

SPEAKING OF FIRE

FIRE PROTECTION PUBLICATIONS • OKLAHOMA STATE UNIVERSITY

A quarterly newsletter of Fire Protection Publications (Headquarters for IFSTA) Winter 2003-2004 Vol. 4 Number 4

IFSTA Update

Public Information Officer – Working with the Media

By Jon Hansen

Wherever we turn these days – on the television or in the newspaper, there is yet another situation in which emergency first responders are faced with difficult circumstances. Domestic terrorists have blown up buildings; extremist groups have caused many problems; foreign terrorists have flown airplanes into buildings, and these huge skyscrapers have collapsed; snipers have terrorized a multistate area around our nation's capital; students have fallen at the hands of fellow classmates and, likewise, employees have been struck down by coworkers; many hundred-year floods have occurred; hurricanes have battered the coastline; record numbers of tornadoes, including one with the highest speed ever measured, have devastated the countryside; and other horrific situations with building collapses or nightclub fires have occurred; plus huge wildfires have burned and burned.

Unfortunately, natural disasters will continue to occur, and as we work to harden the obvious targets in the War on Terrorism, this may mean that smaller attacks may happen. As seen in places where they have been dealing with terrorists for a longer time, the terrorists' strategies have been to utilize more car bombs and suicide bombers in public places such as buses, restaurants, shopping centers, and schools as time goes by. These days, whenever emergency first responders arrive on a scene, we have to double-check: Is this incident what it appears to be on the surface, or is there a hidden agenda with other concealed traps and problems for us to encounter? Truly, we live in dangerous times – no community can assume it is safe!

As a result, the increased victim counts, which occur in these mass-casualty incidents, have attracted more media coverage. This media coverage is generally beneficial because it has made the public much more aware of what we encounter in rescue and recovery work. This additional media exposure has been generally helpful to the fire service community as it was a major contributing factor to Congress approving the large amount of funds for Homeland Security equipment and training.

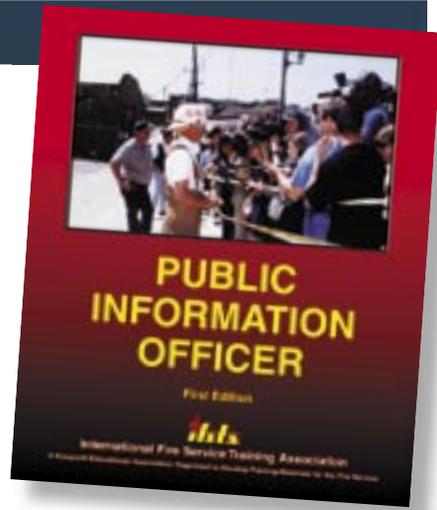
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From the Director

Like many of you, I have a terrible obsession for which I must confess – I like golf. It's a chronic affliction – I like to play golf (loosely defined, most of the time I'm hiking in the woods contributing to the golf ball industry). I watch golf on television, and I find myself drawing analogies between golf and business (hang on, it's coming). It's so bad that I even watch golf infomercials when no one is around. So far, I have resisted the various magic cures available for my woeful swing and yips, although I must admit, on many occasions I have experienced a near addict-based convulsion and was only inches from the phone when I reconsidered—a spouse's countenance can be a great balancing force in your life. But nothing in my golfing life has brought me to the life-changing experience of actually watching pros on the course. I have been lucky enough to attend a few PGA tournaments, and I never fail to be utterly amazed at how far (and straight!) these guys hit the ball, work it in any direction, and putt with the sensitivity and precision of a neurosurgeon. In other words, they make it look easy, and they do so under the most intense scrutiny imaginable. For me, as with most hackers, the pressure on the first tee box to hit it straight (not to mention just getting it off the ground) while the next foursome is watching is enough to make me break out in a sweat. I cannot even begin to imagine doing the same while hundreds surround you and millions watch on television. And yet, these pros do it without so much of a blink. While they are undoubtedly talented, I also know that the majority of their success is due to training, planning, practicing, and coaching, as well as dedication, vision, and just plain hard work. In other words, when it comes time to play, their success depends upon years of work buttressed by confidence and nerves of steel. Sound familiar?

Turn on the local news tonight and chances are that your local or neighboring department's public information officer will be providing an overview of a department's efforts from the scene of an emergency, describing a current public education program activity at a local school or explaining some other outreach effort or event. The PIO has almost become second nature, something we expect along with the sports and the weather. These PIOs have become no less recognizable in their communities than the local newscasters and are equally a trusted source of information. They not only represent your department to most of the community, they are the face of your department representing who you are and how you do your job. Effective PIOs are confident, articulate, believable, and approachable and go far beyond just presenting information to the community – they instill confidence in the department and its ability to serve in any crisis, large or small. And when a major incident does occur that shakes the community's foundation (or in the case of 9-11, the country's as well), the effective PIO becomes a source of stability and confidence in the future.

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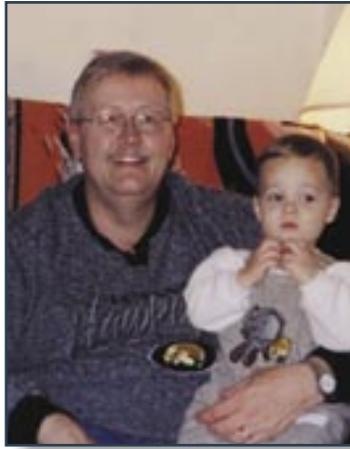
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FPP Profile: Jon Bubke

- *Can the software be networked?*
- *What do you recommend if I want to train in a classroom setting?*
- *How do the print study guides compare to the interactive study guides?*

Jon Bubke with grandson Matthew



These are just some of the questions that Jon Bubke gets from curious FPP customers. As the software support person for FPP products, Jon is the troubleshooter, the tech-guy, the one you call when you don't know RAM from ROM. Whatever the problem or question, he gets to the bottom of the query with clear explanations in terms that everyone understands.

