

**13. Discussion and possible action on matters from the Executive Director.**

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

**13. Discussion and possible action on matters from the Executive Director.**

**B. Status of division functions.**

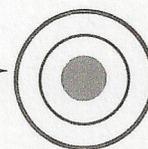
## MATRIX FOR ON-LINE TESTING OPTIONS

<b>Vendor</b>	<b>Number of Testing Sites</b>	<b>Cost – Vendor Based</b>	<b>Cost – Testing Site Based</b>	<b>Comments</b>
eStrategies	Based on the number of ACT College Entrance Examination Sites at community colleges	\$32.00 per test	Based on length of test - \$20 to \$45 per test	
TEEX	Developed under agreement – typically utilizes community colleges and associated Texas A & M campus. Does have an on-site testing option	Based on testing site options Testing Centers - \$45 per test Onsite Option - \$75 per hour for 10 students minimum	Based on testing site options	TEEX at this time has stated that they wish to withdraw from consideration
FireTest (PTS)	Developed under agreement – TCFP selected (40 currently)	\$18.00 per test	\$0 to \$50 per test with average being \$20 to \$25	May be a transition option while in-house program is being developed. TCFP staff will supplement PTS test bank with test questions specific to Texas/TCFP requirements.
TCFP	40	Current Staff as budgeted		In-house system utilizing current staff and equipment

PTS

PERFORMANCE TRAINING SYSTEMS, INC.

"Training and testing that are on target!"



Developers and Producers of: FIRE\*TEST BANKS®, and FIREFIGHTER EXAM PREPS

Mr. Don Wilson  
 Texas Commission on Fire Protection  
 P. O. Box 2286  
 Austin, TX 78768-2286

June 4, 2012

**Reference:** Bring your firefighter certification testing program into the 21<sup>st</sup> Century

Dear Mr. Wilson:

Performance Training Systems, Inc. (PTS) has completed the three-year development of our Web-Based Firefighter Certification Program (WBFCP). We based this project on 9 years of experience with web-based firefighter examination preparation. More than 3,000 firefighters have been certified through our participating entities. PTS now provides test-item banks to 106 firefighter certification entities worldwide.

We at PTS want to share information in order that you and your staff may consider participation in the Program. In cooperation with our using entities, PTS has developed a *Features and Benefits Table* that can be used to compare the web-based program with your present methods. The major hurdles during development were achieving high-level test security that would meet or exceed Pro Board and IFSAC requirements and the development of a sound proctor training program. Those issues have been handled thoroughly.

WBFCP uses the participating entities validated certification test banks and tests. PTS is totally transparent to the test takers using the program. We helped develop the entities web page to accommodate the testing process. The tests that are taken on computers provide for the scrambling of test items and test-item answers thus preventing compromise based on one person looking on another's computer. In addition, there are no available hard copies of the test nor does the proctor or anyone else except the test taker see the test questions.

PTS provides proctor training at no cost except for travel expenses. The proctors that successfully complete training objectives receive certification from PTS. We can provide information regarding the training of proctors and any other information that may be helpful to the decision makers.

Hopefully you have time to review the enclosed *Features and Benefits* document. Also enclosed is our *Fire Test Banks Status Report*. If you have questions, need references from users, or need more in-depth information, please contact me at (561) 277-9396 or e-mail: [firetst@aol.com](mailto:firetst@aol.com).

Sincerely:

Dr. Ben Hirst, Senior Vice President  
 Performance Training Systems, Inc.

Don & Grace: 1 1  
 For your info.

Encls: (1) Web-Based Certification Program, Features & Benefits (2) Fire Test Banks – Status Report, April, 2012

CC: Ms. Grace Wilson, Texas Commission on Fire Protection

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**PERFORMANCE TRAINING SYSTEMS, INC.**  
**FIRE TEST BANKS - STATUS REPORT**

