



# IAFC

International Association of Fire Chiefs

## WHAT'S HAPPENING AT THE IAFC



### STRATEGIC DIRECTION UPDATE JULY 1 – NOVEMBER 30, 2017

The IAFC strategic direction reaffirms the IAFC's priority strategic goals to **LEAD, EDUCATE and SERVE**. This report captures completed tasks directly relevant to the [IAFC strategic direction](#). It is intended to capture the depth of the IAFC's overarching accomplishments at a high level.

*(Photo: Unidentified IAFC staff members moments before a live burn training exercise at the Loudoun County Fire and Rescue Training Center in Leesburg, Virginia.)*

# What's Happening at the IAFC

STRATEGIC DIRECTION UPDATE: JULY 1 – NOVEMBER 30, 2017

## LEAD — GLOBAL ADVOCATES FOR THE FIRE & EMERGENCY SERVICE

### Leadership in Action

➤ **Fire-Rescue International (FRI)** was held July 26–29 in Charlotte, North Carolina; 10,000 fire and emergency service leaders, experts, exhibitors, guests and industry partners participated, and there were 492 exhibiting companies. FRI was successfully collocated with the South Atlantic Fire-Rescue Expo, allowing members of both organizations access to IAFC and North Carolina State Firefighter's Association education sessions and special events. Watch [general session highlights](#) and [exhibit hall highlights](#).



2016–2017 IAFC President John Sinclair passes the baton to incoming President Tom Jenkins during FRI's general session August 24 in Charlotte, N.C.

- **VCOS Symposium in the Sun** was held November 8–12 in Clearwater Beach, Florida, with 700 participants. There were 38 vendor sponsors, and more than 40 educational sessions were offered.
- On October 18, **Richard Carrizzo**, IAFC treasurer, and **Tommy Hicks**, IAFC chief programs and technology officer and assistant executive director, met FEMA Administrator **Brock Long**, USFA Administrator **Keith Bryant** (IAFC President 2014–2015) and National Fire Academy Superintendent **Tonya Hoover** to discuss the California wildfires, western wildfires and hurricane responses related to the fire services' all-risk, all-hazards capabilities. During this trip, Carrizzo and Hicks visited Base Camp, met with team members in Santa Rosa and conducted several site visits at each of the fire locations.
- On November 1, **Chief Tom Jenkins**, IAFC president and chairman of the board, filed a statement with the Communications and Technology Subcommittee of the House Energy and Commerce Committee, which held a hearing on the First Responder Network Authority (FirstNet). The letter expressed support for FirstNet by advocating that states and territories opt into the broadband network. It also advocated for the repeal of a requirement that the Federal Communications Commission auction the television spectrum (T-Band) that public safety uses in 11 metropolitan areas for mission-critical voice communications. In July, the IAFC had sent letters to the 56 governors of the states and territories and the mayor of Washington, D.C., recommending that the leaders opt into FirstNet.



## What's Happening at the IAFC

- On November 17, **Chief Jenkins** issued a call to action to save the FIRE and SAFER Grant programs. While the Senate in August passed the **AFG and SAFER Program Reauthorization Act** (S. 829) to reauthorize the programs, the House of Representatives failed to act, jeopardizing hundreds of millions of dollars in federal assistance to fire departments across the country. Jenkins asked all members to contact their House representatives and urge them to sign a letter from the House cochairs of the Congressional Fire Services Caucus, asking House leadership to take swift action to call up and pass the Senate's reauthorization bill. The IAFC's new VoterVoice system was used by IAFC members to send 464 messages to 187 House members.

