changes weren't driven by problems, but by a proactive effort to ensure our internal operations are aligned with our goals. Additionally, the CPSE Board underwent a governance review to ensure we are the high-performing board a high-performance organization like CPSE needs.

None of CPSE's accomplishments would be possible without the dedicated work of our talented staff and contractors. The CPSE governance volunteers serving on the CPSE Board of Directors, Commission on Fire Accreditation International (CFAI), and Commission on Professional Credentialing (CPC) are to be commended for contributing their time and talent to CPSE. All groups collaborated to make things happen.

I also want to recognize several individuals who have completed their service to CPSE: Board member Darin Atteberry, CPC Commissioner Matt Vinci, CTO, and CFAI Commissioner Steve Dongworth, CFO, for their nine years of volunteer service. I also extend my appreciation to Reginald Freeman, CFO, for his role as CPSE Vice President, and Steven Dirksen, CFO, for his service as CFAI Chair.

As I enter my final year as CPSE President, I wish to express my appreciation to the thousands of individuals and hundreds of departments that are leading the fire and emergency services to excellence by engaging in CPSE's programs.

I hope you enjoy reading this annual report. Look forward to interacting with many of you in the coming year. Stay safe.

Mary Cameli, CFO

CPSE Board President

Board of Directors

Mary Cameli, CFO

Fire Chief, Mesa Fire and Medical Department
President, Director-at-large

Derek Bergsten, CFO, CEMSO, CTO, PIO

Fire Chief, Poudre Fire Authority
Vice President, Fire Chief Representative

Alec Oughton, CFO

Fire Chief, Aurora Fire Rescue
Treasurer, Fire Chief Representative

Thomas Breyer

Assistant to the General President, IAFF
Director, IAFF Representative

Melissa Stevenson Diaz

City Manager, City of Redwood
Director, City Manager Representative

Reginald Freeman, CFO

Executive Director of Fire and EMS
NEOM
Kingdom of Saudi Arabia
Director at-large

Sara Jahnke

Director and Senior Scientist,
NDRI-USA
Director-at-large

Ben May

Ret. Dir. of Global Business and
Alliances, Walt Disney Co.
Director-at-large

Message from the CPSE Staff

2024 was a year of celebrations and transitions for our team. Congratulations to Debbie Sobotka, CPSE COO, on her 20 years of service, and to Preet Bassi, CPSE CEO, on her 10-year milestone. In February, we welcomed Kelly Martin as our new Community Experience Manager, and in April, Ruth-Marie Erskine joined us as the CFAI and Events Administrator.

Our focus remains on serving our agencies and designees effectively. The 2024-27 Strategic Plan will be central to achieving this, alongside several “back-of-house” changes to ensure we deliver service efficiently and effectively.

We were certainly busy working on many new projects and completing the following:

- Launching the new CPSE website.
- Successfully transitioning to a new Customer Relationship Management (CRM) system.
- Launching an online application process for candidate and renewal designations.
- Expanding our designations to seven, with the addition of the Fire Emergency Services Analyst (FESA).
- Enhancing the CFAI business planning process.

CPSE continues to grow, with 319 accredited agencies and 3,633 designees as of this year. The Technical Advisor Program also expanded, facilitating projects in 53 different communities across the country. Additionally, we’ve made significant strides in developing a certificate program for the Community Risk Assessment/Standards of Cover (CRA/SOC).

We are deeply grateful to all our volunteers. Your support has been essential to our success.

Looking ahead to 2025, we are excited about the many new projects already in the pipeline.

On a personal note, our team has faced challenges this year, but our collective support and teamwork have seen us through.

Thank you, and be safe!

The CPSE Staff

Preet Bassi, CAE

Ruth-Marie Erskine

Mike Higgins, CFO, CEMSO, CTO

Katie Jones

Kelly Martin, FESA

Debbie Sobotka, CPSP™

Ben Stone, Ph.D., CFO, CEMSO

Jim White, CFO



CPSE Contractors

CPSE contractors play a vital role in contributing to the day-to-day operations of the organization. Regular contractor positions include: ACR Reviewer, Tech Reviewer, TAP Advisors, and University Instructors. Throughout the year we often hire contractors for special projects, such as, Content Development Project Manager, 11th Edition Project Manager, and CFAI Certificate Project Manager.

2024 CPSE Contractors

- Cindy Bonham, CFO
- Alan Butsch, CFO
- Greg Chesser, CFO
- Ed Comeau
- Fletcher Dahman, CFO
- Dave Dauer
- Brian Dean, CFO
- Rebecca Desch
- Steve Dubay, CFO
- Holger Durre, CFO
- Ralph Ensign
- Rick Fagan, CFO
- David Farnum, CFO
- Sarah Flores
- Terry Ford, CFO
- Ken Horn
- Matt Jacoby, CFO
- Lindsay Judah, CFO, CEMSO, CTO
- Matt Keller
- Mike Kressuk
- David Lantzer, CFO
- Kierstan Lynch
- Rich Merrell, FO
- Bryan Norris, CFO
- Jerry Nulliner, CFO
- Thomas O'Brien, CFO
- Stephen Olson, CFO
- John O'Neal, CFO
- Ernst Piercy, CFO
- Jodie Ramirez, FESA
- Karl Ristow, CFO
- James Mike Stallings
- Bill Stark, CFO
- Amy Valdez, CFO
- Gary West, CFO
- Trevor Wilson, CFO



TKY	TKY	TKY	TKY	TKY	TKY	TKY	TKY
1034	1634	1927	274189	2854	4234	1034	2427
-09	+13	+21	+87	+24	+47	-37	+36
NY	NY	NY	NY	NY	NY	NY	NY
1008	1571	3754	1082	5293	1221	3482	11545
-16	-22	+28	-07	+39	+16	+27	+48
CN	CN	CN	CN	CN	CN	CN	CN
2034	2034	1036	1534	2031	1479	2083	2691
+37	-23	-17	+19	-07	+25	-41	+20
UK	UK	UK	UK	UK	UK	UK	UK
2481	3016	4247	7028	21495	1872	1291	1834
-25	-12	+33	+38	+72	+23	08	+17