AERIAL OPERATOR v8.0.1 (431) NFPA 1002, 2009 Edition	FIRE OFFICER I v8.5 (770) NFPA 1021, 2009 Edition	PARAMEDIC v8.0 (2090) NEW DOT NATIONAL CURRICULUM
AIRPORT FIREFIGHTER v8.0 (505) NFPA 1003, 2010 Edition	FIRE OFFICER II v8.5 (318) NFPA 1021, 2009 Edition	PUMPER DRIVER v8.0.1 (410) NFPA 1002, 2009 Edition
BLDG. CONSTRUCTION/FIRE SERVICE v8.0 (301) NFPA 1001, 2008 Edition	FIRE OFFICER III v8.0 (365) NFPA 1021, 2009 Edition	ROPE RESCUE SPECIALIST v8.0 (357) NFPA 1006, 2008 Edition
CONFINED SPACE RESCUE SPECIALIST v8.0 (213) NFPA 1006, 2008 Edition	FIRE OFFICER IV v8.0 (444) NFPA 1021, 2009 Edition	VEHICLE/MACHINERY RESCUE SPECIALIST v8.0 (254) NFPA 1006, 2008 Edition
EMERGENCY MEDICAL TECHNICIAN v8.0 (1258) NEW DOT NATIONAL CURRICULUM	FIREFIGHTER I v8.5 (1659) NFPA 1001, 2008 Edition	SAFETY OFFICER v8.0 (348) NFPA 1521, 2008 Edition
FIRE & LIFE SAFETY ED I v8.0 (227) NFPA 1035, 2010 Edition	FIREFIGHTER II v8.5 (809) NFPA 1001, 2008 Edition	STRUCTURAL COLLAPSE RESCUE SPECIALIST v8.0 (283) NFPA 1006, 2008 Edition
FIRE & LIFE SAFETY ED II v8.0 (243) NFPA 1035, 2010 Edition	HAZMAT AWARENESS/OPS v8.5.1 (556) NFPA 472, 2008	SWIFT WATER RESCUE SPECIALIST v8.0 (306) NFPA 1006, 2008 Edition
FIRE INSPECTOR I v8.5 (538) NFPA 1031, 2009 Edition	HAZMAT TECHNICIAN v8.0.1 (435) NFPA 472, 2008 Edition	TELECOMMUNICATOR I v8.0 (177) NFPA 1061, 2007 Edition
FIRE INSPECTOR II v8.5 (406) NFPA 1031, 2009 Edition	HIGH ANGLE RESCUE SPECIALIST v7.5 (339) NFPA 1006, 2003 Edition	TELECOMMUNICATOR II v8.0 (159) NFPA 1061, 2007 Edition
FIRE INSTRUCTOR I v8.0.3 (482) NFPA 1041, 2007 Edition	INDUSTR. EXT/STRUCTURAL FIRE BRIGADES v8.0 (493) NFPA 1081, 2007 Edition	TELECOMMUNICATOR III v8.0 (142) NFPA 1061, 2007 Edition
FIRE INSTRUCTOR II v8.0.3 (382) NFPA 1041, 2007 Edition	INDUSTRIAL FIREFIGHTER INCIPIENT v8.0 (297) NFPA 1081, 2007 Edition	TRENCH RESCUE SPECIALIST v8.0 (182) NFPA 1006, 2008 Edition
FIRE INSTRUCTOR III v8.0 (318) NFPA 1041 2007 Edition	JUVENILE FIRESETTER I v6.5 (157) NFPA 1035, 2010 Edition	WATER/ICE RESCUE SPECIALIST v8.0 (251) NFPA 1006, 2008 Edition
FIRE INVESTIGATOR v8.0.2 (355) NFPA 1033, 2009 Edition	MEDICAL FIRST RESPONDER v7.0 (327) NEW DOT NATIONAL CURRICULUM	PYROTECHNIC DISPLAY TECHNICIAN v8.0 NFPA 1123 AND 1126 (494) (WEB-BASED ONLY)
SUBTERRANEAN RESCUE SPECIALIST v8.0 (506) NFPA 1006, 2008 Edition	NEW! HAZARDOUS INCIDENT COMMANDER v8.0 (309) IFSAC Alt. Standard & NFPA 1561	PYROTECHNIC CLOSE-PROXIMITY TECHNICIAN v8.0 NFPA 1123 AND 1126 (194) (WEB-BASED ONLY)

NOTE: (number in parentheses is the number of questions in each test bank)

Revised: April, 2012

Test-item banks to be revised during the 2<sup>nd</sup> and 3<sup>rd</sup> Quarters of 2012

