

# ESCI Services Overview

## Cooperative Effort/Merger Feasibility/Shared Services

Considered to be the leader in this field, ESCI has proven its ability to teach, analyze, and implement the merger/consolidation/shared services of multiple organizations. ESCI has been actively involved for more than ten years in working with emergency service providers that are considering a formal cooperative relationship. ESCI is used exclusively by the International Association of Fire Chiefs (IAFC) to provide educational workshops throughout the country on the subject of merger, consolidation, Shared Services, and JPA formation. With ESCI's help, organizations will be prepared to successfully negotiate the many obstacles they will face in this emotional and economic process. From start to finish, ESCI will provide training sessions, workshops, strategic planning facilitation, feasibility studies, and a formal implementation outline(s), including strategies, goals, and objectives.

## Customer Centered Strategic Planning

The Customer Centered Strategic Planning (CCSP) process was developed by ESCI. It is the only planning process available to fire, criminal justice, emergency communications, and emergency medical services inviting both community and internal organizational participation. The process concentrates on community needs and is driven by the central theme "What is in the best interest of the citizens served?" Unlike traditional planning processes, Customer Centered Strategic Planning is designed to focus on internal and external customers, evaluate needs, and identify issues from the citizen up, rather than the mission statement down.

## Operational and Organizational Efficiency Analysis

An efficient system to deliver life safety services involves several variables that can be broken down into technical elements such as deployment, distribution, resource concentration, current and future service demands, and community risk considerations. Emergency Services Consulting International (ESCI) provides a comprehensive analysis of all aspects of fire department operations, including management and organizational structure, to assess operational efficiencies, best practices, organizational effectiveness, and budgetary savings. The analysis serves as a valuable tool for executives, managers, elected officials and decision makers in their mission to positively impact quality of life for users of emergency services.

## Standards of Cover/Deployment

ESCI's Standards of Cover study has its foundations in nationally recognized standards and benchmarks, as well as the statistical data and experience gained through over hundreds of previous deployment analysis studies that we've conducted. Creating an Integrated Risk Management Plan, Standards of Cover requires that a number of areas be researched, studied, and evaluated. This type of project begins with an overview of both the community and the agency. The next steps in this process are to conduct a risk assessment; evaluate recommended and locally generated critical task analyses; determine current agency service level objectives; and then evaluate distribution and concentration measures. Determining the best location for fire stations, apparatus, and staffing is a complex process. Ensuring these decisions account for future changes in the service area is critical. ESCI's deployment analysis uses innovative technology, tools, concepts, and analysis to provide comprehensive deployment solutions geared toward achieving the community's service level expectations.

## Master Planning

Comprehensive plan documents in many communities have little, if any, emphasis on thorough and comprehensive master planning for fire and emergency medical services. ESCI has spent years cultivating and improving its planning processes in order to provide communities with the services needed to elevate community fire protection and EMS master planning to a level commensurate with their importance to the citizen. ESCI's methodology uses the community's comprehensive and land use planning as the primary foundation for analysis of future emergency service needs. The result is master planning reports laid out in simple, easy to understand formats that follow a time-proven technique for emergency services master planning. Nationally recognized standards and benchmarks, as well as statistical data and experience gained through over 300 previous emergency agency evaluations are the foundation of ESCI's master planning process.

## Executive Search

ESCI provides an Executive Search to ease the demands on an organization seeking replacement personnel. To ensure success, ESCI analyzes the organization's culture, the position, and responsibilities. Based on these findings, a national search is conducted to identify a predetermined number of qualified candidates for an assessment center or interview process. The search can be undertaken in conjunction with the Assessment Center process or on a stand-alone basis. The ESCI Assessment Center is a systematic and comprehensive personnel evaluation methodology. Pre-selected candidates are placed in a controlled but challenging environment. The evaluation exercises are crafted to measure the candidates' ability, both individually and as a team member, to perform the same tasks, utilize the same skills, and project the same philosophy that is necessary within the scope of the position.

## Professional Development

Emergency Services Consulting International (ESCI) provides a professional development process to assess the current state of leadership at the organizational and individual level. This process can be used to plan a systematic development program for your organization's professional and executive level team, as well as provide succession planning for the inevitable changes of the future organization. To assess "current conditions," ESCI will design a customized baseline "assessment" of the skill and knowledge set of each participant chosen for the professional development process. At the conclusion of the baseline, ESCI will provide feedback to each participant. Next, ESCI consultants create a customized work plan to address training, education, experience, and self-development. After the pre-determined period, ESCI returns for a final assessment to evaluate progress against the customized work plan.

## Administrative Support Program

Providing affordable research, planning, and administrative services for today's fire organizations can be a great expense to a small to medium-sized department. Timely to the challenges of the current economic environment let ESCI help you meet your specific requirements and provide the services your department needs. ESCI will act as an extension of your staff to provide you with the assistance and information you require to move your organization forward. All services are customized to meet the needs of your organization. For a monthly installment or one-time agreement, your department or district will receive administrative and consulting support using experts in the specific functional areas requested. ESCI's broad experience provides you with the best, most complete information on contemporary trends and industry benchmarks to address your organizational challenges. With many flexible consulting services that can be tailored to your organization's needs you will receive assistance

on services to departments that have lost staff or for departments that want to strengthen administrative functions.