The goal of a fire investigation is to identify the location that the fire began (origin) and subsequently the reason that the fire started (cause). The procedures used to establish origin and cause of a fire incident often require specialized training and education above that available to the part-time investigator or first responder. The knowledge necessary for the casual investigator or first responder has previously been captured in IFSTA's Introduction to Origin and Cause manual while the Fire Investigator manual is written for those individuals who have the primary responsibility to establish fire origin and cause.

The findings (opinions) of a fire investigator are often challenged through the litigation (legal) process. These opinions and the validation (verdict) of those opinions carry a grave responsibility. As a result, people or companies may be required to pay large sums of money, or individuals may lose their freedom or even their life — which sometimes is based entirely on the fire investigator’s opinion as to the cause of a fire. As a demonstration of the importance of weighing the validity of an opinion (as opposed to physical evidence, for example, DNA), the United States court system has recently provided safeguards in the legal system through several U.S. Supreme Court decisions that directly affect fire investigations and the investigator’s professional opinions generated as a result of those investigations. The ability for a fire investigator to render an opinion in a court setting is based, in large part, on the level of his or her training and experience. The fact that an individual may have been functioning in the position of a fire investigator for a long period of time does not mean, in and of itself, that he or she possesses the knowledge necessary for the court to allow this investigator’s opinion (expert testimony) to be heard. Most often the court’s determination of whether the opinion may or may not be heard (admissibility) is based on a demonstration of the investigator’s knowledge and experience base.
FPP Profile: Jenny Bayles

Jenny Bayles has enjoyed her many years associated with the fire service at Oklahoma State University. After starting at Fire Protection Publications (FPP) in 1986, she moved to Fire Service Training (FST) for a few years before returning to FPP. Her decision to stay with the FPP was an easy one. “This organization does great things, and the duties of every person who works here are important,” said Jenny.

She recently accepted the position of Administrative Assistant to FPP Director Chris Neal. Her responsibilities include coordinating the annual IFSTA conference and serving as recording secretary for the IFSTA Executive Board. In addition, she also coordinates and sets up all IFSTA interim meetings and any IFSTA-associated functions.

“I like it here simply because it is a wonderful place to work,” said Jenny. “We have a fun group of people that are truly friendly to be around. We’re good at appreciating each other’s efforts.”

“There are a number of people who have worked here longer than I have,” she said. “I think that in itself says something about the organization. For instance, Janet Maker (Business Manager), is one of the longtimers who has been a great influence both professionally and personally during my time at OSU. She is a hardworking, dedicated employee.”

When she’s not busy with IFSTA duties, she assists the Director and FPP senior management with special projects and calendar activities.

Jenny enjoys her job and being part of an organization that contributes to the fire service. “Knowing what we all do as a team makes it worthwhile.”

“I have enjoyed meeting and working with different people from all over the world and have also enjoyed working with the staff of FST and IFSAC (International Fire Service Accreditation Congress),” Jenny said.

Jenny is on a coed city league volleyball team and enjoys jet skiing, reading, cycle riding, entertaining, and spending time with her family. She and Steve, her husband of 20 years, recently rode their Harleys to Milwaukee and enjoy riding on long trips. They are planning several rides for next summer and plan to have their 14-year-old son, Dell, join them.

Jenny is originally from Cocoa Beach, Florida, but has lived in Stillwater for over 20 years and considers Stillwater “home.”

“I wouldn’t want to live anywhere else,” she said.

From the Director

Chris Neal, Director

continued from page 1

concerns and practice for your family as well. As a profession, we have adopted a similar approach over the past several years, however controversial it has been at times. It was not that long ago that we rode the tailboard, wore dangerously inadequate protective clothing (if any at all), occasionally broke the SCBA’s out of their boxes, and dined on fat-laden meals in between cigarette breaks. Thankfully we have come to provide for our own through health and safety standards for – among others - apparatus, protective clothing, and equipment. While I will be the first to admit that we have a long way to go, still we have come a long way in the past few years by collectively working together in a consensus process to develop standards to which we hold ourselves accountable. Today, we would not even think of designing a piece of apparatus that does not provide for the security and safety of our firefighters, and in fact, our apparatus manufacturers would not build it unless it met the appropriate standards. Like those car manufacturers that proudly display their crash safety rating, fire apparatus manufacturers proudly display their adherence and compliance with the appropriate NFPA and federal standards, and rightly so.