Test-item banks updated to the latest NFPA Standards

# Performance Training Systems Inc.

## Web-Based Certification Program

Features	Benefits
1. Maintain Your Own Entity Testing System	<ul style="list-style-type: none"> <li>• Your administrator controls the process</li> <li>• Uses your state validated test banks</li> <li>• Uses your periodically generated tests</li> <li>• Provides computer-generated reports by e-mail</li> </ul>
2. Test Security	<ul style="list-style-type: none"> <li>• No hard-copy printed tests</li> <li>• No one sees the test <u>except</u> the examinees</li> <li>• Limited access to entity master files</li> <li>• Virtual backup system for all data</li> <li>• Software scrambles both the <u>test items</u> and the <u>answers</u></li> <li>• Software will shut down if examinee(s) migrate to a browser</li> </ul>
3. User/Customer Effort and Results	<ul style="list-style-type: none"> <li>• Examinee and entity get test results immediately</li> <li>• Reduces examinee calls and e-mails for scores</li> <li>• Examinees focus on one question at a time</li> <li>• Software reminds examinee if question is unanswered and doesn't permit multiple answers</li> </ul>
4. Automation	<ul style="list-style-type: none"> <li>• Scores reports sent immediately</li> <li>• Test statistics generated when requested</li> <li>• Examinee records e-mailed</li> <li>• No scanner or scan forms required</li> <li>• Information e-mailed to designated administrator</li> </ul>

Features	Benefits
5. Advanced Test Scheduling	<ul style="list-style-type: none"> <li>• Tests can be scheduled at multiple sites</li> <li>• Schedules can be made months ahead</li> </ul> <p>Example: Fire Inspector I every Thursday Afternoon at specifically selected sites.</p>
6. Cost Savings	<ul style="list-style-type: none"> <li>• Minimizes staff time/travel expenses</li> <li>• Minimizes examinee time/travel expenses</li> <li>• No startup costs or additional software required</li> <li>• No test bank/test item conversion fees</li> <li>• <u>Free</u> test-bank updates after 1<sup>st</sup> year of participation</li> <li>• Save staff time copying, binding, and delivering tests</li> </ul>
7. Proctor and Software Training	<ul style="list-style-type: none"> <li>• On-site proctor training (travel expenses for trainer)</li> <li>• On-site software training at quoted pricing</li> </ul>
8. Ease of Use	<ul style="list-style-type: none"> <li>• Entity administrator</li> <li>• Proctors</li> <li>• Examinees can register from any location that accesses the web</li> </ul>
9. Cost of Tests (1 <sup>st</sup> 10 Charter Members Only)	<ul style="list-style-type: none"> <li>• \$18 per test to PTS (Entities can add their own fees)</li> <li>• No price increase guaranteed for <u>three years</u></li> </ul>
10. Payment Options	<ul style="list-style-type: none"> <li>• Credit cards can be used by examinees</li> <li>• Coupons (purchased in bulk by entities and coded for each specific entity and test)</li> <li>• Contracts or purchase orders</li> <li>• Convenience fees paid by each examinee</li> </ul>
<p><i>Note: These are a few of the major features and benefits. You may experience many more.</i></p>	<p><i>Note: Web-based certification can include color for test items such as placards, water systems, etc. Scenario-based video clips can be used with the test items linked to the scenarios.</i></p>

## Executive Office Quarterly Report THIRD QUARTER FY2012

The following is a summary of activities for the Executive Offices of the Texas Commission on Fire Protection. The Executive Offices 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 the reporting period of May 2012 to July 2012, the following activities occurred:

- ❖ The Executive Offices in conjunction with the 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 Hallsville (Northeast Texas).
  - 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 Austin at St. Edwards University.
  - Presentation to the Texas Association of Firefighters at their conference in San Marcos. Presentation consisted of an over view of the agency and pertinent rules and regulation targeting career firefighters. A question and answer period was also provided.
  - Executive staff participated in the Texas Forensic Science Conference located on the State Capital. The commission offered a breakout session to discuss the agency's role in the development and certification of Fire and Arson Investigators. This was a first for the commission and the Forensic Science Committee.
  - Executive Staff along with other members of the agency attended the State Firemen's and Fire Marshals' Association Conference in Houston. The commission had a booth during the vendor's programs (staffed by Tim Rutland and Jim Humphries) as well as participated in a workshop session (Mike Baker, Tim Rutland, and Laurie Taylor) where the staff discussed the overall mission of the agency and how this relates to volunteer and combination departments. Discussion also included the injury reporting system and the valuable resources available to all fire service personnel from the Ernest Emerson Library. A question and answer period was also provided.
- 
- ❖ The Executive Offices has continued to have several meetings with our LBB and Governor's Office Representatives concerning the strategic plan and performance measures. Many of the points discussed during the Commissioners' workshop have been incorporated into the revised strategic plan and performance measures. As mentioned in the workshop, the agency has not been allowed to include indirect cost in the calculation of the performance measures but by working with and educating each other on the overall objectives of the performance measures, staff and LBB have been able to identify those indirect cost that can be included. Ongoing discussions with these groups will continue as the year progresses.
- ❖ The Executive Offices has been heavily involved in the development of new certifications. The Executive Offices participated in the Firefighters' Advisory Committee meeting as well as the Curriculum and Testing Committee's meeting to discuss possible new certifications as well as the continuation of those in development that have companion certifications, i.e. Fire Safety Officer and Fire Department Health and Safety Officer. As for the Firefighters' Advisory Committee meeting, discussion also included the tracking and requirements for continuing education.
- ❖ The Executive Staff has continued in its attempt to reach out to the various stakeholder groups in an attempt to discuss the various topics of concern. Staff has met independently with the SFFMA, Texas Fire Chiefs Association, the Texas State Association of Firefighters, TEEX, the Texas Division of Emergency Management, and the Texas Forest Service.
- ❖ Executive staff has also had meetings to discuss hot topics and other fire service issues with the staff of legislators. These discussions have centered on educating legislative staff about the agency, what services the agency provides, and why these services are provided. Discussion on the budget, and in particular rider 4, is always discussed with them.

## EDUCATION AND PROFESSIONAL DEVELOPMENT QUARTERLY REPORT Third Quarter FY2012

### Curriculum Development

- Ad hoc committees
  - Fire Officer III & IV – Completed development of curricula and presented to Curriculum and Testing committee. Approved by C&T Committee.
  - Structural Fire Protection – 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)
  - Wildland FF – Ad hoc committee members chosen by Curriculum and Testing Committee; 1<sup>st</sup> meeting date pending
- New curricula and certifications
  - Wildland FF (Basic and Intermediate): curricula to be developed; proposed certification rules posted for public comment
  - Incident Safety Officer: curriculum completed; proposed certification rules posted for public comment
  - Fire Officer III & IV: curricula completed; certification rules to be developed
  - Hazmat Incident Commander: curriculum completed; certification rules to be developed
- Discussions ongoing concerning head of department curriculum/exam requirements.
- **Review of all test questions are underway for IFSAC's upcoming summer 2013 site visit** – their compliance inspection of our testing programs.

### Certification and Renewal

- 2,184 new certificates issued – 6,125 year to date
- 307 certificate holders renewed – 27,933 year to date
- 1,671 IFSAC seals issued (as many as 200 were issued in one day by Mr. Bobby Clakley) – 4,460 year to date
- 237 training facilities holding active certifications
- 43 training facility certificates issued to 16 entities
- 105 notices (appointments and removals) processed by staff

#### **Certification Team Activities:**

- All personnel attended training at DPS headquarters regarding handling of criminal history data of applicants and certificate holders.
  - Following above training, met with DPS personnel to discuss current program at TCFP
  - Preparing for DPS audit of TCFP program later this summer
- Currently training newest member of certification team in review of applications and issuance of state certifications
- Ongoing review of TCFP rules as they pertain to certification and renewal.
- Developing procedures for standardized responses to inquiries regarding appointment of personnel, certification requirements, and renewal requirements.
- Manned agency booth at Homeland Security Conference, San Antonio over 3 days.

### Information Resources

#### **Online payments**

The program has been developed for online payment of department renewals and fire protection entity payments for testing. This program will be facilitated directly through state comptroller's office.

- It will utilize the Comptroller/Treasury's "ACH Receiving Service" for payments from fire protection entities. There is no fee for municipalities to use this service. Accounts have been created for approximately 700 entities.
- Notifications regarding the program are underway, and renewal of department personnel in the upcoming September – October renewal period will take place via the program.
- Payments for testing are slated to begin December, 2012 using the service.

Staff is currently finalizing an agreement with Texas.gov to manage online payments to the commission from individuals.

- Payments will be allowed via ACH or credit card. There will be a \$0.25+2.25% “convenience fee” for each transaction. For an \$85 fee, this represents an additional \$2.16, paid directly to Texas.gov.
- Projected launch date is December, 2012 for testing payments, and September 1, 2013 for all other payments.

#### **Online testing**

- Business analysis is complete.
- Systems analysis is ongoing.
- Actual programming is ongoing. Projected launch is December, 2012.

