



November 9-10, 1999
University of Illinois, Springfield
Public Affairs Center

Web Site
Otel.uis.edu/summit



Illinois Volunteer Fire Service Summit
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8 January 2000

On 9 and 10 November 1999, the State Fire Marshal and the Director of the State Fire Academy (University of Illinois Fire Service Institute) co-hosted a Volunteer Fire Service Summit at the University of Illinois in Springfield. The Summit provided a unique opportunity for key individuals from the five groups who create, operate and support the fire service to address issues affecting the volunteer fire service.

The Summit addressed issues affecting the ability of volunteer firefighters and fire departments in Illinois to meet the emergency response needs of their communities and brought together interested organizations and leaders who could establish an action agenda to address these issues. In a larger sense, many of the issues represented common concerns of all Illinois firefighters.

We want to thank each individual who participated in this effort. We also want to encourage all those who rely upon the fire service to provide emergency service response to read this report and participate in effort to improve fire service capabilities.

We look forward to hearing your thoughts on our Summit web site at:

<http://otel.uis.edu/summit>

Sincerely,

Tom Armstead
State Fire Marshal

Richard L. Jaehne
Director, Illinois Fire Service Institute

25 January 2000

To all Summit participants

Attached is your personal copy of the Illinois Volunteer Fire Service Summit report. **Thank you for participating and sharing.**

I have already heard several reports of follow-on actions that have netted important results. Belvidere has organized the Rock River Valley Fire Service Summit on 11-12 February to include volunteer and career firefighters, as well as business, government and educators. I understand that legislation may be proposed to grant some form of tax and education tuition incentive for volunteer firefighters.

The Governor's Blue Ribbon Fire Service Committee will meet next month, Chaired by the State Fire Marshal. He and I will ensure that each member of the committee receives a copy of the attached report.

One bit of unfinished business: A stated desire at the conclusion of the Summit was to form "follow-on" sub-committees in the following areas:

- Recruiting and Retention
- Training
- Community College Fire Service Education Programs
- Funding Alternatives

Please advise me if you would like to participate in one of these sub-committees. If so, which sub-committee and if you would be willing to take a leadership role.

Don't forget to check and use the web site. Please post any follow-on activities / results.

Sincerely,

Richard L. Jaehne

Illinois Volunteer Fire Service Summit



Illinois Lieutenant Governor
Corinne Wood

Fire Service Institute Director
Richard L. Jaehne

Illinois State Fire Marshal
Tom Armstead





Summit Seminar Sessions



Ken Mueller of the Illinois Propane Gas Assn. demonstrates newly released National Propane Gas Assn. education and training program provided at no cost to the fire service



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Executive Summary Illinois Volunteer Fire Service Summit

On 9 and 10 November 1999, the State Fire Marshal and the Director of the State Fire Academy (University of Illinois Fire Service Institute) co-hosted a Volunteer Fire Service Summit at the Public Affairs Center of the University of Illinois Springfield campus. From the beginning of the project, the Summit was developed on a partnership basis with the leadership of fire service, business, government and educational organizations. The Summit brought into focus issues that affect some 30,000 volunteer firefighters throughout Illinois and was built upon the work of the National Volunteer Fire Service Summit held in June 1998 at the National Fire Academy sponsored by the National Volunteer Fire Council.

The Summit included 216 representatives of the five critical groups who must work together to create and sustain the volunteer fire service in communities throughout Illinois. These groups included firefighters and fire service leaders, mayors, city managers, 6 separate State government agencies, business leaders representing local and Fortune 500 corporations, and community/junior colleges. This was the nation's first state-level Summit built upon the National Fire Service Summit and as such is considered a template for other states. Federal Emergency Management Agency (FEMA) Director Witt, the National Fire Academy, the North American Fire Training Directors and the National Volunteer Fire Council have all asked to be kept informed of the Summit results.

The central impact of the Summit was to create the feeling among the participants that together "we can":

- Can create communications between these groups
- Can develop a set of common issues
- Can agree on a set of near-term goals and objectives
- Can improve the ability of the volunteer fire service in Illinois to protect our communities

Three themes emerged from summit discussions:

- 1. Volunteer fire departments and firefighters may know what needs to be done but lack the time and resources to accomplish all of the community's expectations.**
- 2. There must be better 2-way communications between the fire department and the community concerning community expectations and the needs of the volunteers to meet them.**
- 3. The volunteer fire department is wholly a product of the community and, as such, the community has an obligation to provide human and material resources required to staff, train and equip the fire department to provide the services expected of it.**

Summit Objectives.

The central goal of the Summit was *to serve as a catalyst to bring together interested parties and create an action agenda to address critical volunteer fire service issues.* Summit Objectives were as follows:

1. Create a forum for identification, discussion and clarification of local and regional issues affecting the operational capabilities of the volunteer fire service in Illinois.
2. Bring together interested parties who can create an action agenda to address the volunteer fire service issues identified in the statewide and regional forums. These parties should be drawn from local, state and federal government, the fire service, industry/business, and educators.
3. Create near-term and mid-term action agenda to address the volunteer fire service issues identified.
4. Identify how the State and other organizations can assist the Illinois volunteer fire service through research, scholarship and public service.
5. To identify linkages between the volunteer, paid-on-call and career fire service.

Presentation by Chief John Buckman

Chief John Buckman is the Director, Volunteer Section of the International Fire Chiefs Association and was a participant at the National Summit. He stated the “America is at Risk” and outlined the issues and conclusions of the National Summit as a starting point for the Illinois Summit. PowerPoint slides of his presentation are provided at Appendix C. The speech can be heard verbatim at the summit web site <http://otel.uis.edu/summit>.

Keynote by Lieutenant Governor Corinne Wood

Lieutenant Governor Corinne Wood stated the importance of “civic pride” and “volunteerism” to our communities. She cited the “courage, selflessness and dedication of all firefighter that was making a positive difference in Illinois communities.” She stated:

- “Governor Ryan and I are committed to doing everything we can to ensure that our firefighters have the best training and tools...to protect their own lives while saving others.”
- “We want to hear the ideas for improvements that arrive from this conference.”
- “One person can make a huge difference... each firefighter in Illinois is such a person.”

The speech can be heard verbatim at the summit web site <http://otel.uis.edu/summit>.

Expectations

The first seminar session was designed around a questionnaire (Appendix to D) to determine the expectations each participant had for the fire service. Responses to this question fell into 3 categories:

Values.

- Leadership - Serve as a positive role model in the community
- Commitment – be professional and have a genuine concern for the community
- Dedication – highly motivated
- Integrity – wise stewards of public money, property and trust
- Pride – self-initiated, keeping positive traditions alive

Performance

- Response – rapid response to any emergency
- Teamwork – work as a team within the fire service and with other emergency response agencies
- Innovative - creative problem-solver willing and able to take on new challenges
- Educate – educate community about fire and safety
- Prevention – through inspection and education, help prevent loss

Preparations

- Well trained and educated to national standards to meet emergency tasks
- Know community safety needs
- Fit and healthy
- Communicate regularly with citizens, government, and business leaders

Issues Addressed

The Summit identified several underlying areas of concern that were common to most issues:

- *People.* The volunteer fire service must continually attract and retain exceptional young people to serve
- *Time.* Time demands exceed volunteer availability
- *Funding.* Funding is required to support training, equipment and for benefits to attract and retain volunteers. Often volunteers must spend significant time fund raising.
- *Lack of understanding and knowledge.* There is a lack of current, factual information about the fire service both inside and outside the fire service.
- *Standards.* Should there be separate standards for volunteers? There was a consensus that standards are important safety and performance guides, that minimum standards should apply to all firefighters, that standards continue to

proliferate, and that it is increasingly difficult for volunteers to reach and maintain all of the fire services standards.

Issue: Recruiting and Retention of Volunteer firefighters

Areas of Concern

- Human factors
- Benefits
- Time commitments and constraints
- Training
- Community

Actions to be taken

- Develop and implement on-going local community education programs about the volunteer fire department.
- Develop public and corporate partnerships.
- Identify and develop recruiting and retention resources and make them available through centralized sources such as web sites and libraries.
- Initiate alternative staffing programs. Re-look at fire department staffing requirements.
- Develop / expand inter-government agreements to share resources and support.
- Examine other state benefit systems.
- Create a sub-committee to continue to meet to consider and expand recruiting and retention opportunities.
- Hold follow-on summits / discussions at the local and regional level.

Issue: Firefighter Health and Safety

Areas of Concern

- Leadership
- Equipment
- Training
- Personal Health
- Department Policies
- Government

Action to be taken.

- Educate Leaders.
- Create a central Information clearinghouse.
- Standardize personal protective equipment.
- Create Routine maintenance programs.
- Tailor training programs.
- Develop policies and procedures.
- Improve ordinances and laws.

- Create Training scholarship fund.
- Funding.

