

14. Discussion and possible action on matters from the Executive Director.

A. Report on decisions of the Executive Director in contested cases and consent orders.

14. Discussion and possible action on matters from the Executive Director.

B. Status of division functions.

Executive Offices Activities

The following is a summary of activities for the Executive Offices of the Texas Commission on Fire Protection from January 2012 to April 2012. The summary includes the activities involving Executive Director Don Wilson and Standards Division Director Mike Baker. Staff for these offices also includes Ms. Deborah Cowan, Ms. Mary Hunt (Finance), Mr. Mark Roughton (PIO and IT Supervisor) and Ms. Alma Craig (Human Resources).

For this reporting period the following activities occurred:

- ❖ The Executive Offices in conjunction with staff from the Education and Professional Development Section conducted educational and information programs to various organizations throughout the State. These organizations included:
 - The Texas Fire Chiefs – regional meeting held in Midland, Cedar Hill, Cedar Park, and Waco. As subgroup of the TFC meeting was also held at Cuero and Pearland.
 - The Texas Fire Chiefs' Academy – a presentation of the overall function and duties of TCFP was provided to the students attending the Texas Fire Chiefs' Academy in Edinburg and in Garland.
 - Lumberton Fire Department and Hardin County ESD joint meeting – Executive Director attended a meeting of the Lumberton Fire Department and Hardin County ESD to discuss regulation of the department and the rules/regulations governing the hiring of personnel.
 - State Association of Fire and Emergency Districts (SAFE-D) – Staff had two sessions at this event. One consisted of an overview of TCFP certifications, injury reporting, and library programs including reference materials, research services, and the news letter. The second included information on compliance inspections and general rules and regulations. Both sessions spilled over and staff remained after the session to discuss items of interest and continued to address questions.
 - Southwest Fire and Rescue Conference – a general session presentation was provided to the members of this organization covering the overall functions and duties of TCFP as well as upcoming items of interest. TCFP had a booth at this event on Sunday and Monday during the vendor portion of the conference. During this conference, TCFP was recognized for the adoption of the “Courage to Be Safe – Every Firefighter Goes Home” program. TCFP recognized the Flower Mound and Wichita Falls Fire Departments for their work on the near miss events each department experienced. Hutto Fire Rescue will also receive recognition for their work on a near miss event during the April Commission meeting.
 - City of Whitney Council Meeting – Executive staff along with the Compliance Section Manager attended the City of Whitney Council Meeting at the request of the Mayor. This meeting addressed employment and certification issues concerning the hiring of the Fire Chief. The problem was discovered based on a complaint during a compliance inspection.
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- ❖ The Executive Offices had several meetings with agency LBB and Governor's Office Representatives concerning budget issues, in particular concerns over the known budget shortfall created by Rider 4 in the General Appropriations Act. These meetings were also expanded to include the Comptroller's Office. Ongoing discussions with these groups will continue as the year progresses.
- ❖ The Executive Offices have been heavily involved in the development of new certifications, in particular Wildland Firefighter. The executive staff has had meetings with most of the stakeholders concerned with this topic but in particular the Texas Forest Service, Texas State Association of Firefighters, and State Firemen's and Fire Marshals' Association. TCFP held a meeting of all stakeholders to address the various concerns, issues, and potential conflicts created by various legislative acts and agency practices. The stakeholders included representatives from TFS, TSAFF, SFFMA, TEEX, SAFE-D, TFC, TxDEM, Governor's Office, and TCFP.
- ❖ The Executive Offices had meetings with Texas.gov, the State Treasurer and State Comptroller's Office to work out the details for online payment of TCFP fees. Texas.gov will handle mainly individuals making on-line payments while the State Treasurer in conjunction with the State Comptroller's Office will handle the entities required to pay fees to the agency.
- ❖ The Executive Offices had meetings with on-line testing vendors. The IT staff is continuing to work on the back end needs to allow on-line testing and is in discussion with the various vendors to see what this will entail from an

