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INNOVATION IN THE FIRE AND RESCUE SERVICE

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OCTOBER 20–23, 2019

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MUSIC CITY CENTER, NASHVILLE, TN

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Today's Presentation

- ICMA and CPSE's history
 - CPSE formed by ICMA and the International Association of Fire Chiefs in 1986
 - CPSE became an ICMA strategic partner in 2018
- White paper development steps
- Areas for exploration
- What we heard
- Global critical issues
- Initiatives highlight
- Q&A

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White Paper Development

1

June 2018

Technical Working Group
Formed

2

Jan – May 2019

Feedback Sessions and
Web Surveys

3

June 2019

Drafting Meeting

4

Oct 2019

ICMA Presentation

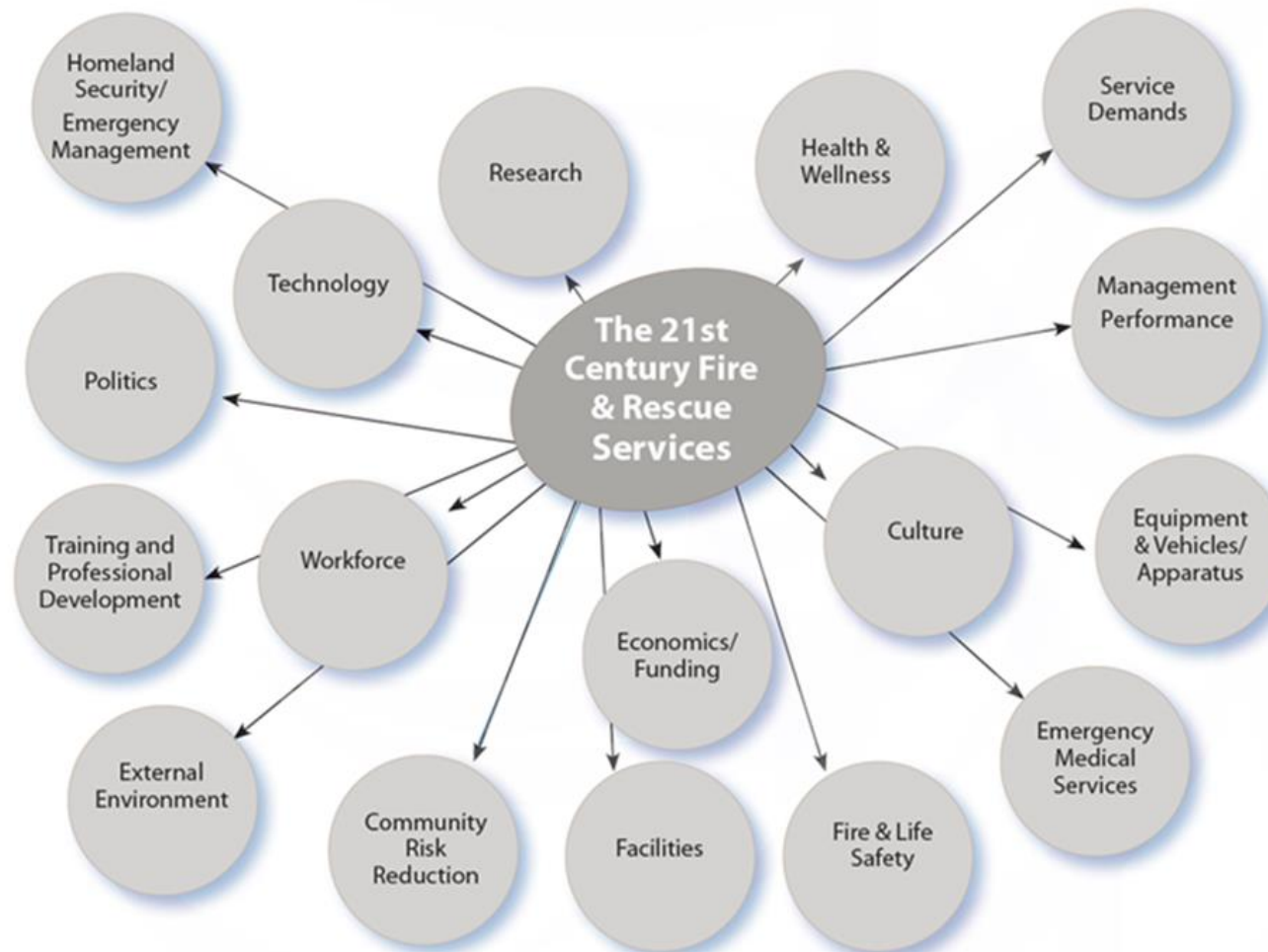
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Jul 2019 – Mar 2020