Issue: Training

Areas of Concern

- Training Standards
- Training and Performance are directly related
- Training should be an incentive to retention
- Instructor quality
- Access to “Other” training resources
- Testing
- Lack of a clearinghouse for training information and materials
- Partnerships for training
- Funding

Actions to be taken.

- Governor’s Blue Ribbon Panel should address issues
- Designate and fund a training clearinghouse
- Improve access to certification testing
- Expand use of on-line technology
- Continue cooperative efforts between State Fire Marshal and Fire Service Institute
- Create training partnerships
- Form a training sub-committee from Summit participants
- Conduct a statewide survey of business and industry training programs and facilities

Issue: Relations with Business and Industry

Areas of Concern

- Business/Industry has resources and is willing to share/partner
- Resources are a 2-way street
- Lack of communications
- Lack of a common fire service voice
- Dialogue and programs are reactive
- Public Information

Actions to be taken.

- Summit participants should open communications lines
- Attend local meetings and training sessions
- Seek joint training opportunities
- Develop a common voice on emergency response and safety issues

Issue: Public Education

Areas of Concern

- Public fire education programs focus on traditional fire safety programs
- Public education programs do not focus on educating decisionmakers at the local, State and national level on the real issues of the fire service
- Public education is not why firefighters join the fire service
- The same individuals do it all and then often burn out

Actions to be taken.

- Seek non-traditional volunteers
- Create a clearinghouse for public education information
- Look outside the "box."
- Create alliances for public education

Issue: Volunteer fire service communication, cooperation and collaboration

Areas of Concern.

- Internal Communications barriers
- Regional cooperation
- External Communications
- Lack of use of technology to enhance communications

Action to be taken.

- Create a statewide Mutual Aid Box Alarm System (Statewide MABAS)
- Establish a statewide public safety information consortium
- Conduct a statewide fire Explorer and Cadet jamboree in 2000 at the Fire Service Institute.

Issue: Relations with Government and the Public

Areas of Concern.

- Funding and resources
- Lack of training for fire chiefs
- Image of the fire department is important
- "We have more in common than what keeps us apart."
- "Too much, Too fast."

Actions to be taken.

- Commission and publish a White Paper on alternative funding sources
- Create, mandate and fund a training course for new fire chiefs
- Create a clearinghouse for public information.
- Write and publish articles on the fire service in non-fire service publications
- Review and update the fire service strategic plan
- Conduct a follow-on summit
- Governor's Blue Ribbon Panel should address summit issues

Issue: Funding

Areas of Concern

- Communities have an obligation to provide the equipment and training required for the volunteer firefighters to perform the duties demanded of them
- Department funding is tax base-dependent and varies greatly
- Many volunteer departments spend significant time and effort in fundraising
- Equipment and training needs are increasingly expensive
- Standards and needs for volunteer and paid departments are similar, funding is not

Actions to be taken

- Increase communication between fire department and government leaders
- Examine and modify taxing authority
- Reduce / eliminate unfunded mandates
- Improve access to “sharing” programs
- Various fire service associations should work together to address funding issues

Web Site

A web site was created to provide every interested individual in Illinois with access to Summit plenary sessions and a means to directly contribute to the issue discussions. The site address is:

<http://otel.uis.edu/summit>

Evaluation.

It was the common assessment of the Summit participants that the Summit objectives were accomplished that there should be follow-on Summit, that the Governor and local government leaders should receive the results of the Summit. Participants almost universally expressed the belief that they had gained a much better understanding of the issues facing the fire service and the resources available to address those issues. All asked that the “effort continue” and expressed the common feeling of being “greatly encouraged.”

Summit Overview

On 9 and 10 November 1999, the State Fire Marshal and the Director of the State Fire Academy (University of Illinois Fire Service Institute) co-hosted a Volunteer Fire Service Summit at the Public Affairs Center of the University of Illinois Springfield campus. The summit was partially funded under a University of Illinois Partnership Illinois grant and by the State Fire Marshal. The Summit built upon the work of the National Volunteer Fire Service Summit held in June 1998 at the National Fire Academy sponsored by the National Volunteer Fire Council.

Summit Objectives.

The central goal of the Summit was to serve as a catalyst to bring together interested parties and create an action agenda to address critical volunteer fire service issues. Summit Objectives were as follows:

1. Create a forum for identification, discussion and clarification of local and regional issues affecting the operational capabilities of the volunteer fire service in Illinois.
2. Bring together interested parties who can create an action agenda to address the volunteer fire service issues identified in the statewide and regional forums. These parties should be drawn from local, state and federal government, the fire service, industry/business, and educators.
3. Create near-term and mid-term action agenda to address the volunteer fire service issues identified.
4. Identify how the State and other organizations can assist the Illinois volunteer fire service through research, scholarship and public service.
5. To identify linkages between the volunteer, paid-on-call and career fire service.

Summit Organizing Committee. From the beginning of the project, the summit was developed on a partnership basis with the leadership of fire service, business, government and educational organizations that create, operate and support the fire service in Illinois. Organizing committee members met several times between June and Oct 1999 to develop Summit objectives, attendee list, methodology and to train to serve as seminar leaders. As a result, the organizing committee brought a rich diversity of views and issues into the agenda. A list of the organizing committee is provided at Appendix A.

Summit Attendees.

The summit brought together 216 representatives of local government leaders, state organizations, businesses, community/junior colleges and universities and fire departments. 130 attended the Springfield summit and 80 attended regional sites. Individuals were selected to ensure that there was a geographic

distribution of attendees from throughout Illinois. A list of attendees at the Springfield Summit location is provided at Appendix B.

Regional Sites.

A central goal of the Summit was to ensure that participation was “inclusive” not exclusive. Therefore, partnerships were developed with Fire Service leaders and selected community colleges to create 6 regional sites that could receive real time/near real time streaming video coverage of plenary sessions, conduct local/regional discussions and provide feedback to the Summit. Input from these groups has been included in the issue papers in this report. The regional sites represent significant effort on the part of each region to include local representatives, who were unable to attend the Summit in Springfield. Participation included representatives of all 5 target groups. The regional sites and coordinators were:

<u>Location</u>	<u>Site</u>	<u>Coordinator</u>
Carbondale	John A. Logan Community College	Chief Jeffery Anderson Mary Ellen Abell
Champaign	Fire Service Institute	Dave Clark Chief Mick Humer Dave Lawrence
Galesburg	Galesburg Regional Fire Training Center	Chief John Cratty Capt Brad Stevenson
Godfrey	Lewis and Clark Community College	Chief John Sowders
Joliet	Joliet Junior College	Jim Arie
Lake County	College of Lake County	Chief Don Mobley

Technology Support.

A web site was created to provide every interested individual in Illinois with access to Summit plenary sessions and a means to directly contribute to the issue discussions. The site address is:

<http://otel.uis.edu/summit>

The University of Illinois sponsored the site and provided near real-time streaming video of the first days’ plenary sessions. The site includes a web board for interactive discussion of issues and access to Summit related documents. The site will remain active for at least a year following the summit.

Summit Issues. The Summit organizing committee reviewed the results of the June 98 National Volunteer Fire Service Summit as a starting point to identify the issues that confront the volunteer fire service today and then examined these issues from the broader perspective of the entire fire service. The committee

identified the following issues to serve as the basis for Summit seminar discussions.

- Relations with government
- Firefighter health and safety
- Recruiting & Retention
- Training
- Relations with Business and Industry
- Public Education
- Volunteer fire service communication, cooperation and collaboration
- Relations with Government and the Public
- Funding

Summit Program.

The Summit program included 2 plenary sessions, 2 seminar sessions, a dinner forum and working lunch, as follows:

9 November 1999

1-3:00 PM* Welcome – State Fire Marshal Tom Armstead
Overview of Summit – Summit Director Richard Jaehne
National Volunteer Fire Service Summit Report – John Buckman
Keynote Address – Lieutenant Governor Corinne Wood
Group Photo

3-5 PM “Expectations” breakout session

6:30-9PM Dinner with a presentation by the Illinois Propane Gas Association

10 November 1999

8:30-9AM Short plenary session to set day’s agenda

9AM – 1PM “Issues” breakout session with working lunch

1-4PM* Plenary session to report on break out session work
Summary and closing remarks

* connotes video taped and distributed to regional sites

National Fire Service Summit Issues. Chief John Buckman is the Director, Volunteer Section of the International Fire Chiefs Association and was a participant at the National Summit. He stated the “America is at Risk” and outlined the issues and conclusions of the national Summit as a starting point for the Illinois Summit. PowerPoint slides of his presentation are provided at Appendix C. The speech can be heard verbatim at the summit web site <http://otel.uis.edu/summit>).

Keynote by Lieutenant Governor Corinne Wood.

