



IAFC

International Association of Fire Chiefs

What's Happening at the IAFC?

Strategic Direction Update

February 1, 2016 – July 31, 2016

The following is a record of completed works directly relevant the IAFC Strategic Direction. It is intended to capture the depth of the association's overarching accomplishments at a high-level.

Goal One: To LEAD

To **LEAD** by being the preeminent global advocate for the fire and emergency service on leadership, policy, management and service delivery.

Strategy: Equip current and future fire and emergency service leaders to meet evolving and emerging challenges and opportunities.

- Wildland Urban Interface Conference (WUI) was held March 8-10 in Reno, Nev. with a record attendance of 566 participants and 39 exhibiting companies. More than 30 educational sessions were offered. The WUI App (new for 2016) was a great addition with more than 4,066 dashboard visits and 349 clicks on exhibitor information.
- New in 2016, VCOS launched the Symposium in the West, May 13-14, in Reno. There were 109 inaugural participants and 14 hours of specialized education for the VCOS audience. Dates have already been set for the return of Symposium in the West, May 12-13, 2017.
- Fire-Rescue Med (FRM) was held May 21-25, 2016 in Henderson, Nev. with a 19% increase in participants over the prior year (428) and 36 exhibiting companies.
- International Hazardous Materials Response Teams Conference (HAZMAT) was held June 16-19 in Baltimore, Md. with attendance reaching yet another



President Kerr greets USDA Sec. Tom Vilsack at the 2016 National Fire and Emergency Services Symposium / 28th Annual National Fire and Emergency Services Dinner. Looking on is NFPA's Jim Pauley.



high with (1,231) and 90 exhibiting companies. More than 140 educational sessions were offered.

- The IAFC is making progress on the FSTAR Health grant award. FSTAR Health met in a roundtable discussion with more than 150 members of New England Fire Departments and PPE vendors to discuss firefighter health and wellness.
- FSTAR Health obtained consensus from healthcare industry and fire service experts from across the country and developed the ground-breaking *Physician's Guide to Firefighter Physicals*. The guide is scheduled for release at FRI 2016.
- The IAFC Terrorism and Homeland Security Committee updated the IAFC document *Terrorism Response: A Checklist and Guide for Fire Chiefs*.
- The IAFC Terrorism and Homeland Security Committee updated the IAFC document *Homeland Security Intelligence Guide for Fire Chiefs*.
- The IAFC Terrorism and Homeland Security Committee developed a web-based Active Shooter Toolkit.
- In March, the IAFC Terrorism and Homeland Security Committee sent a small delegation that included members of DHS' Intelligence and Analysis (I&A) staff and professors from the Harvard Kennedy School to Paris to develop lessons learned from the Paris attacks. This trip was paid for by DHS I&A and used to develop a class at FRI.
- The U.S. Fire Administration (USFA) and the IAFC released a web-based training program and instructor-led training materials, supporting the [National Safety Culture Change Initiative \(NSCCI\)](#). This is a follow-on to the April 2015 USFA report that provided the findings of an NSCCI study. That study identified and examined types of individual and organizational behaviors that adversely impact firefighter health and safety, and sound strategies and programs were developed based on the findings. The NSCCI is a partnership between USFA and the IAFC and its Safety, Health and Survival Section. Numerous other national-level fire service organizations provided key support to the NSCCI study.
- Chief Pat Kelly, EFO Section chair, presented the section's strategic plan to the IAFC Board and it was approved unanimously.

Strategy: Provide innovative leadership by advocating for and guiding the fire and emergency service to create, recognize and respond to emerging trends and opportunities.

- The IAFC Engaged International Association of Fire Fighters (IAFF), National Fallen Firefighters Foundation (NFFF), and National Volunteer Fire Council (NVFC) in discussions about firefighter physicals, health and wellness and



gained agreement on the IAFC approach to promoting firefighter physicals through the development of a physician's guide to firefighter physicals.