Jon started at FPP in June of 1997 in Accounts Receivable and continued as a programmer in Information Services. Although he still works as a programmer, his responsibilities also include software support and transportation coordinator for the organization.

Working at FPP has been great experience for Jon who is more than happy to help firefighters and trainers do their job better by using IFSTA and FPP materials.

"It's very interesting working with people from all over," he said. "Sometimes I end up asking more questions of the customer than they ask of me. It really helps to narrow down what they want, and it keeps them from buying products they don't need."

He enjoys working through any challenges that come with the job and sees the position as a definite service to customers. "We sell many products so we should be able to help the trainer or firefighter when they have questions," he said.

Jon likes being able to assess customer needs and make recommendations in terms of what software would be a good fit for a group setting or individual training. For instance, group settings would get the most out of curriculum, videos, and PowerPoint™ presentations whereas individuals would benefit from study guides on CD-ROM.

Jon likes to spend time outside of work with his wife Beatrice and their grandson Matthew. Jon enjoys taking Matthew to rodeos and looks forward to taking him to Oklahoma State University football games to root for the Cowboys.

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From the Director

But just as with all of our services, we play like we practice. If your department thinks that a PIO is only necessary at the "big ones" and that you will be effective when it comes, you are sadly mistaken. Instead of instilling confidence by providing accurate and timely information, the opposite will most likely occur. In addition, in today's 24-hour news-competitive environment, it is naive to think that what happens in Philadelphia doesn't impact San Diego. Consequently, if your incident is large enough to garner national attention, your performance, good or bad, shapes the perception of every other department in the nation as well. Quite simply, if you want to be a pro (and your department and community deserve nothing less), you had better build a positive relationship with your local media and, like those pros on tour, "practice" every day.

In this issue we are pleased to have two articles to help you in your public information program. Julie Watters, in the aptly titled "Understanding How to Feed the Beasts," gives invaluable and practical advice on dealing with the media. Similarly, Jon Hansen shares his years of hard-earned wisdom in "Working with the Media" (note Jon's reference to the importance of a partnership-based approach by using *with* the media, not *against* or *for*). Both of these pros bring a hard-earned "been there – done that" lesson to give you a head start in your efforts. And with Jon's experience, none could be more fitting or appropriate in our golf comparison. The Oklahoma City bombing was a watershed in the fire service in dealing with the media. Quite simply, Jon was (and is) the consummate professional, setting the standard for our industry that exists today. Quite simply, we are where we are in large part due to his efforts years ago as a trailblazer. Now, while he will be the last to take credit, Jon, along with the progressive leadership of Chief Marrs, led a departmental effort to work closely with local media on a day-to-day basis to best meet the OKC FD and community's needs. When the Murrah disaster came along, the department and Jon did not skip a beat and as a result, they set what has become known as the "Oklahoma City Standard" for multiagency operations, including public information and media relations. If Jon were as good at golf as he is as a PIO, he would give Tiger a run for his money (as a side note, I've seen him on the golf course – I'm glad he stuck with the fire service!). As a result, we are indeed honored not only to have him share his knowledge and experience with you, but also to have him as a part of the IFSTA and OSU family. Thanks again Jon!

In your public information office as with all of your other departmental programs, we remain committed to providing the support you need. As I have often noted, we are incredibly proud to be a part of the OSU and IFSTA families and equally proud to serve you. "Written by Firefighters for Firefighters" is our continuing promise of a partnership in that effort, so let us know where we can help. And as always, be safe!

Chris Neal, Director

Chris Neal

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Public Information Officer

But now, the general public expects to have all the details of an incident and have them right away. This means that the media will swarm any time that there is a possibility of terrorism or violence in your community.

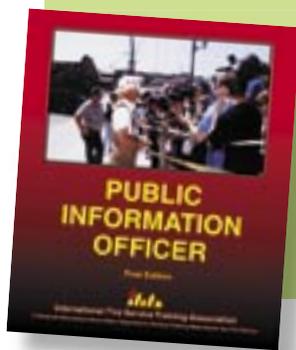
Years ago, there were only a few major networks, so you would only have a handful of reporters. Most of them were permanently assigned to the police or fire beat. You knew them and they knew you (and how the fire scene operates). But, these days, there are so many television channels, each with its own reporters and mobile units, that it is amazing how many people appear. At the Murrah Bombing, we literally had a media village with rows and rows of satellite trucks and broadcast teams. Furthermore, these stations typically send whoever happens to be available, so they often know very little about rescue work and how firefighters operate.

Competition for media exposure and market share is so fierce that most stations depart from usual broadcasting whenever there is any incident coming across the police or fire scanners. The public is hungry to know more and that makes the media hungry as well.

Let me tell you from firsthand experience at both the Murrah Bombing in Oklahoma City and the F5 tornado in central Oklahoma, there are already lots of activities going on and many items that demand your attention on the scene of a large-scale disaster. There is no time, at that point in a large-scale incident, to put together your media plan or figure out how your department wants to handle the dissemination of public information.