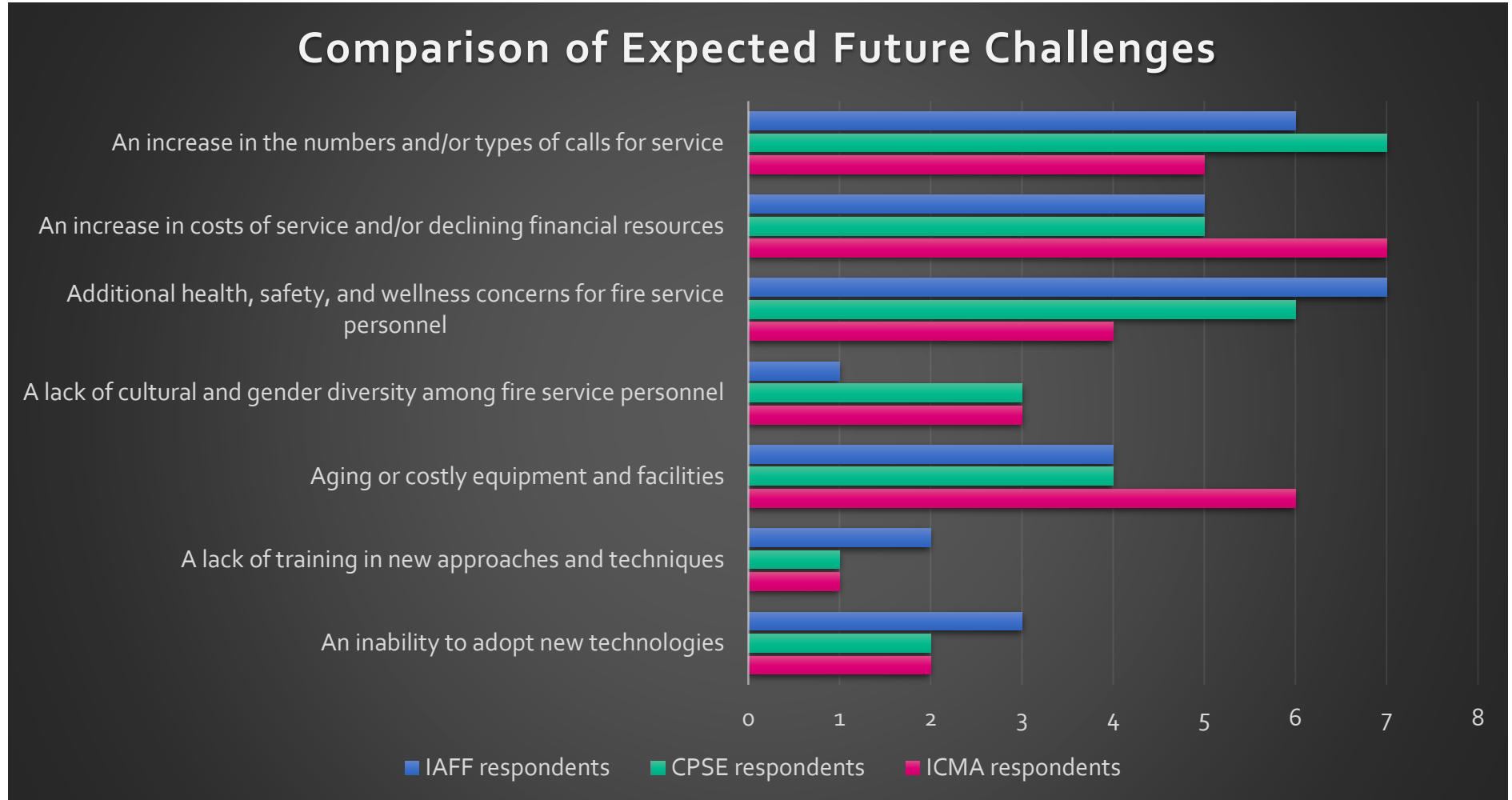
Paper Finalization

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Areas to Explore



What we heard about the future?



