



FCM 044-2018

FIRE CHIEF MEMORANDUM

DATE: May 3, 2018

TO: All Members

FROM: Eric C. Tade, Chief of Department ***ECT***
Todd A. Bower, Deputy Chief of Department ***TAB***

SUBJECT: DFD STRATEGIC PLAN 2017-2020

Attached is the new DFD 2017-2020 Strategic Plan. It reflects more than a year of research and discussion and contains a vision to guide DFD's efforts for the next three years. The document is available to the public at www.denvergov.org/fire under Contact Us/About Us in the Annual Reports box. DFD is rich with history and tradition; our goal is to take time to self-assess so we remain an organization committed to excellence. This Strategic Plan is an investment in elevating the Denver Fire Department for everyone we serve: our members, customers, and partners. It is a road map leading an already strong Department to an even better place. There is a lot we could do; we cannot do it all at once. With limited resources and personnel, this Strategic Plan outlines priorities for the next three years to make structured, proactive decisions that support continuous improvement.

The purpose of continuous improvement is not to compete with other agencies, but to compete with ourselves. To get better, we must know both where we currently stand and where we are going. That is why this Plan is data-informed, defines current state baseline metrics and future state benchmark metrics, and lists the members responsible for leading these action steps toward measurable improvement. By December 31, 2020, DFD will accomplish 27 measurable objectives that fall under these six goals:

- 1) Promote a safe, inclusive, and professional environment for current members, future members, and the public
- 2) Increase training opportunities for members to better serve the community
- 3) Enhance business processes and fiscal management
- 4) Provide faster and higher quality emergency response
- 5) Increase community preparedness
- 6) Update infrastructure, equipment, and technology

Command staff will report progress monthly to the Deputy Chief of the Department. DFD will report progress quarterly to members, the Executive Director of Safety, and the Mayor. DFD will report progress annually to the public.

The 2017-2020 Strategic Plan is also a key component of DFD's application for accreditation through the Commission on Fire Accreditation International at the Center for Public Safety Excellence. Accreditation is a comprehensive self-assessment process that enables the Denver Fire Department to examine our own service levels and performance measures while comparing our work with leading industry practices such as National Fire Protection Association standards. The goal of the accreditation process is to advance service delivery to both our internal and external stakeholders and to institutionalize continuous improvement in everything we do. There are currently 247 CFAI-accredited agencies in the United States and Canada, including 15 agencies in Colorado. We encourage you to learn more about accreditation on the Center for Public Safety Excellence website, <http://cpse.org/>.

For questions about the Strategic Plan or about accreditation, please contact the DFD Accreditation Committee at DFDoutreach@denvergov.org. Thank you for your continued desire to serve, courage to act, and ability to perform.

Attachment: DFD Strategic Plan 2017-2020 - 05-01-2018.pdf

:kfc/H/FCM/2018/044-2018 DFD Strategic Plan 2017-2020

DISPOSITION: Read at Roll Call for three (3) consecutive shifts.

DISTRIBUTION: Suppression and Support Services (*electronic*)