This is why we have put together the PIO training package. Your department's public information officers need to have everything ready – in advance. We have assembled all the details and types of information for you in our package.

In addition to training the specific public information officer(s) for your department, you should



During any incident, be prepared for a flood of media representatives, such as Jon Hansen experienced at the Oklahoma City bombing in 1995.

also realize that today's journalists are so eager for information that they will not limit their approach only to the PIOs. They will be approaching many others on your department to make public comments on the situation. Of course, this includes the different chiefs, so all of your chiefs should undergo media training as well.

But, the media won't stop there, either. They are liable to approach any of your technical rescue specialists, Haz Mat team, and paramedics. Production staff is crying out for footage all the time; therefore, they may approach any firefighter, particularly those first on the scene or those involved in an actual rescue or recovery operation. So, you need to realize that everyone in the department needs to have some background exposure of what to do when and if the media approaches them.

Your department may have spent hours training to respond to these disasters, but **perception** is everything in the eyes and ears of the public. If those interviewed by the media don't come across correctly, the public may assume that your department is not handling the incident well, regardless of whether it is true or not.

In addition, there are many times during a large-scale incident when the media can be your best friend. If there is a Haz-Mat incident or if wildfires are moving quickly or for many other possibilities, then the media is your best vehicle for spreading the word to the public.

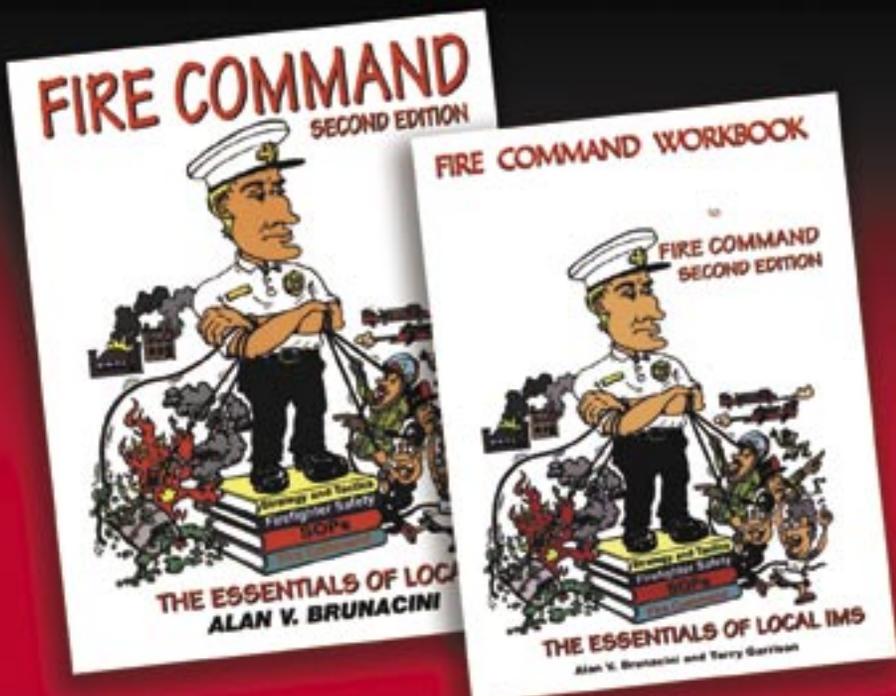
It is very important to include media training as part of what your department does to prepare for responding to a major incident.



Knowing how hectic it is these days with all of the responsibilities we have resting on our shoulders, we have worked hard to assemble the "tried and true" techniques of those who have been through the "media mill" already.

Since retiring from the Oklahoma City Fire Department where he worked with the media as well as having tactical and administrative responsibilities, Hansen has been involved in many ways supporting the emergency services community. Now, Hansen is active in training. Jon is an instructor on IMS and Crisis Communications in the elite Command School and with TEEX (Texas Engineering Extension Service at Texas A&M). He organizes drills and multiday training exercises for Rescue Training Associates and others. Hansen is a speaker nationwide for various conferences dealing with large-scale emergencies. In addition, Jon is busy with consulting on handling mass-casualty incidents with corporations such as Verizon and Autodesk. Hansen is heavily involved in Homeland Security work. He is working on preparedness assessments for places like Collin County Texas, one of the top 25 fastest growing counties in the US, and as Chair of the Governor's Committee on Homeland Security Funding for the State of Oklahoma.

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WRITTEN BY FIREFIGHTERS FOR FIREFIGHTERS.