Lieutenant Governor Corinne Wood stated the importance of “civic pride” and “volunteerism” to our communities. She cited the “courage, selflessness and dedication of all firefighters that was making a positive difference in Illinois communities.” She stated:

- “The Governor Ryan and I are committed to doing everything we can to ensure that our firefighters have the best training and tools...to protect their own lives while saving others.”
- “We want to ensure that regulations are not unduly burdensome.”
- “It is important that Illinois support fire service efforts...”
- “We want to hear the ideas for improvements that arrive from this conference.”
- “It is important to keep the citizens informed about the scope of fire service work,...and that while the scope has changed its importance has not.”
- “Death, injury and loss from fire has been reduced significantly in Illinois in the past 5 years, because of the efforts of the fire service.”
- “One person can make a huge difference... each firefighter in Illinois is such a person.”

The speech can be heard verbatim at the summit web site <http://otel.uis.edu/summit>).

EXPECTATIONS

The first seminar session was designed around a questionnaire (Appendix to D) to determine the expectations each participant had for the fire service. Participants represented perspectives both internal and external to the fire service. Each participant was asked their top 5 expectations for the fire service and a series of questions related to fire service missions and performance expectations. A summary of the expectations are:

What are the top 5 EXPECTATIONS that you have for the fire department and firefighters in your community today?

Responses to this question fell into 3 categories values, preparation and performance.

Values.

- Leadership - Serve as a positive role model in the community
- Commitment – be professional and have a genuine concern for the community
- Dedication – highly motivated
- Integrity – wise stewards of public money, property and trust
- Pride – self-initiated, keeping positive traditions alive

Performance

- Response – rapid response to any emergency
- Teamwork – work as a team within the fire service and with other emergency response agencies

- Innovative - creative problem-solver willing and able to take on new challenges
- Educator – educator community about fire and safety
- Prevention – through inspection and education, help prevent loss

Preparations

- Well trained and educated to national standards to meet emergency tasks
- Know community safety needs
- Fit and healthy
- Communicate regularly with citizens, government, and business leaders

Who are your fire department’s CUSTOMERS?

All agreed that the fire service serves each person in, around and traveling through the community in times of crisis. Specific groups within the community include: businesses, citizens with special needs (very old or young, impoverished, handicapped) industrial/manufacturing plants. Local government leaders and other emergency response agencies were identified as customers because of the shared responsibility for public safety. The fire service itself was identified as a customer, particularly other fire departments engaged in mutual aid agreements. Finally, each firefighter was judged to be a customer of the fire department for training, support and leadership.

What CONTRIBUTIONS should your fire department and firefighters make to PUBLIC SAFETY in your community? Region / Statewide?

There was a direct and very significant correlation between the expectations of the fire service and the actual contributions made. There was a consensus that fire departments contributed to improved public safety and reduced cost of insurance coverage in communities. However, there were concerns that public safety was a “fulltime” job and difficult for volunteers to manage at the level they felt was needed on a part-time volunteer basis. This developed as a basic theme throughout the Summit; i.e.,

Volunteer fire departments and firefighters may know what needs to be done but lack the time and resources to accomplish all of the community’s expectations.

What SERVICES should your fire department provide?

The fire service delivers services based upon public demand. Often this demand is the result of a no-notice emergency. The wide range of emergency and other services provided by fire departments are tailored to local needs and include:

Emergency Response

- First responder to emergency
- Fire Suppression
- Emergency medical services (EMS)
- Rescue (trench, above and below grade, collapse, farm, water, ice,
- Automobile Extrication
- Disaster support

- Hazardous materials mitigation
- Terrorism response to chemical agent release

Prevention Activities

- Public safety education
- Public, commercial and residential building Inspections and code enforcement
- Fire investigation
- Assist in community planning and development
- Fire stations as safe areas for children

What REPUTATION should your fire department have?

There was a consensus that the fire service should have the respect and confidence of the public. Key words used include:

- | | | |
|--------------------|------------------------|-----------------|
| • “Above reproach” | • Efficient | • Knowledgeable |
| • “Can do” | • Fiscally responsible | • Professional |
| • Compassionate | • Helpful | • Trusted |
| • Courteous | • Integrity | • Well managed |
| • Dependability | | |

Do your expectations vary if your firefighters are Volunteers or paid? How?

A consensus believed that the public had the same expectations for the fire service, regardless if it was volunteer or paid. However, within the fire service there were significantly different expectations based largely upon time and resource limitations among the volunteers. There was general agreement that the performance standards for any particular task should not vary for volunteer or paid firefighter; however, the range of services that volunteers were fully trained and equipped to provide often was reduced. This could lead to a gap between community expectations and actual performance capabilities. A significant concern was expressed about the time and resource demands for training to maintain the skills to nationally established standards. This reinforced the basic theme as stated above for expectations versus time and resources. Many felt that the volunteer fire service should aggressively seek to educate the citizens and leaders in their community on the services demanded of the fire service and resource requirements to provide those services.

What should your community do to assist your fire department in meeting the community’s expectations?

A second theme that developed was that:

There must be better 2-way communications between the fire department and the community concerning community expectations and the needs of the volunteers to meet them.

A third theme was that:

The volunteer fire department is wholly a product of the community and, as such, the community has an obligation to provide human and material resources required to staff, train and equip the fire department to provide the services expected of it.

ISSUES

On the second day of the Summit, seminar participants were provided with a short vision presentation for Illinois public safety in the 21st century (slides at Appendix E) and then convened to discuss selected volunteer fire service issues. Each seminar group discussed 1–2 issues in detail and then presented their conclusions using a pre-formatted outline to the all Summit participants in the final afternoon plenary session. The full assembly of participants then had the opportunity to discuss the issue. The following provides a summary of the seminar work and open discussions.

- The Summit identified several underlying concerns:
 - *People*. The volunteer fire service is attract and retain exceptional young people to serve
 - *Time*. Demands exceed volunteer availability
 - *Funding*. To support training, equipment and for benefits to attract and retain volunteers. Often volunteers must spend significant time fund raising.
 - *Lack of understanding and knowledge*. There is a lack of current, factual information about the fire service both inside and outside the fire service.
 - *Standards*. Should there be separate standards for volunteers? There was a consensus that standards are important safety and performance guides, that minimum standards should apply to all firefighters, that standards continue to proliferate, and that it is increasingly difficult for volunteers to reach and maintain all of the fire services standards.
- The volunteer fire service:
 - Has a lack of time, money and public understanding for volunteer fire service missions and resources needs.
 - Needs to educate itself, its community, State and national officials about its missions, contributions and needs.
 - Needs to speak with a common voice but does not yet do so.
 - Has unknown and untapped resources available to it.
 - Must “think outside the box.”
 - Should look at other models as part of its self-assessment process.

Issue: Recruiting & Retention

Areas of concern. The Summit identified 5 factors that have a significant impact on recruiting and retention.

- **Human factors.** Each volunteer has a unique set of personal factors affecting his/her availability and willingness to commit time and energy to the fire department. These include age, family commitments, health, financial/employment status and demands, and personal goals such as continuing education. Recruiting and retention programs must consider and incorporate these factors.
- **Benefits.** It was felt that provision of benefits is a significant incentive for volunteers to join and remain active in the fire department. These benefits should include reimbursement for expenses related to fire service training and work, longevity credit for employment and retirement, monetary retirement benefits, and insurance (life and disability).
- **Time commitments and constraints.** There was a consensus that the individuals who volunteer for the fire service often volunteer for other activities in their communities. Their willingness to commit time and energy often results in over-commitment. Volunteer fire departments must recruit and retain a significant number of volunteers to ensure that sufficient volunteers are available for the department to be available for emergencies 24 hours each day. Workload must also be balanced.
- **Training.** Volunteer fire departments have a demanding set of minimum training needs based upon the level of standards and missions set for the department. Firefighter II is the basic level of firefighter training and requires over 250 hours of training. Emergency Medical Technician (EMT) has similar basic training demands. Specialized tasks such as rescue, HAZMAT, automobile extrication, and investigation can exponentially increase the training demands for the department and individual firefighters. The volunteer has limited time to attend, and departments normally very limited funding to pay for such training.
- **Community.** The extent to which the community understands and actively supports volunteer firefighters and the department often has a dramatic effect on the recruiting and retention of volunteers. The absence of such visible support also has a negative effect on recruiting and retention.

Actions to be taken.

- ❑ **Develop and implement on-going local community education programs about the volunteer fire department.** Educate the entire community about their volunteer fire department – what it can and cannot do, what it takes to respond to emergencies, what it has done in the community, how the community can help. Specific target audiences should include: families of firefighters, business leaders, local and regional government leaders, service groups such as Rotary, etc., community groups and citizens.