- Communications Committee members' participated in FirstNet's Public Safety Advisory Committee.
- Chief Gary McCarraher, the IAFC Communications Committee chair, and IAFC staff were active participants in the federal SAFECOM program to promote interoperability for public safety voice communications.
- The IAFC secured introduction of the Protecting Patient Access to Emergency Medications Act of 2016 (H.R. 4365/S. 2932)
- The IAFC secured language in the Federal Aviation Administration (FAA) Reauthorization Act (H.R. 636) to provide for emergency exemptions for fire departments from FAA unmanned aircraft systems (UAS) regulations.
- The IAFC secured House passage of the FEMA Disaster Assistance Reform Act (H.R. 1471), which includes provisions to reauthorize the Urban Search & Rescue (USAR) system and provide hazard mitigation assistance to states that receive Fire Management Assistance Grants.
- The IAFC secured introduction and committee mark-up of the National Urban Search and Rescue Response System Act (S. 2971).
- The IAFC secured introduction of S. 3172 to help communities recover from wildland fires.
- On February 2, Chief Kerr testified before the Senate Homeland Security and Governmental Affairs Committee about the "Frontline Response to Terrorism in America."
- On March 15, Chief Kerr testified before the Emergency Preparedness, Response and Communications subcommittee of the House Homeland

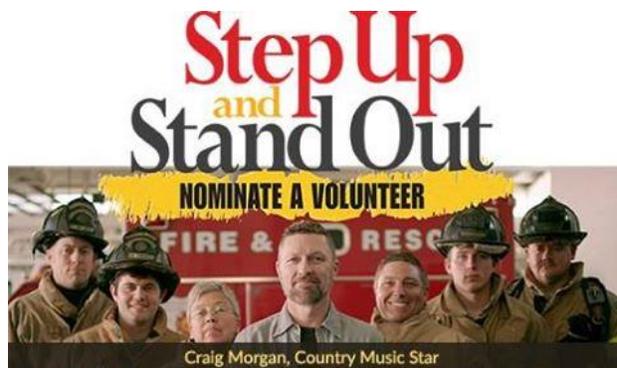


In April, IAFC leaders had three days of meetings on Capitol Hill raising awareness about the importance of maintaining essential funding for the U.S. Fire Administration, the FIRE and SAFER grant programs, the State Homeland Security Grant Program, the Urban Areas Security Initiative, among other legislative priorities. (l to r) 2nd VP Jenkins, 1st VP Sinclair, Congressman Roger Williams (Texas), and President Kerr.



Security Committee about “State of Emergency: The Disaster of Cutting Preparedness Grants.”

- On April 7, Chief Sam Greif (Plano Fire-Rescue Department) testified before the Cybersecurity, Infrastructure Protection and Security Technologies of the House Homeland Security Committee about “Cyber Preparedness and Response at the Local Level.”
- On April 11, 12, and 13, Chiefs Kerr, Sinclair and Jenkins visited Washington and met with members of Congress and the press to discuss legislative issues affecting the fire and emergency service.
- On May 10, IAFC 2nd Vice President Tom Jenkins and Chief Michael O’Brian, the Fire and Life Safety Section chair, attended a White House event to promote resilient building construction.
- On May 12, the IAFC submitted testimony on the Volunteer Responder Incentive Act and the Fire Sprinkler Incentive Act for a hearing on tax reform held by the House Ways and Means Committee
- On July 21, Chief Kevin McGee, IAFC Terrorism and Homeland Security Committee chair, presented before the Department of Homeland Security (DHS) 10th Annual Chemical Sector Security Summit about emergency preparedness for incidents at chemical facilities.
- On March 29-30, EMS Section and IAFC leaders met with American Medical Response (AMR) representatives in Dallas to discuss the future of EMS.
- On June 22, the IAFC submitted testimony on the need for improvements to the Ambulance Fee Schedule for a hearing on Medicare issues held by the House Ways and Means Committee.
- On May 20, members of the Patient Protection and Affordable Care Act Task Force (PPACA TF) held an in-person meeting at Fire-Rescue Med in Henderson, Nev. to discuss issues related to community paramedicine.
- On April 20, Chief Mike Metro met with key Congressional offices to discuss EMS and community paramedicine related issues.
- VCOS and FLSS have been working with Kidde on [the "Step Up and Stand Out" campaign](#) to recognize outstanding volunteers while also promoting the need for more volunteer firefighters. More than 20 video nominations were received and voting for the top five finalists and grand





prize winner is underway. Country singer, Craig Morgan, made appearances at two fire station open houses to promote the campaign.