A Solution for Firefighter Deaths During Training

by Fred Stowell

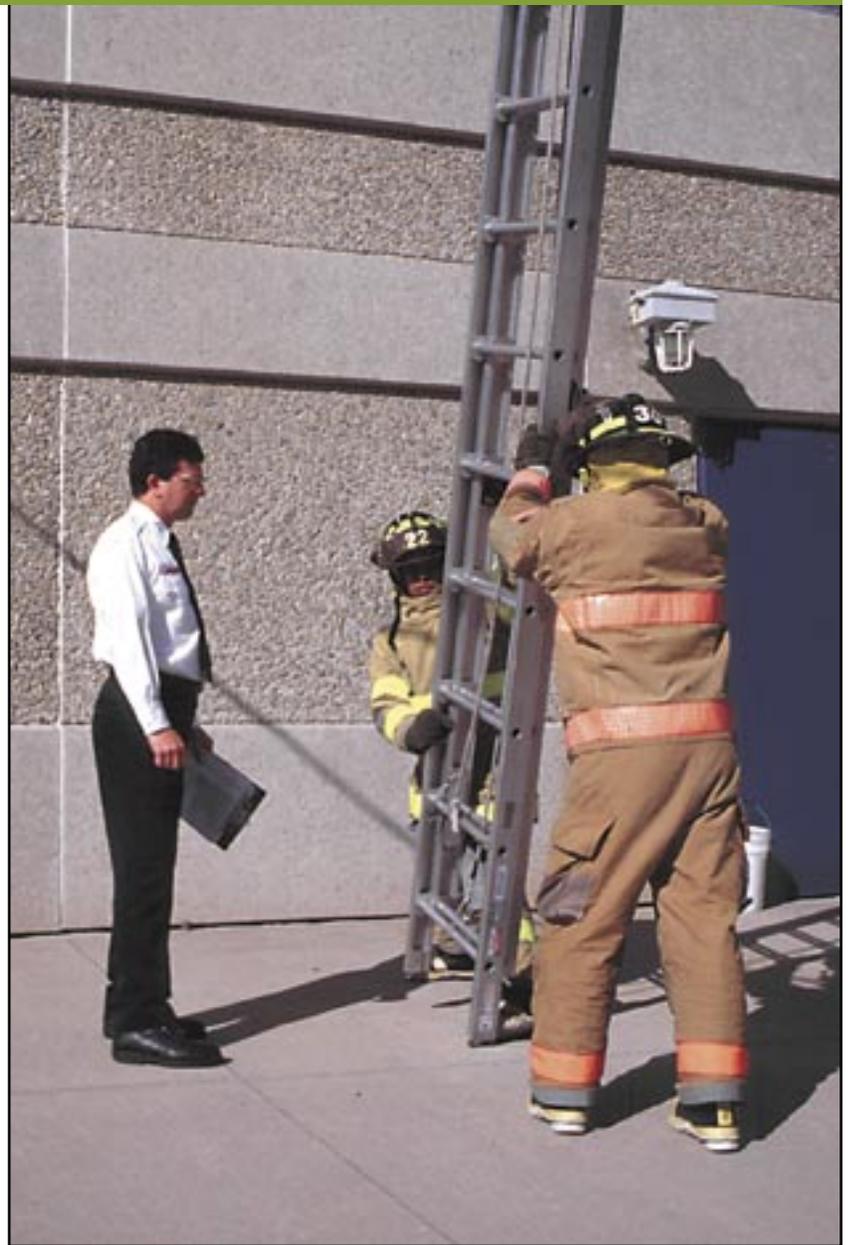
Between 1990 and 2000, approximately 6 percent of firefighter fatalities occurred during training activities. This is a larger proportion than in the previous decade. During 2001, 12 percent of the 99 firefighter fatalities occurred during training exercises according to the National Fire Protection Association (NFPA). Over time, the leading type of training activity resulting in fatalities has remained physical fitness, followed by equipment/ apparatus drills, and live fire exercises. A solution for reducing these unnecessary and tragic events can be found in the NFPA standards.

As most firefighters and fire officers know, the NFPA standards are not mandatory unless the local jurisdiction or authority having jurisdiction adopts them by law or ordinance. However, the acceptance of the NFPA standards as good industry practice allows courts to cite them when determining negligence that resulted in death, injury, or property loss. Therefore, it is in the best interest of fire and emergency services organizations and their chief officers to adopt and adhere to these standards.

To reduce fatalities due to physical fitness (heart attacks), a comprehensive safety and health program should be established based on NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*. NFPA 1582, *Standard on Comprehensive Occupational Medical Program for Fire Departments*, lists the medical conditions that prevent an individual from serving effectively and safely as a firefighter. These medical conditions prevent individuals from working as suppression firefighters due to the potential for fitness-related injuries or death.

Adhering to the requirements found in NFPA 1500 can also eliminate fatalities caused by the incorrect operation of apparatus/equipment. Operator error is usually the result of insufficient training in driving and pumping engine and tanker apparatus and driving and setting aerial apparatus. An analysis of water tanker accidents has indicated an overwhelming number resulted from operator error rather than mechanical failure.

Training fatalities that have received the greatest amount of coverage in the



The health and safety officer must be familiar with the training exercises to ensure that they are performed properly and safely.

Congratulations The Calendar Contest Winners for 2004



Benita G. Macon, Asheboro, NC

Lorraine Rasmussen, Sebastopol, CA

Raul Torres, Hialeah, FL

Chris Tompkins, Bergenfield, NJ

Doug Ramsay, Snohomish, WA

Bonnie Hudlet, Hayden, ID

Judy Halmich, Washington, MO

Scott LaPrade, Leominster, MA

Timothy R. Szymanski, Las Vegas, NV

Lisa Winn, New York, NY

Rick Montemorra, Mesa, AZ

media are those resulting from live-fire exercises. These training evolutions may include fires set in purpose-built burn structures or props or in acquired structures. In 2002, an incident in New York resulted in the death of a firefighter. This incident ended up in court where the officer in charge was found guilty of criminally negligent homicide. The judge stated that the fatality was not an accident but the result of a series of very bad decisions. To prevent future incidents involving live-fire exercises, fire and emergency services organizations should adopt and adhere to the requirements outlined in NFPA 1403, *Standard on Live Fire Training Evolutions*. This standard details the process for conducting live-fire exercises, particularly in acquired structures. In addition, NFPA 1521, *Standard on Fire Department Health and Safety Officer*, should be followed to ensure that all safety-related requirements of NFPA 1403 and 1500 are met during live-fire training.