But what about your training materials? When you consider the manuals and media you want to use for yourself or for your department, how do you know that they meet the appropriate standards to best ensure your safety? If there were a “Firefighter Safety Institute,” what would their “crash” rating say about those training materials? Over the past several months you have probably noticed certain statements associated with all of our ads, such as “Up-to-Date. Accurate. Reliable. Validated.” These are not just words associated with a marketing effort; these are our safety performance categories, our points of evaluation. Quite simply, this is where you hold us accountable for your competence and safety, and know that we hold ourselves to the same high standards. When you evaluate your training materials, ask how each would rate when compared to IFSTA and FPP products. Does it incorporate the latest in technology and technique? Is it correct? Is it consistent? Do you have faith in the product and the process behind it? Is it safe?! Like I noted earlier, shiny or big doesn’t necessarily mean safe! Remember, as we also note with pride, our materials are “Written by firefighters for firefighters.” As such, we know what it takes to do it right, and more importantly, the price you will pay if it is not done right.

Like the automobile consumer, you have a variety of products from which to choose when considering training materials. Some are shiny luxury models, some have big names behind them, and others are new imports. Run them all through the training safety “crash test” and I would be willing to bet that when the ratings come in, IFSTA products, your products, rate excellent in all categories while the others may need to “re-engineer.” You have come to expect nothing less from us and you should demand nothing less. Be safe!

Chris Neal, Director

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A common method to illustrate one’s knowledge and proficiency is through certification. Certification does not and is not meant to demonstrate that the certificate holders are necessarily correct in their opinions, but rather that they have attained and been able to demonstrate a minimum level of education and experience as required by that certification. Although several certifications are available within the fire investigation community through the International Association of Arson Investigators and the National Association of Fire Investigators, the only certification standard at present is the National Fire Protection Association (NFPA) Standard for the Professional Qualifications for the Fire Investigator (NFPA 1033).

NFPA 1033 defines the job performance requirements (JPRs) for the basic level required of an investigator in an attempt to ensure accurate findings. This standard does not, however, provide the investigator with the knowledge necessary to complete the investigation. Fire Investigator has been written as the “how to” manual. It provides the foundation necessary to learn and apply the knowledge essential to satisfy the job performance requirements as promulgated in NFPA1033. The performance objectives of the manual’s pertinent chapters are correlated to the appropriate JPRs of NFPA 1033.

All necessary areas associated with a professional investigation are present within this document. The reader discovers the relationship of building construction to fire dynamics and evidence collection to court rulings.

Although written for the current fire investigator, this manual provides valuable information to all segments of the fire community. Written as a study manual for formal training courses, it likewise doubles as a self-study manual. The study and implementation of recommended procedures present within Fire Investigator promotes the professional development of the reader, public or private, and assists in the reduction of loss of life and property.

David Smith began his career in fire investigation with the Tucson, Arizona, Police Department Juvenile Unit. Mr. Smith later became the first member of the Arson and Bomb Unit (subsequently the Arson and Homicide Unit) of the Tucson Police Department. In 1981, Mr. Smith founded Associated Fire Consultants, Inc. Since then, he has conducted fire and explosion investigations for not only the insurance industry and publicly-traded corporations, but also for government agencies who have called on Mr. Smith to assist in product safety issues, training and arson prosecutions.

A speaker in much demand, Mr. Smith has taught fire and explosive investigation courses to over 60 different fire, police and insurance associations and government agencies across the United States and internationally. As a Past President of the IAAI, he continues to serve as an ex officio member of its Board of Directors. His credentials also include the designation of Certified Fire Investigator.
Managing Fire and Rescue Services...

The All New Edition

By Dennis Compton

The new edition of Managing Fire and Rescue Services is now available, and it’s a hot item. Published by the International City and County Management Association, this state-of-the-art reference and textbook will serve our industry for years to come.

John Granito and I are co-editors of the 3rd edition of the book. Even though there were two previous editions, we started this one from scratch. The title, every chapter, the general layout, the color of the cover, and the focus of the authors is new. A very knowledgeable Editorial Advisory Board helped identify the desired content of the book. The authors who wrote chapters and sidebars are experienced experts and world class practitioners. They not only give an overview of the subject, but they also elaborate on the main aspects, illustrating them with real-world examples and exploring possible future developments. It is a very reader-friendly style that will increase any reader’s knowledge of the fire and rescue services.