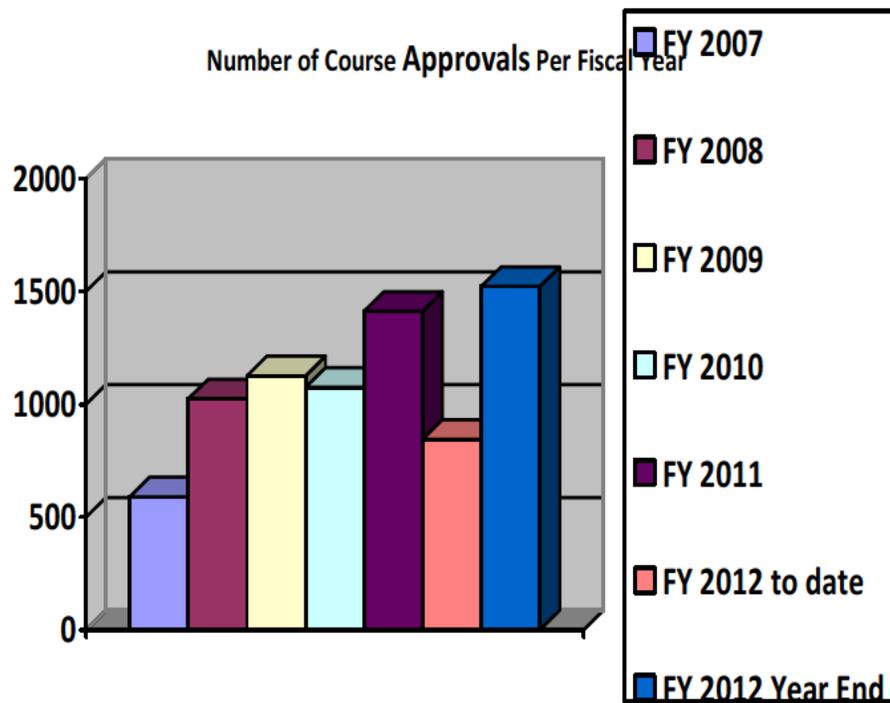
IT stand point. Cost and testing sites, etc. are being evaluated by the Testing Supervisor and the Executive Offices.

- ❖ The Executive Offices rolled out the Survey of Employee Engagement (SEE), formerly the Survey of Organizational Excellence created by the University of Texas that not only addresses general information on customers (internal and external) but overall satisfaction by these customers of the services provided by the agency.
- ❖ The Executive Offices also rolled out new employee evaluation forms. These evaluation forms are more open and discussion based forms which will allow the gathering of information and data of actual task the employee is performing. The employee and the evaluator will have an improved tool to discuss and tailor the evaluation toward the employee's actual task while reviewing those tasks listed in the state job classification descriptions.
- ❖ The Executive Offices participated in the Firefighter Advisory Committee meeting as well as the Curriculum and Testing Committee meeting.

Training Approval and Testing Program Commission Report April 2012

Course Approvals Processed per Fiscal Year

FY 2007	590
FY 2008	1025
FY 2009	1126
FY 2010	1075
FY 2011	1412
FY 2012 to date	845
FY 2012 Year End Projection	1522



Record Reviews Received per Fiscal Year

FY 2012 Year End Projection	76
FY 2012 to date	41
FY 2011	60

Training and Skill Testing Audits Conducted Per Fiscal Year

Fiscal Year	# of Audits	# of Discrepancies Found	# Corrected	Action
2004	14	1	1	Deviation submitted
2005	9	1	1	Certification revoked
2006	2	2	1	Consent order issued –entity placed on probation for two years
2007	9	0	N/A	N/A
2008	27	4	4	Deviations submitted
2009	44	1	1	Deviation submitted
2010	116	33	33	<ul style="list-style-type: none"> • 16 Records requested and cleared • 6 deviations submitted • 11 online access requests
2011	7	2	2	Deviation submitted on one and an on-site correction on the other
2012 *	9	1	1	Deviation submitted (Note: Six audits are still open due record requests because the auditor was not allowed online access being able to access the online training)

*NOTE: Two written complaints regarding training issues have been received in FY 2012. Upon completion of an investigation on the first complaint, the facility is required to notify the commission at least ninety-six hours in advance of any live fire training evolutions. The notification process will continue until for a specified period not to exceed one year. The second investigation resulted in a consent order being issued in which the entity was placed on a two-year probationary period.

Structure Exams

Fiscal Year	# of Exams	Average Score	Pass Rate
2012 (1 st 6 months)	1284	83.8	95.25%
2011	3074	83.19	95.48%
2010	3347	82.3	94.08%
2009	2959	82.17	94.69%
2008	2570	81.7	94.32%

DISC	Attempt	Total	Passed	Pass Rate	Low Grade	High Grade	# of 100's	Average
FF I	1	25369	24735	97.50	38.89	100	82	85.53
FF II	1	25449	21994	86.42	30	100	138	80.16
AW	1	25424	21342	83.94	0	100	3722	81.71
OPS	1	25540	18241	71.42	0	100	1405	74.57
FF I	2	306	198	64.71	46	90	0	72.02
FF II	2	720	338	46.94	34.67	98.67	0	69
AW	2	603	389	64.51	32	100	14	74.17
OPS	2	1004	483	48.11	20	100	11	68.18