A matrix has been developed that includes online testing providers meeting TCFP requirements. The information will be presented to the commission for final decision and choice of provider.

#### **Data management system redesign**

- Approximately 15 percent complete.
- Business and systems analysis is ongoing, including reviews of statutes and rules.
- Core data tables have been migrated. Secondary data tables approximately 10 percent migrated

#### **Network and e-mail**

- Exploring equipment refresh leases for headquarters and field personnel.
- Testing low cost tablets as alternative to laptops for roaming/offsite personnel.
- Updating and revising the Disaster Recovery Plan to reflect the introduction of VMware and Windows 2008 into our enterprise.
- Testing Zimbra Email Suite for possible replacement of Microsoft Exchange.
- Developing an in-house Audio/Video conferencing platform for TCFP use. Possible future use in communication with TCFP customers.
- Exploring an agreement to co-locate some of TCFP’s server equipment with Health and Human Services equipment at the Winters Complex for redundancy purposes, to assist in disaster recovery operations.
- Preparing equipment and services for migration to new Domain(Firecomm).

## **Compliance Quarterly Report Third Quarter FY2012**

### **Field Compliance Officers –**

- Officers are beta testing cell phone hot spot to determine whether or not we can realize budget savings by using cell phones exclusively for Internet access and to determine if we can discontinue the use and costs of hard line Internet connections for web access.
- Officers are assisting Compliance Manager in preparing for the annual compliance officers training to be conducted in Austin for one week July 9 – 13.

### **Compliance Manager –**

- Assisted Standards Division Director in preparing for and conducting an Informal Hearing with the City of Whitney for extensively long period violations relating to TCFP Rules relating to:
  - Paid Fire Fighter not certified by the Commission
  - Paid Fire Chief not certified by the Commission
  - Non compliant SOPs
  - Fire Code Enforcement Inspections conducted by inspectors not certified by the Commission
- Planning, organizing, coordinating and scheduling weeklong training July 9-13 for all TCFP Staff and for Field Compliance Officers.
- Accompanied Director Wilson to El Paso to attend the House of Representative, County Affairs Committee Hearing in which Director Wilson provided testimony educating and informing the Committee on TCFP activities.
- Accompanied Region 6 Compliance Officer for three days of field inspections for orientation, training and evaluation purposes.
- Participated in TCFP break out session presentation at the Capitol for the Texas Forensic Science Commission forensics workshop.
- Collaboratively revised the agency travel policy.

## Testing Quarterly Report Third Quarter FY2012

### Training Approval and Testing Program

- IFSAC Update
  - IFSAC Conference was held in Minneapolis, Minnesota, April 11-14, 2012
  - Currently there are 67 entities that are members of the Certificate Assembly, which includes three new member applications that were received and approved:
    1. Ras Laffan Emergency Safety College, Qatar
    2. Emergency Management Training Centre, Namibia
    3. Department of Forestry & Fire Protection, California
  - Of the 67 member entities, 49 entities have at least one accredited level
  - Thirteen countries are members of IFSAC
  - There are 926,921 records in the Certificate Assembly registry
  - IFSAC Manager hiring process finalized
  - IFSAC Fall Board meetings will be held in Louisville, Kentucky, September 21-22, 2012, and the next IFSAC conference will be held in Oklahoma City, Oklahoma, April 17-20, 2013
  - Texas' next IFSAC reaccreditation visit is due in June 2013
- New Hire - Sammy Penrod, Customer Service Representative II, started with the agency on May 8, 2012, and will be assisting in various areas within the program, specifically in finalizing training approval applications, processing field examiner applications, and grading state examinations.
- Test Administrations
  - Out of the 2501 exams given during the 3<sup>rd</sup> Quarter of 2012, 1377 were administered during the month of May.
  - Of the 1377 exams administered during May 2012, 691 (approximately one-half) exams were administered during the week of May 7, 2012. (Note: This high volume is due to "final" week for our college academies.)
  - The average grade on the state examination was 83.05%.
- Training Approvals - 298 Training Prior Approval applications were processed and finalized within 8.84 days of receipt.
- Training and Skill Testing Audits – 17 audits were conducted during this quarter. Of the 17 audits, two deficiencies were noted regarding the failure of the entity to either notify the commission of a class cancellation or deviation. Both deficiencies have been addressed. One online audit is currently open due to auditor waiting on receipt of records requested.
- Team Activities for the next quarter are:
  - Continue to work on the online processes and guidelines regarding training approval and testing with IT and other members of the agency
  - Reviewing rules as they relate to training approval and testing activities
  - Continue training for the newest team member
  - Initiate the self-study process for the June 2013 IFSAC reaccreditation visit

