



EMERGENCY SERVICES CONSULTING INTERNATIONAL



Consulting Firm
of the IAFC

Since 1976, ESCI's strength has been its commitment to customer satisfaction, innovation, and quality services. We are a vision-driven organization that is growing and changing to meet the dynamic challenges and opportunities for public safety services worldwide. ESCI approaches its mission in a manner that results in scalable, sustainable, and defensible solutions for all types and sizes of public safety organizations.

Our formula is simple. We utilize the best and brightest consultants, professionals, strategic partners, and subject matter experts. These amazing men and women provide validated and proven analysis of current and future conditions, compare findings against industry best practices and community standards, and provide innovative, sustainable, and customized solutions for the future.

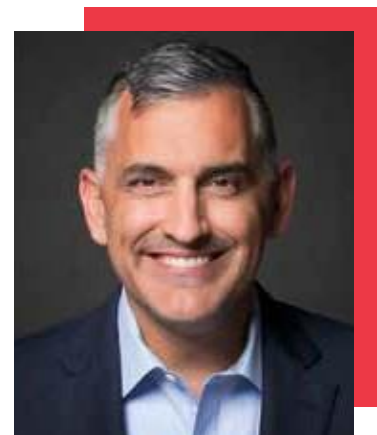
We take the time to develop meaningful relationships with our clients and partners, provide recognition of the essential and vital work of public safety agencies, and demonstrate unwavering respect for the men and women providing public safety services worldwide.

ESCI is thinking differently about public safety consulting to help change the world, one community at a time. I encourage you to read through this prospectus and learn all we offer. We'd love to work with you and your community.

Sincerely,



Joe Powers
Managing Director,
Emergency Services Consulting International





ABOUT ESCI

As the consulting firm of the International Association of Fire Chiefs, Emergency Services Consulting International has reliably met the needs of emergency services agencies for over fifty years. With our international presence, ESCI has the ability to draw upon an international network of resources to assist with fire, EMS, law enforcement, and homeland security agencies with the goal of planning and adapting to future needs.

COMMUNITY SAFETY



RELATIONSHIPS. RECOGNITION. RESPECT

PLANNING SERVICES

Choosing the right planning tools for your department depends on your needs, your community's conditions, and your current and expected growth. Different types of planning tools are often confused with one another, and the terminology used to describe them often differs from place to place. Every fire, EMS, and law enforcement agency, large or small, should use a strategic planning process, resulting in a three to five-year "road map" for the organization. A Master Plan is a high-level, long-range plan that is particularly important for communities experiencing growth.





RISK ASSESSMENT & RESOURCE DEPLOYMENT

It is essential that your fire department is deploying effective resources in a manner that aligns with community risk, has measured response performance, and is cost-effective.

A Community Risk Assessment – Standards of Cover is focused on resource deployment – fire stations, apparatus, and people, that match the community needs. It is a detailed analysis of deployment based on the following elements:

- Community Risk Assessment
- Resource Concentration
- Resource Distribution
- Response Performance
- Response Reliability
- Service Demand by Type and Location

The process is data-driven and critical for fire safety communities seeking to coordinate resources and community risk with the goal of driving efficient and effective deployment. The process also meets the needs of the fire department accreditation process.

PUBLIC SAFETY AGENCY MANAGEMENT & ASSESSMENT

Effectively managing a fire, EMS, or a law enforcement agency presents complex challenges, not the least of which is conducting your business in a way that represents the needs and expectations of your community while being efficient and cost-effective.

Your department can benefit from a third-party evaluation in many areas, including a review of current operations and service delivery, a complete staffing analysis, and the feasibility of shared service delivery through merger or consolidation.

The bottom line is that your community expects that you are managing how best to protect lives and ensure public safety, while also being good stewards of their tax dollars.





RECRUITMENT, TESTING & PROMOTION

Today's emphasis on recruiting fire/rescue personnel who best represent the community they serve is based on a demand from the public that their public safety department meets their diverse needs. Knowing this, ESCI has developed recruitment and entry-level testing programs that attract and employ progressive, smart, and diverse applicants. We help departments retain and cultivate these employees through all ranks using innovative and effective promotional systems, including written exams, assessment centers, accomplishment records, and other highly customized tools developed from industry-leading texts.

ESCI's Human Capital programs extend to performance appraisal, benefits and compensation comparisons, career development programs, company officer training, mid-management training, and leadership training.

ESCI's Human Capital programs are transformative; they positively impact a fire/rescue emergency services department's personnel from the beginning of their careers to the end.

CATALOG

PLANNING SERVICES

Long Range Master Planning

The Long-Range Master Plan identifies your organization's future challenges and what you will need to meet them over a 10 to 15-year planning window. The result is a master planning report laid out in simple, easy-to-understand formats that follow a time-proven technique for emergency services master planning.

Strategic Planning

ESCI uses a proven method for developing an actionable strategic plan to guide the organization toward short-term goals and objectives. The process solicits feedback from both employee and community stakeholder groups to create a framework for success.

RISK ASSESSMENT & RESOURCE DEPLOYMENT

Standards of Cover

ESCI's Standards of Cover study has its foundations in applicable standards and benchmarks, as well as the statistical data and experience gained through hundreds of previous deployment analysis studies. The analysis uses innovative technology, tools, concepts, and analysis to provide comprehensive deployment solutions geared toward achieving the community's service level expectations with the opportunity to be a living document that provides periodic and/ or real-time performance and outcome visualization.

