Utah Fire and Rescue Academy

Operating Plan

2014-2015

July 1, 2014
UFRA Message
We are pleased to present this Operating Plan for the Utah Fire and Rescue Academy (UFRA). The Utah Fire and Rescue Academy’s primary responsibility is the training and certification of firefighters in the State of Utah. This Operating Plan sets the course for the 2014 – 2015 budget year, focusing our capabilities on preparing the firefighters of today to meet the challenges of the future.

We have created our vision, defined our mission, established our goals, and laid out the strategies to achieve them. UFRA will use this plan to measure our performance, which we will do regularly in the year to come. We are dedicated to our mission of training and certification, and welcome your support as we continue to fulfill our responsibility to Utah.

Introduction
The Utah Fire and Rescue Academy contributes to the safety and security of Utah by training emergency responders, creating new programs and courses related to fire service emergency response, assisting in the development of current and future fire department leaders, and maintaining a certification program that promotes and ensures a high degree of professionalism in all disciplines of the fire service.

Fire training has been provided through Utah Valley University for approximately 54 years, beginning with the Utah Central Vocational School in 1960. UFRA was officially established by legislation in 1993 and over the years has been able to keep pace with a rapidly changing world. The demands placed on the fire service by their customers, state laws, federal regulations, and national consensus standards have required additional training and higher levels of competency for Utah firefighters. The events surrounding September 11, 2001, were a terrible reminder of how vulnerable and underprepared the fire service was in dealing with acts of terror. While the fire service continues to train for traditional roles, issues related to acts of terror and the aftermath of those acts have presented a new set of challenges for firefighters and the organizations that train them.

Over the past 54 years, UFRA has evolved into a modern, dynamic, and responsive organization that takes pride in finding innovative solutions for the training and certification of fire service emergency responders. UFRA is recognized as a leader in fire service training in Utah and provides:

- Training to over 5,000 emergency responders annually
- Delivery of over 400 courses annually
- Certification written exams to approximately 4,300 annually
- Certification practical exams to approximately 3,400 annually
- Certifications awarded to over 2,800 annually
- A state-of-the-art training facility and mobile props
- Annual Winter Fire School (820 students registered in 2014)
- Regional Fire Schools
- Courses in most disciplines of fire service emergency response
Utah Fire and Rescue Academy
Operating Plan for 2014-2015

1. Goal: Train fire service emergency responders and fire prevention personnel
   a. Maintain the current “core” training course menu (Ongoing)
   b. Develop, update, and/or accept updated curriculum based on need, review cycles, changes in regulations, and/or national consensus standards that include the following:
      • Curriculum
        Update Online Hazardous Materials (HM) Awareness (July 2014)
        Update/Train-the-Trainer (TtT) Fire Officer I (July 2014)
        Provide additional pilot for Blended HM Operations (July 2014)
        Update Arson Investigator + New Prop (August 2014)
        Update FF I & II (September 2014)
        Update/TtT ADO-Pumper (October 2014)
        Update/TtT Live Fire (November 2014)
        Create Emergency Apparatus Driver Course (Blended) (December 2014)
        Create EADS Orientation Video (December 2014)
        Create Volunteer Tactics Course (March 2015)
        Create Company Officer Inspector Course (Blended) (May 2015)
        Convert ADO-Pumper to blended delivery (June 2015)
   c. Provide an annual Winter Fire School (Ongoing)
   d. Provide Regional Fire Schools (Ongoing)
   e. Provide and facilitate seminars, symposiums, advisory groups, and round-table discussions throughout the state:
      • Annual Utah Career Chiefs’ Roundtable (As requested)
      • Annual Utah Volunteer Chiefs’ Roundtable (Ongoing)
      • Annual Utah Fire Chiefs’ Luncheon (Ongoing)
   f. Ensure a knowledgeable, qualified, and credible instructor cadre (Ongoing)
   g. Provide Instructor updates (Ongoing)
   h. Create a Wildland Training Advisory Group to aid in the selection of National Wildland Coordinating Group (NWCG) lower and upper level courses (Ongoing)