What we heard could be done about the future?

Three most important ways to facilitate a culture of innovation in the fire and rescue service

Encouraging greater use of data to assess and of analytics to solve comple...

Ensuring that the services are up to date on the latest professional education,...

Creating a spirit of partnership between the fire and rescue service an...

Most important changes to be implemented	IAFF	CPSE	ICMA
1	Increasing awareness and resources dedicated to personnel health and wellness	Identifying and implementing community risk reduction efforts	Researching and implementing alternative service delivery options
2	Increasing professional development opportunities for personnel	Increasing usage of data and data analytics	Identifying new partnership opportunities with neighboring jurisdictions and private and/or nonprofit organizations
3	Researching and implementing time and life-saving technologies	Fostering a culture of innovation in the department and among personnel	Fostering a culture of innovation in the department and among personnel

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21stCENTURY

Fire and Rescue Service



ICMA

Leaders at the Core of Better Communities



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Eight Global Critical Issues



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“Celebrate the heritage while recognizing the services provided have evolved and may continue to experience significant changes over the next 30 years”

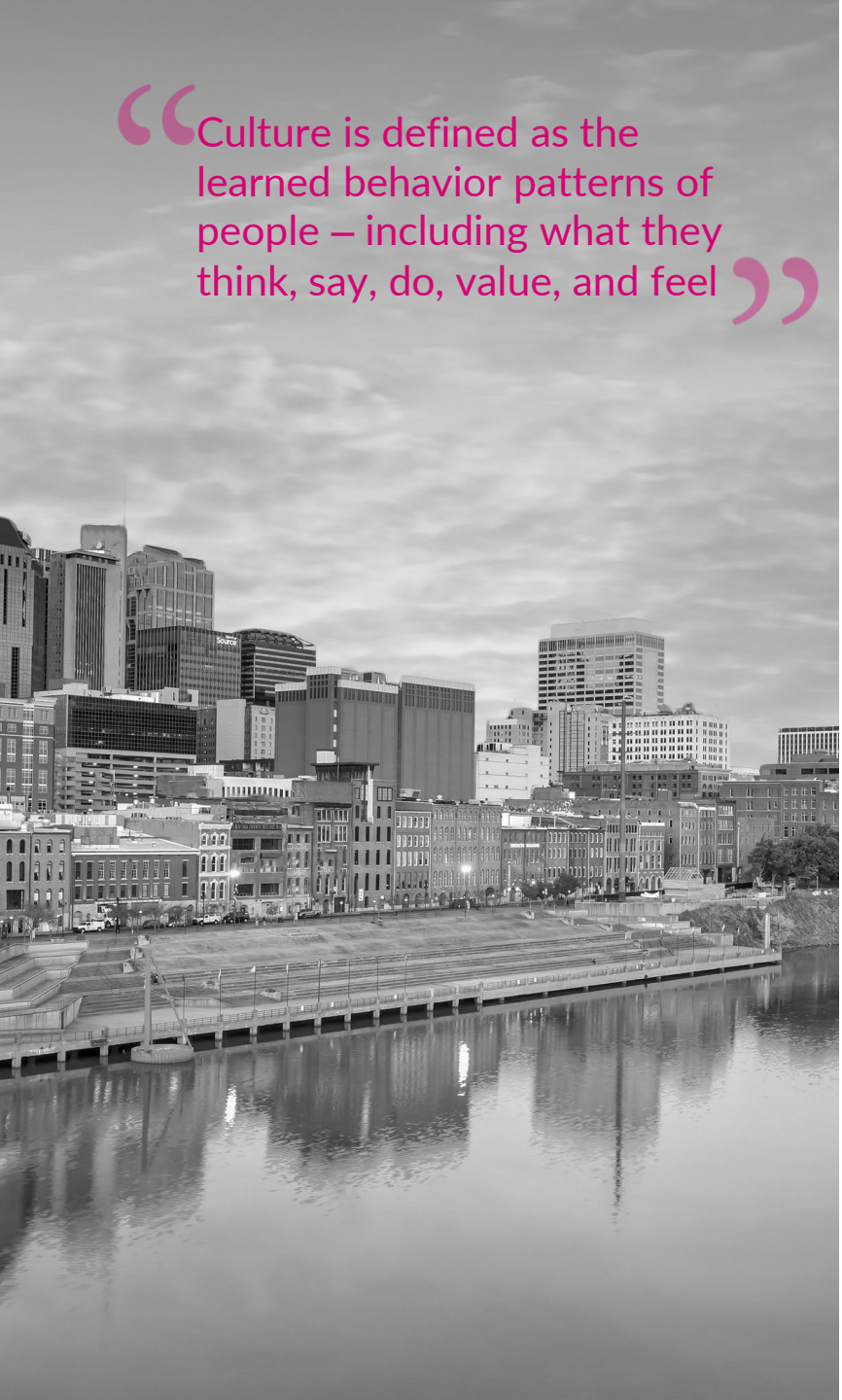
Re-Identification

- Explore changes to agency names to better reflect the service provided



Mesa Fire and Medical Department


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“Culture is defined as the learned behavior patterns of people – including what they think, say, do, value, and feel”

Culture

- Enhance alignment between community, elected officials, management, labor/volunteer representatives, and overall workforce
- Promote an organizational environment that is adaptable, not change averse, innovative, and seeks continuous improvement
- Promote high expectations for employee education, credentialing, and on-going professional development




“The fire and rescue service has just scratched the surface of the full potential of using data effectively to, not only respond, but to predict and prevent”

Robust Use of Data

- Conduct evidence-based decision-making utilizing quality data to assess and produce the best outcomes