This edition of Managing Fire and Rescue Services is designed to be equally useful as a college-level textbook and a reference book for practitioners, students, instructors, fire officials, city managers, mayors, and others who are concerned about (or charged with) providing effective and efficient fire and life safety services. The book outlines a systems approach to managing the fire and life safety infrastructure of our nation. It consists of sixteen chapters divided within five sections. These sections and chapters include the following:

1. The Context of Fire and Rescue Services
   • Modern Fire Protection, Emergency Medical and Rescue Services
   • Evaluating Local Risk and Planning for the Necessary Resources
   • Leadership Strategies for the Political Process

2. Resource Management
   • Organizing and Deploying Resources
   • Human Resource Management
   • Fiscal Management
   • Capital Resource Management

3. Improving Resources
   • Leading and Managing
   • Training for Fire and Emergency Response Services
   • Performance Measurement and Organizational Improvement
   • Health, Wellness, and Injury Prevention

4. Prevention
   • Comprehensive Prevention Programs
   • Regulations, Standards, and Issues of Liability

5. Managing Support Services
   • Information Management
   • Communications Systems and Emergency Response Centers
   • Intergovernmental Cooperation

As an added unique dimension, several sidebar articles have been incorporated into the chapters. These sidebars were written by separate authors who are recognized experts in their particular field. They really add to the quality of the content of the book.

The degree of expertise and professionalism required of fire department administrators has increased significantly and will continue to do so. Even before the terrorist attacks on September 11, 2001, significant changes had occurred in fire and rescue organizations. These were motivated primarily by the desire to improve service delivery and internal processes as well as by profound transformations in the fire service including its culture and work environment. With all of this change, and now with a re-defined role in homeland security, fire and rescue service systems are more complex and demanding than ever. Managing Fire and Rescue Services provides critical information and direction that will make organizations more effective and improve the quality of internal and external performance outcomes.

As the co-editors of this book, John and I appreciate the work of the chapter and sidebar authors, the advisory board, and the ICMA staff. We are proud to present this 3rd Edition of Managing Fire and Rescue Services as a tool for learning more about and improving the fire service industry. I know you’ll enjoy the book and find it very helpful. You can order it directly from Fire Protection Publications...so do that soon!

Dennis Compton is a well-known speaker and the author of the When In Doubt, Lead! series of books, as well as many other articles and publications. He serves as a national advocate and executive advisor for fire service and emergency management issues and organizations.

Dennis served as the Fire Chief in Mesa, Arizona for five years and as Assistant Fire Chief in the Phoenix, Arizona Fire Department, where he served for twenty-seven years. Chief Compton is the Past Chair of the Executive Board of the International Fire Service Training Association (IFSTA), Past Chair of the Congressional Fire Services Institute’s National Advisory Committee, and serves on the Board of Directors for the National Fire Protection Association (NFPA).
Fire Safety in Quebec

By Yves Desjardins

The province of Quebec covers 1,700,000 km² and is situated between Ontario and New Brunswick, north of New York. It is home to a quarter of the population of Canada, i.e., 7.5 million, 6 million of whom are French speaking. Quebec is well known for its frigid winters and passionate people!

Fire safety organization is under municipal jurisdiction; there are 20,930 firefighters and officers working at the 813 fire departments, including the one in the City of Montreal, which is the sixth largest city in North America. Eighty-five percent of workers are part time or volunteer.

According to statistics over the past ten years, compared with Canada as a whole and the rest of the Canadian provinces, Quebec has a very low fire rate, a lower-than-average mortality rate, but very high material losses compared with the Canadian average. Therefore, fire safety must be reviewed.

Initially, in June 2000, the Fire Safety Act was adopted in order to reinforce the willingness to modernize fire safety and help municipalities and fire departments to be better equipped to face the challenges of the 21st century.

This new law is important for producing risk coverage plans. Thus, regional authorities, in conjunction with local authorities and fire department managers, will have to draw up fire protection objectives and actions for their respective regions. This approach sets out clear areas of responsibility for all parties involved in terms of emergency planning in a true spirit of risk management. The Fire Safety Act also gives the government the powers to establish, by regulation, training requirements and conditions of employment in a fire department.

Since 1998, only conditions for employment and training requirements for permanent fire fighters, officers, and fire prevention inspectors are subject to regulation. As for volunteer and part-time firefighters, the Minister of Public Security intends to submit to the government a draft regulation on conditions of employment in a fire department.

The Act also confirms the creation of the École nationale des pompiers du Québec (ENPQ or Quebec’s fire training school) whose mission is to monitor the relevance, quality, and consistency of the training of municipal fire safety workers throughout Quebec. It is in charge of basic training and skills upgrading of firefighters. ENPQ serves as a conductor in that it coordinates all educational resources, but it also can organize its own training activities.