- ❑ ***Develop public and corporate partnerships.*** Reach beyond the fire department to create a support network. This could include the creation of auxiliary memberships, support commitments from service clubs, scouting/cadet programs, and public information campaigns and newsletters.
- ❑ ***Identify and develop recruiting and retention resources and make them available through centralize sources such as web sites and libraries.*** Create a consolidated set of recruiting and retention assistance products and make them available to individual departments using web sites, libraries and other means.
- ❑ ***Initiate alternative staffing programs.*** Re-look at fire department staffing to identify positions and skills that can be provided by volunteers with specialized skill who are not required to be firefighters. This can include maintenance, administration, and other types of support to free firefighters time for training and emergency response. Duty schedules can also be implemented to allow volunteers to schedule there availability
- ❑ ***Develop / expand inter-government agreements to share resources and support.*** Work with the support network to identify alternative sources of funding and support. Work actively with state and national representatives and organizations to secure additional funding for the fire service.
- ❑ ***Examine other state benefit systems.*** Provide selected short and long term benefits to volunteer firefighters.
- ❑ ***Create a sub-committee to continue to meet to consider and expand recruiting and retention opportunities.***
- ❑ ***Hold follow-on summits / discussions at the local and regional level.***

Issue: Firefighter health and safety

Areas of Concern.

It was recognized that some 100 firefighters die in the line of duty each year, and tens of thousands are injured. 50% of line of duty deaths each year are related to cardiac arrest. To reduce death and injury to firefighters, the Summit focused on 6 areas of concern.

- **Leadership.** It was felt that leaders are often lacking the knowledge and skills required to deal with firefighter health and safety issues. They must be able to make meaningful assessments of the health and safety condition of each firefighter and the department as a whole, to include systemic and individual weaknesses, motivation, and standing operating procedures.
- **Equipment.** Equipment must be maintained and operated with a clear set of safety policies and procedures. There is a lack of standardization in such basic equipment as breathing apparatus and passive alert devices to the point that there is confusion during emergency operations.
- **Training.** Fire department training programs must include personal health training and also include safety training as an integral part of operations training. In general, there must be an increased awareness of health and safety in every aspect of fire department operations.
- **Personal Health.** The health of an individual firefighter is a personal issue; however, it must also be made part of the fire service culture. It should begin with pre-select standards, and be included in every stage of training and operations.
- **Department Policies.** Often clear health and safety policies are lacking in volunteer fire departments, perhaps because it is a voluntary activity. Nevertheless, clear department policies concerning individual firefighter health/wellness and safety must be created in every fire department. This should include periodic medical assessment standards and procedures and on-going wellness/fitness programs.
- **Government.** It was felt that government regulation is viewed and functions like a “stick” with little “carrot” to create incentives for departments and communities to invest in firefighter health and safety programs. Volunteer departments are particularly challenged to meet standards and procedures established for paid departments. It was felt that State and federal agencies should institute a no-fault assessment and assistance program.

Action to be taken.

- Educate leaders.** Leadership must educate themselves, acknowledge and take the lead in dealing with firefighter health and safety issues. This should include fire department, local and state government and fire service related industry leaders.
- Create and central information clearinghouse.** A central clearinghouse for information related to firefighter health issues, standards, sample policies, standing operating procedures (SOP's) and programs should be established.

- ❑ **Standardize personal protective equipment.** Recognizing that the National Fire Protection Association (NFPA) has an integrated fire service standards development process, there should be additional work between fire equipment manufacturers and fire service organizations focused specifically on standardization of personal protective and life-saving equipment, such as personal alert safety systems (PASS).
- ❑ **Create routine maintenance programs.** Each fire department should consider implementation of comprehensive routine maintenance and scheduled replacement programs to reduce catastrophic failure during an emergency.
- ❑ **Tailor training programs.** Training programs must be tailored to the time and skill levels of the volunteer firefighters with the goal of getting each individual firefighter involved throughout each training period (as opposed to one performs a drill while everyone else watches).
- ❑ **Develop policies and procedures.** Each fire department should develop and maintain written local policies and procedures for firefighter health and department safety programs.
- ❑ **Improve ordinances and laws.** Fire service leadership should work at the local, State and federal level to improve ordinances/laws and funding to underwrite for firefighter health and safety programs, to include life safety and building codes.
- ❑ **Create training scholarship fund.** A training scholarship fund should be established and private contributions sought to underwrite the cost for firefighters to attend training.
- ❑ **Funding.** Adequate funding for health and safety related training programs must be programmed by departments and funded by governments.

Issue: Training

Areas of Concern.

It was recognized that most training is done within the fire department. Specific areas of concern were:

- **Training Standards.** There was consensus that standards-based training, tailored to the missions and conditions of each fire department was a fundamental requirement for the volunteer fire service.
- **Training should be an incentive to retention.** Training can and should be a very significant incentive to recruit and retain volunteers; however, it often is not. Why and how can this be achieved?
- **Instructor quality.** Instructor quality does make a significant difference in the effectiveness of training programs. How does a department find and pay for qualified, effective instructors to support every aspect of its training program?
- **Access to “Other” training resources.** Discussions among Summit participants clearly pointed to fire departments do not know of the existence of or how to access training materials and programs available to them. In particular, there was a lack of knowledge about training programs created and offered by business and industry.
- **Testing.** Testing for certification is a statutory responsibility of the State Fire Marshal. There were concerns that testing needed to be more accessible. The State Fire Marshal in attendance stated that he had begun an internal review of the testing program and welcomed Summit participant input.
- **Lack of a clearinghouse for training information and materials.** No single clearinghouse exists in the State that has knowledge of and access to all fire service training materials. However, several organizations including the State Fire Marshal, Fire Service Institute, Fire Chiefs Association, Fire Service Instructors and Fire Protection Districts Association have created web sites to provide information on training programs and access to training materials. Funding, copyright policies, information-sharing protocols would have to be developed to create a clearinghouse.
- **Partnerships for training.** Several partnerships for training exist through various fire service associations such as the Fire Protection Districts Association, the Fire Chiefs, and Firefighters Association. In addition, industry programs such as the National Propane Gas Association training program on propane safety provide new high quality training materials for all departments. How can knowledge of these programs existence and access to qualified instructors be provided?
- **Funding.** New missions, increased compliance standards, increased training costs and the amount of funding for training are all concerns. State funding for training has been reduced without inflation adjustment from 1990-levels. Local budgets have not kept up with increased training costs and added training requirements. New sources and strategies for funding are required.
- **Training and Performance are directly related.** The quality of performance is directly related to the quality and relevance of training. As the fire service is expected to take on new missions training programs should be provided to

develop the additional skills required. Volunteer time and additional funding for such training is an area of significant concern.

Actions to be taken.

- ❑ **Blue Ribbon Panel Address issues.** The Governor's Blue Ribbon Committee on the fire service and State legislature should specifically address funding requirements and sources for training.
- ❑ **Designate and fund a training clearinghouse.** The State should designate and fund a clearinghouse for sharing of fire service training information, materials and programs.
- ❑ **Improve access to certification testing.** The State Fire Marshal should continue efforts to improve access to fire service certification testing.
- ❑ **Expand use of on-line technology.** On-line technology should be used to expand access to training for firefighters.
- ❑ **Continue cooperative efforts between State Fire Marshal and Fire Service Institute.** The State Fire Marshal and Fire Service Institute should continue to work together to clarify and reinforce their distinctive roles as statutory fire service certifying and training institutions.
- ❑ **Create Training partnerships.** Efforts throughout Illinois by fire service organizations, business, government and educational institutions to create training partnerships should be encouraged and expanded.
- ❑ **Form a Training Sub-committee.** A sub-committee from the Summit should be created to continue to study, inform, report and work training issues with the goal of clarifying and unifying the fire service set of training needs. The sub-committee should develop and implement a short- and mid-range action plan.
- ❑ **Conduct a statewide survey of business and industry training programs and facilities.** There should be a comprehensive, statewide survey conducted and disseminated to the fire service to identify training programs and facilities available from business and industry for fire service use.

Issue: Relations with Business and Industry

Areas of Concern.

- **Business/Industry has resources and is willing to share/partner.** Business participants stated that "we've got lots of resources but you (fire service) are not doing enough to go after us." "We are willing to partner with you, but don't know what you need."
- **Resources are a 2-way street.** There was a consensus that the fire service and business/industry have mutual needs and contributions. It was felt that while business/Industry have significant resources to offer, the fire service is not aware of their existence. Business/industry is more effective in generating support from the fire service than the fire service is from business/industry.
- **Lack of communications.** There is a lack of 2-way communications between them, which hampers sharing of resources. The Illinois fire service and business/industry need to establish an on-going dialogue at the local, region, and State.
- **Lack of a common fire service voice.** Because there is the lack of a common, clear fire service voice, business/industry does not know what the fire service needs and who to coordinate with to provide support and resources when available.
- **Dialogue and programs are reactive.** The fire service and business/industry tend to have a reactive rather than a proactive relationship. New regulations, safety mishaps, code violations, emergency response cleanup tend to be the catalysts for dialogue. Dialogue and cooperative efforts should become proactive to mitigate crisis before they occur.
- **Public Information.** The media can and should but seldom are asked to facilitate information sharing.

