

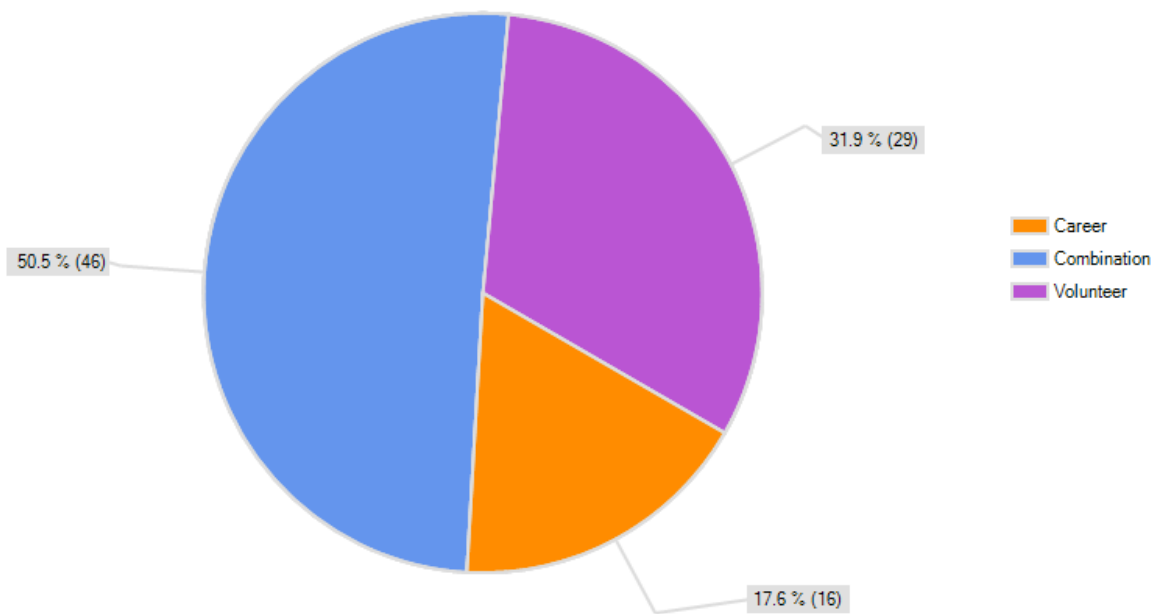
# Emergency Service Training Service Issues Survey Conducted by the IFCA Training Division

The intention of this survey was to identify the salient issues that Idaho's Fire Services face when working to conduct training and certification through Emergency Services Training(EST).

This survey was created and sent to all email addresses currently held by the State Fire Marshalls Office and updated by EST, approximately 165 fire departments Chiefs. The initial response was 47 departments reported. A second push was sent by the IFCA President and an additional 44 responses were obtained for a total of 91 responses.

## Department Make-Up of Respondents:

What type of Department do you Represent



## Raw Responses:

Please rank in order of greatest concern to least concern the following issues. (Each number can only be used once and each items should have a number)															
Answer Options	1	2	3	4	5	6	7	8	9	10	11	12	13	Response Count	
Student & Instructor Transcript Information	6	3	7	5	4	6	4	6	8	11	11	8	3	82	
Curriculum Development and Updates	4	9	8	8	8	10	11	6	7	6	2	2	0	81	
Use of Technology for training outreach and delivery	2	5	9	5	5	9	6	14	12	4	4	4	2	81	
Certification Opportunities	2	4	8	5	14	7	4	8	8	11	5	3	3	82	
Lack of Certification Levels	4	7	11	9	8	6	5	10	6	3	2	5	3	79	
Access to Training	14	10	2	7	6	8	4	3	6	7	7	5	5	84	
Out Reach	0	5	5	9	5	8	12	4	8	7	5	7	6	81	
Timely Response to Requests	3	6	5	10	9	5	6	8	6	10	7	8	4	87	
Lack of Instructors	2	4	7	5	10	7	8	12	5	7	5	8	3	83	
Quality of Instructors	8	5	9	11	7	4	7	5	2	8	9	9	6	90	
Unresponsive to Fire Services Concerns	13	13	9	7	5	8	3	5	6	2	7	4	4	86	
Antiquated registration and evaluation processes	5	9	3	3	5	4	15	6	5	3	14	10	7	89	
Other	12	2	1	3	0	2	1	0	1	3	2	4	18	49	
Other (please specify)														22	
														<i>answered question</i>	91
														<i>skipped question</i>	0

Looking at the raw responses three areas of concern stood out;

1. “Access to Training” is considered the most significant problem facing Idaho’s fire service with 14(15.4%) departments indicating this as their number one issue.
2. “Unresponsive to Fire Service Concerns followed closely with 13(14.3%) of the departments ranking this as their top issue.
3. The “Other’ category was the next most frequent receiving 12(13.2%) of the responses as number one. In review of the written responses for the “Other Please Specify” (see below) one could not discern a common theme upon which to focus.