Commission on Fire Accreditation International

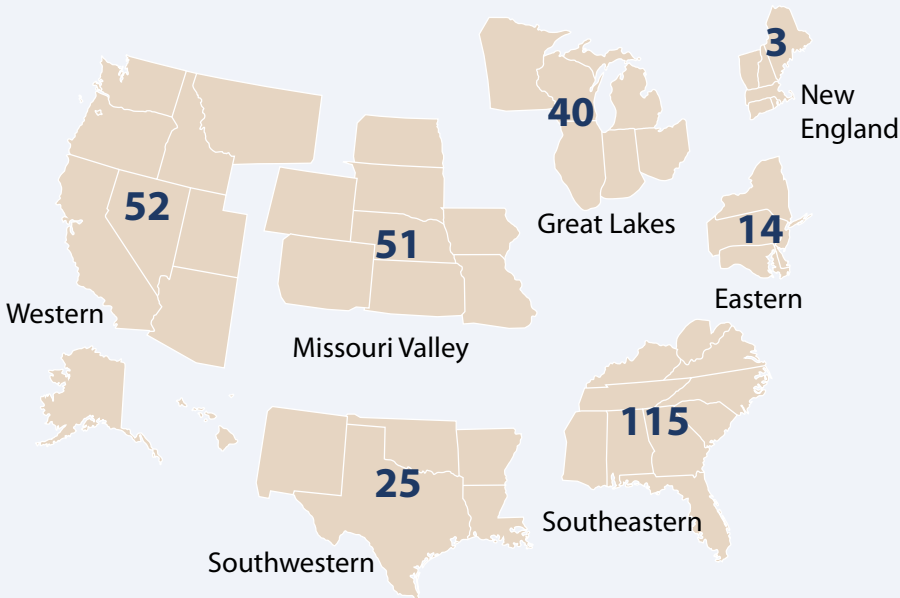
Accredited Agencies by the Numbers

319 Accredited Agencies

213 Career **71** DoD **30** Combination **2** Volunteer **3** Industrial



Canada



International

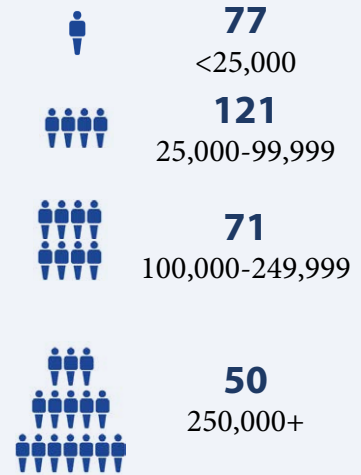
Percent Protected

by a CFAI-Accredited Agency

15% Canadian Population
14% U.S. Population

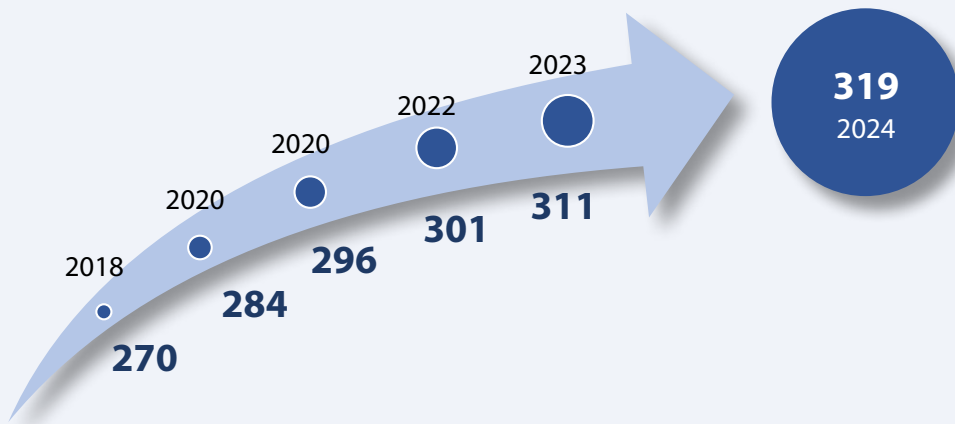
Population Protected

by Agency



Department of Defense





the ethical use of artificial intelligence (AI) products. More details on the implementation of the 11th edition will be shared in 2025, with the first agencies required to present their documents for consideration not occurring until the fall of 2026.

Chief Dirksen expressed his gratitude for the efforts of project manager Jerry Nulliner, CFO, the CFAI staff, and the over 100 volunteers who contributed to the development of the 11th edition. "It has been an honor to serve as Chair of CFAI over the past three years," he said. "I extend my heartfelt thanks to my fellow commissioners, team leaders, peer assessors, technical reviewers, and the entire CPSE staff for their dedication and support throughout 2024. I look forward to an exciting 2025."

11th Edition of the Fire and Emergency Services Self-Assessment Model (FESSAM)

Throughout 2024 the Commission on Fire Accreditation International (CFAI) coordinated the development of the 11th Edition of the Fire and Emergency Services Self-Assessment Model (FESSAM). The development process for this edition of the Model was considered to be the most comprehensive and inclusive in the history of CPSE. Since the introduction of the FESSAM and the agency self-assessment model numerous industry organizations have offered recommendations for additions or improvements. For the 11th Edition, inclusion was taken to the next level with opportunities open to not only those key fire service organizations, but to numerous fire service interest groups who were asked to review and contribute to specific performance indicators found throughout the model. Numerous opportunities were afforded to the accreditation community to provide comments and recommendations. An open public comment period was open to the general public throughout July and August 2024.

In 2024, the Commission on Fire Accreditation International® (CFAI) once again, moved the needle ahead for continuous improvement. Notable achievements included the development of the CFAI Business Process Plan and the completion and adoption of the 11th edition of the Fire and Emergency Services Self-Assessment Model (FESSAM).

The commission itself witnessed several changes. It welcomed Chelsea Rubadou, who replaced Ken Holland as the Consensus Standards Representative (NFPA), Heather McGuire, City Administrator for St. Charles, Illinois, representing City or County Managers overseeing Accredited Agencies, and Chief Salvatore Scarpa, CFO, representing agencies with more than 350 firefighters. Chief Gregg Moriguchi stepped down as the Department of Defense representative on November 30, 2024. Additionally, Chief Steve Dirksen, CFO, concluded his term as Chair at the end of 2024, with Chief Otto Huber, CFO, elected as the new CFAI Chair and Chief Rick Potter, CFO, as Vice Chair during our virtual meeting in November.

Reflecting on his term, Dirksen noted that he's excited to see Chief Huber and Chief Potter step into their new roles. He expressed his deep appreciation of the commission's trust in him as Vice Chair and Chair over the past six years. He noted that he looks forward to continuing his service on the Commission for the next year and a half.

In 2024, the Commission held two in-person hearings, with 64 new and renewing agencies appearing before CFAI. By year-end, 319 agencies held accredited status, and a total of 548 agencies were engaged with CFAI at varying statuses. We are anticipating another record year in 2025, with many new agencies scheduled for the spring hearings.

The 11th edition of FESSAM, approved by the CPSE Board of Directors in December 2024, is a milestone. This effort began in late 2022 and involved extensive collaboration with industry partners and focus groups, more than any previous model. The new edition includes a similar number of categories and criteria, along with new performance indicators addressing EMS patient transport, public information programs, and

Chair, Steve Dirksen, CFO

Fire Chief, Fargo Fire Department (ND)
Agencies over 100,000 Representative

Vice Chair, Otto Huber, CFO

Fire Chief, Loveland-Symmies Fire Department (OH)
Volunteer & Combination Agency Representative

Steve Dongworth, CFO

Fire Chief, Calgary Fire Department (AB)
International Fire Service Representative

Rick Potter, CFO

Fire Chief, Shawnee Fire Department (KS)
Agencies under 100,000 Representative

Chief Salvatore Scarpa

Fire Chief, City of Columbus Fire Department (GA)
Accredited Agency Fire Chief - 350 or More Career Firefighters

Robert McClintock

International Association of Firefighters (IAFF)
Washington, DC
Labor Representative

Salvator Izzo

Senior Risk Control/Fire Protection Engineer
Insurance Services Office (ISO)
Insurance Industry Representative

Kathy Ball

Manager City of Johnson City, Tennessee
County / City Managers Representative

Heather McGuire

City of St. Charles (IL)
County / City Managers Representative

Chelsea Rubadou

Fire Protection Engineer
National Fire Protection Association (NFPA)
Consensus Standards Representative

David Coker

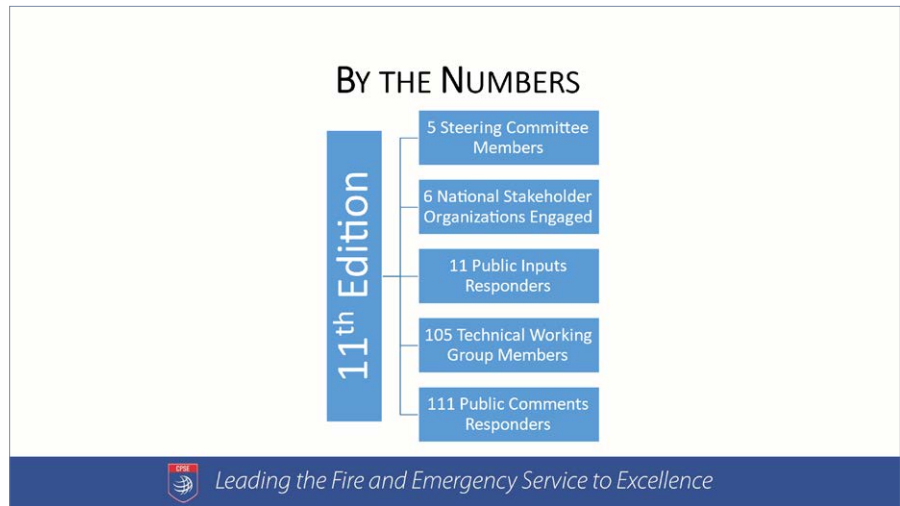
Captain, Greensboro Fire Department (NC)
Labor President agencies over 100,000 Representative

James (JC) Mitchell

Battalion Chief, City of Carmel Fire Department (IN)
Labor President agencies under 100,000 Representative

The 11th Edition Model was approved by the CPSE Board of Directors in December 2024. Next steps will include the development of numerous materials including updates to the Quality Improvement for the Fire and Emergency Services course and Peer Assessor workshop. As with past revisions to the Model, CFAI will be producing crosswalk documents and presenting informational sessions for both accreditation managers and peer assessors. With the first agencies responsible for uploading 11th Edition documents in the fall of 2026, CPSE and CFAI are planning for processing that will have everyone up to speed in plenty of time for the first agencies to sit before the Commission in the spring of 2027.