There is a fine line between achieving a realistic live-fire-training environment and creating a potentially fatal uncontrolled situation. By following the requirements for physical fitness, apparatus/equipment operation, and live-fire exercises established in the NFPA standards, fire and emergency service organizations will be able to provide the necessary level of safety and protection for their members while still providing a fairly realistic incident environment.

Fred Stowell is a Senior Technical Editor for Fire Protection Publications.



Glendale Fire Division
Chief/PIO Elio Pompa giving
an interview in Spanish at
the department's
Domestic Preparedness Drill.

Fire Department Media Relations Understanding How to Feed the Beasts

By Julie Watters, Glendale, Arizona, Fire Department

This is first in a 2-part series on the media and the fire service. In the next issue, Julie Watters will focus on marketing fire departments and the value in building a relationship with the media.

Public Safety Information Supervisor

Here we go again. It must be time for the 5:00 news. While firefighters scramble to put out a house fire, take care of burn victims, and salvage whatever they can for the poor homeowner, those pesky reporters and photographers show up like beasts ready to prey with their cameras and microphones.

Sound familiar? It's a typical event almost every hour of the day in America. And no matter the size of your department, your crews have the potential to be in the spotlight of a television camera or newspaper camera at a moment's notice. Sometimes they're on camera and they don't even know it. (Like when the firefighters give a high-five after battling a good "worker." Oops. Not the best image of the firefighters.)

It used to be the local news focused on a couple of newscasts a day and that was it. Now, in this endless era of technological intelligence, local news will interrupt programming (aka soap operas and game shows) to get a helicopter shot of a cool fire. And within minutes after that you can check out the local TV station's web site and you'll see pictures of the fire on there too.

The media (TV, newspaper, radio, and web) is big and powerful. It can be challenging to control the media and the folks who are part of it. Reporters bleed the First Amendment and know what they're allowed to do and say and where they can place their tripod and camera. For those in the fire service, the key is to understand the media and how it works.

Reporters and Photographers

For the most part, reporters and photographers are just like the rest of us. They are fathers, mothers, sisters, brothers, husbands, wives, and neighbors. They happen to have a pretty unique job.

Overall, they're curious and competitive. And, like a lot of firefighters, many reporters and photographers are adrenaline junkies. They are trained to function very well in an environment that is reactive and requires quick thinking.

Most reporters and photographers take pride in the words and pictures they put together to create a story. In fact, some of them consider themselves to be "storytellers."

Their skills are adaptable in the sense that they can present an award-winning story on an ordinary house fire and the next week put together an in-depth investigation on how the local fire chief is spending his budget.

The photographer wants the best picture or "shot." Sometimes this means climbing on top of a fence or a car. Sometimes it means getting as close to the action as possible. For a photographer, getting a shot of flames... lots of flames... can sometimes be what they call "the money shot" for the day.

The reporter wants the best "sound bite" or quote. Reporters use their specially trained interview skills to find the neighbor who saw the house go up in flames or heard the homeowner yell "Call 911!" Reporters also want to interview the firefighter (with black soot all over his face) who rushed in and saved the elderly woman. A TV reporter wants to hear emotion and anxiety in people's voices. It makes for good TV.

Deadlines

Members of the media have the same goal everyday: get a story and make a deadline. In fact, most reporters and photographers live and die by their deadlines.

Depending on the size of the city you live in, there's a good chance the local TV news goes from 5:00 to 7:00 a.m., followed by a mid-day newscast, early evening news and then 10:00 or 11:00 news. Local radio usually has newscasts at the top and bottom of the hour. And newspapers have one deadline a day, usually around the dinner hour.

What that means is that those reporters and photographers are on a time limit and under the constant pressure of the clock. If a reporter misses a deadline, it could be job threatening. It's crucial for them to get whatever information they can from the scene as quickly as possible.

That's why at an incident the media may seem like pests. The reporter is trying to gather the facts from a fire official, talk to anyone who witnessed the incident, monitor what the competition media outlets are doing, communicate with the higher-ups back in the newsroom, and monitor the deadline clock at the same time. The reporter is actually performing a time-crunching balancing act.

Feed the Beasts

Now that you have a decent idea of how their job works, there are key things you can do to make your life and their life easier at the next incident.

First, the media needs information. Consider the information you give them a way to "feed them." It doesn't mean you have to feed them every detail. You can feed them by giving them a morsel of information to satisfy their hunger.

For example, if you're just a few minutes into an incident, you can give initial findings, such as, "We have a house fire. It was the neighbor who called 911. Right now firefighters are doing search and rescue for the family dog. That's all we have right now. I will give you another update in 20 minutes."

That information is just enough to feed the beasts and let them get out of your way. Keep in mind; they're only going to get out of your way for a short time. They will come back. And when they return to you, they'll be hungry again and want more information.

Second, when giving out information, think like a journalist and you'll more than likely hit your target with the right answers. Reporters are trained to ask for the 5 W's and the H. (The who, what, where, when, why, and how.) So, since you know that's what they're after, you can feed the beasts by putting those answers together ahead of time.

For example:

Who: The Jones family.

What: House fire.

Where: Corner of Myrtle and Main streets.

When: 911 call received at 10:05 a.m. from a neighbor.