- IAFC Wildland Fire Policy Committee (WFPC) Chair Erik Litzenberg participated in WFLC meetings in Washington, D.C. in February and May. IAFC WFPC member Chief Richard Cowger also participated in the May meeting as the national Strategic Committee representative.
- IAFC Wildland Programs staff participated in a Fire Adapted Coalition Learning Network meeting on April 26 in Jacksonville, Fla. The Nature Conservancy (TNC) Watershed, Forest Service and other partners were present. Discussions regarding current and future partnership took place. Shawn Stokes also met with the National Wildfire Coordinating Group (NWCG) representative, Chief Will May.
- IAFC participated in a forum, cohosted by the FAA and Council of Governments (COG), on May 5, to facilitate regional discussion among public safety leaders regarding the use of Unmanned Aerial Systems (UAS) by public safety agencies including what the FAA requires to obtain a certificate of authorization. IAFC staff gave a presentation on the status of IAFC's UAS Task Force work.
- IAFC staff and WFPC representatives participated in a White House Roundtable meeting on May 18. Chief Litzenberg was a panelist. This was a Wildfire in the Wildland-Urban Interface White House Roundtable, co-hosted by the National Security Council, the White House Office of Science and Technology Policy, the Department of the Interior, the Department of Agriculture, and the Department of Homeland Security.

Strategy: **Enhance the profession, culture and effectiveness of the fire and emergency service leadership.**

- The National Volunteer Workforce Solutions (VWS) program, funded by a FEMA SAFER R&R grant, organized an advisory group to support its efforts to increase women and other underrepresented populations in volunteer roles. Known as the Council for Future Volunteer Firefighters, it is comprised of representatives from the IAFC VCOS, IAFC Human Relations Committee, NVFC, Association of National Hispanic Firefighters, Black Chief Officers Committee, iWomen, and other national partners. A two-day meeting was held in March at the IAFC. The council discussed barriers to volunteering, current community trends, and training opportunities to increase volunteer retention.
- Additionally, the National VWS announced, reviewed, and selected 10 pilot departments to receive the training and technical assistance provided to



increase their volunteer workforce with an emphasis on women and other under-represented populations. The pilots include: Brooklyn Center Fire Department (Minn.), Central Whidbey Island Fire and Rescue (Wash.), Elkin Fire Department (N.C.), Ketchikan Fire Department (Alaska), Milton & Milton Township Fire Department (Wis.), Mountain View Fire & Rescue (Wash.), Occoquan-Woodbridge-Lorton Volunteer Fire Department (Va.), Prince George's Fire Department (Md.), Santa Fe County Fire Department (N.M.), and Windsor Severance Fire Department (Colo.). A kick off meeting was held in May during Symposium in the West.



Strategy: Supplement, develop, enhance and effectively deliver education, training and professional development programs to address the needs of the membership.