The next highest area of concern was “Quality of Instructors”, which was ranked as the greatest concern 8(8.8%) times, followed by “Student & Instructor Transcript Information” which received 6(6.6%) as the number one area of concern.

## Grouped Responses:

Responses were then grouped using the below grouping;

Group 1 = the sum of response 1 through 3

Group 2 = the sum of responses 4 through 6  
 Group 3 = the sum of responses 7 through 10  
 Group 4 = the sum of responses 11 through 13

By grouping responses it was assumed that a clearer picture would develop and in fact did. The results of the grouped data are below.

Answer Options	Group 1	Group 2	Group 3	Group 4
Student & Instructor Transcript Information	16	15	25	22
Curriculum Development and Updates	21	26	19	4
Use of Technology for training outreach and delivery	16	19	30	10
Certification Opportunities	14	26	27	11
Lack of Certification Levels	22	23	19	10
Access to Training	26	21	16	17
Outreach	10	22	19	18
Timely Response to Requests	14	24	24	19
Lack of Instructors	13	22	24	16
Quality of Instructors	22	22	15	24
Unresponsive to Fire Services Concerns	35	20	13	15
Antiquated registration and evaluation processes	17	12	14	31
Other	15	5	4	24

The grouped data clearly shows that “Unresponsive to Fire Service Concerns” is the primary issue facing Idaho fire service with 35(38.5%) of the departments listing this as one of their top three concerns. “Access to Training” dropped to the number two area of concern from the primary concern in the raw data receiving 26(28.6%) of the top three concerns. There was a tie between “Lack of Certification Levels” and “Quality of Instructors” for the third greatest area of concern each receiving 22(24.2%) of the top three votes. Following closely was “Curriculum Development and Updates” which received 21(23.1%). These results show a significant departure from the mid-survey analysis which indicated a clear tie for the number one issue between “Access to Training”, “Lack of Certification Levels” and “Unresponsive to Fire Service Concerns” by 47 respondents.

**Answers to the “Other: Please Specify” unedited:**

1. Rigid, difficult, anti-pragmatic attitude/service of EST.
2. I need to have ProBoard certs recognized.
3. Lack of a structured certification program that includes higher education in its design.
4. Achievable certification levels for all agencies/don't set the bar so high that the small agencies can never achieve them, w/encouragement to achieve higher levels.
5. Minimum requirements (developed by the state) to be a Firefighter in Idaho that everyone would have to meet. If law enforcement can do it so can we!
6. Most items not relevant to our department - need for closer less expensive training opportunities.

7. Lack of consistent policy.
8. Length of approval time for classes is too long.
9. Funding.
10. That Idaho Emergency Services Training is still under the direction of Professional-Technical Education. It needs to be moved to the Idaho BHS along with all funding and personnel.
11. This format sucks! Cannot really score an item this way.
12. Requirement that instructors MUST teach statewide is BS.
13. Course Funding.
14. My number 14 is no test at the end of the class to make sure students learned something from the class. A class that is 20 hours and the students are in it for 16 doesn't mean they know the material. I also don't think the test at the end should be like the National Fire Academy, where the last part of class studies just the questions on the test!
15. Seems your office is/has been revamped?
16. Inability to trust larger departments ability to train in-house equal to or greater than their mandate and to accept the results for certification.
17. Reciprocity, this state will not accept out of state classes and that is a shame. I have more training than what is offered in this state and it doesn't count.
18. Regimen destroys interest in being a volunteer.
19. Unfunded mandated training.
20. Reciprocity for out of state credentials.
21. What you have to go through to get a class set up and delivered.
22. More accountability over EST and their actions.

**Recommendation:**

It is the Idaho Fire Chiefs Association Training Division's recommendation that based on these survey results that the Idaho Fire Chief's Association works with EST and focuses its improvement efforts on the following four areas:

1. "Unresponsive to Fire Service Concerns" 35(38.5%)
2. "Access to Training" 26(28.6%)
3. "Lack of Certification Levels" 22(24.2%)
4. "Quality of Instructors" 22(24.2%)

If EST fails to address issues adequately and thus fails to meet the concerns of the Idaho Fire Chief's Association as representatives of Idaho's Fire Service then the IFCA must mount a significant political effort in order to force EST's hand or remove them from the administration of Emergency Services Training.