Community Risk Assessment/Community Risk Reduction

The Community Risk Assessment provides an assessment of risk and potential risks present in the service area and prioritizes them for risk reduction efforts. This community risk assessment is focused on whole-community risk reduction and, in many cases, contributes to a Standard of Cover.



PUBLIC SAFETY AGENCY MANAGEMENT & ASSESSMENT

Merger/Consolidation Feasibility Studies

The study identifies the many different strategies that are available to fire departments when considering consolidation of services. This begins with a do-nothing approach and ends with complete unification of the organizations into what is, essentially, a new emergency service provider. The feasibility of each option is analyzed, and recommendations are provided regarding the next steps.

Agency Evaluation

An Agency Evaluation assesses where a fire or EMS agency is currently. The project takes a "snapshot in time" of the study organization, reviewing its configuration, programs, service delivery, and response performance, and compares the conditions found to applicable standards, best practices, and the experience of ESCI consultants.

Performance Dashboard

The ESCI Performance Dashboard is a customized web-based application presenting information and metrics that allow frontline staff, decision-makers, and policymakers alike to understand department performance over time. Using data from the department's records management system, the dashboard can show near-real-time analytics through several application tabs.

Staffing Analysis

Organizational Staffing studies evaluate administrative, operational, and support roles against applicable benchmarks where available. ESCI's Staffing Analysis studies can be performed for volunteer, career, part-paid, and combination systems. The process focuses specifically on identifying the human resources needed to provide support to fire, law enforcement, and emergency medical services.

RECRUITMENT, TESTING & PROMOTION PROCESS

Testing & Assessment

ESCI offers a selection of affordable written promotional tests, Assessment Centers, and Entrance Level Exams for fire, law enforcement, and EMS departments. Tests are customized by writing questions and assessments directly from your department's internal policies and operating guidelines. Tests are also available written from the leading industry textbooks.

Additional Human Capital Services

ESCI offers executive recruitment and selection, compensation and benefits comparisons, selection interviews, entrance recruitment programs, performance appraisal, and career development plans.

Training

Our training programs include company officer, mid-management, and leadership training that can be delivered in numerous ways. ESCI can provide onsite trainers, or we can provide 'train-the-trainer' services so that your personnel can conduct the program. These training programs can be customized to address any other leadership issues in your department.

Succession Planning

ESCI offers onsite succession analysis, planning, and implementation options for a department to develop a fully customized Succession Management Program. We deliver a report that describes the results of our data collection effort, a suggested Succession Management Plan, and methods to facilitate the implementation.

EXECUTIVE LEADERSHIP



JOE POWERS, MANAGING DIRECTOR

Joe Powers is a 29-year fire service veteran and holds a Master's Degree in Public Administration and a Bachelor's in Health Sciences. Both locally and internationally, Powers works with fire departments to improve operational response, reduce organizational workload, and tie data to strategic decision-making. He worked for 20 years in Henrico County (VA) as a shift commander, strategic planner, accreditation manager, and innovator. Powers became the first Deputy Chief of Community Risk Reduction at the Charlottesville, Virginia Fire Department, a position he built from the ground up. In Charlottesville, Powers believed the industry's value was found in response and in building more resilient communities through risk assessment, partnerships, and matching resources to needs. By tying social service, community health, and mental health resources together, Powers and his teams matched resources to the community to decrease the workload in emergency response. Additionally, Powers worked closely with the Center for Public Safety Excellence, the International Association of Fire Chiefs as a board member for the Fire & Life Safety Section, and the Vision 20/20 Project as a steering committee member. He continues to speak frequently at conferences on topics like community risk reduction, strategic planning, and fire service data.



JENNIFER FLAIG, DIRECTOR - HUMAN CAPITAL DIVISION

Jennifer Flaig currently serves as the Director of the Human Capital Division for Emergency Services Consulting (ESCI). She brings over 20 years of experience to the ESCI team developing and directing testing and training programs for public safety departments throughout the United States. She has developed hundreds of valid, defensible public safety exams to assess all ranks within the fire service from firefighter to Fire Chief.

Flaig holds a Master's Degree in Industrial and Organizational Psychology. Her areas of expertise include job analysis, test validation, test administration, candidate development, diversity training, performance evaluation, supervisory/ leadership training, and organizational assessment. In her role as Director, her responsibilities include new business development, employee development, budgeting, and the coordination, delegation, and implementation of all client programs.

Flaig has designed a public safety test preparation book, supervisory training programs, and leadership training programs. She has also developed and implemented innovative testing approaches that minimize group differences (adverse impact), as well as innovative scoring procedures designed to increase assessor consistency and test reliability. Additionally, Flaig is an adjunct professor at George Washington University in Arlington, VA, and the current President-elect for the Personnel Testing Council of Metropolitan Washington (PTC-MW).



IAFC MISSION

To provide leadership to a current and future career, volunteer, fire-rescue and EMS chiefs, chief fire officers, company officers, and managers of emergency service organizations throughout the international community through vision, information, education, services, and representation to enhance their professionalism and capabilities.

ABOUT IAFC

The International Association of Fire Chiefs (IAFC) is an association with 150 years of experience that is highly regarded with a strong and credible reputation. The members are the world's leading experts in firefighting, emergency medical services, terrorism response, hazmat response, natural disasters, search and rescue, and public safety policy.

Through cooperative collaboration, learning-based solutions, and continuous innovation, IAFC provides first responders with the resources needed to be successful in their careers.

This vision of collaboration, solutions, and innovation is the core of who IAFC is and will continue to define its path forward.

MEMBERSHIP STATS



30 COUNTRIES



50 STATES



10 PROVINCES



12,000+ MEMBERS



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