To perform its mission given to it under the law, ENPQ defined guidelines to support its work.

1. Use the standards of the National Fire Protection Association (NFPA) to define professional qualification standards, as most fire safety employee qualification and training authorities use them in Canada and the United States.

2. Seek to obtain accreditation from the International Fire Service Accreditation Congress (IFSAC) in order to issue certificates that are not only recognized in North America but also in Europe and other continents.

3. Develop educational material in French, which is urgently needed in the fire safety community to improve the level of uniformity of training between institutions and instructors.


4. Promote accessibility to basic training for all firefighters in Quebec, taking into account the availability of those who practice fire fighting as a secondary vocation. To do this, the École has developed an innovative education approach called AMIE (which is French for FRIEND) (A: auto apprentissage (independent study), M: monitorat (tutoring) 1: instructeur (instructor) and E: entraînement en caserne (training at the fire station)). By reducing the amount of time spent in the classroom with an instructor and using fire department resources, ENPQ’s educational approach will decrease traveling time, allow for a flexible training schedule, and reduce training costs. Using this approach, firefighters, at the end of their training, will be able to satisfy the job performance requirements for obtaining a professional qualification certificate from the École nationale des pompiers du Québec.

To coordinate the implementation of other training and qualification programs, ENPQ has developed a strategic plan for 2003-2007, whose two main objectives are: To increase the skill set of municipal fire safety workers and to become the leader in fire safety training in Quebec.

Yves has worked in fire safety for 25 years. In addition to holding a diploma as a professional firefighter, a Bachelor in Education and an MBA, he has worked as a fire prevention inspector for eight years. In 1985, Yves decided to focus on teaching and has held different positions within a fire academy including seven years as its director. In 2000, the Government of Quebec appointed him Director General of the École nationale des pompiers du Québec, which was created under the Fire Safety Act. Yves also coordinated and participated in fire fighting training activities internationally.
Guest Editorial: Fire Service College

THE TWIN TOWERS ROOM
at the FIRE SERVICE COLLEGE, Moreton-in-Marsh, United Kingdom

By Bob Fenner

Following the tragedy of September 11, 2001, the links between the Fire Service College and the United States, always very strong, became even stronger. It was decided that the College should in some way demonstrate clearly its solidarity with the Fire Department of New York and commemorate those brave and courageous people who lost their lives trying to rescue and help others.

Thus it was that the Twin Towers Room at the Fire Service College came into being. Around the College were displayed memorabilia from the United States presented to the College over many years and from many different individuals, departments, and organizations. All these items were removed and re-sited on the walls of the new Twin Towers Room. On one end wall is displayed a collage of photographs of all the firefighters from New York who lost their lives. On this wall there is also a letter from the Fire Chief of New York acknowledging the creation of the Twin Towers Room and an original painting by the artist Joanne Shaw depicting the raising of the Stars and Stripes over the debris of Ground Zero. There is a plaque bearing the words: “Nations are not evil, populations are not evil, only individuals are evil.” Finally, the whole display on the wall is framed by a Union Flag and the Stars and Stripes.

The formal opening of the Twin Towers Rooms took place on Monday, September 9, 2002 — almost a year after the tragedy in New York. The event was hosted by the Chief Executive of the College and the College Management Board. It was attended by numerous officers and dignitaries from the U.K. Fire Service and its associated organizations, Her Majesty’s Inspectorate of the Fire Service, and members of academic institutions associated with the Fire Service College. A particularly important and very welcome guest was Ms. Alyce Tidball, a senior representative from the United States Embassy in London. During the opening ceremony the Twin Towers Room was given a blessing by the Fire Service College’s chaplain, the Reverend James Wilson.

The Twin Towers Room is not seen as some sort of shrine that only the very few can enter and use. Rather, it is set up and equipped as a meeting and seminar room for use by all in the College. When there are visitors from the United States in the College, it is seen as particularly appropriate that business should take place in this room so that these visitors are aware both of how deeply the College, and the wider U.K. Fire Service, was affected by 9/11 and of the response taken to create a permanent memorial to the event and its victims in the Fire Department of New York.

Dr Bob Fenner was formerly the Director of Educational Development at the Fire Service College in the U.K. Upon his retirement in 2001 he was appointed as Senior Visiting Fellow to the College and currently holds this position. Bob was Interim Manager of IFSAC from January through July 1997.
Some Questions We Commonly Hear . . . and Our Standard Replies

By Michael A. Wieder

Every time a revised manual is released, we are deluged with phone calls from our customers. Here are some of the most common questions we receive and our standard replies to each of them.