Actions to be taken.

- Summit participants should open communications lines.** Each Summit participant should serve as a catalyst for opening communications by seeking to attend and speak about the Summit at business/industry meetings in the next 3 months.
- Attend local meetings and training sessions.** Each fire department should invite local business/industry representatives at regular local and regional fire service meetings and training sessions.
- Seek joint training opportunities.** Opportunities for joint training between the fire service and business/industry should be identified and conducted at the local, regional and State level.
- Develop a common voice on emergency response and safety issues.** The fire service and business/industry should work together to develop a common voice on emergency response and safety issues to direct and improve public policy.

Issue # Public Education

Areas of Concern.

- **Public fire education programs focus on traditional fire safety programs.** Fire departments are well known for their children's fire safety programs such as "Stop, Drop and Roll". However, communities remain relatively uninformed about the issues affecting the ability of the fire department to provide expected services.
- **Public education programs do not focus on educating decisionmakers at the local, State and national level on the real issues of the fire service.** Educating decisionmakers about the issues and needs of the fire department has not been viewed as a public education program for the fire department, but it should be.
- **Public education is not why firefighters join the fire service.** Providing the public with information and education programs is not a reason most volunteers join the fire service. However, there are many individuals in the community who do volunteer to help with education and who might be trained by the fire department to assist with public education programs.
- **The same individuals do it all and then burn out.** Significant concern was expressed that volunteers burn out because they are asked to "do it all". It was felt that fire departments should seek to involve more members of the community in volunteering to perform specific support and education tasks that would set firefighters free to focus on preparing for and responding to emergencies.

Actions to be taken.

- ❑ **Seek non-traditional volunteers.** Fire departments should seek to recruit non-traditional volunteers to perform education and support roles as part of the volunteer fire department. (note: departments can exempt such individuals from ISO ratings requiring minimum training hours for each firefighter)
- ❑ **Create a clearinghouse for public education information.** A clearinghouse / pool of resources for public education and information should be created for fire departments to draw upon, which provides facts, literature and education materials on the life safety and building codes, operation, staffing, funding and support issues of the volunteer fire service. This could include a speakers bureau, presentations, information fact sheets and other resources available on-line.
- ❑ **Look outside the "box."** Each Summit participant should seek to find solutions "outside the box", by analyzing what is inside organization's traditional box and seeking to define options outside that paradigm. Such analysis should consider mission, geographic, staffing, operational, support, and resource parameters.
- ❑ **Create alliances for public education.** The fire service should seek to create alliances for mutual public education with other fire service, as well as, non traditional, non-fire service organizations.

Issue: Volunteer fire service communication, cooperation and collaboration

Areas of Concern.

- **Internal Communications barriers.** Within the volunteer fire service there are individuals from at least 5 age generations, all races and diverse backgrounds. There was consensus that all fire departments had institutional communication barriers between generations, which could be addressed.
- **Regional cooperation.** Mutual aid between departments is now an institutional reality in the fire service. Summit participants believed that this could be expanded to equipment joint purchasing agreements, specialized team development, and consolidation of some services to regional response.
- **External Communications.** It was again stated that the fire service lacked a clear, unified voice with organizations outside the fire service. This includes other public safety sectors, business, government decisionmakers and citizens. Such a unified voice will clarify and strengthen the understanding and influence of the fire service.
- **Lack of use of technology to enhance communications.** It was felt that the fire service has been slow to capitalize and is still largely ineffective in the use of internet, electronic training aids and other technologies, that could expand access to fire department information, particularly outside the fire service.

Action to be taken.

- Create a statewide Mutual Aid Box Alarm System (Statewide MABAS).** Create a statewide MABAS to provide statewide protocols, agreements, structure and procedures for mutual and emergency aid. Such an organization could facilitate joint training and operations and provide for rapid identification through the State Fire Marshal representative in the Emergency Management coordination center of fire departments willing and able to provide assistance during catastrophic emergencies.
- Establish a statewide public safety information consortium.** Establish a statewide public safety information consortium to interface training, recruiting, resources, technical information and operational protocols.
- Conduct a statewide fire Explorer and Cadet jamboree in 2000 at the Fire Service Institute.**

Issue: Relations with Government and the Public

Areas of Concern.

- **Funding and resources.** There is a lack of knowledge on the part of government officials at all levels about the resource needs of the fire service. There is also a lack of knowledge in the fire service and government about the alternative sources of funding available to the fire service, including fees, corporate assistance, grants, etc.
- **Lack of training for fire chiefs.** There is no standard measure for the fire chief of a department in Illinois and no single education/training program by which the standard might be created. Other states, such as California, have a required state-funded course for fire chiefs who must attend within 1 year of appointment. Such training also mandates annual continuing education.
- **Image of the Fire department is important.** Most participants agreed that the image of the fire department was a critical source of community support. It was felt that the image was currently positive, but that it was only as good as the performance of each individual in the department. This pointed to the criticality for strong, positive leadership at the department and local government level, and the continuing need to attract and retain exceptional volunteers.
- **“We have more in common than what keeps us apart.”** This was a theme that developed throughout the Summit. In fact the ethos of the Summit became “We can.” It was felt that the fire service can take the lead in establishing and expanding communications with government officials and citizens, and that networks needed to be created and reinforced to accomplish this.
- **“Too much, Too fast.”** It was felt that new government rules and implementing regulations were imposed upon the fire service at a rate, which exceeded the ability of the volunteer fire service to absorb and implement them. A rule of thumb ought to be no new rules in a particular area more than once each 5 years and that volunteers should be given at least a year prior to implementation to prepare for the new rules, after all implementing regulations are agreed upon.

Actions to be taken.

- Commission and Publish a White Paper on alternative funding sources.** Publish a white paper on alternative funding sources, protocols and structures for fire departments, which should be published at the State level.
- Create, mandate and fund a training course for new fire chiefs.** A 2-3 day training course for new fire department fire chiefs should be created and legislation sought to fund and mandate the requirement statewide.
- Create a clearinghouse for public information.** A central clearinghouse for public information should be created, perhaps by the State Fire Marshal’s Office.
- Write and publish articles on the fire service in non-fire service publications.** Articles on fire service issues and solutions should be written

and published in the Illinois Municipal League magazine and other government and business/industrial association newsletters and information periodicals. A list was circulated and commitment made the write articles for the IML for the next year.

- ❑ ***Review and update the fire service strategic plan.*** The statewide strategic plan developed by the Fire Services Association should be reviewed and updated with information from the Summit.
- ❑ ***Conduct a follow-on summit.*** A follow-up summit should be conducted, which includes a expanded participation of government, business and citizen associations.
- ❑ ***Blue Ribbon Panel address summit issues.*** The Governor's Blue Ribbon panel should address issues raised in the Summit.

Issue: Funding

Key Factors

- ***Communities have an obligation to provide the equipment and training required for the volunteer firefighters to perform the duties demanded of them.*** A theme repeated throughout the Summit was the feeling that volunteer firefighters donated their time, health and safety but should not be expected to provide the resources to equip and train themselves. There was significant concern expressed that this leads to a mismatch between community expectations and the fire departments actual capability to provide services.
- ***Department funding is tax base-dependent and varies greatly.*** The majority of fire department funding must be achieved at the local level. State funding in the form of the Fire Prevention Fund 1% tax on fire insurance premiums has been the primary source of State funding, and this funding has decreased in value by 40% during the past decade. Illinois First grants have provided important infrastructure improvements to some departments, but little additional funding has been applied to training. National grants and funding is limited to special interest areas such as HAZMAT, terrorism and National Fire Academy courses.
- ***Many volunteer departments spend significant time and effort in fundraising.*** Unfortunately, many volunteer fire departments spend significant time fund raising, as opposed to training.
- ***Equipment and training needs are increasingly expensive.*** Fire Apparatus have increased in price as much as 10-fold in the past 20 years. New missions such as automobile extrication, rescue and HAZMAT have significantly increased the requirement for specialized equipment. It costs at least \$2500 to equip a firefighter with proper personal protective equipment.
- ***Standards and needs for volunteer and paid departments are similar, funding is not.***

Actions to be taken

- ❑ ***Increase communication between fire department and government leaders.*** Community and fire department leaders must work together to define mission and matching resource requirements.
- ❑ ***Examine and modify financial support structure to the fire service.*** The Governor's Blue Ribbon Fire Service Committee should examine the existing financial support mechanism to the fire service. The goal should be to establish a reliable baseline funding level for Illinois fire departments, training establishments and State Fire Marshal's Office.
- ❑ ***Reduce / eliminate unfunded mandates.*** Each community and it's fire department should examine mission mandates and funding provided to train, equip and operate the fire department to accomplish the mission. The Governor's Blue Ribbon Fire Service Committee should examine State mandates and state funding to the fire service, such as Firefighter II certification requirements and training to achieve this.