This comprehensive review and extensive development process could not have happened for the 11th Edition without the help of our dedicated CPSE staff, project coordinator Jerry Nulliner (CFO), and the more than 100 volunteers and contributors.





Commission on Fire Professional Credentialing

Credentialed Officers by the Numbers

3,633 Credentialed Officers



2,016



814



258



14



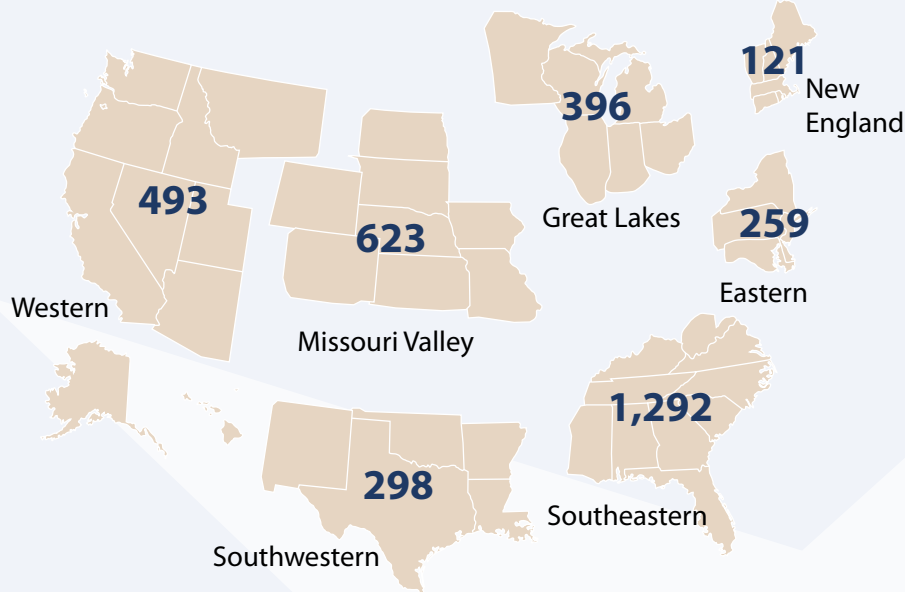
212



264



55



Department of Defense



73



44



7



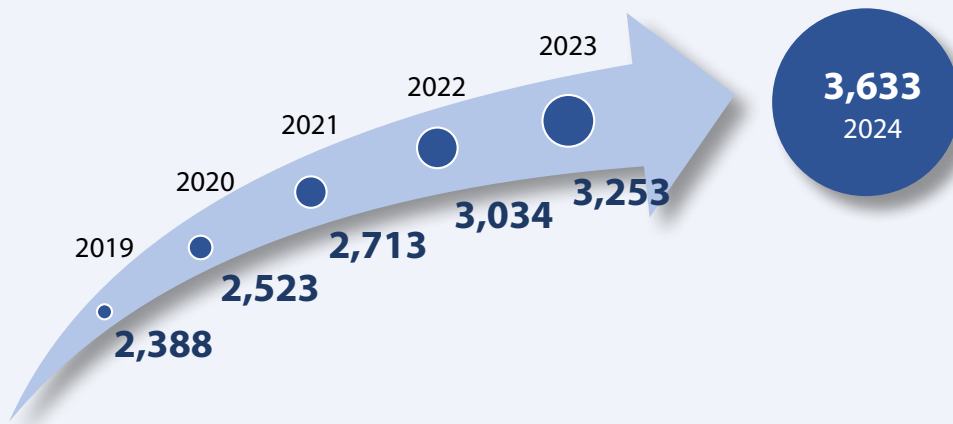
11



2



2



second designation not exclusively for sworn fire service personnel, the FESA designation expands the commission's offerings and recognizes the diverse contributions of non-sworn personnel in emergency services.

Completion of Key Strategic Projects

CPC made substantial progress on three strategic projects, aligning with its mission to enhance professional recognition and development:

- The Excellence in Credentialing Award, celebrating organizational achievements in professional credentialing.
- The Emeritus Status Framework, honoring long-term and impactful contributions to the field.
- Scholarships for designations such as CFO, CEMSO, CTO, FM, and PIO, aimed at expanding access to advanced professional development.

These projects were finalized and approved by the commission in October, with implementation scheduled for January 2025.

Operational Advancements

Throughout the year, CPC continued refining its operational processes to ensure integrity, consistency, and efficiency. The introduction of monthly electronic balloting accelerated approval times for designations and re-designations. Combined with the integration of Cloud Generation and new application software, these improvements led to a significant increase in application submissions and greater user engagement.

The year 2024 was transformative for the Commission on Professional Credentialing (CPC), marked by significant achievements and progress across several key initiatives. Reflecting on the year's accomplishments, CPC Chair Toni Washington, CFO, remarked, "2024 was a transformative year for the Commission on Professional Credentialing, highlighted by innovation, expansion, and excellence. Through the adoption of Cloud Generation, the introduction of new application software, and the launch of the Fire and Emergency Services Analyst designation, we streamlined processes, enhanced accessibility, and celebrated the growing recognition of professional credentialing. These milestones underscore our unwavering commitment to fostering professionalism, integrity, and innovation within the public safety community."

Key accomplishments from 2024 include:

Transition to Cloud Generation

In May, CPC reached a pivotal milestone by transitioning to the exclusive use of Cloud Generation for application submissions. This strategic move

modernized the credentialing process, replacing traditional methods with an advanced digital platform. As a result, CPC achieved greater efficiency, enhanced accessibility, and improved user satisfaction, demonstrating its commitment to leveraging technology to better serve public safety professionals.

Growth in Designations

By November, CPC surpassed 3,500 credentialed individuals, with a total of 3,633 designations awarded by the end of the year—a 12% increase from the previous year. This growth highlights the rising recognition and value of CPC's designations within the public safety sector, underscoring the importance of credentialing in fostering professional development and excellence across the field.

Launch of the Fire and Emergency Services Analyst (FESA) Designation

A major highlight of 2024 was the introduction of the FESA designation in November. Following extensive development and rigorous beta testing, the first five recipients were awarded this innovative credential. As CPC's

CPC Commissioners

Chair, Toni B. Washington, CFO

Fire Chief
Decatur Fire Rescue Department
Diversity Representative

Vice Chair, Alexander C. Henderson, Ph.D., CTO

Associate Professor
Marist College, School Of Management
Academic Representative

Todd Canale, CFO

Fire Chief
Davis-Monthan Air Force Base
Emergency Services
Department Of Defense Representative

Tiffany Green, CFO

Fire Chief
Prince George's County Fire/EMS
Department
Combination Departments
Representative

Rebecca Grill, ICMA-CM, CPM, CMC

City Manager
West Allis, WI
ICMA Representative

William Hyde, CFO, CEMSO

Deputy Chief
Rogers Fire Department
Emergency Medical Services
Representative

Thomas Maloney, CFO, FM

Deputy Chief/Fire Marshal
Marysville Fire District
Fire Prevention Representative

Ashley McDonald, PIO

FLEETCOR Technologies
Public Information Officer
Representative

Hezedean Smith, Ph.D., CFO, CEMSO

Career Departments Representative

Joshua J Smith, Ph.D., CFO

Assistant to General President
IAFF
Labor Representative

Grant Tinker, FO


Battalion Chief
Colorado Springs Fire Department
Fire Officer Representative

Volunteers


The 2024 accomplishments of CPSE, CFAI, and CPC would not have been possible without the dedication and expertise of our volunteers. Whether conducting site visits, reviewing designation portfolios, providing subject matter expertise on CPSE projects, or leading consortia, our work is made possible by your contributions. Thank you for your continued support in advancing our mission of leading the fire and emergency service to excellence through accreditation, credentialing, and education, all driven by the process of continuous quality improvement.