Q: Can we continue to use the old edition if the test or course is going to use the new edition?

A: Probably not. When a manual is revised, it is extensively rewritten. Much of the information is changed, reorganized, and updated. It would be almost impossible to work with the old manual in this situation. You will need to purchase a new edition of the manual.

Q: Can the old study guide be used with the new edition of the manual?

A: No. The questions and answers from the old study guide will not match the information and page numbers in the new manual. If you have a new manual and wish to use a study guide, you will need to purchase a new study guide as well.

Q: Our test and certification procedures are based on the old book. We do not desire to redo these procedures at this time. Can we continue to purchase the previous edition rather than use the new edition?

A: Once we publish a new edition of a particular manual, we typically will no longer reprint its previous edition. However, some circumstances may dictate that a particular jurisdiction will continue to require using an old edition for an extended period of time. In those cases you may contact us so that special arrangements can be made.

Q: If you do not change editions to make more money, why do the new editions sometimes cost more than the previous editions?

A: If you compare any new edition to the one that precedes it, you will find that typically the new edition is considerably larger and contains more information. The new editions typically have more photographs and color illustrations. Paper prices have risen dramatically over the years. These improvements and increased costs require us to increase prices. We are sensitive to budget concerns, and we try to keep the costs of our manuals as low as possible. If you compare the prices of our manuals to those of “for profit” publishers, you will notice our prices are considerably lower.

Q: Is there any way we can correlate the information from one edition of a manual to the next?

A: From time to time we do receive requests for help in correlating the content from one edition of a manual to the new edition. To date we have not provided such a correlation document; however, we are examining methods for doing this in the future. This process will not be simple because changes in editions are so extensive that every page is different. Most likely, any correlation document we develop in the future will be limited to listing things such as changes in chapter sequence and techniques that have been added, deleted, or significantly altered.

Hopefully, this article has given you some insight into the inner workings of IFSTA and Fire Protection Publications and why we do the things we do. As always, we look forward to your comments on our materials. Please feel free to call us at any time, or use the comment sheet forms that are found in the back of each of our manuals. We reply to each of the comment sheets we receive. Your opinion is valued, and your continued support of Fire Protection Publications and the International Fire Service Training Association is greatly appreciated.

Michael A. Wieder is Assistant Director and Managing Editor of Fire Protection Publications.
The 70th annual IFSTA Validation Conference was held in Oklahoma City, Oklahoma, July 12-16, 2003 at Bricktown in downtown Oklahoma City.

The conference was a huge success, with over 141 participants attending from 31 states and several Canadian provinces.

Registration began on Saturday, July 12. The afternoon agenda included an orientation for first-time attendees and a meeting for the committee chairs and liaisons. After these meetings, the IFSTA Executive Board convened for its biannual meeting. A pre-conference reception was held in the evening for all participants and staff.

This was a social gathering to meet new participants and to welcome all attendees to the IFSTA conference.

The General Session on Sunday, July 13, was the official opening of the 2003 IFSTA Validation Conference. IFSTA Executive Board Chair George Dunkel brought the meeting to order and gave the opening comments. Chris Neal, Director, OSU Fire Protection Publications gave a warm welcome to the IFSTA delegates. David Thompson, Associate Dean, OSU College of Engineering, Architecture and Technology and Allen Benson, Fire Chief, Oklahoma City Fire Department, Oklahoma.

At the close of the meeting, the delegates were dismissed to their respective committees to begin work. The following working committees met this year:

- Administrative
- Chief Officer
- Disaster Emergency Planning
- Fire Origin and Cause
- Haz Mat Technician
- Metro, State, and Provincial Training
- Plans Examiner
- Rescue

After the committees completed their work on Sunday, the conference participants and their guests joined the Fire Protection Publications staff and their families for a wonderful BBQ dinner at the Renaissance Hotel. This BBQ has become an IFSTA tradition, and it allows participants and staff members to become better acquainted.

Committees continued to work through the week until the Closing General Session on July 16. At this time validation plaques were given to members of the Orientation and Terminology 4th edition committee, closing comments were made, and committee reports were given. Next year’s IFSTA conference will be held July 10-14, 2004, in Oklahoma — the exact location will be announced at a later date. The 2003 IFSTA Validation Conference was adjourned at the closing General Session at noon on July 16, 2003.

Fire Protection Publications (FPP) hosts a variety of activities for the spouses, children, and guests of conference participants. Staff member Glenna Huff coordinated all guest activities and did a wonderful job.