Inspector Exams

Fiscal Year	# of Exams	Average Score	Pass Rate
2012 (1 st 6 months)	204	79.53	82.84%
2011	319	76	75.86%
2010	227	83.47	95.15%
2009	230	80.4	89.57
2008	256	82.22	93.75

DISC	Attempt	Total	Passed	Pass Rate	Low Grade	High Grade	# of 100's	Average
INSP I	1	1772	1600	90.29	32	100	21	82.97
INSP II	1	1773	1451	81.84	24	100	47	79.8
PE I	1	1900	1310	68.95	0	100	17	73.54
INSP I	2	91	47	51.65	68	94	0	69.91
INSP II	2	112	57	50.89	40	96	0	70.07
PE I	2	152	86	56.58	32	94	0	70.28

QUARTERLY REPORT
COMMISSION MEETING APRIL 2012

Curriculum Development

- 2 active ad hoc committees as of Jan 2012
 - Fire Officer III & IV – creating new curricula for new certifications
 - Structure – reviewing and updating all FFI, FII, Awareness and Ops performance skills; reviewing exam questions; will be updating Basic Structural Firefighter curriculum to new NFPA 1001 standard (the new edition scheduled to be out Jan. 1, 2013)
- 1 new ad hoc committee currently being formed: Wildland FF (members to be chosen at next C&T meeting, May 30-31)
- 4 new curricula and certifications being developed:
 - Fire Officer III & IV (estimated effective date of 3/1/13 for the curriculum)
 - Wildland FF (9/1/13 for the curriculum)
 - Incident Safety Officer (1/1/13 for the curriculum)
 - Hazmat Incident Commander (3/1/13 for the curriculum)
- Reformulating the Head of Department certification. Ideas in the works include a “task book” assignment and new testing criteria that will better prepare chief officers for running their departments effectively in the state of Texas and in compliance with TCFP rules/regulations.
- **Review of all test questions are underway for IFSAC’s upcoming summer 2013 site visit** – their compliance inspection of our testing programs.

Injury Reporting

- 1st quarter:
 - Attended/Presented 4 meetings/conferences
 - Conducted user group webinar
 - Phone conference with FIRST (Drexel Univ) to exchange information
 - Reported Injuries – 1079
 - Burns reported – 39
 - Incidents reported that involved SOP violations – 3
- 2nd quarter:
 - Presented at 1 user group meeting
 - Presented at SAFE-D Conference
 - **Compiled and presented Annual Injury Report to Advisory Committee**
 - Additional database created by Injury Reporting Specialist to help track incidents that involve multiple injuries to individuals; the additional database functions separately from main database until the new version of FARM/FIDO is launched. It will allow the agency to compile more complete and accurate data.
 - Reported Injuries – 827
 - Burns reported – 32
 - Incidents reported that involved SOP violations – 4
- Year-to-Date Injury Totals:
 - Reported injuries – 1906
 - Burns reported – 71
 - Injuries reported that involved SOP violations – 7

Library

	FY 2012 1st Qtr Sept. 2011 through Nov. 2011	FY 2012 2nd Qtr Dec. 2011 through Feb. 2012	2012 FYTD
<i>Items lent</i>	169	174	343
AV Items lent	153	164	317
Print Items lent	16	10	26
<i>Research/Reference requests fulfilled</i>	36	91	127
Internal	7	7	14
External	29	84	113
New Library borrowers	23	16	39
Responses to borrower follow-up surveys received	14	14	28
AV Items cataloged	31	3	34
Print Items cataloged	56	5	61
Desk copy items ordered and processed	0	26	26
Articles/Outreach sent to outside associations	2	5	7
Facebook posts	32	28	60
Newsletters published	4	3	7
Avoid Injury! blogposts published	13	8	21

	FY 2012 1st Qtr Sept. 2011 through Nov. 2011	FY 2012 2nd Qtr Dec. 2011 through Feb. 2012
Achievements	Created training tool for NFPA Codes online subscription users.	Performed FY 2012 Library Budget Review
	Added Courage to be Safe webpage to the agency's website.	Wrote FY 2011 Library Year-End Report and CE 2012 Library Strategic Plan
	Assisted Injury Reporting staff with user experience focus groups.	

	FY 2012 1st Qtr Sept. 2011 through Nov. 2011	FY 2012 2nd Qtr Dec. 2011 through Feb. 2012
Records	Collected, organized, packaged, and sent the agency's archival records to the State Archives.	Worked with new HR director to inventory, evaluate, and organize HR records.