207
Peer Reviewers




1,296
Applications



4,880
Review Hours



440
Peer Assessors



97
Teams



51,872
Volunteer Hours

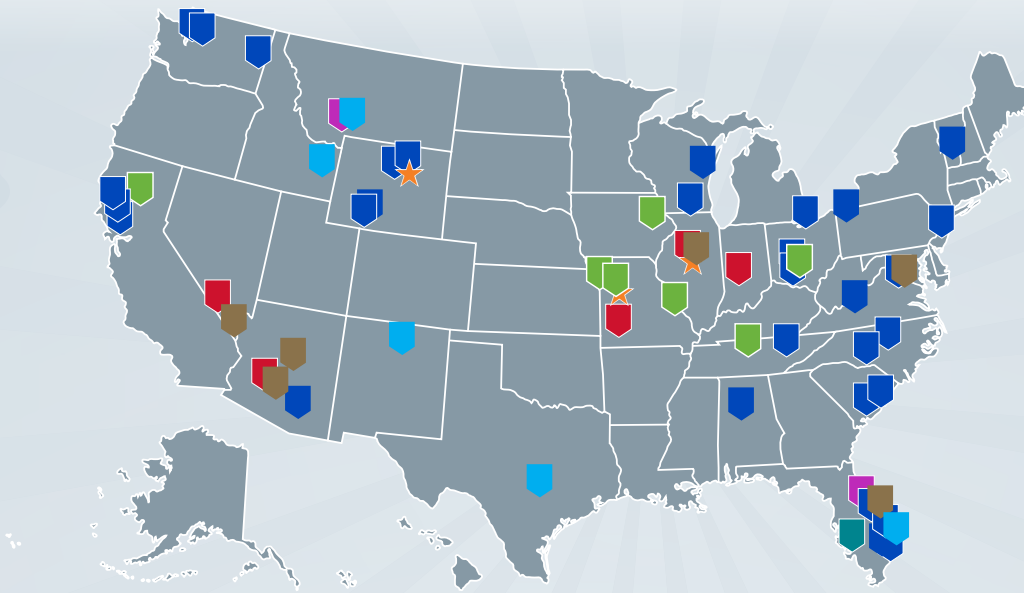


Technical Advisor Program

The Technical Advisor Program (TAP) had a highly productive year in 2024, with the team working diligently to meet the needs of both existing and new clients. While TAP services are often associated with agencies engaged in the accreditation process, this year saw an increase in agencies outside of that process utilizing TAP to better serve their communities.

Our technical advisors went above and beyond, taking on additional responsibilities and supporting each other during particularly busy periods. Their dedication to excellence is what sets TAP apart and drives its success. Their deep understanding and commitment have had a profound and positive impact on the agencies they serve.

Looking ahead, we anticipate continued growth in 2025. We will focus on completing current projects while also marketing the program to ensure that TAP remains an essential resource for agencies in the future.



Community-Driven Strategic Planning (CDSP) (31)

- Alcoa, TN
- Arlington County, VA
- Bluffton Township Fire District, SC
- Botetourt County, VA
- Boulder Rural, CO
- Chapel Hill, NC
- Charlotte, NC
- Cocoa, FL
- Coconut Creek, FL
- Durango, CO
- Fond du Lac, WI
- Fort Lauderdale, FL
- Hartford, VT
- Hoover, AL
- Millcreek Township, PA
- Monroe, OH
- Mount Laurel, NJ

- North Ridgeville, OH
- Los Pinos Fire Protection District, CO
- Northern Sonoma County Fire Protection District, CA
- Palo Alto, CA
- Renton Regional Fire Authority, WA
- Rockford, IL
- Santa Rosa, CA
- Snoqualmie, WA
- Spokane Valley, WA
- St. John's Fire District, SC
- St. Lucie County Fire District, FL
- Tucson, AZ
- West Chester, OH
- Windsor Severance, CO

Community Risk Assessment/Standards of Cover (CRA/SOC) (6)

- Arlington County, VA
- Buckeye, AZ
- Central Arizona Fire Medical, AZ
- DeLand, FL
- Las Vegas, NV
- Peoria, IL
- Self-Assessment Manual (SAM) (1)**
- Fort Myers, FL
- CRA/SOC and CDSP (6)**
- Chico, CA
- Eureka FPD, MO
- Green Bay, WI
- Lee's Summit, MO
- Marion, IA
- Mason, OH

CDSP and Self-Assessment (SAM) (1)

- Ponce Inlet, FL

CRA/SOC and Self-Assessment (SAM) (2)

- Brighton, CO
- Peoria, IL

Total Self-Assessment (TSA) (6)

- Beverly Hills, CA
- Bozeman, MT
- Delray Beach, FL
- Idaho National Laboratory, ID
- Joint Base San Antonio FES, TX
- Los Alamos, NM



2024 EXCELLENCE CONFERENCE

DEFINING THE FUTURE THROUGH EXCELLENCE



The 2024 Excellence Conference set a new attendance record with more than 900 participants. The conference kicked off Monday evening with the First Timers Reception, offering new attendees a chance to meet CPSE staff and leadership, and put faces to the names of those they had previously communicated with.

The opening ceremony commenced with the presentation of colors and the national anthem, followed by welcoming remarks from Chief Mary Cameli, CFO and CPSE Board President. Cameli expressed hope that all attendees would feel welcomed, inspired, and comfortable as CPSE continues to uphold its commitment to diversity, equity, and inclusion.

The conference proceeded with a National Emergency Response Information System (NERIS) update from U.S. Fire Administrator Lori Moore Merrell, Ph.D., and Tom Jenkins, CFO, CEMSO, from the UL Fire Safety



Research Institute. Reggie Freeman, Ph.D., CFO, and CPSE Board Director delivered the keynote address.

One of the core tenets of CPSE's mission is education, and the Excellence Conference provides just that opportunity. With its revamped schedule, attendees had access to more than 75 educational sessions across seven key areas: Accreditation, Credentialing, Leadership, Community Risk Reduction (CRR), Strategic Planning and Visioning, Artificial Intelligence,

and Diversity, Equity, Inclusion, and Belonging (DEIB).

Networking also played a crucial role at the Excellence Conference. While the educational sessions were rich in content, the chance to connect with peers from around the world and exchange ideas is what makes the in-person experience invaluable. Additionally, the conference provided a venue for CPSE Consortiums to convene.





757

Registered
Attendees



33

Volunteer
Leaders



78

Speakers



8

Staff



69

Other



945

Total
Attendees



78

Education
Sessions



26

Exhibitors

A huge thank you was extended to the sponsors and exhibitors whose generous contributions made the conference a success.

- Anna Maria College
- Brycer, The Compliance Engine
- Columbia Southern University
- Darkhorse Emergency
- Deccan International
- ESO
- Esri
- Essential Personnel
- First Due
- First Responder Network Authority
- FirstWatch
- International Association of Fire Fighters (IAFF)
- International Fire Service Training Association (IFSTA)
- Image Trend
- Intterra
- IPSDI
- Inspection Reports Online (IROL)
- Marist College
- NFR for Cancer
- Operative IQ (EMS Technology Solutions)
- PowerDMS by NEOGOV
- PSTrax
- Tablet Command
- UL Research Institutes & UL FSRI
- US Fire Administration

Attendees explored the exhibit hall on Tuesday and Wednesday, engaging with industry-leading companies to learn about their innovative products and services.



Awards

During the 2024 CPSE Excellence Conference opening session, one agency and three individuals were recognized for their outstanding commitment to excellence.



