

# City of Santa Clara

## City Council

### Item 1.C 18-774 Recognition of Fire Department on Achieving International Accreditation Status

August 21, 2018



## Background

- August 9, the Commission on Fire Accreditation International (CFAI) awarded Accreditation status to the Santa Clara Fire Department.
- Concluded a nearly 2-year self-assessment and peer review process
- Commission produced 12 recommendations for improvement, all of which are being addressed and are in various stages of completion



Commission on  
Fire Accreditation  
International



# Background

- Process began in December, 2016 with the development of a 5-year, community driven strategic plan
- Community members provided input to the Fire Department regarding service priorities
- Fire Department employees assisted with the plan, identifying current strengths and areas for improvement



# Background

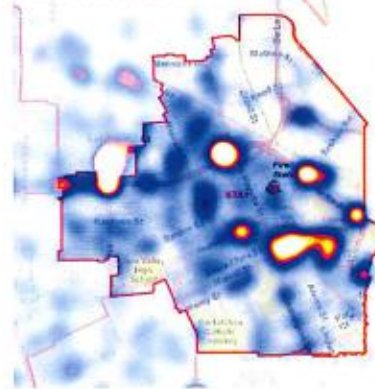
- Next phases included:
  - the development of a comprehensive Community Risk evaluation and Standard of Cover document
  - Comprehensive self-assessment process
  - Peer-review, with recommendations for improvement
  - Final Commission approval



# Benefits of Accreditation

- Provides for the collection of Data to analyze service through performance measurements
- Ensures future decisions on service delivery are data-driven

Fire District 1 Heat Map



|                         | Station 1 | Station 2 | Station 3 | Station 4 | Station 5 | Station 6 | Station 7 | Station 8 | Station 9 | Station 10 | Total Incidents per Category |       |
|-------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------------------------|-------|
| Fire                    | 22        | 1.8%      | 21        | 2.4%      | 22        | 1.6%      | 18        | 1.8%      | 14        | 1.2%       | 21                           | 2.2%  |
| Rescue                  | 0         | 0.0%      | 0         | 0.0%      | 0         | 0.0%      | 0         | 0.0%      | 0         | 0.0%       | 0                            | 0.0%  |
| Explosion               | 0         | 0.0%      | 0         | 0.0%      | 0         | 0.0%      | 0         | 0.0%      | 0         | 0.0%       | 0                            | 0.0%  |
| Medical                 | 1,107     | 78.8%     | 182       | 16.5%     | 107       | 72.4%     | 728       | 72.4%     | 824       | 73.4%      | 550                          | 78.1% |
| Condition               | 41        | 2.8%      | 10        | 2.1%      | 22        | 2.8%      | 18        | 1.8%      | 31        | 1.0%       | 17                           | 2.6%  |
| Service Call            | 124       | 10.3%     | 102       | 11.5%     | 127       | 12.2%     | 126       | 11.4%     | 87        | 8.1%       | 88                           | 8.2%  |
| Good Intent             | 27        | 2.3%      | 21        | 2.3%      | 42        | 3.4%      | 26        | 2.8%      | 30        | 2.8%       | 21                           | 2.8%  |
| False Call              | 182       | 11.9%     | 135       | 14.9%     | 80        | 7.8%      | 74        | 7.4%      | 71        | 7.4%       | 120                          | 14.8% |
| Special                 | 4         | 0.2%      | 1         | 0.1%      | 0         | 0.0%      | 1         | 0.1%      | 2         | 0.2%       | 2                            | 0.2%  |
| Total Calls Per Station | 1,649     | 890       | 1,281     | 1,893     | 1,668     | 842       | 1,038     | 488       | 388       | 407        | 8,002                        |       |

# Benefits of Accreditation

- Mission and Goals meet the needs of the Community
- Provides a detailed evaluation of services
- Creates methods for addressing deficiencies while building upon organizational strengths
- Identifies potential risks inside our city and enables the FD to mitigate potential emergencies with appropriate resources
- Fosters regional and national recognition by outside agencies and the public
- Encourages continuous quality improvement



# CFAI Accreditation

- A continuous process
- Annual Report published each February
- Valid for 5 Years

Supporting documents, including the **5-year Strategic Plan**, and the **Community Risk Assessment and Standards of Cover** are located on the City website: [fire.santaclaraca.gov](http://fire.santaclaraca.gov), or visit Fire Station 1 and ask to see a printed copy.