- IAFC President Kerr and the IAFC Government Relations and Policy department produced a webinar in April on legislative issues.
- FSTAR developed several free web-based training modules, available through the [IAFC Academy](#).
 - Based upon the NIST study of a fire that resulted in the deaths of 2 Houston firefighters, *Increased Thermal Hazards in Wind-Driven Fires* educates learners on research-based tactics and principles including flow path, size-up, the thermal hazards associated with structure fires, and the effects of wind on flow path.
 - FSTAR worked with the UL Firefighter Safety Research Institute (FRSI) to develop 2 additional modules:
 - *Fire Dynamics Terminology* focuses on the research-based language of fire dynamics. New terms such as heat flux, flow path, and door control are reviewed along with the improved understanding of older terminology such as size-up and flashover.
 - *Structural Firefighting Research* focuses on fireground challenges and research have led the fire service to re-think its tactical choices. This course centers on ventilation, how to best coordinate ventilation and suppression tactics, and the value of transitional attack.
- The IAFC Government Relations and Policy Department produced a government relations issue of *On Scene* to help members prepare for lobbying activities during the National Fire and Emergency Services Dinner in May.
- On May 20-24, members of the PPACA TF taught classes at Fire-Rescue Med in Henderson, Nev.
- On Jun 26-29, Chief Mike Metro taught classes on community paramedicine at the Minnesota State Fire Chiefs conference.
- The VCOS delivered the following trainings so far this year: four Beyond Hoses and Helmets classes; two Fire Rescue Organizational Guidance for Volunteer Leaders (FROG) classes; two You and ISO classes; and five On-Fire Leadership Webinars.
- The IAFC's HazMat Center developed a blended training program under the ALERT Grant from the US Department of Transportation Pipeline and Hazardous Materials Safety Administration (DOT PHMSA). The IAFC



partnered with six fire service organizations and several development vendors to increase training around rail transport of flammable liquids for the responders across the nation. As such, two online classes are live on the IAFC Academy (Ethanol Emergency Response and Hydrogen Response), and several in-person training sessions were held (Ethanol Safety Seminars with RFA and Regional Rail Response Trainings with ISFSI). Additional training classes are scheduled, visit the calendar [here](#).

- The IAFC's HazMat Center also conducted pipeline trainings around the U.S. with our TransCanada partner. There are several more scheduled for this year, visit the calendar [here](#).

Strategy: Enhance IAFC's system to support career progression and mentoring at all fire service levels.

- The EFO Section initiated the formation of a Joint Council on Career Development to ensure that all areas of the IAFC are working cooperatively toward a mutual goal of promoting education and professionalism.

Strategy: Support leadership development at all fire service levels.

- The IAFC conducted two *conneXions* events for 21 fire departments where they discussed challenges and developed solutions. In addition, they met with companies to learn about the latest products/services and future initiatives in the pipeline where they get to shape via their feedback in individual vendor meetings.
- In February, the IAFC announced the names of the individuals who were accepted into the fourth year program of the [Fire Service Executive Development Institute \(FSEDI\)](#). Once Again Motorola Solutions Foundation has provided the IAFC with a grant to fund the program.



Goal Three: To SERVE

To **SERVE** by providing services and products of value to our membership, affiliates and partners.

Strategy: Encourage increased membership and participation through the enhancement of IAFC's image as a valuable organization.

- On April 9, the Connecticut Volunteer Workforce Solutions Program held a statewide Volunteer Firefighter Day where 68 fire departments held open houses at 90 different fire stations. This garnered a lot of free publicity on radio, TV and print valued at approximately \$800,000 with an estimated reach of 115,000,000. Connecticut Governor Daniel P. Malloy proclaimed April 9, 2016, Volunteer Firefighter Day in Connecticut.
- In the short time since becoming an IAFC Section, the Executive Fire Officers Section has grown to more than 1,000 members.
- As a result of the March and June conneXions events, the IAFC grew membership by 30 and six departments shifted to group membership.
- The IAFC launched a new community on KnowledgeNet for IAFC members attending FRI. The goal is to improve attendee experience before and during FRI and help them get the most from attending. The community will:
 - Highlight Specific member events and activities at FRI
 - Provide tips from past FRI attendees on how to get the most from FRI to share with first-time attendees
 - Encourage presenters to post questions in advance of their sessions and encourage feedback
 - Encourage pre-conference networking among members.
- The IAFC, through FSTAR Health, released a firefighter physicals survey. The survey obtained an unprecedented 8,500 responses from IAFC members and non-members in just four weeks. The survey link was promoted by multiple external sources to firefighters across the globe. Data from the survey will be presented at FRI and in the September edition of IAFC *On Scene*.



Strategy: Provide IAFC products and services that are relevant to current and emerging issues, and topics important to the target audiences, affiliates and partners.

