



Emergency Services Consulting International

Consulting Firm of the IAFC



Since our inception in 1976, ESCI's strength has been its commitment to customer satisfaction, innovation, and quality services. We are a vision-driven organization, one 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 important and vital work of public safety agencies, and demonstrate an unwavering RESPECT for the men and women providing public safety services worldwide.

I encourage you to read through this prospectus and learn all that we offer. We thrive on helping you find the answers you need and working with you to develop solutions that address your specific situation.

Sincerely,



Sheldon D. Gilbert
Chief Executive Officer,
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 40 years. With our international presence, ESCI has the ability to draw upon a national network of resources to assist with fire, EMS, law enforcement and homeland security agencies to plan and adapt to future needs.



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 other and the terminology used to describe them often differs from place to place.

Every fire, EMS and law enforcement agency, large or small, should complete a strategic planning process, resulting in a 3- to 5-year "road map" for the organization. A Master Plan is a high level, long-range plan that is particularly important for communities experiencing growth.



Deployment & Risk Management

It is essential that your fire department is deploying resources in a manner that is effective in terms of response performance, as well as cost effective for your citizens.

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

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

The process is data-driven and critical if your fire department is seeking accreditation or simply wants a very comprehensive deployment analysis.



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 and is 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, an assessment of how you rank with regards to ISO ratings and the feasibility of shared service delivery through merger or consolidation.

The bottom line is that your community expects that you are looking at 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 the best fire/rescue personnel who represent the community they serve is based on a demand from the public that their fire/rescue 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 modern and valid promotional systems including written exams, assessment centers, accomplishment records and other tools that are highly customized or that are 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; that is, they positively impact a fire/rescue 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’s Customer Centered Strategic Planning (CCSP) process is the only one available to fire, criminal justice, emergency communications, and emergency medical services inviting both community and internal organizational participation. 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.

Deployment & Risk Management

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 may be focused on fire and fire-related hazards or expanded to include risk reduction and Standards of Cover deployment planning.

Catalog

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 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.

ISO Benchmarking Assessment

ESCI partners with the Insurance Services Office (ISO) to provide a benchmarking and pre-evaluation survey using the jurisdiction’s latest survey data to provide the user with an overview of how the Public Protection Classification (PPC) score was developed for their community and recommendations for key areas of improvement.

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 Processes

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.

Other Human Capital Programs

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

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 on-site 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



Sheldon Gilbert, Chief Executive Officer

Sheldon Gilbert began his fire service career in 1984 as a Firefighter with Fairview Fire Protection District. In 1986 he was hired by Eden Consolidated Fire Protection District and joined the newly formed Alameda County Fire Department (ACFD) on July 1, 1993, where he ultimately promoted to Fire Chief. Prior to his fire service career, Sheldon was an Alameda County Paramedic. He was instrumental in the creation and growth of ACFD and established its First Responder Paramedic Program. Since 2012, Sheldon has served as Paramedics Plus Interim Alameda County Chief Operating Officer and National Director of Business Development and Government Affairs. He became CEO of Emergency Services Consulting International (ESCI) in 2015.



M. Stuart McElhaney, Director of Planning and Strategic Service

Stuart joined ESCI as Eastern Regional Director/senior consultant in January 2016 after serving Marion County, Florida as Fire Chief from March of 1994 through July 2015. He became ESCI director of Planning and Strategic Services in January 2019. While serving as fire chief, he was appointed Assistant County Administrator for Public Safety in April 2009 serving in a dual capacity.



Cassi Fields, Vice President-Business Development

Dr. Cassi L. Fields is a nationally known expert in the design, development, validation, and administration of large-scale public safety human capital projects, with special expertise in selection and promotional systems in at-risk organizations. After owning and running her public safety testing and training consulting firm for 25 years, Dr. Fields sold her business to ESCI and she currently serves on its leadership team.



Jennifer Flaig, Human Capital Division Director

Jennifer Flaig brings over 17 years' experience to the ESCI team developing and directing testing and training programs for public safety departments throughout the United States. Ms. Flaig holds a Master's Degree in Industrial/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. Ms. Flaig has designed a public safety test preparation book, supervisory training programs, and leadership training programs. She has 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. Ms. Flaig is also an adjunct professor at George Washington University in Arlington, VA.



About IAFC

The International Association of Fire Chiefs (IAFC) is an association with 145 years of experience that is highly-regarded with a strong and credible reputation. Our 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, we provide first responders with the resources needed to be successful in their careers.

This vision of collaboration, solutions, and innovation is the core of who we are and will continue to define our path forward.

Membership Stats



30 Countries



50 States



10 Provinces



12,000+ Members



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