CITY OF EL PASO, TEXAS
AGENDA ITEM
AGENDA SUMMARY FORM

DEPARTMENT: **Fire**

AGENDA DATE: **August 8, 2017**

CONTACT PERSON/PHONE NUMBER: **Mario D'Agostino, Fire Chief, 915-485-5605**

DISTRICT(S) AFFECTED: **All**

STRATEGIC GOAL: **No. 2 Set the Standard for a Safe and Secure City**

SUBJECT:

Operations Management Update:
- **Fire Department Accreditation**
- **Animal Services Taskforce Update**

BACKGROUND / DISCUSSION:

Presentations on Fire Department Accreditation and an Update on the Animal Services Taskforce

PRIOR COUNCIL ACTION:

None

AMOUNT AND SOURCE OF FUNDING:

N/A

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*******************REQUIRED AUTHORIZATION*******************

El Paso
Fire Department

What it means to the Community

ISO Class 1:

- Greater Lives and Property Saved

- Lower Fire Insurance Premiums

- Lower Life and Property Losses

Safe and Beautiful Neighborhoods

ISO Class 1

- Insurance Services Office assigns a Public Protection Classification (PPC) from 1-10
- Evaluates and measures the fire suppression capabilities in the following areas:
  - Emergency Communications Systems
  - Fire Department Staffing and Training
  - Water Supply
  - Community Risk Reductions

Strengths

- Best Practices in:
  - Health and Safety of the Community
- Achieved by:
  - Standard Operating Procedures
  - Optimizing resources through standardization
    - Equipment
    - Medications & Supplies
  - Continuous Improvement

Organization & Standardization

Characteristics of Accredited Agencies

- Customer Focused

- Objective Driven (Outcome based)

- Strategic

- Well organized

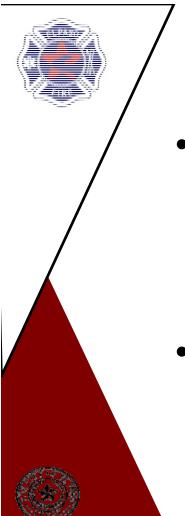- Properly equipped

- Properly staffed and trained

What is Accreditation?

- 1 of 2 in Texas for metro-sized cities

- 1 in 5 of ISO Class 1

- Comprehensive self-assessment and quality improvement model

- Compares Best Practices

- Evaluates both fire suppression and emergency medical services
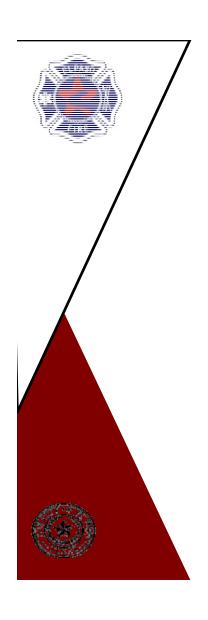
Customer Service Focus

- Internal Customer
  - Training
  - Properly equipped
  - Peer Support
  - Teamwork
- External Customer
  - Health and Safety of the Community

Deliver Outstanding Services

El Paso Fire Department

- Through Best Practices & Continuous Improvement
- Accredited Agency from 2012-2022
- ISO Class 1

Thank you