- A two-day repeat summit, “Solutions to the Burning Issues in the Connecticut Fire Service,” was held in Meriden, Conn. on April 1 and 2. This summit brought together Connecticut fire service officials, town managers, elected officials and a representative from FEMA to discuss and help resolve important issues facing the Connecticut fire and emergency service. Among the topics addressed were leadership, utilizing the advantages and avoiding the pitfalls of social media, welcoming millennials into the fire and emergency service, building relations between the fire/EMS chief and the town manager and tips on applying for FEMA grants. This event was well attended by over a hundred people and received free press coverage.
- The Connecticut Volunteer Workforce Program exceeded its initial goal of adding 150 new members to the 15 participating departments (about 10 per department), as 306 new volunteer members have joined. The following data has been collected: 470 volunteer membership applications received; almost 500 media contacts made; more than 48,000 marketing materials distributed and more than 700 recruitment/retention events conducted.
- The Virginia Fire Chiefs Association (VFCA) held its annual Fire and Rescue Conference in Virginia Beach on February 24-28. This conference had more than 1,600 attendees. IAFC staff attended and marketed the Virginia Volunteer Workforce Solutions program which was featured in an exhibit on the show floor. Presentations were delivered to the VFCA Board of Directors, the Virginia Recruitment and Retention Network and during the closing general session of the conference.
- The IAFC and American International Group Inc. (AIG), through AIG member companies, provided funding for grant programs that provides Ready, Set, Go! (RSG) members with resources for community fuels mitigation programs and outreach efforts. The RSG Fuels Mitigation Grant assisted local fire departments in establishing or enhancing their community fuels mitigation programs while educating members of the community about community wildfire readiness and encouraging personal action. The Outreach Grant funding provided by AIG enhanced community outreach efforts for several RSG members through tools, resources and guidance necessary to deliver RSG’s simple, actionable preparedness and safety messages. 54 RSG Program Member departments or organization in 14 states are award recipients.
- The Ready Set Go! Program provided a Train the Trainer Program in New Jersey February 27 and 28. 75 attendees heard from the State Fire Warden,



the NJ Fire Safety Council, and John Cowie from Barnegat Fire Company who presented the RSG Train the Trainer PowerPoint. IAFC staff discussed available RSG materials, outreach ideas, WUI conference, RSG Awards, Grants, and related. The goal of the training was to bring the RSG message statewide and to educate attendees about New Jersey's unique wildland-fire threat.

- During WUI 2016 the WFPC held its in-person meeting. WFPC leadership met with IAFC board of directors. The Fire Adapted Communities reception and networking event was held and the Ready Set Go Program, community Wildlife Readiness Program and Fire Adapted Communities Coalition Partners were well represented and present at the FAC Pavilion on the show floor. This joint effort not only strengthens the working relationship and cooperation among coalition members, it also allows for attendees to see and hear the unified fire adapted message. Opportunities for discussion, networking, program promotion and education occurred at the FAC pavilion and elsewhere in the conference.
- The IAFC's Ready, Set, Go! (RSG) Program announced the RSG! Program 2016 Award recipients. These awards, presented at WUI 2016, recognize the exceptional efforts and achievements of RSG member organizations and individuals associated with implementing the fire-adapted concept and maintaining a successful RSG! Program in their communities. They also honor outstanding efforts by both volunteer and paid/combination departments and state-level agencies for using the RSG! Program to create Community Wildfire Readiness (CWR).
- The Wildfire Mitigation Awards Committee announced the 2016 Wildfire Mitigation Award winners, presented at WUI 2016. Established in 2014, the awards are the highest commendation for the innovation and leadership displayed by individuals and organizations committed to wildfire preparedness and mitigation. The [Wildfire Mitigation Awards](#) are jointly sponsored by the National Association of State Foresters (NASF), the International Association of Fire Chiefs (IAFC), the National Fire Protection Association (NFPA), and the USDA Forest Service (USFS).
- In June IAFC Wildland Programs participated in the South Carolina Firefighters Annual Conference in Myrtle Beach giving an extensive presentation on Community Wildfire Readiness and The Ready Set Go! Program.
- IAFC's Wildland Program, working with North American Network, sent out an active fire message Public Service Announcements in June to areas in Southwest Utah, New Mexico, Arizona and Santa Barbara, Calif. because they had active fires and/or evacuation orders. This active fire message was



targeted to areas affected by fire as a time to raise awareness and stress safe action is during the threat itself.