Certification

- 2091 new certificates issued 2nd qtr (3941 ytd)
- 439 individual certificate holders renewed 2nd qtr (ytd, next bullet)
- 278 employed department personnel renewed 2nd qtr (27,626 ytd combined dept and individuals)
- 1475 IFSAC seals issued 2nd qtr (2789 ytd)
- 222 certified training facilities renewed in 2nd qtr (ytd n/a)
- 34 training facility certificates issued to 23 entities (69 ytd)
- 201 “notices” (removals and appointments) by certification staff 2nd qtr (346 ytd)
- FIDO account help requests (done manually up to 1/1/2012) Average 10-25 per day

Courses reviewed and added for higher levels:

A List Courses:

- Electrical Aspects of Fire Investigations
- Fire-Arson Investigative and Courtroom Techniques

B List Courses:

- Decision Making for Initial Company Operations
- Advanced Radiological Survey Techniques
- Public Safety WMD Response
 - –Sampling Techniques and Guidelines
- ICS Simulation Series: Wildland Fire

Accomplishments:

- **Successfully coached a large number of Texas fire service personnel regarding use of TCFP’s FIDO website, verified department information and assisted department administrators through the renewal process with very little negative feedback so far.**
- There is extensive daily interaction with personnel who need to log in to their FIDO account, apply for certification, and have renewal issues. This is very important because we are moving towards on-line renewal and certification so everyone needs to have a FIDO account.
- **We are establishing step by step procedures to help fire service personnel with various processes such as applications for certification, renewal, or for the creation of new entities in our database.**

Information Resources

Online payments

Staff has met with representatives from Texas.gov, DIR and the Comptroller’s Office to explore our online payment options. As a result of these meetings, we are moving toward:

- Using the Comptroller/Treasury’s “ACH Receiving Service” for payments from municipalities. (There is no fee for municipalities to use this service.)
 - We have worked with the Treasury to create accounts for approximately 700 regulated entities.
- Using Texas.gov for individual and non-municipal payments. Payments can be made via ACH or credit card. There will be a \$0.25+2.25% “convenience fee” for each transaction.
 - 2.25% of \$85 = \$1.91, so individuals will pay \$87.16.
 - Once the Customer Agreement is signed, we will begin the “onboarding” process with Texas.gov.
- Projected timeline is Sept. 1, 2012 for ACH payments from municipalities (should be ready to go for the 2013 renewal period) and Sept. 1, 2013 for individual payments.
 - Delay is not totally predicated upon ability of information resources staff to develop the service; there are several “business rules” that we need to develop further.
 - Example: The current renewal process requires individuals to submit documentation of completion of CE at the same time the individual makes the payment.
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Online testing

- Business analysis is complete.
- Systems analysis is ongoing.
- Actual programming will begin in April. Projected timeline is December 2012 for roll-out.

Staff has met with PTS, TEEEX, and eStrategies to explore online testing partnership opportunities.

Data management system redesign

- Approximately 10 percent complete.
- Business and systems analysis is ongoing, including reviews of statutes and rules.
- Core data tables have been migrated.

Network and e-mail

- New Windows domain has been deployed to provide a more stable environment for when we move all our business applications to the web.
- New e-mail server has been deployed.
- New Citrix environment has been deployed.
- Servers are being migrated to VMWare to reduce hardware needs.

Compliance Section Commission Report April 2012

- Compliance division is looking into grant opportunities and the feasibility of acquiring and using ruggedized electronic internet based laptop or iPad type devices for compliance field inspection purposes.
- Compliance division is assessing the feasibility, impact to work performance and cost savings of having the field compliance officer's primary and official work location be their home or residence in lieu of the current scheme where we pay rent for office space.
- Compliance division field staff continues to have high productivity by providing the following services:
1) compliance inspections 2) test administration 3) fire fighter injury investigations 4) fire fighter fatality investigations.
- Members of the compliance staff attended several stakeholder group meetings including Southwest Fire Rescue and the Southeast Regional meeting of the Texas Fire Chief's Association.
- Many regulated agencies are standardizing a process to place updated compliance inspection documentation in a central location. The centralization of compliance inspection documentation allows on-duty personnel access during inspections thereby facilitating an efficient and effective compliance inspection.
- During inspections the Region 6 compliance officer has been using a laptop containing electronic filled forms on a trial basis. The forms reduce the use of paper forms.
- The compliance officers have assisted with transition issues associated with ESD operated agencies.
- In February the Region 7 compliance officer, Tim Gardner organized and coordinated the successful inspection of the San Antonio Fire Department. All field compliance officers accompanied by Executive Director Don Wilson, Managers Mike Baker and Paul Maldonado completed the San Antonio Fire Department inspection in record time with the assistance of San Antonio Fire Department personnel. This inspection of a large municipal fire department (San Antonio) was highly successful in part because of the preparation and assistance provided by San Antonio FD personnel and because of the well organized and experienced TCFP field staff.