

Media Release



Hampton Division of Fire and Rescue



PUBLIC INFORMATION OFFICER

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On August 17, 2016 in San Antonio, the Hampton Division of Fire and Rescue was awarded Accredited Agency status by the Commission on Fire Accreditation International (CFAI) for meeting the criteria established through the CFAI's voluntary self-assessment and accreditation program. The Hampton Division of Fire and Rescue is now one of only 220 agencies worldwide, with 11 others in Virginia, to achieve Internationally Accredited Agency status with the CFAI and the Center for Public Safety Excellence, Inc. (CPSE). Of further note, the City of Hampton is currently the only combination fire and rescue agency in the Commonwealth that is both fully accredited and holds an ISO-1 rating.

The CFAI is dedicated to assisting the fire and emergency service agencies throughout the world. They do this by achieving excellence through self-assessment and accreditation in order to provide continuous quality improvement and the enhancement of service delivery to their communities. The CFAI process is voluntary, and provides an agency with an improvement model to assess their service delivery and performance internally. It then works with a team of peers from other agencies to evaluate their completed self-assessment.

Fire Chief David Layman stated that the agency's achievement of Accredited Agency status "demonstrates the commitment of the agency to provide the highest quality of service to our community." Chief Layman also said, "We have also been able to use this process as a proactive mechanism to plan for the future of this agency and locate areas where we can improve on the quality of the services we provide." Deputy Fire Chief Jason Monk adds that, "this achievement further exemplifies our pledge to place our citizens first, exceed their expectations in the delivery of all services, and become a nationally recognized organization and leader in public service excellence."

Citizens benefit from the accreditation process as well. With the continued improvement model used in seeking accreditation, the agency must maintain an active strategic planning program as well as a comprehensive assessment of the overall community's level of risk. This "risk assessment" helps the community's elected officials make an educated decision on the level of service they desire.

More information regarding the Center for Public Safety Excellence, Inc., and the Commission of Fire Accreditation International, Inc., can be found at www.cfainet.org.



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