- ❑ **Improve access to “sharing” programs.** Regional training opportunities, training information clearinghouses, team curriculum development and funding of curriculum development for Statewide distribution are all positive opportunities.
- ❑ **Various fire service associations should work together to address funding issues.** The significant efforts of Illinois fire service organizations to work together over the past several years should continue and be expanded.

Post Summit Actions

Summit participants left the Summit with positive desire to ensure that the Summit continued to live in their actions in their local communities, businesses and institutions. Participants agreed to:



To these ends, the participants were asked to:

- Speak to at least 3 different groups about the Summit experience and issues.
- Define their own “box” relative to their fire department / institutions either as a member of the fire service or as a fire service “customer.”
- Work together to establish and strengthen a Statewide communications network.
- Inform their individual State legislative representatives about their Summit experience and fire service perceptions.
- Communicate with Governor’s Blue Ribbon Fire Service Committee
- Publish information regularly in diverse publications

The Fire Service Institute and State Fire marshal’s Office agreed to:

- Establish / sponsor sub-committees that would continue to meet on:
 - Recruiting and Retention
 - Training
 - Fire science education programs
 - Funding
- Work with the fire service to conduct a Fire Explorer & Cadet Jamboree in July 2000 at the Fire Service Institute
- Work to help create information clearinghouses

Appendix A

**Illinois Volunteer Fire Service Summit
Organizing Committee**

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Chief Jeffrey Anderson
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Galesburg
Chief John Cratty
Galesburg Fire Department

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Captain Jim Arie

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Appendix B

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Francis, Larry	Gurnee Fire Dept.	Kenosha	WI	53142
Freeman, Tom	Lisle-Woodridge Fire Department	Lisle-Woodridge	IL	60532
Gambrill, Steve	Harristown FPD	Decatur	IL	625220000
Gazda, Ron	Taylor Springs FD	Taylor Springs	IL	62089
Germann, Roger	State Treasurer's Office	Springfield	IL	62706
Gitz, James	Mayor, City of Freeport	Freeport	IL	61032
Goddard, Gary	Manager, City of Galesburg	Galesburg	IL	61402
Goodrich, Art	Clover Twp FPD	Woodhull	IL	614900000
Gordon, Marc J.	Hotel-Motel Assoc. of Illinois	SPRINGFIELD	IL	61704
Graham, Bob	Lake Bluff Fire Department	Lake Bluff	IL	600440022
Green, Martin	Executive Assistant, Attorney General	Springfield	IL	627061771
Greenberg, Jack M.	Chariman and Chief Executive Officer, Mcdonalds Corporation	Oak Brook	IL	60523
Greenwald, Jerry	Chairman and Chief Executive Officer, United Airlines	Elk Grove Township	IL	60007
Grissom, James	President, Illinois Fire Inspector's Association	Bolingbrook	IL	60439
Gruberman, Michael	Village Manager, Village of University Park	University Park	IL	60466
Haase, Richard	Staunton Fire Protection District	Staunton	IL	62088
Hacker, John	Fire Science Coordinator, Kankakee Community College	Kankakee	IL	60901
Haefner, Darryl	College of Du Page	Glen Ellyn	IL	60137
Hamilton, Tom	Manager, City of Bloomington	Bloomington	IL	61701
Harnsberger, Tom	Carroll Fire Protection District	Urbana	IL	618027600
Harris, Angie	Office of the State Fire Marshal			
Harrison, Mark	Executive Vice President, Home Builders Assoc. of Illinois	SPRINGFIELD	IL	62704
Hassel, Steve	State Farm Insurance	Bloomington	IL	61704

Hayes, Doug	Cherry Valley FPD	Rockford	IL	61109
Heal, Ron	Great Lakes Correspondent, Emergency Service News	Freeport	IL	61032
Heilstedt, P.E., Paul K.	Building Officials & Code Administrators International	Country Club Hills	IL	604785795
Heminghous, Juliann	Public Information Officer, OSFM	Springfield	IL	62203
Hettinger, Steve	Tuscola Fire Dept.	Tuscola	IL	61953
Hill, Kim	Equistar	Morris	IL	604509988
Hill, Sandy	Director, Personnel Standards & Education, OSFM	Springfield	IL	62703
Himes, Terry	Princeton City Rural FPD	Princeton	IL	613560000
Hinton, George F.	Fire Science Coordinator, Kaskaskia College	Centralia	IL	62801
Hoffman, Jay		Springfield	IL	62706
Holmes, Greg	Boone County FPD			
Holsinger, Harold	Coal City Fire Department Chairman, President & Chief Executive Officer, Navistar International Transportation Corporation	Tolono	IL	61880
Horne, John R.		Chicago	IL	60611
Humer, Mike	Tolono Fire Dept.	Tolono	IL	618800000
Hunter, J. Kevin	Village of Fox Lake	Ingleside	IL	60041
Ingles, G. Michael	Mayor, City of Pontiac	Pontiac	IL	61764
Jaehne, Richard	Director, Fire Service Institute	Champaign	IL	61820
Johnson, Tim		Springfield	IL	62706
Jones, Tom	Fire Protection District Area Representative	Capron	IL	61012
Jones, Wilson	Emergency One Fire Apparatus Chairman and Chief Executive Officer, Walgreens	Ocala	FL	34478
Jorndt, L. Daniel		Deerfield	IL	60015
Joyce, James				
Jurkanin, Tom	Executive Director, Law Enforcement Training and Standards Board	Springfield	IL	62704
Juskenas, Al	Illinois Department Of Labor	Chicago	IL	60601
Kachik, Steve	Oak Forest Fire Dept.	Oak Forest	IL	604520000
Keyser, Richard L	Chairman and Chief Executive Officer, W.W. Grainger Corporation	Lincolnshire	IL	60069
Kinney, Roger	Manager, City of Salem	Salem	IL	62881
Kintingham, Ben	Capitol Bureau Chief	Springfield	IL	62706
Knecht, Bill	Growmark Inc.	Divernon	IL	62530
Knotts, Bob	Greenfield FPD	Greenfield	IL	62044
Knox, James	Fire Science Coordinator, Lincoln Land Community College	Chatham	IL	82629
Koch, Gary	Illinois Municipal League	Springfield	IL	627055180
Koepfel, William	IL Department of Public Health	Springfield	IL	627615058
Kraemer, Jr., Harry M. Jansen	President & Chief Executive Officer, Baxter International Inc.	Deerfield	IL	60015
Krizik, Mark	Motorola	Schaumburg	IL	60196
Krupp, Roger	I.A.A.I., State Farm Insurance Co.	Elmhurst	IL	60126
Kunkel, Brett	Shoal Creek Fire Dept.	Sorento	IL	620860000
Lahey, Robert	Director, West Central Municipal Conference	Westchester	IL	601549999

Lanning, Carol	Director for Policy & Planning, Illinois Community College Board	Springfield	IL	62701
Lawrence, David	Parkland College	Champaign	IL	61821
Lee, Bernard S.	President, Institute of Gas Technology	Des Plaines	IL	600181804
Leesman, Roger	Armington FPD	Armington	IL	617210000
Lewis, Stan	Lake Egypt FPD	Marion	IL	629590000
Liddy, Edward	Chairman, President and Chief Executive Officer, Allstate	Northbrook	IL	60062
Loyd, Heather	House Democratic Staff			
Luechtefeld, David		Springfield	IL	62706
Lumpkin, John R.	Director, Illinois Department of Public Health	Springfield	IL	62761
Madigan, John	Chairman, President & Chief Executive Officer of Tribune	Chicago	IL	60611
Magill, Jeff Malone, Rosemarie	Office of The State Fire Marshal Midlothian Fire Department	Midlothian	IL	604450000
Manning, Bill	Editor, Fire Engineering Magazine	Saddlebrook	NJ	76635820
Martinez, Arthur C	Chairman & CEO, Sears Roebuck	Hoffman Estates	IL	60179
Mastandrea, Terry	Lake Zurich Fire Dept.	Lake Zurich	IL	600470000
Matykiewicz, Misty	Office of the State Fire Marshal			
Mautino, Frank J.		Springfield	IL	62706
Maxwell, Jim	Buckheart Township FPD #1	St David	IL	615630000
McCoy, John B	President and Chief Executive Officer, Bank One Corporation	Chicago	IL	60670
McCoy, Tom	Catlin FPD	Catlin	IL	618470977
McCue, Pat	Assistant Director, Office of Technology -Enhanced Learning	Springfield	IL	627949243
Menzel, Rich	Retired			
Menzel, Terry	Woodstock Fire/Rescue District	Woodstock	IL	600980000
Meredith, Frank	Village President, Village of Sherman	Sherman	IL	62684
Meyer, Randy	Rutland-Dundee FPD	Gilberts	IL	601360000
Montalbano, Terry	Driver Analysis Manager, Secretary of State	Springfield	IL	627230001
Montei, Lynn	Executive Director, Dupage Mayors and Managers Conference	Oak Brook	IL	605239999
Moore, Debbie	Holiday Shores FPD	Edwardsville	IL	620250000
Morrison, Robert S.	Chairman, President & Chief Executive Officer, Quaker Oats	Chicago	IL	60610
Mosgers, Peg	Senate Republican Staff - Local Governemtn Committee			
Moss, Michael D.	Program Director, Chemical Industry Council of Illinois	Rosemont	IL	60018
Moulton, Scott	Office of the State Fire Marshal			
Mueller, Ken	Illinois Propane Gas Association			
Murray, Greg		Fox Lake	IL	60020
Murray, Kelly	IL Assoc. of CO BD Members	Springfield	IL	62704
Myers, Gail	Chillicothe Fire Dept	Chillicothe	IL	651230000
Neibur, Gary	Mayor, City of Edwardsville	Edwardsville	IL	62025
Nicol, Robert	Area Manager, Illinois Department of Labor	Springfield	IL	62701