## Education, Research and Outreach Quarterly Report THIRD QUARTER FY2012

### FY 2012 Injury Reporting Program

	1Q	2Q	3Q	4Q	Total
Reported Injuries	1079	827	918	-	2824
Burns	39	32	28	-	99
SOP-related*	3	4	0	-	7

\*Injuries involving SOP violations

<i>Publications/postings</i>					
AvoidInjury! blog posts	11	8	10	-	29

### *Injury program outreach activities (3Q)*

#### **Programs/meetings attended**

- Visited Marlin FD to review injuries.
- Attended/presented at Southwest Fire Rescue.
- Became a member of the Texas Fire Chiefs' Safety Committee.
  - Two meetings attended to date.
- Presented annual Injury Report to commissioners at April meeting.

#### **Avoid Injury! Blog posts**

- Texas vs. national statistics and a culture of safety, 5/21
- Lost money due to injuries, 5/14
- Staffing issues surrounding injuries, 5/7
- Breakdown of top injuries costing the most time lost, 4/30
- Cost of injuries, 4/16
- Injuries reported to the TCFP injury reporting program in 2011, 4/9
- Thanks to injury reporting departments, 3/29
- Wellness/fitness – exercise properly, 3/26
- Injuries occurring during wellness/fitness activities, 3/9
- Wellness/fitness – exercise can be dangerous, 3/5

#### **Other activities/accomplishments**

- Injury reporting policy and procedure draft completed.
- Began gathering data on environmental injuries.
  - Bunker coat and pants material.
  - Looking to see if new material is impacting heat exhaustion / dehydration type injuries.

## FY 2012 Library Program

	1Q	2Q	3Q	4Q	Totals
<i>Items loaned</i>					
AV items	169	174	134	-	477
Print items	153	164	9	-	326
<i>Research and reference requests</i>					
Internal	7	7	11	-	25
External	29	84	60	-	173
New library borrowers	23	16	5	-	44
Responses to borrower follow-up surveys	14	14	6	-	34
<i>Items cataloged</i>					
AV items	31	3	8	-	42
Print items	56	5	35	-	96
Desk copy items ordered and processed	0	26	0	-	26
<i>Publications/postings</i>					
Facebook posts	32	28	40	-	100
Library newsletter	4	3	1	-	8

### *Library program outreach activities (3Q)*

#### **Firefighter Safety Friday posts (FB)**

- High-rise safety , 5/18.
- SCBA emergencies, 5/11.
- Safety officers, 3/23.

#### **Library staff picks posts (FB)**

- Aircraft extinguishing agents, 5/2.
- Fire control, 4/18, 3/7.
- Investigations, 4/4.

#### **Library newsletter**

- PIOs, 4/2.

#### **Other activities/accomplishments**

- Laura had a baby!

## FY 2012 Other Public Information and Outreach Activities

	1Q	2Q	3Q	4Q	Total
Fire department job postings	-	-	66	-	66*
Number of departments requesting postings	-	-	58	-	58*
Website home page articles	7	2	8	-	17
Open records requests	-	-	3		3*

\*Includes 3Q only

### *Public Information program outreach activities (3Q)*

#### **Website - home page articles.**

- Connealy selected as SFMO, 5/29.
- TFSC announces forensic science conference, 5/2.
- State and local initiatives enhance fire fighter safety, 4/20.
- Questions on fire inspector certification, 4/19.
- April commission meeting notebook posted, 3/30.
- Commission seeks applicants for wildland fire fighter ad hoc committee, 3/12.
- Texas Commission on Fire Protection fills two leadership positions, 3/7.
- Texas Forest Service announces upcoming wildfire academies, 3/7.
- Advisory committee to consider new voluntary certifications, 3/2.

#### **Other activities/accomplishments**

- Customer Satisfaction Survey, March
- Edited/contributed to:
  - Agency Strategic Plan, FY 2013-2017
  - Agency rule review.
  - Texas.gov Customer Agreement and On-Boarding documents.
  - AG letter draft.
  - Certification Notices and Alerts.
  - HB 3866 follow-up notices.