- On July 7 The Ready, Set, Go! (RSG) Program provided a webinar highlighting how fire departments can prepare to handle the threat of wildland fire in their communities.
- IAFC's Wildland Program is launching a new wildland portal to bring the latest wildland news, research and policy to IAFC members. The portal is broken into the four categories of the National Cohesive Wildland Fire Management Strategy: suppression, fire-adapted, resilient landscapes and wildland policy.
- IAFC's Wildland Programs Fire Department Exchange (FDX) steering group met in March during WUI 2016. This meeting was to review and finalize FDX operational documents. The group also held a work session in Ashland, Ore. in July. The steering group consists of representatives of the U.S. Forest Service, the FAC Learning Network and IAFC staff and five selected fire departments.
- The IAFC HazMat Center partnered with the Albemarle County Fire Rescue Department (ACFR) to revisit their Emergency Operations Plan, and to create an All Hazards Freight Rail Annex and a Bakken Crude Oil Incident Action Plan. The IAFC worked with the railroad industry to host a tabletop exercise to simulate a train derailment with crude oil leaking and a fire, with approximately 40 responders and agencies in Albemarle County. The plans were updated based on lessons learned and best practices identified during the tabletop discussion. This partnership concluded with a joint Town Hall with the county citizens in which ACFR, the railroads, and the IAFC shared pertinent response and recovery information with concerned citizens.

Strategy: **Strengthen the IAFC role in the global community as a resource for sharing best practices and knowledge based in real-world experience. Develop an effective international presence and delivery of value in the association.**

- Communications Committee members participated in FirstNet's Local Control and Identity, Credential, and Access Management Task Teams.

Strategy: **Increase awareness of the IAFC as the go-to resource for policy and subject matter expertise.**

- Participation in the Industry Council for Emergency Response Technologies (iCERT) Emergency Response Technology Forum which is focused on next-generation 911.



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- Held briefing for Capitol Hill staff and VCOS members on policy challenges facing volunteer and combination fire departments.

Strategy: **Expand recognition of those showing exceptional or extended service to their organizations or the industry.**

- The Ready Set Go! Program recently received the 2016 Power of A Award by the American Society of Association Executives. A Silver Award was received under for The Power to Enrich Lives category. The program was recognized for helping to educate and empower residents through the trusted voice of their local fire service to be leaders in their communities by being active and responsible participants in the fire-adapted initiative.

News About Our Members

Notable achievements such as awards and appointments.

- Gary Curmode, fire chief of Copper Mountain (Colo.) Fire Department, received the majority of the IAFC members' votes and will become the IAFC's second vice president in August at Fire-Rescue International 2016 in San Antonio.
- Chief Charles Flynn became the vice chair of VCOS since Chief Shane Crutcher accepted a new position in Germany.
- The winner of the VCOS-TargetSolutions Training Officer Award is Deputy Chief Steve Malone of Manhattan (IL) Fire Protection District. The runner-up is Training Officer Rob Ramirez of Margate-Coconut Creek (FL) Fire Rescue.
- Congratulations to the following VCOS FRI Scholarship recipients: Chief Ryan Pierson, Highland Chemical Engine Company (NJ) and Captain Andrew DeVries, Bayside (Alaska) Fire Department.
- Chief Jo-Ann Lorber, secretary/treasurer for the EFO Section, graduated from the Fire Service Executive Development Institute.
- Chief William Hyde and Chief Gregory Barton, directors-at-large for the EFO Section, are studying with the 2016 Fire Service Executive Development Institute.
- EFO Section Board Members, Chief William Bingham and Chief William Hyde, have been working on the IAFC Company Officer's Strategic Plan White Paper and Section Working Group respectively.
- Chief Trey Mayo, director-at-large for the EFO Section, serves as the chair of the National Fire Academy's EFO committee.