Nielsen, Joyce	Fire Science Coordinator, Western Illinois University	Macomb	IL	61455
Noland, Duane N.		Springfield	IL	62706
Nolen, Sam W.	Director, Illinois State Police	Springfield	IL	627949461
Notebaert, Richard C.	Chairman & Chief Executive Officer, Ameritech	Chicago	IL	60606
Novich, Niel S.	Chairman, President & Chief Executive Officer, Ryerson Tull	Chicago	IL	60608
O'Connell, Tom	National Fire Sprinkler Association	Chicago	IL	60655
Offerman, Bill	Elwood Fire Dept	Elwood	IL	60421
Oneal, Larry	Illinois Propane Gas Assoc.	Springfield	IL	62707
Patterson, Janet	Office of the State Fire Marshal			
Patterson, Robert	Illinois Central College	East Peoria	IL	61635
Pavlou, John	Office of the State Fire Marshal			
Pearce, Rick	Robinson Fire Dept.	Robinson	IL	62454
Perry, John	Village Administrator, Village of Woodridge	Woodridge	IL	60517
Peterson, Chuck	Bolingbrook Fire Department	Bolingbrook	IL	60440
Phillip, Art	Toll Highway Authority	Downers Grove	IL	605151703
Pirc, Dale	CITGO	Lemont	IL	60439
Powell, Dennis	Randolph Township Fire Dept	Heyworth	IL	617450000
Pullen, Gary	Dunlap Community FPD	Dunlap	IL	615250000
Quick, Richard	Rantoul Fire Dept	Rantoul	IL	618660000
Reardon, Jay	Northbrook Fire Department	Northbrook	IL	600620000
Reeder, Forest	Illinois Society of Fire Service Instructors	Palos Heights	IL	60463
Renaker, Bill		Ingleside	IL	60041
Render, Greg	Signal Hill Fire Dept.	Belleville	IL	622230000
Rich, Coon				
Riddle, Bill	Channahon Fire Dept. East Peoria Fire/Illinois Central College	E. Peoria	IL	616111907
Riddle, Dave		Channahon	IL	604100000
Ridgeway, Jerry	Xenia Volunteer Fire Dept	Xenia	IL	628990000
Robbins, Kenneth C.	Illinois Hospital & Health Systems Association	Springfield	IL	62704
Robinson, Diana	Illinois State Board of Education	Springfield	IL	627770001
Rogers, Bob	Litchfield Fire Dept.	Litchfield	IL	620560000
Roper, Gerald P.	Chicagoland Chamber of Commerce	Chicago	IL	606113608
Rossetti, Sam	Fire Chief, Abbott Laboratories	N. Chicago	IL	60064
Rowe, John W.	Chairman, President & Chief Executive Officer, UNICOM	Chicago	IL	60603
Rust, Jr., Edward M.	Chairman and Chief Executive Officer, State Farm Insurance	Bloomington	IL	61710
Rutherford, Dan				
Ruyle, Beth	Executive Director, South Suburban Mayors & Managers	East Hazel Crest	IL	604299999
Ryan, James E.	Attorney General	Springfield	IL	627061771
Ryan, Patrick G.	Chairman & Chief Executive Officer, AON	Chicago	IL	60606
Ryerson, Shayne	MABAS/Forest Park Fire Dept.	Forest Park	IL	60130
Satterthwaite, Tod	Mayor, City of Urbana	Urbana	IL	61801
Saviano, Angelo		Springfield	IL	61821

Schaffer, Heather	National Volunteer Fire Council	Washington, DC	IL	20036
Scholz, Charles W.	Mayor, City of Quincy	Quincy	IL	
Schott, Kevin	Schott	Carlinville	IL	626260000
Schwarberg, Brian	Schwarberg			
Schweibert, Mark W.	Mayor, City of Rock Island	Rock Island	IL	61201
Seibel, Chris	Legislative Liaison	Springfield	IL	627670001
Sittleberg, Philip		La Farge	WI	546390009
Skuba, Pete	Department of Natural Resources	Springfield	IL	627011787
Slack, Julie	Springfield			
Smith, Dan	Edge-Scott Fire Protection District	Thomasboro	IL	618780456
Smith, Lee	Office of the State Fire Marshal	Belleville	IL	62221
Smith, Lori	Corporate Security Services, Training, Caterpillar Inc.			
Smith, Robin K.	Belleville Area College	East Peoria	IL	616305035
Smith, Victoria	Executive Director, Southwest Conference of Local Government	Bedford Park	IL	605010128
Snyder, Carl	Elba-Salem FPD	Yates City	IL	615720000
Snyder, Charles	Chief, Mobil Refinery	Joliet	IL	60434
Snyder, Larry		Pittsfield	IL	62363
Somer, Jim	Salem FPD	Salem	IL	628810000
Sowders, John	Lewis & Clark College			
Spizzirri, Carol	Save A Life Foundation	Schiller Park	IL	60176
Sprague, Brad	Minooka Fire Dept.	Minooka	IL	60447
Stahl, Virginia	Administrative Secretary, IL Fire Service Institute	Champaign	IL	61820
Steinacher, Dave	Carrollton FPD	Carrollton	IL	620160000
Stein-Spencer, Leslie	Emergency Medical Services, Illinois Department of Public Health	Springfield	IL	627615058
Stevens, Jim	Administrator, Village of Forsyth	Forsyth	IL	625350080
Stone, Stuart	Glen Ellyn Fire Department	Glen Ellyn	IL	601380000
Sutphen, Terry	Illinois Fire Service Institute			
Swan, Joe	Colona FPD	Colona	IL	612410000
Sweet, Roger	Dir., Commercial Vehicle Safety, Illinois Department of Transportation	Springfield	IL	62794
Sykuta, David	Illinois Petroleum Council	Springfield	IL	61791
Taylor, Herman	Paris Fire Department	Paris	IL	619440000
Tendick, Ron	Mayor, City of Jacksonville	Jacksonville	IL	62650
Thomas, Delmar	Hudson Community FPD	Hudson	IL	617480000
Umbach, Joe	President, Illinois Association of Fire Protection Districts	Easton	IL	626330000
Utz, Robert	Mayor, City of Effingham	Effingham	IL	62401
Vespa, Dom	Riverton Area FPD	Riverton	IL	625610391
Vite, David F.	President, Illinois Retail Merchants Assoc.	CHICAGO	IL	60603
Vitello, Elaine M.	Dean, Office of Applied Sciences, Southern Illinois University	Carbondale	IL	629016613
Vonderheide, Robert	Delevan FPD	Delevan	IL	617340000
Waite, Jeff	Sullivan FPD	Sullivan	IL	619510000
Walker, Robert A.	Mayor, City of Rochelle	Rochelle	IL	61068
Walsh, Larry	President, Illinois Fire Chiefs Assoc.	Shorewood	IL	604319399