Why: Neighbors saw thick black smoke coming from the roof.

How: Investigators are focusing on the stove as to where the fire began.

Calling members of the media "beasts" does not mean they need to be treated like wild animals. But understanding their job and their critical deadlines can help fire department spokespersons acknowledge those pressures and react to the needs of the reporters and photographers in a timely manner. Plus, it can help the fire department spokesperson control the information that's being released.

In the end, you must remember that reporters and photographers are just performing a job. And so are you. But the two jobs can affect each other on a daily basis.

Understanding how reporters and photographers work can make things a little easier the next time cameras and microphones are aimed in your face. Your knowledge of their profession can help you choose when and how to feed the beasts. You have the power to decide whether or not your department will offer them a feast or a morsel.

And hopefully, learning how they work will give you some form of control and allow you to avoid taking antacids for not feeding them properly.

Julie Watters is an Emmy award-winning television news reporter & anchor who transitioned her skills into becoming the "Public Safety Information Supervisor" for the Glendale Fire & Police Departments. She worked for 14 years in broadcasting including 11 1/2 years at the NBC station in Phoenix. She manages four PIOs in fire and police and all the public information that comes out of public safety. She also teaches fire departments how to work with and build relationships with the media.

Fire Department Pumping Apparatus Maintenance – Strategies for Maintaining Your Vehicles

by Don Henry

The NFPA 1071, *Standard for Emergency Vehicle Technician Professional Qualifications*, and NFPA 1915, *Standard for Fire Apparatus Preventive Maintenance Program* went into effect in May of 2000. As a principal member and recording member of NFPA 1071, it became clear to me that there was not a textbook to explain and implement these standards. The textbook **Fire Department Pumping Apparatus Maintenance** is written for both the firefighter who is tasked to conduct inspections as outlined in NFPA 1002 and the technician who is tasked with maintenance and repairs as outlined in NFPA 1915.

Chapters are devoted to safety, types and construction of fire apparatus, fire pump theory and maintenance, basic apparatus maintenance, lubrication and cooling maintenance, electrical maintenance pump testing, and transmissions for the fire service. It has been my experience that the vast majority of apparatus problems center on lubrication, cooling, and electrical maintenance and as such over 50 pages are devoted to these subjects in the main text.

The textbook also contains a CD with a knowledge and skills checklist for firefighters wishing to obtain the NFPA 1071 level one technician as well as for the technician wishing to obtain both the level one and level two. Also on the CD are appendices covering interlocks, multiplexing, pressure governors for both electronic and nonelectronic engines, and electrical system managers. The textbook deals with modern fire apparatus and as such has very little information on the restoring or refurbishment of older units.

Synopsis of chapters:

1. Chapter 1 discusses the role of the Emergency Vehicle Technician (EVT) and the different maintenance strategies and philosophies including crisis, preventive, and predictive. It explains why maintenance strategies that work with commercial fleets fail miserably when applied to the fire service. Tool and equipment safety are also covered.
2. Chapter 2 discusses the different types and construction of modern fire apparatus. Fire pump location is also addressed.
3. Fire pump theory and maintenance are covered in Chapter 3. Because this topic is very important and not well understood by the average truck mechanic, much of this chapter is dedicated to understanding the difference between pressure and flow. Both series and parallel pump operation are covered with an emphasis on maintenance. The chapter also covers foam systems, as they are very integral to the operation of the fire pump.
4. Chapter 4 addresses basic fire apparatus maintenance and explains the daily, weekly, and monthly schedules of maintenance. It explains the “why and how” of NFPA 1901 as it applies to the repair and maintenance. This chapter helps the

average department start the process of designing its own maintenance schedule. Topics such as air brakes, wheels and tires, batteries, engine, and chassis/driveline components are covered. For the firefighter, this chapter serves as an interpretation of the maintenance schedule. For the mechanic who is not familiar with fire apparatus, it explains why fire apparatus are not built like regular over-the-road

trucks and why they need special attention.

5. Chapter 5 addresses the twin problems of lubrication and cooling. There cannot be a successful maintenance program without an understanding of these two topics. Because so many problems in the fire service involve the application of these two subjects, they have been addressed in their own chapter.

You may not have had much say in the way the truck was made, but this is one area where you can have a major impact on the life cycle of the truck. Explanations of multigrade oils, greases, oil analysis, and comparisons of filters are covered. Hopefully your department will never again go with the lowest tender for your oil and filter needs. Remember – this truck has to last twenty years or more.



This is a Waterous compressed air foam system. Note the green air compressor and the attached drive belt mounted above the red fire pump.

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WRITTEN BY FIREFIGHTERS FOR FIREFIGHTERS.

6. Electrical maintenance is paramount to modern fire apparatus. This chapter contains an explanation of total connected load, a wire selection guide, and an explanation of the effects and reduction of both radio frequency interference (RFI) and electromagnetic interference (EMI).

7. Chapter 7 discusses pump testing and the need for the annual pump test. A section on solving pumping problems is included. This chapter builds and expands on the material in Chapter 3.

8. No transmission has been more successful in the fire service than the Allison automatic. The Allison is a remarkable transmission and gives years of dependable service with just a minimum amount of maintenance. Chapter 8 helps explain the different models (both electronic and the older) but which are still popular mechanical hydraulic transmissions. Operation, maintenance, and stall tests are covered in this chapter with additional information on electronic controls and the application to fire pump operation.