- Implement advanced data analytics to make informed decisions
- Develop comprehensive records management systems to collect and analyze data effectively
- Focus on outcome-based data for all calls

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“The increase in emergency responder health issues including PTSD, suicides, and other related problems is a critical issue for the profession”

Health and Wellness

- The Risk Factors:
 - Work Cycle leading to sleep disruption
 - Toxic environments leading to exposure
 - Stressful incidents leading to mental health impacts
- The Solutions:
 - Ensure the proper level of physical fitness and health and wellness is maintained
 - Champion research specific to fire and rescue service

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“The fire and rescue service is in an enviable position in communities being well-positioned to be a service provision hub”

Partnerships

Mobile Integrated Health Program



SWEDISHAMERICAN
A DIVISION OF UW HEALTH

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“ Growing and aging population, pension costs, aging infrastructure and apparatus, coupled with the shift of responsibilities from federal/state to local will continue to impact the demand for services by local governments ”

Sustainability

- Develop a better understanding of community needs and the changing demands for services and modify the service delivery model(s) to meet them.
- The identification of the “Predictable Surprises”




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“Adapt to and leverage rapidly
evolving technology to improve
service delivery”

Technology

- Types of technology affecting the fire and rescue service:
 - Drones
 - Electric vehicles
 - Ultra high-pressure water application
 - Heads-up thermal imaging in the SCBA
 - Robotics
 - Artificial intelligence
 - Smart cities
 - Smart buildings
 - Biometrics



“A workforce that is reflective of the community make-up helps to build trust and promotes better understanding”

Inclusiveness

- Select and promote members who reflect the demographic make-up of the community they serve
 - Remove economic barriers for candidates
 - Remove social barriers for candidates
 - Remove non-validated physical ability barriers
 - Establish an agency goal for the optimal demographic make-up
 - Develop a plan to achieve the optimal goal

THANK YOU

Questions?

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