Randy R. Bruegman Agency Innovation Award

This award honors an agency that is internationally accredited by the Commission on Fire Accreditation International (CFAI) and has worked collaboratively within their agency and community to innovate a practice leading to improved outcomes that could serve as a model for the greater fire and emergency service.

The 2024 recipient is the **Spokane Valley Fire Department (SVFD)**, which successfully executed two fire levy campaigns within six months. Using data analytics and community engagement, SVFD secured critical funding by targeting neighborhoods with the highest service usage and launching a multi-channel social media campaign, including infographics, videos, and town hall meetings. The introduction of a "levy calculator" provided transparency on how a "yes" vote would impact residents' taxes, fostering accountability. The campaign resulted in successful levy passage, enhanced community support, maintained response times,

upgraded equipment and training, increased transparency, and improved safety awareness, aligning with SVFD's strategic goals. The design, development, and implementation involved a well-structured process, with collaboration across departments, a dedicated campaign team, technology integration, and transparent communication. To replicate the innovation, agencies are advised to focus on needs assessment, goal setting, stakeholder engagement, strategic planning, technology integration, communication materials, community engagement, transparency measures, collaborations, and voting drives, as outlined by SVFD's comprehensive strategy.





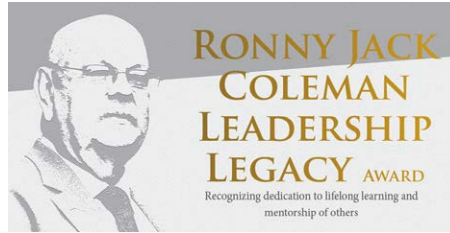
Ray Picard Award

This award recognizes an individual who exemplifies the ability, character, dedication, leadership, and visionary attributes of Chief Ray Picard.



The 2024 recipient is **Station Chief Christopher Swift, FO**, of Joint Base Charleston Fire & Emergency Services, South Carolina. As the agency's

Accreditation Manager and a CFAI Peer Assessor, Chief Swift demonstrated a strong commitment to the accreditation process. He regularly trains personnel within his department and assists other departments in achieving accredited status. He constantly seeks innovation and improvement within his department and mentors others in their path towards Credentialing. He also works closely with neighboring agencies to improve safety for the community. For example, he developed a mutual aid response package with other departments that fostered closer working relationships and saved multiple lives and properties.



The Ronny Jack Coleman Leadership Legacy Award

This award recognizes an individual who holds a designation through the Commission on Professional Credentialing (CPC) and has exhibited superior leadership and actions that have elevated the Fire and Emergency Service profession through mentoring, teaching, advocating, and sharing outstanding contributions.



Watch Manager Matthew Thorpe, FO, with the Royal Air Force Mildenhall Fire & Emergency Services, the only UK Accredited department, has

demonstrated his commitment to both credentialing and accreditation. As the first Fire Officer (FO) designee in the UK, he mentored others within Mildenhall and RAF Lakenheath Fire and Emergency Services through the process. Thorpe has served as a CPC Peer Reviewer for the past two and a half years and has reviewed more than 15 Fire Officer applications.

At the 2023 U.S. Air Forces in Europe (USAFE) Fire Chief Conference in Germany he was recognized as the first credentialed FO, CPC Peer Reviewer, and contact to help others seeking FO designation. He has developed classes on credentialing to help members in his department better understand the benefits of the process. Thorpe regularly attends the CPSE Excellence Conference and shares his knowledge with colleagues to expand awareness of credentialing and accreditation.



Cliff Jones Ambassador Award

Each year the CPSE staff selects an individual who goes above and beyond in their support of accreditation, credentialing, and CPSE as a whole for this special award.

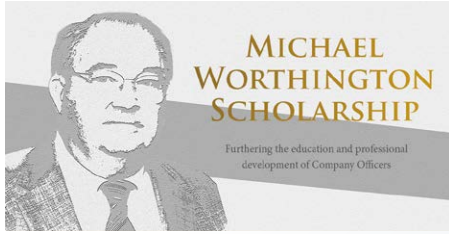
The 2024 award was presented to **Assistant Chief Matthew Jacoby, CFO**, from Cary Fire Department, North Carolina. Chief Jacoby has shown a strong commitment to CPSE's mission



through several roles, including Accreditation Manager for Cary, a CFAI L-1 Peer Assessor, and CPC Peer Reviewer. Chief Jacoby served

on the committee to update the CPC technical competencies and is co-coordinator of the North Carolina Accreditation Support Consortium. Through his efforts, Chief Jacoby helps his peers improve both individually through credentialing and organizationally through accreditation, embodying the spirit of the Cliff Jones Ambassador Award throughout his department and beyond.

Michael Worthington Scholarship



CPSE created the Michael Worthington Scholarship in honor of past Board Member, Michael Worthington. CPSE awards up to five scholarships each year to those pursuing their Fire Officer (FO) designation.

Congratulations to the 2024 Michael Worthington Scholarship recipients:



Dustin D. Donovan,
Fire Captain/
Investigator, Ottawa
Fire Department,
Ottawa, KS



Brian E. Heinsman,
Captain, James
City County Fire
Department,
Williamsburg, VA



Paul A. Houde,
Lieutenant Mobile
Integrated Health
Officer, Hampton
Division of Fire and
Rescue, Hampton, VA



Joseph A. Scaglione
Supervisory Firefighter
Navel Support Activity
Panama City Fire and
Emergency Services
Panama City, FL



Jeffrey R. Tobin
Captain
Clayton Fire
Department
Clayton, MO



CPSE University

The demand to host a Quality Improvement for the Fire and Emergency Services workshop continued in 2024 with 22 deliveries. Locations included:

- DeLand, FL
- Danville, VA
- Fairfax, VA
- Boulder, CO
- Cary, NC
- Green Bay, WI
- Coral Gables, FL
- Liberty Township, OH
- Atlanta, GA
- Marion, IA
- Renton, WA
- Geneva, IL
- Scoville, ID
- Augusta, GA
- Dayton, OH
- Henrico, VA
- Charleston, SC
- Fort Collins, CO
- Bryan, TX
- Dobbins ARB, GA
- Beaufort, SC
- Fort Belvoir, VA
- Joint Base San Antonio, TX

The CPSE University Resource Library continued to expand during 2024 with a focus on credentialing. To assist designees with meeting the technical competency education requirements for renewal, two important webinars were created:

- Data and Technology in the Fire and Emergency
- Services and Diversity, Equity, Inclusion, and Belonging: Active Inclusion for the Fire & Emergency Services.

CPSE University also expanded its on-demand webinar offerings to include:

- Mentoring in the Fire and Emergency Services
- Annual Program Appraisals: Capturing our Past and Guiding our Future

In 2024, CPSE continued the partnership with the Metropolitan Fire Chiefs Association in developing a series highlighting

proven practices of Metro departments accredited by CPSE's Commission on Fire Accreditation International (CFAI). The second set of case studies focused on Behavioral Health, Community Risk Reduction (CRR), and Wildland Urban Interface (WUI). These studies can be downloaded at: <https://university.cpse.org/metro>. These studies can be downloaded at: <https://university.cpse.org/metro>.



Live in-person education

24 Deliveries
636 Attendees

Live virtual education

18 Deliveries
1,870 Attendees

On demand educational content accessed – 50,277



Summer SYMPOSIUM



August marked the return of the second CPSE Summer Symposium. The symposium's primary goal is to offer educational opportunities during the Commission on Fire Accreditation International (CFAI) hearings. A total of 27 agencies appeared before the Commission.

CPSE hosted a 3-day Quality Improvement for Fire and Emergency Services workshop. This provided attendees with a unique field trip opportunity to observe the CFAI hearings, with the instructor acting as the team leader before the Commission.

Additional educational opportunities included a one-day advanced accreditation workshop and an in-person peer assessor workshop.

On Monday afternoon, CPSE also hosted the Georgia Association for Fire Accreditation and Professional Credentialing Consortium.