Don Henry teaches in the Automotive Service Technician and Heavy Equipment Technician programs at Lakeland College, Vermilion, Alberta. He also works closely with fire etc. In a partnership between the two institutions, he has codeveloped and delivered Canada's only post-secondary level Fire Apparatus Maintenance program. He has written numerous articles on the maintenance and repair of heavy equipment and fire apparatus and has presented seminars nationally and internationally on those topics.

Mr. Henry is a principal member of the proposal committee for NFPA 1071, Standard for Emergency Vehicle Technician Professional Qualifications, has been president of the National Association of Emergency Vehicle Technicians, and is chair of the Apparatus Maintenance Section for the International Association of Fire Chiefs.

HOME SAFETY COUNCIL LAUNCHES THE HOME SAFETY COUNCIL EXPERT NETWORK

New Fire Safety Video is first of Free Public Safety Education Tools Offered

WILKESBORO, N.C. --Fire and life safety experts now have access to a wealth of free public safety education tools, including a comprehensive new fire safety video addressing home fire prevention, smoke detection/escape planning, and automatic home fire sprinkler systems.

To help support local safety advocates' public education outreach across America, the nonprofit Home Safety Council has launched the Home Safety Council Expert Network. Just by joining the Network, safety experts will have access to the free video and a whole suite of safety education resources to promote home injury prevention in their local communities.

"First Responders play a vital role in saving lives in all kinds of home emergencies each day, but their public safety work goes well beyond that," says Home Safety Council President Meri-K Appy. "The Home Safety Council recognizes fire and life safety experts' talents as valued community educators as well, and we want to do everything we can to help them reach their constituents with timely and useful home injury prevention advice."

Safety experts are encouraged to join the Home Safety Council Expert Network online at www.homesafetycouncil.org/expertnetwork. By joining the Network, safety advocates will be the first to receive new free materials from the Home Safety Council and its partners.

Additionally, Expert Network members will have access to important safety advisories as well as all new data and survey findings from the Home Safety Council. To learn more about these helpful educational tools and to join the Expert Network, log on to www.homesafetycouncil.org/expertnetwork.

"Fire and life safety educators throughout the country work diligently every day in educating our communities about home injury prevention," added Appy. "The Home Safety Council Expert Network supports their efforts by offering the latest in safety Education tools, materials and knowledge, to help them to accomplish their jobs even more effectively."

The Home Safety Council is a nonprofit organization dedicated solely to the prevention of and education about home injuries. The Council is an independent, 501 (c)(3), charitable organization with the mission to empower, activate and educate society to practice better home safety to prevent injuries and save lives. For additional home safety information and free brochures, visit www.homesafetycouncil.org.

A note from Bill Webb, Executive Director Congressional Fire Services Institute

Dear Fire and Emergency Services Leader:

On May 5, 2004, the Congressional Fire Services Institute will host the 16th Annual National Fire and Emergency Services Dinner and Seminars in Washington, DC. It is an extraordinary day providing a unique opportunity to engage Congressional leaders and Administration officials in discussions about the challenges facing our nation's first responders. On behalf of CFSI and the Congressional Fire Service Caucus, I invite you to attend and share in this unique experience.

The theme for this year's program is "Preparing For The Alarm." In recent years, we have taken on new challenges most notably on the terrorism front. Yet as we prepare for another attack, we must be prepared for the 17 million other emergencies that demand our response. In addition, we provide valuable services in the areas of prevention and education. The importance of these roles cannot be overshadowed or diminished in the context of our overall mission and responsibilities. We must be prepared for whatever the alarm.

Moreover, our elected officials must do their part to ensure that our nation's fire and emergency services are prepared. They must engage in discussions with their local first responders to ascertain the role of first responders in local disasters, both manmade and natural. With this understanding, they must do their part to ensure that the policies and plans developed and implemented by government agencies address the needs and prominent role of the fire and emergency services both locally and nationally.

This is why your support of CFSI and participation in this event is so important. During the day, we will provide various opportunities for you to interact with lawmakers and administration officials. They will be there to listen as well as answer questions about federal programs designed to prepare first responders as they await another alarm.

At the conclusion of the day, the fire service and leaders of the Congressional Fire Services Caucus will join together in celebration of our nation's fire and emergency services. The 16th Annual National Fire and Emergency Services Dinner promises to be a special evening, bringing together fire service leaders from all regions of the country. It will be an evening of unity and camaraderie.

We invite you to visit our website at www.cfsi.org for additional information or contact our office at 202-371-1277.

On behalf of the Congressional Fire Services Institute, thank you for your consideration.

Sincerely,

William M. Webb

Executive Director

CFSI

FPP On The Road*

Firehouse World — San Diego
February 3-5, 2004

FDIC — Indianapolis
April 29-May 1, 2004

Congressional Fire Service Institute
Washington, D.C.
May 5, 2004

North Carolina State Instructor's
Conference — Asheville
May 5-8, 2004

Pennsylvania Fire Expo —
Harrisburg
May 21-23, 2004

New York Chiefs — Syracuse
June 10-12, 2004

*Please note that show dates may be subject to change.

Oklahoma State University Engineering Extension is one of the leading providers for fire protection training in the nation. By using extensive laboratories and experienced instructors associated with the OSU School of Fire Protection, students receive necessary training to effectively perform their job duties.