Walton, Gary	Regional Coordinator, Southern Illinois University	Great Lakes	IL	600885702
Walwer, James	Hazel Crest Dept. of Fire, Rescue & Inspectional Services	Hazel Crest	IL	604290000
Wasni, Jackie	Motorola	Schaumburg	IL	60196
Watts, Bill	Havana Rural FPD	Havana	IL	62644
Weaver, Mike	Illinois EMT Association	Springfield	IL	627083151
Weaver, Stanley B.		Springfield	IL	62706
Webster, Ralph	Woodstock Fire/Rescue	Woodstock	IL	60098
Weist, Brenda	Office of the State Fire Marshal			
Welton, Richard A.	Mayor, Village of Gurnee	Gurnee	IL	60031
Welty, Gene		Tremont	IL	615680000
Whetstone, Dennis	Illinois State Chamber of Commerce	Chicago	IL	606066119
White, Jesse	Secretary of State	Springfield	IL	627560001
White, Miles D.	Chairman of the Board & Chief Executive Officer, Abbot Laboratories	Abbott Park	IL	60064
Whitney, Don	Motorola	Schaumburg	IL	60196
Wiesemann, Ken	Worden Fire Dept.	Worden	IL	620970000
Wilkey, Randy	Gardner FD	Gardner	IL	604240000
Williams, Dan	Deputy Director, Office of the State Fire Marshal	Springfield	IL	60023
Wilson, Christine	Executive Director, Lake County Municipal League	Grayslake	IL	600309999
Wilson, Dennis	Lincoln FPD	Mattoon	IL	619380000
Winkel, Rick		Springfield	IL	62706
Wiwczaroski, Kevin	Glen Carbon FPD	Glen Carbon	IL	620340000
Wood, Corinne	Lieutenant Governor, State of Illinois			
Woodson, Mitzi	Office of the State Fire Marshal			
Worrell, Dave	Belvidere Fire Dept	Belvidere	IL	61008
Wright, Don	Mt. Zion FPD	Mount Zion	IL	625490000
Wright, Kevin	Deputy Chief of Staff	Springfield	IL	627061150
Young, Bob	Beardstown Vol. Fire Dept.	Beardstown	IL	626180000
Cross, Jim	Anna Fire Dept.	Anna	IL	629060000
Evans, Charlie	Director of Statewide Programming, University of Illinois	Champaign	IL	61820
Evans, Don	Bismark Community FPD	Bismark	IL	618140000

Appendix C

Presentation

**Illinois Volunteer Fire Service
Summit**

Hosts

Illinois Fire Service Institute

Illinois State Fire Marshal

November 9 & 10, 1999

John M. Buckman

- **Volunteer Fire Chief**
 - 22 years
 - German Township Volunteer Fire Dept.
- **Vice President**
 - International Association of Fire Chiefs
- **Past Chairman**
 - Volunteer Chief Officers Section / IAFC

National Summit Purpose

- **Examine the Current State of the Volunteer Fire Service in America**
- **Discuss the Critical Issues Affecting the Volunteer Fire Service in America**
- **Recommend Action to Improve the Volunteer Fire Service In America**

Critical Issues

- **Recruitment**
- **Retention**
- **Firefighter Health & Safety**
- **Funding**
- **Training**
- **Public Education & Prevention**
- **Communications**

Critical Issues

- **Broad Range of Services**
 - **Suppression**
 - **Medical Emergencies**
 - **Chemical/biological & Terrorist Threats**
 - **Hazardous Materials**
 - **Technical Rescue**

Critical Issues

- | | |
|--------------------------|---|
| • Funding | • Insurance |
| - Personnel Costs | - Comprehensive |
| - Incentives | - Short & Long Term Medical |
| - Apparatus | - Worker's Compensation Protection |
| - Buildings | - Life Insurance |
| - Training | - Liability |

Critical Issues

- **Relations With Government Officials**
 - **Local Officials Must Grow The VFS**
- **Relations With The Public**

Critical Issues

- **Local Officials Need a Better Understanding of FD Equipment and Training**
- **Local Governments Must Provide Financial Resources to Purchase Equipment and Pay for Training**

Critical Issues

- **Reach Out Actively to Legislators Regarding Codes & Regulations**
- **Legislation**

Critical Issues

- **Educate the Public**
 - **Volunteer FD Facts**
 - **Need for Volunteers**
 - **Difference Between Volunteer & Career**

Critical Issues

- **Compute the Savings Generated by Volunteers**
- **Compare Cost & Services For Career FD**
- **Provide This Data to Local Leaders & the Public**

Critical Issues

- **Value Of Volunteers!**
- **\$14.30**
- **Source American Volunteer Administrators Member Briefing Newsletter April/May 1999**

Critical Issues

- **Recruitment And Retention**
- **Must Be a High Priority Issue & Ongoing**
- **Must Be Funded Appropriately**

Critical Issues

- **It Is Unfeasible to Expect Volunteers to Perform All of the Assignments They Have in the Past**
- **Requiring Each Member to Participate in All Assignments Is a Barrier**

Critical Issues

- **Providing Funding to Hire Personnel**
 - **Assist With Administrative Duties, Maintenance, or Emergency Response**
 - **To Alleviate the Time Burdens Placed on Volunteers**

Critical Issues

- **Establish Incentive Systems**
- **Volunteering in the Fire Service Is One of the Most Time Demanding Volunteer Activities Today**
- **Communities Benefit From Incentive Programs / Improves Retention**

Critical Issues

- **Recruit Non-firefighting Member**
 - **Assist With Administrative Duties, Public Education and Prevention, Maintenance, Fundraising, and Other Non-essential Duties**
- **Use Duty Shifts**

Critical Issues

- **Firefighter Health And Safety**
 - **Improved Screening for Volunteer Firefighter Health**
 - **Heart Attacks**
 - **Physical Limitations/Health Risks Should Limit Participation As Line Firefighters**

Critical Issues

- **Standards**
 - **Examine Operational & Training Standards For Applicability**
 - **Risk Assessment**

Critical Issues

- **Training**
 - **Leadership Training for Members**
 - **Leadership Problems Often the Cause of R&R Problems**
 - **Performance Based vs. Time Based**

Critical Issues

- **National Fire Academy Should Work to Facilitate Distance Learning**
- **Examine Non-traditional Teaching Methods**

Critical Issues

- **Public Education & Prevention**
- **Communications**

Critical Issues

- **Consolidation**
 - **To Eliminate Duplication of Services**
 - **Improve the Efficiency of Operations**
 - **Utilize "Consolidated Decision Making"**

Critical Issues

- **"Functional Consolidation"**
- **Ensure Closest Unit Responds to an Emergency**
- **Take Advantage of Purchasing Supplies in Bulk**
- **Establish Regional Specialized Response Teams**

**Viability of the
Volunteer Fire Service
in the Future Will
Depend On...**

- **Greater Financial and Administrative Support From All Levels of Government**
- **Greater Involvement of the Community**

**Future of the Volunteer Fire
Service**

- **Embrace Change**
- **Recognize Change as an Asset**
- **Innovate**
- **Communicate the Need for Change To All Those Who Will Listen**
- **Become An Advocate for Professionalism**

**Future of the Volunteer Fire
Service**

- **Create An Action Agenda**
 - **Partner With Community Leaders**
 - **Partner With Government Leaders**
 - **Partner With The Public Customer**
 - **Partner With The Firefighter**

**Thank YOU
for Participating
and For All You
Do To Protect
The Citizens
Of Your
Community!**

Appendix D

**Illinois Volunteer Fire Service Summit
Personal Thoughts**

What are the top 5 EXPECTATIONS that you have for the fire department and firefighters in your community today?

1.

2.

3.

4.

5.

Who are your fire department's CUSTOMERS?

What CONTRIBUTIONS should your fire department and firefighters make to PUBLIC SAFETY in your community? Region / Statewide?

What SERVICES should your fire department provide?

What REPUTATION should your fire department have?

Do your expectations vary if your firefighters are Volunteers or paid?
How?

What should your community do to assist your fire department in meeting the community's expectations?

Group _____

**Illinois Volunteer Fire Service Summit
ISSUE DISCUSSION RECORD**

I am associated with the fire service in the following capacities (please check all applicable):

Firefighters

Fire Leaders

Government

Business

Educators

Issue: _____

Relevant Facts / Factors:

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OBJECTIVES for this issue?

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OPPORTUNITIES available to address this issue?

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ACTIONS that can / should be taken to address this issue?

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PARTIES INTERESTED in helping to address this issue. How?

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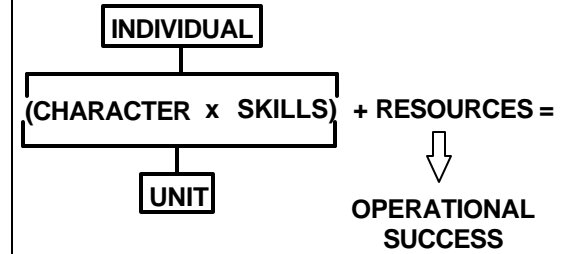
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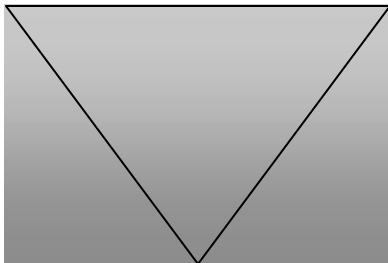
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OTHER THOUGHTS / COMMENTS.

**A Public Safety Vision
for the
21st Century**



Firefighters & Police Officers



☆☆☆☆

Public Safety Institutions

- Fire Service
- Police
- Emergency Medical Service
- Emergency Management
- Government