Thank you to all who participated in making the Summer Symposium a success. We look forward to the 2025 Symposium, which will be held in Denver, Colorado, on August 5.





Community Experience

In February 2024, CPSE hired Kelly Martin as the first CPSE Community Experience Manager. This position was developed as a part of the 2021-2023 Strategic Plan goal for broader engagement and collaboration with the CPSE community.

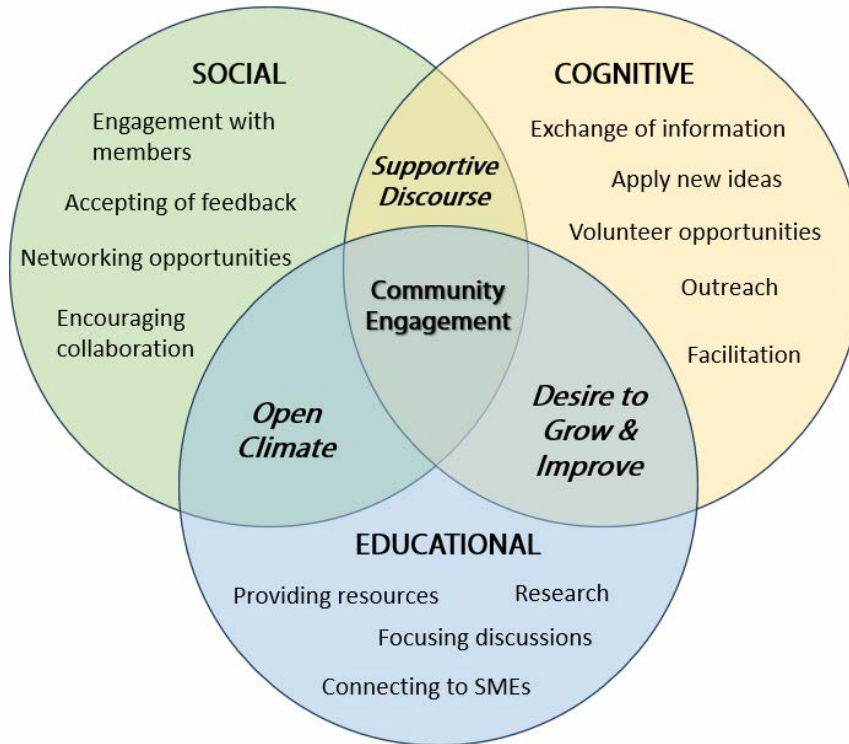
The Community Experience program was established to provide CPSE agencies and designees opportunities to interact and network, learn and build knowledge, contribute their knowledge, and find new ways to participate. Through the community engagement model, CPSE Community Experience aims to provide the community with social, cognitive, and educational

opportunities to host an open climate with supportive discourse to foster and incubate those who have a desire to grow and improve.

The Community Experience program hit the ground running throughout 2024 with further development of Consortiums, establishment of the “CPSE Community Experience Presents” webinar series, and creation of improvement benchmarks for CPSE, which also included the release of the first CPSE Annual Community Survey in late 2024.

The CPSE Community Experience Presents webinar series kicked off in

the summer with a variety of industry topics and speakers. Over 12 events, nearly 400 participants shared their knowledge, ideas, and challenges surrounding the areas of mental health and cybersecurity to name a few. Designees were also treated to specially tailored events for their designation to continue their education and expose them to new thought processes.



CPSE Community Experience Presents Events

Event	Date	Type
PIO - Cybersecurity	6/14/2024	Designee Discussion
CEMSO - Whole Blood	7/30/2024	Designee Discussion
CFO - Mental Health	9/23/2024	Designee Discussion
CPSE Center for Innovation	9/30/2024	Meet Up
Succession Planning for AMs	10/16/2024	Meet Up
Belonging	11/4/2024	Meet Up
FM - Evaluating Aging Sprinklers	11/14/2024	Designee Discussion
FO - CRR at the Company Level	11/22/2024	Designee Discussion
Articulating Benefits to the Field	12/3/2024	CPC Circle
FESA Informational Session	12/6/2024	Informational
CTO - Electric Car Fire Research	12/10/2024	Designee Discussion
Pregnancy Policies	12/17/2024	Fire Chief Chat

CPSE Community Experience Presents Event Types

Designee Discussion

Hosted for each specific designation to support their continued education goals and hot industry topics

CPC Circle

Hosted for all designations together to network about a industry hot topic; breakout rooms support each designation

Fire Chief Chats

Hosted for Fire Chiefs of Accredited agencies to foster strong leadership skills and worldwide networking

Meet Ups

Hosted for any member of the CPSE Community to engage in trending and novel emerging trends within the industry

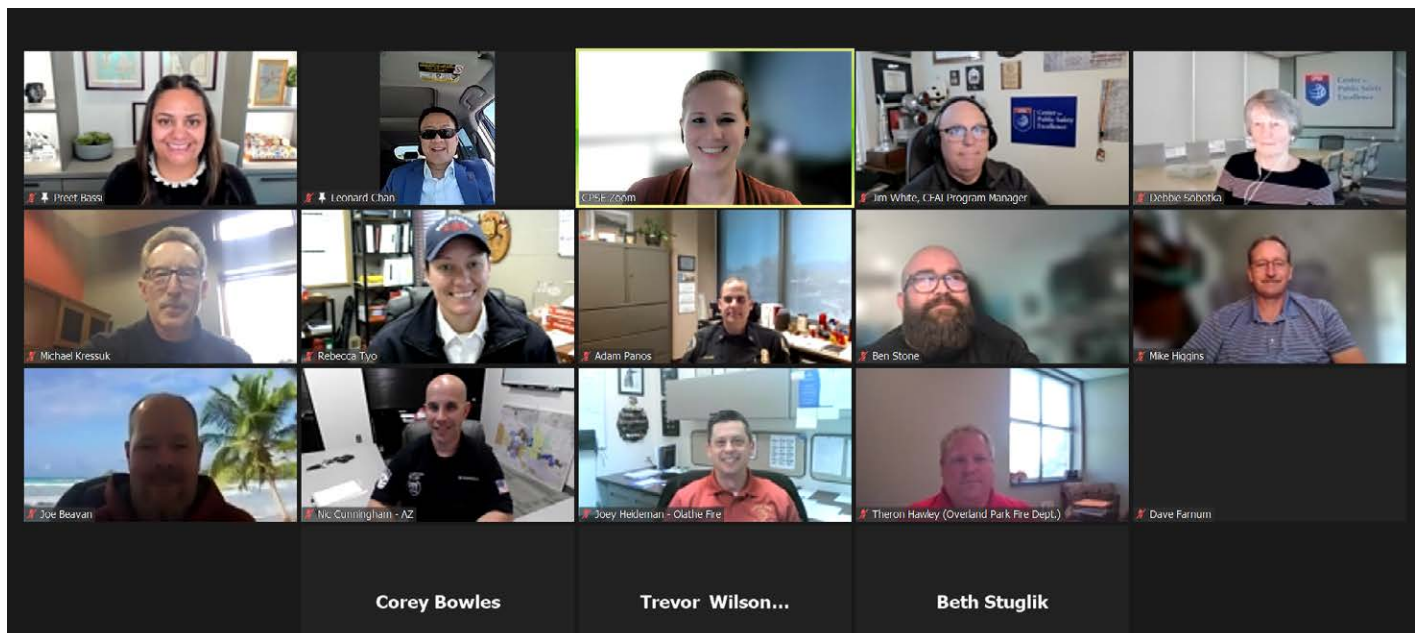
Consortiums

As in previous years, CPSE staff actively participated in each Consortium meeting, whether in-person or virtual, providing corporate updates and conducting continuing education sessions on accreditation and credentialing. In 2024, CPSE had the opportunity to connect with more than 1,400 individuals across 58 meetings. We were also pleased to welcome California and Pennsylvania to the roster, expanding networking opportunities on both coasts of the United States.