Contract Courses

- 24-Hour Emergency Response HazMat Technician (OSHA 1910.120)
- On Scene Incident Commander (OSHA 1910.120)
- Hydraulic Calculations of Automatic Sprinkler Systems
- Fire Protection Hydraulics and Water Supply Analysis
- Analysis & Design of Automatic Sprinkler Systems for High Piled & Rack Storage Systems
- Life Safety Code - NFPA 101*
- Residential Sprinkler Systems
- Fire Dynamics
- Review and Evaluation of Automatic Sprinkler System Plans and Design

OSU instructors come to your site and provide a customized program to directly meet your needs. To obtain a quote for a privately offered course, please call (405) 744-5714.

For more information on these and other courses please go to the following web site: <http://fire.ceat.okstate.edu> for fire courses or <http://ehs.ceat.okstate.edu> for HAZWOPER courses pertaining to 29 CFR OSHA 1910.120.

2004 Schedule

| Course Name | Date | Location |
|--|----------------|----------|
| Fire Protection Requirements of the International Building Code | February 26-27 | OSU-STW |
| Hands-On HAZWOPER Refresher | March 9 | STW |
| Basic Principles of Automatic Fire Sprinkler Protection | March 11-12 | OSU-STW |
| Weapons of Mass Destruction HAZWOPER Specialist | March 15-17 | STW |
| Fire Sprinkler Inspection, Training, and Certification (FSITC) | March 18-20 | OSU-STW |
| Basic Principles of Special Hazard Fire Extinguishing Systems | April 15-16 | DFW |
| Residential Sprinkler Systems | April 22-23 | Colorado |
| 40-Hour HAZWOPER | May 3-7 | STW |
| Inspection, Testing, and Maintenance of Automatic Fire Sprinkler Systems | May 4-5 | OSU-STW |
| Industrial Fire Pumps | May 6-7 | OSU-STW |
| Property Loss Control | June 21-26 | OSU-STW |
| Fire Sprinkler Inspection, Training and Certification (FSITC) | July 15-17 | OSU-STW |
| Inspection, Testing, and Maintenance of Automatic Fire Sprinkler Systems | August 3-4 | OSU-STW |
| Industrial Fire Pumps | August 5-6 | OSU-STW |
| 8-Hour HAZWOPER Refresher | September 9 | Tulsa |
| Hands-On HAZWOPER Refresher | October 7 | STW |
| Weapons of Mass Destruction HAZWOPER Specialist | October 19-21 | STW |

The Fire Service College Annual Research Event: Join Us at RE04!

Are you interested in the latest developments in research and practice within the fire service community? Would you like the opportunity to share your research and best practice with a fire-based audience and visit the United Kingdom's (UK) premier fire-related training establishment in the heart of England? Plans are in place for the next Annual Research Event at the Fire Service College, Moreton-in-Marsh, and we are looking for presentation proposals and registrations of those interested in attending this year's event on November 24 and 25, 2004. If interested, please contact organizer Anne Eyre by the end of April - details below.

The following comments are just some of the encouraging feedback examples received following the latest annual Research Event at the Fire Service College, which took place last November:

- A very interesting and stimulating conference
- Most enjoyable and informative with lots of interesting people to meet
- As always, the social networking opportunities were also most enjoyable
- Congratulations on what was in my opinion the most informative Research Event since I started attending them
- I actually enjoyed giving my presentation

The event has evolved from an initial meeting in 1996. Back then it was a unique attempt to bring together academics, practitioners, and senior policy-makers to consider key themes of the day. Today the event continues to attract interest and participation from a diverse audience including fire service personnel, consultants, industry representatives, and academic representatives.

Each year those who attend for the first time have commented on the broad representation across fire-related communities and interest groups and the positive environment of open discussion and support for those interested in learning about latest developments. Because the range of topics covered is so extensive, presenters are encouraged to present their materials at a level where those without specialist knowledge in the field may understand them. Thus delegates can attend a variety of sessions across diverse subject areas. During the 2003 conference, some delegates also opted to go on guided tours of the Fire Experimental Unit and unique fireground facilities at the College.

Some presentations from the last event included an outline of the latest developments on the organization of sponsored and fundamental fire research in relation to the forthcoming new fire framework within the UK from Dr. David Peace, Head of the Fire Research Division at the UK's Office of the Deputy Prime Minister (ODPM). Law Professor Rosemarie Everton of the University of Central Lancashire discussed the recent UK Government White Paper on fire-service reform and the reform of fire-safety legislation. Themed parallel sessions followed. Topics included the following:

- Fire safety aspects of the building regulations as well as the effectiveness of sprinklers in residential properties
- Behavioral aspects of management, including stress management within fire services
- Strategies for addressing psychological acceptance of change within fire-service environments and approaches to mitigating and responding to stress
- Innovative approaches to aspects of operational response
- Practical ways of enhancing dignity and fairness in training, including a generic model to develop physical fitness standards for firefighters
- The significance of hydrocarbon accelerants for the behavior of search dogs involved in fire investigation

A key feature of the event was the inclusion of projects being conducted by students on the Brigade Command Course, the most senior management course within the UK fire service, which also includes international students.

The conference team is now busy making arrangements for RE04. We would be particularly pleased to hear from international delegates. Those whose presentation proposals are accepted are offered free registration and meals at the event, including a complimentary evening buffet on November 24. Accommodations at the College will be offered at very reasonable rates. The closing date for presentation proposals is April 30, 2004. For further information and/or expressions of interest in presenting, please contact Dr. Anne Eyre, Crisis Management Consultant: anne.eyre@traumatraining.com.