2. Goal: Educate fire service emergency responders and fire prevention personnel by assisting and promoting Utah Valley University (UVU) Emergency Services programs - UVU will:
   a. Offer an Associate of Science degree in the following area:
      • Fire Science (Ongoing)
   b. Offer an Associate of Applied Science degree in the following areas:
      • Fire Officer (Ongoing)
      • Emergency Care (Ongoing)
      • Airport Rescue & Firefighting (ARFF) (Ongoing)
      • Wildland Fire Management (Ongoing)
   c. Offer a Bachelor of Science degree in the following areas:
- Public Emergency Administration-Emergency Services (Ongoing)
- Public Emergency Administration-Emergency Care (Ongoing)

d. Offer one year certificates in the following areas:
   - Firefighter Recruit Candidate (Ongoing)
   - Paramedic (Ongoing)

e. Offer Emergency Medical Services education in the following areas:
   - Emergency Medical Technician-Basic (Ongoing)
   - Emergency Medical Technician-Intermediate (Ongoing)
   - Paramedic (Ongoing)

f. Provide Recruit Candidate Academies for traditional students to create hiring pools for fire departments throughout the state (Ongoing)

- Goal: Certify emergency responders.

   a. Maintain current certification levels (Ongoing)
   b. Develop new certification levels based on customer needs, creation of new courses, and/or changes in NFPA standards (Ongoing)
   c. Maintain and update test banks based on current NFPA standards and/or changes in course curriculum (Ongoing)
   d. Ensure a knowledgeable, qualified, and credible certification tester cadre (Ongoing)
   e. Continue to implement new “in-house” testing policies for written state certification exams (Ongoing)
   f. Utilize online certification test request program (Ongoing)
   g. Provide off-site test audits (Ongoing)
   h. Maintain dual accreditation with the International Fire Service Accreditation Congress (IFSAC) and the National Board on Fire Service Professional Standards (ProBoard) (Ongoing)
   i. Conduct new tester seminars (Ongoing)
   j. Provide annual certification tester update seminars (Ongoing)
   k. Reduce “turn-around time” on certification issuance by one day each year for a five-year period, starting in 2011 (Ongoing)
   l. Conduct a test bank update for Fire Investigator (September 2014)
   m. Conduct a test bank review for HM Incident Commander (September 2014)
   n. Conduct a test bank update for Rescue Technician-Ropes (November 2014)
   o. Conduct a test bank update for Rescue Technician-Confined Space (November 2014)
   p. Conduct a test bank review for Rescue Technician-Structural Collapse (November 2014)
   q. Conduct test bank review for Rescue Technician-Trench (November 2014)
   r. Conduct a test bank review for Rescue Technician-Vehicle (November 2014)
s. Conduct a test bank review for Inspector I/II/III (March 2015)
t. Conduct a test bank review for Fire Officer I/II (May 2014)
u. Create new certification level: Rescue Technician-Surface Water (November 2014)
v. Create new certification level: Rescue Technician-Swift Water (November 2014)
w. Create new certification level: Rescue Technician-Ice (November 2014)
x. Pilot test electronic tablets for Fire Officer-I practical testing (May 2015)

4. **Goal: Explore the development of supplementary funding sources**
   a. Explore and make application for DHS grants (Ongoing)
b. Apply for and utilize National Fire Academy funds through the State Fire Course Endorsement Program, hand-off courses, and the distant delivery training system (Ongoing)
c. Investigate and apply for funding through grants, donations, and gifts (Ongoing)
d. Explore funding sources through the Institute of Emergency Services and Homeland Security (Ongoing)
e. Seek “cost sharing” through partnerships with other organizations (Ongoing)

5. **Goal: Explore new technologies, methods, and programs related to fire prevention, certification, education, training, and suppression**
   a. Explore new methods of course delivery, including online technology to reduce classroom time for students (Ongoing)
b. Explore new software developments for the Command Training Center (CTC) (Ongoing)
c. Provide fire service related news and information on the UFRA website (Ongoing)
d. Explore new live-fire methods to reduce risks to firefighters and per student cost (Ongoing)
e. Explore online registration for classes and seminars (Ongoing)
f. Utilize the UVU computer lab for expanded teaching and testing (Ongoing)
g. Explore technology enhanced-simulated fire training programs (Ongoing)
h. Explore technology enhanced-simulated fire inspection programs (Ongoing)