Staff Updates

Hires, departures, job changes, certifications/degrees, and work-related awards.

- Deirdre Dockery joined the IAFC Learning Center in January as a program specialist. (*after publishing deadline for last report*)
- Brandon Cox was promoted to program coordinator in the Research Center.
- Jaleya Leonard joined the IAFC in February as the new human resources and contracts coordinator, working in both the Executive Operations and Contracting Departments.
- Yvette Pfeiffer joined the Executive Operations Department in March as executive operations coordinator.
- David Nuckols and Chuck Hawkins both joined the IAFC's Learning Center in May as assistant director and program manager.
- Regina (Gina) Evans is the new member services assistant in the Membership and Marketing Department. She joined the organization in June.
- Terri Englmann was promoted from member services assistant to member services coordinator effective in June.

What People are Saying...

Quotes received directly from members or others about the IAFC, its services, programs, webinars or staff professionalism/assistance. Can be from phone calls, emails, surveys or letters.

- “On behalf of Barnegat Fire Company and all involved in the New Jersey Ready, Set, Go! Program Train the Trainer we would like to thank you for your help and support! You guys were awesome. I think what you did will provide the spark we need in N.J. for our outreach efforts to really take off. Thank you.” – *John Cowie, N.J. Train the Trainer, February 2016*
- “My students this year are some of the most dedicated, interested, compassionate, eager students who have been working all year to gain knowledge on wildfires and why fires world-wide are becoming increasingly worse. I will never forget the moment we watched a documentary about a terrible wildfire in Arizona in which 19 firefighters died and looked over to see tears streaming down my students’ faces. They have also been taking action to help educate others on fire preparedness and also did mitigation work to help prevent future wildfires. They have been working incredibly hard all year, and are beyond excited about their final creative presentations at the end of the year in which they have composed songs, wrote poems, created iMovie's, wrote



informative fictional stories, created games, PowerPoints, art work, educational videos...etc...to spread the word about the seriousness of wildfires but also to educate others on simple ways they can take action too.” – *Kathryn Lubeck, Teacher of a 5th grade class at Morikami Park Elementary upon making a donation to the IAFC’s Ready, Set, Go! Program, May 5.*

- “We need everyone in those areas (foot hills northeast of Los Angeles) to stay in tune with the media and have their Wildfire Action Plan to be ready, set and go.” – *Los Angeles County Fire Department, Deputy Fire Chief John Tripp*
[\http://www.cbsnews.com/videos/southwest-heat-wave-fuels-21-wildfires/ at 1:43 mins into June 21 clip.]
- “Although I did not have the pleasure of meeting you (Leslie Distler, corporate relations executive), I feel the need to express my thanks to you for all your hard work and preparation for the conneXions Program.” – *J.C Wingate Fire Chief, City of Hoover, Hoover, AL*
- “Terri Englmann (member services coordinator) was awesome. She made the whole experience (conneXions) stress free. – *Stuart Sunderland, Deputy Chief, Adams County Fire Rescue, Colorado*
- “The IAFC staff is fantastic and truly cares about the Chief Fire Officers as well as other members. I was not aware of this excellent program (conneXions) until now. I highly recommend for all Chief Officers. – *John “Chuck” Wingate, Fire Chief, City of Hoover Fire Department, AL*
- “conneXions is an excellent opportunity for Chiefs and companies to share innovative ideas and build relationships in an intimate setting. This is a unique experience that every department should take advantage of when given the chance.” – *Catherine Capriles, Deputy Fire Chief, Palo Alto, CA*
- “conneXions is a hidden gem in the conference world that will shape your department’s future.” – *Chris Heiser, Deputy Chief, San Diego Fire, CA*
- “If she didn’t say she had only been there for 3 weeks, I would have never guessed. Gina (new member services assistant) is a great person to have working with members.” – *Mary Black, Delray Beach Fire, FL*

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