



## MEMORANDUM

**To:** Mayor and City Council

**From:** Kevin Richardson, Fire Chief

**Date:** August 13, 2019

**Reference:** Recognition of the Coppell Fire Department for receiving the award of “Recognized Best Practices Fire Department” from the Texas Fire Chiefs Association Best Practices Recognition Program.

**2030:** Special Place to Live

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### Introduction:

The Coppell Fire Department has received the award of “Recognized Best Practices Fire Department” for the second time from the Texas Fire Chiefs Association Best Practices Recognition Program. The Recognition Program evaluates a fire department’s compliance with 114 best business practices for the departments in the State of Texas. These Best Practices cover all aspects of fire department management and service delivery including but not limited to administrative and organization, emergency medical services, fire prevention, risk reduction, community outreach, safety and health and professional standards and conduct. Texas Fire Chiefs Association Best Practices Program provides a pathway for a fire department to push its level of service to a level of excellence that is validated by independent experts.

The department was first Recognized in May of 2014 after meeting all the required best business practices by the Texas Fire Chiefs Association Best Practices Recognition Program. The voluntary process required the Coppell Fire Department to conduct an internal review of the agency’s policies, procedures, facilities, and operations. As part of the recognition program, the department must continue to be committed to continuous improvements and the achievement of excellence through the “Best Practice” program.

The Coppell Fire Department continued the process to maintain their achievement of “Recognized” by preparing proofs of compliance for each of the Texas Fire Chiefs Best Business Practices. Upon completion of the internal review, an outside audit and review was requested. This final on-site review took place on February 28, 2019.

The on-site review is conducted by fire chiefs and assistant chiefs from other areas of the state. The result of this review was then sent to the Texas Fire Chiefs Association’s Recognition Board for final analysis and decision to award “Recognized” status.

**Analysis:**

On April 5, 2019, the department was notified that it had been awarded the coveted “Recognized Best Practice Fire Department” award for a second time. The final recommendation report stated, “Chief Richardson and the Coppell Fire Department have proven program compliance, and in most aspects exceed program expectations. Congratulations to the Coppell Fire Department on their proven commitment towards excellence and quality service delivery.”

The Coppell Fire Department is only the second department in the state of Texas to maintain their “Recognized” designation as a Best Practices Fire Department. The Coppell Fire Department has always considered itself to be one of the best in the state. This process provided for an independent review of the department’s operations and should assure the citizens of Coppell that its’ Fire Department is conforming to the “Best Practices” in fire and medical services.

**Legal Review:**

Agenda item did not require legal review.

**Fiscal Impact:**

There is no fiscal impact of this agenda item.

**Recommendation:**

The Fire Department recommends approval.