6. **Goal: Assist UVU in providing learning opportunities for students through internships with federal, state, and local organizations**
   a. Assist UVU in creating and maintaining partnerships with local career fire departments to provide a Basic Firefighter Internship Program for UFRA students related to structural fire fighting: (Ongoing)
      - Sandy Fire Department
      - Salt Lake City Fire Department
      - Ogden Fire Department
      - Unified Fire Authority
      - Provo Fire Department
      - Orem Fire Division
7. **Goal: Create partnerships with public and private organizations that benefit the Utah fire service**
   a. Attend meetings of statewide, regional, and local fire organizations (Ongoing)
   b. Financially assist (Training) the Fire Marshal’s Association of Utah annual conference (Ongoing)
   c. Financially assist (Training) the Utah Firemen’s Association annual meeting (Ongoing)
   d. Financially assist (Training) the Utah Fire Chiefs Association annual Leadership Symposium (Ongoing)
   e. Financially assist (Training) the Utah Fire Investigator’s Association’s annual meeting (Ongoing)
   f. Explore and maintain partnerships with federal and state agencies, and private organizations (Ongoing)
   g. Assist in the development and administration of a statewide professional officer development program (Ongoing)
   h. Maintain Memorandum of Understanding with South Salt Lake City Fire Department satellite Command Training Center (Ongoing)
   i. Maintain Memorandum of Understanding with Unified Fire Authority satellite Mobile Command Training Center (Ongoing)
   j. Coordinate and communicate with Utah Hazardous Materials Advisory Committee pertaining to changes in Hazardous Materials curriculum (Ongoing)
   k. Represent Utah fire departments on the Utah Red Card Review Committee (Ongoing)
   l. Participate on the Utah Training Zone Committee (Ongoing)
   m. Participate with federal, state, and/or local wildland firefighting agencies that may assist UFRA in providing and/or enhancing wildland training (Ongoing)
   n. Explore partnership with Wildland Incident Qualification System (IQS) (Ongoing)

8. **Goal: Create and maintain superior customer service**
   a. Provide effective and meaningful training and staff development opportunities (Ongoing)
   b. Maintain a quality assurance program that evaluates every direct delivery course and every instructor each time he/she teaches (Ongoing)
   c. Provide Command Training Center support for officer promotional testing for Utah fire departments (Ongoing)
d. Provide single points of contact for fire service customers by assigning Program Managers to geographical areas of responsibility within the state (Ongoing)

e. Publish the quarterly Straight Tip magazine in print and online versions (Ongoing)

f. Maintain a Volunteer Chief’s Training Advisory Group that gives the academy’s volunteer fire service customers input on training-related issues (Ongoing)

g. Maintain communication with Utah fire service via UFRA website, Yahoo Groups, Utah Fire Chiefs Association, Linkedin, Facebook, and other social media (Ongoing)

9. **Goal:** Provide logistical and administrative support that enhances the training provided to customers

   a. Maintain and upgrade scheduling software to increase efficient scheduling of resources (Ongoing)

   b. Maintain Intellitrack barcode system to help track courses, equipment, and instructional kits (Ongoing)

   c. Upgrade the current database (Ongoing)

   d. Maintain, replace, and improve the equipment, props, and instructional kits (Ongoing)

   e. Insure a cadre of qualified CDL drivers (Ongoing)

   f. Rebuild Fire Investigator I Prop (July 2014)

   g. Place one new Firefighter Attack Systems Training (FAST) trailers into service (August 2014)

   h. Purchase one mobile air compressor (December 2014)

   i. Place one new Emergency Apparatus Driving Simulator into service. (December 2014)

   j. Replace one “tilt deck” tractor trailer (February 2015)

   k. Replace one Semi-truck (March 2015)

   l. Place second Emergency Apparatus Driving Simulator into service (May 2015)

10. **Goal:** Provide cost-effective training to non-fire service organizations

    a. Private industry (Ongoing)

    b. Emergency Medical Services providers - at cost (Ongoing)

    c. Law Enforcement - at cost (Ongoing)

11. **Goal:** Accredit non-affiliated firefighter training programs

    a. Ensure a qualified cadre of evaluators (Ongoing)

    b. Provide an initial accreditation site visit (Ongoing)

    c. Maintain and update accreditation policies (Ongoing)

    d. Provide a five-year accreditation site visit per organization (Ongoing)

    e. Provide a non-affiliated firefighter recertification program (Ongoing)