This year also saw the expansion of the Consortium Coordinator volunteer program. Quarterly Coordinator workshops fostered increased dialogue between coordinators and CPSE, helping to build a foundation for enhanced resources to support consortiums. Through a Technical Working Group (TWG), a Consortium handbook was created as a standalone resource for both new and existing coordinators (to be released in early 2025). Additionally, the creation of the CPSE Community Experience Manager position provided coordinators with a direct contact to share ideas and offer feedback on their needs.

Consortiums	Date	Location
Nevada Consortium	1/31/2024	Virtual
Heart of America Consortium	2/6/2024	Hybrid
Great Lakes Consortiums	2/14/2024	Hybrid
Virginia Consortium	2/23/2024	Hybrid
North Carolina Consortium	2/27/2024	Excellence Conference
Metro Work Group	2/27/2024	Excellence Conference
Georgia Consortium	2/27/2024	Excellence Conference
South Carolina Consortium	2/27/2024	Excellence Conference
Great Lakes Consortium	2/28/2024	Excellence Conference
Florida Consortium	2/28/2024	Hybrid
Rocky Mountain Consortium	2/28/2024	Hybrid
Arizona Consortium	3/7/2024	Hybrid
Iowa Consortium	3/22/2024	Hybrid
Florida Consortium	4/3/2024	Web
South Carolina Consortium	4/4/2024	Hybrid

Northwest Consortium	4/8/2024	Web
Metrogroup Consortium	4/16/2024	Web
Michigan Ohio Indiana Kentucky Consortium	4/17/2024	Indianapolis
Nevada Consortium	4/18/2024	Web
Rocky Mountain Consortium	4/25/2024	Aurora
Canada Consortium	5/8/2024	Web
North Carolina Consortium	5/8/2024	Web
Heart of America Consortium	5/9/2024	Web
Tennessee Consortium	5/15/2024	Gatlinburg
Great Lakes Consortium	5/15/2024	Web
Virginia Consortium	5/15/2024	Web
Georgia Consortium	6/14/2024	Web
Iowa Consortium	6/20/2024	Web
Northwest Consortium	7/8/2024	Web
Arizona Consortium	7/16/2024	Glendale






Consortiums	Date	Location
Florida Consortium	7/24/2024	Web
Pennsylvania Consortium	7/25/2024	Hybrid
California Consortium	7/29/2024	Web
Heart of America Consortium	7/30/2024	Web
Georgia Consortium	8/5/2024	Atlanta
Rocky Mountain Consortium	8/8/2024	Web
Texas Consortium	8/12/2024	Web
Great Lakes Consortium	8/14/2024	Web
Virginia Consortium	8/14/2024	Web
North Carolina Consortium	8/21/2024	Web
DOD Consortium	8/26/2024	Web
Michigan Ohio Indiana Kentucky Consortium	9/18/2024	Grand Rapids
Pennsylvania Consortium	10/1/2024	Web
Canada Consortium	10/2/2024	Web

Georgia Consortium	10/18/2024	Web
Northwest Consortium	10/21/2022	Web
Rocky Mountain Consortium	10/22/2024	Web
Iowa Consortium	10/24/2024	Web
North Carolina Consortium	10/30/2024	Hybrid
California (Plus Nevada) Consortium	10/29/2024	San Bernadino
Florida Consortium	11/6/2024	Web
Heart of America Consortium	11/7/2024	Lawrence
Great Lakes Consortium	11/13/2024	St. Charles
Michigan Ohio Indiana Kentucky Consortium	11/20/2024	Upper Arlington
South Carolina Consortium	12/5/2024	Web
Virginia Consortium	12/11/2024	Web
Arizona Consortium	12/11/2024	Web
Georgia Consortium	12/30/2024	Web

Worldwide:
DoD

External Presentations




Center for Public Safety Excellence
PRIMER ON ARTIFICIAL INTELLIGENCE
 Presented to the Colorado Think Tank
 Preet Bassi, CAE
 CPSE Chief Executive Officer
 September 26, 2024

Event	Date	Location
Local Government 2030	1/26/2024	Phoenix, AZ
North Carolina Fire Chiefs Conference	2/1/2024	Concord, NC
NIST AI Public Safety Working Group	2/7/2024	Hybrid
IAFC Womens Chiefs Council	2/22/2024	Web
Women in Fire Leadership Conference	4/15/2024	Indianapolis, IN
Fire Rescue Med	4/30/2024	Las Vegas, NV
IAFC CRR Leadership Conference	5/15/2024	Glendale, AZ
Midwest Community Risk Reduction (CRR) Conference	5/22/2024	Valparaiso, IN
Metro Fire Chiefs	5/23/2024	Tulsa, OK
International Society of Fire Service Instructors (ISFSI)	6/5/2024	Web
IAFC Missouri Valley Division Conference	6/6/2024	Fort Collins, CO
IFSTA Research Symposium	7/13/2024	Tulsa, OK
AFCA Conference	7/17 - 7/18/2024	Glendale, AZ
DOD - Air Force Sr. Fire Officer Summit	8/1/2024	Punta Gorda, FL
IAPBFF Conference	8/7/2024	Miami, FL
Women in Fire International Conference	9/13/2024	San Diego, CA
Colorado Think Tank	9/26/2024	Loveland, CO
San Bernidino Fire Department	10/28/2024	
Technology Summit International	12/4/2024	Oklahoma City, OK

CPSE Engagement



Facebook Reach
11,280

LinkedIn Reach
11,743

X (Twitter) Reach
313

Website Visits
142,462



Center for Public Safety Excellence
17,473 followers
8mo • 🌐

As we conclude National Volunteer Week, CPSE would like to say a huge "THANK YOU" to all of our volunteers for all of your contributions to our organization. Because of your dedication to our mission, together we are able to make the fire and emergency services better and stronger. Thank You! <https://lnkd.in/epDeA3eh>

NATIONAL VOLUNTEER WEEK

CPSE
www.cpse.org

Center for Public Safety Excellence
16,949 followers
2w • 🌐

Durango Fire & Rescue (Colorado) conducted a community-driven strategic planning process. Facilitated by the Center for Public Safety Excellence, 37 community members and 22 agency members participated in this planning workshop. The goal of the four-day process was to act as a catalyst for the development of the agency's five-year strategic plan.

Ernst Piercy and 55 others • 1 repost

Center for Public Safety Excellence
17,473 followers
5mo • 🌐

CPSE is launching a new subsidiary, the CPSE Center for Innovation, to address an industry-wide gap in evidence-based decision making and to serve as a catalyst for innovation in the industry. ...more

www.cpse.org

Center for Public Safety Excellence
17,473 followers
4w • 🌐

There are now 3,577 CPC designated officers! CEMSO 206/CFO 1998/CTO 262/FESA 11/FO 793/FM 254/PIO 53. Search the credentialing directory at <https://lnkd.in/efPuUxK5> Congratulations, everyone!

THE COMMISSION ON PROFESSIONAL CREDENTIALING

206	1998	262	11	793	254	53

Norris W. Croom III and 120 others • 12 reposts

Center for Public Safety Excellence
17,473 followers
6mo • Edited • 🌐

CPSE is collaborating with Fire Safety Research Institute and U.S. Fire Administration to ensure CFAI agencies are #NERISready. Read more at <https://lnkd.in/eBhVfXUu>

NERIS
NATIONAL EMERGENCY RESPONSE INFORMATION SYSTEM

www.cpse.org

51 • 4 reposts

CPSE Strategic Plan 2024-2027

Development

In February 2023, the CPSE Board established a three-member subcommittee to oversee the strategic plan vendor selection process. This subcommittee managed the issuance of a request for proposals, reviewed 14 submissions, interviewed finalists, and selected Blue Sky Partners by June 2023.

Blue Sky Partners recommended a series of feedback activities, including:

- Surveys sent to customers, staff, contractors, volunteers, and partner organizations,
- In-person and virtual listening sessions, and
- In-person SOAR (Strengths, Opportunities, Aspirations, and Results) sessions with both commissions.

A summary report of the survey results and a report of key themes were developed based on the extensive feedback gathered and meetings with the Strategic Planning Committee. These reports served as the foundation for a day-long facilitation session in December 2023, during which four strategic priorities were identified, along with the need to refine CPSE's vision statement.

Throughout January 2024, five working groups consisting of CPSE Board members, commission leadership, staff, and contractors met virtually using Miro to capture ideas and insights that would inform the strategic plan.



Execution

In February 2024, CPSE issued our 2024-2027 Strategic Plan, which debuted during the CPSE Excellence Conference. CPSE also introduced our new vision statement: "Be the catalyst for advancement of the fire and emergency service to create safe and resilient communities". The table on page 27 outlines the four strategic priorities, a strategy statement for each of those priorities, and a summary of the strategies for each priority area. The full listing of strategies can be found in the plan.

Implementation

During Quarter 2, CPSE staff identified tactics, metrics, and resources needed to implement the strategic plan. During Quarter 3, CPSE staff categorized strategies as near-, short-, or long-term. In August, CPSE staff presented a multi-year reinvestment plan to the CPSE Board for approval. Having received approval, CPSE was able to successfully complete the following initiatives in 2024.

Strategic Priority	Strategy Statement	Summary
 <p>GROWTH MINDSET</p>	<p>Strategically grow the accreditation and credentialing programs while maintaining the excellence of both programs.</p>	<ul style="list-style-type: none"> • Increase the number of accredited agencies and credentialed individuals. • Implement standard of excellence policies and metrics for smart growth to maintain industry relevance. • Grow CPSE support programs to best meet customer needs.
<p>PEOPLE-FOCUSED</p> 	<p>Invest in the people of CPSE, with a focus on volunteer, contractor, staff and Next Gen engagement and recognition.</p>	<ul style="list-style-type: none"> • Cultivate volunteer satisfaction and motivation. • Foster positive contractor engagement. • Create a supportive work environment for staff. • Foster a diverse and inclusive culture at CPSE that will attract Next Gen.
 <p>COMMUNICATION</p>	<p>Enhance marketing of CPSE's programs, streamline internal communications, and raise public awareness of CPSE's impact with the goal of increasing brand recognition within the industry, ensuring consistency in messaging, and ultimately underscoring CPSE's value to the public.</p>	<ul style="list-style-type: none"> • Improve internal communication for better understanding. • Create awareness and strong brand recognition of CPSE offerings. • Clearly articulate the ROI that CPSE brings. • Foster expectations by communities that departments be accredited and their personnel be credentialed.
<p>BUSINESS PROCESS IMPROVEMENT</p> 	<p>Review internal and customer-facing operations systematically to optimize organizational efficiency and effectiveness.</p>	<ul style="list-style-type: none"> • Enhance technology for efficiency and user experience. • Establish consistency and clarity in accreditation and credentialing processes. • Ensure consistency among Peer Assessor and Reviewers. • Improve accessibility and equity in assessment processes.



**Congratulations to Ralph Ensign
for 5 years of service as a
CPSE Technical Advisor!**



www.cpse.org

- The new strategic plan highlighted the need to implement professional development and continuing education opportunities that align with staff desires, current needs, and emerging challenges. A comprehensive review of core competencies for staff, managers, and executives within CPSE was conducted, and core training was identified for competencies that require expertise across all roles.

Business Process Improvement

- Two large digital transformation projects were completed in 2024 to enhance operational efficiency by identifying and automating repetitive and manual tasks:
 - › In March 2024, CPC introduced streamlined credentialing via Cloud Generation
 - › In May 2024, CPSE transitioned to using Salesforce as our customer relationship management software.

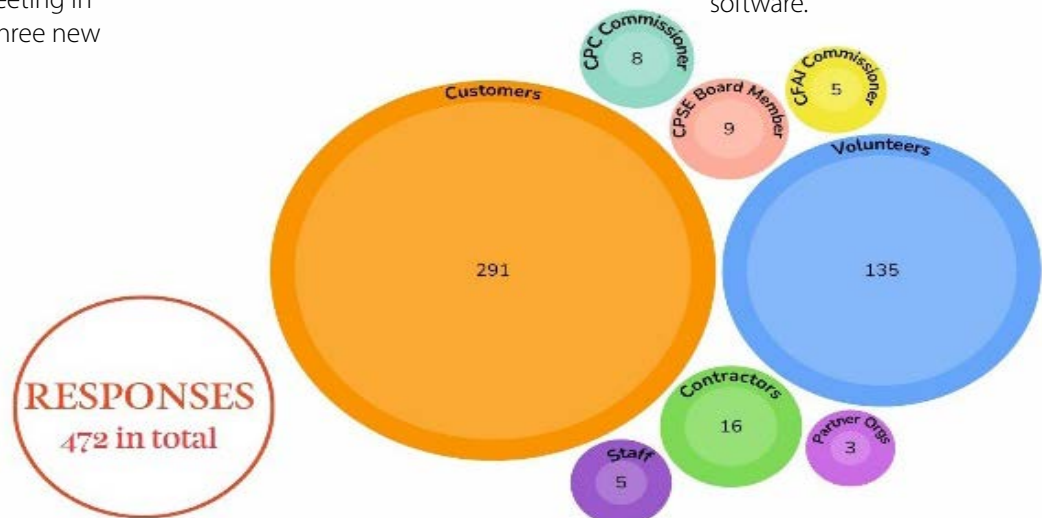
Growth Mindset

- The 2024–2027 Strategic Plan encourages organizational leaders to explore new programs and certifications that can enhance the impact of CPSE’s support offerings and expand its footprint. In November 2024, CPC launched its seventh designation for Fire and Emergency Service Analysts (FESA).
- To ensure the long-term success of each support program, the plan emphasizes the importance of succession planning. In October, CPSE University held a meeting in Orlando, FL, to onboard three new QIFES instructors.



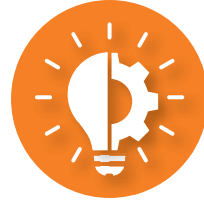
People Focused

- As an initial step in fostering a positive and motivating environment for volunteers, CPSE celebrated Volunteer Week from April 22-26, 2024.
- In March, CPSE launched a new Teams Channel to promote open and transparent communication between staff and contractors, helping to foster a culture of collaboration and transparency.
- As part of a recognition program to celebrate successes, milestones, and achievements, CPSE began recognizing five-year service milestones for staff and contractors on social media in September.





CPSE CENTER FOR INNOVATION



On August 5, 2024, during the Center for Public Safety Excellence® (CPSE®) Summer Symposium, CPSE introduced the CPSE Center for Innovation. A wholly owned 501 (c)(3) nonprofit subsidiary, the CPSE Center for Innovation will address an industry-wide gap in evidence-based decision making.

Part think tank and part policy incubator, the CPSE Center for Innovation will encompass five programs:



Innovation Training and Facilitation Built on the concepts of “teaching a person to fish, rather than giving them a fish”, we offer Stakeholder Centered Innovation Facilitation, Innovation Talks, Innovation Bootcamps, and Innovation Handbooks to enable fire and emergency service departments and personnel to develop hyper local solutions to their unique issues and needs.



Innovation Museum A highly curated experience through an online platform, educational webinars, and engaging events. The Innovation Museum showcases proven practices of CPSE agencies and designees on the most pressing topics for the fire and emergency service.



Actionable Research Working with prominent researchers, the CPSE Center for Innovation provides actionable recommendations and implementation strategies to address challenges. By conducting new public administration and public policy research, we will assist the fire and emergency service in solving problems before they become a crisis.



Insight Hub Harnessing the power of artificial intelligence through a proprietary large language model, the Insight Hub ingests decades of information from CPSE agencies and allows users to seek focused and customized insights to their specific requests.



Expert Finder By curating expertise from a vetted range of experts on foundational subjects to cutting-edge areas, our Expert Finder removes the insular nature of problem solving. Committed to developing the next generation of fire and emergency experts, the CPSE Center for Innovation will also incubate and support rising experts.

The five programs will be implemented in a phased approach and begin operations in the first quarter of 2025.

Additional information about the CPSE Center for Innovation can be found at www.innovationcpse.org.



Center for
Public Safety
Excellence®