*"It's important to get as many House members as possible to sign this letter! S. 829 not only reauthorizes these programs, which provide critical training, equipment and staffing for the nation's fire and emergency service, but also eliminates the sunset date provision."*

— IAFC President Tom Jenkins

## Government Relations

- On July 21, the IAFC endorsed legislation (H.R. 3284) by Rep. Brian Fitzpatrick (R-Pa.) to authorize the Joint Counterterrorism Awareness Workshop Series. These multidisciplinary exercises help jurisdictions prepare for the threat of complex, coordinated terrorist attacks.
- On September 7, the IAFC sent a letter to Senate and House leaders, asking them to address the funding problems facing both federal wildland-fire suppression operations and the Disaster Cap Adjustment to the federal budget.
- On September 11, the IAFC endorsed **Dr. Daniel Kaniewski** for the position of deputy FEMA administrator of National Preparedness. The Senate confirmed Kaniewski.
- On September 14, the IAFC endorsed the **Volunteer First Responder Housing Act** (S. 1831), by Sen. Heidi Heitkamp (D-N.D.), which would allow volunteer firefighters to become eligible for the USDA's Single-Family Housing Guaranteed Loan Program and the Good Neighbor Next Door Program.
- On September 15, the IAFC worked with Rep. Devin Nunes (R-Calif.) to introduce the **Comprehensive Operations, Sustainability, and Transport Act of 2017** (H.R. 3729) to reauthorize the Medicare Ambulance Add-On Payments and create an EMS cost-reporting system.
- On September 27, the IAFC worked with the U.S. Forest Service and the Department of Defense to resume the transfer of excess DOD property to fire departments through the **Firefighter Property Program**.
- On September 27, the IAFC endorsed **Howard "Skip" Elliott** for the position of administrator for the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration. Elliott was confirmed by the Senate.



Chief John Sinclair (second from left), 2016–2017 IAFC president, shares a light moment with Dr. Denis Onieal (left), acting U.S. fire administrator, before testifying in July on the importance of the FIRE and SAFER Grant programs.

- On November 6, the IAFC endorsed **Kirstjen Nielsen** for the position of secretary of homeland security. John Donnelly, IAFC Terrorism & Homeland Security Committee (THSC) member and deputy chief of DC Fire and EMS, attended Nielsen's confirmation hearing to demonstrate the IAFC's support.
- On November 14, the IAFC worked with Rep. Greg Gianforte (R-Mont.) to introduce the **Hometown Heroes Relief Act** (H.R. 4390), which would create a grant program for rural fire/EMS agencies.

## EDUCATE AND SERVE — EDUCATION, TRAINING, SERVICES, PRODUCTS

### All-Hazards and Hazmat Response

- Since January 2017, the IAFC Hazmat Center has increased its presence on social media. Specific initiatives (such as the DOs and DON'Ts in Hazmat Response Campaign, Propane Education Series and Twitter contest during the IAFC's Hazmat Response Teams Conference) served the first-responder community by providing timely tips and response information and broadened the reach of the center.
- The IAFC and CSX's two-year partnership, which sought to educate and improve responder safety at rail incidents, was successful. The IAFC performed outreach activities through a variety of channels to increase CSX brand awareness and provide responders training and resources for preplanning and for use on incident scenes.

### Data, Research and Technology

- On September 15, the IAFC Digital and Research Centers partnered with other organizations [to build and provide geographic information systems \(GIS\) tools to first responders](#) during Hurricanes Harvey and Irma.
- [The IAFC deployed GIS technology to track California wildfires in Sonoma and Napa](#), which killed 40 people, destroyed more than 3,500 homes and forced the evacuation of about 100,000 people.

### Developing Leaders

- Chief's Edge was offered again at FRI 2017 in Charlotte; 33 people from around the United States participated in this program for aspiring, new or less-tenured fire and EMS chiefs.
- ODP-COLS I (Company Officer I) was offered in Northern California at the University of California-Davis as part of a grant funded by Motorola Solutions Foundation and administered through the IAFC Foundation; 66 individuals attended.
- In partnership with the Colorado State Fire Chiefs, ODP-COLS II and ODP-CHIEF I were offered at the Colorado Fire Leadership Challenge in Keystone, Colorado; 79 individuals attended ODP-COLS II and 51 attended ODP-CHIEF I.
- ODP Statistics as of June 25:
  - 3,745 ODP participants since the IAFC started the program with the introduction of ODP-COLS I at FRI 2007 in Atlanta.
  - 318 have graduated from ODP-COLS (completed all three levels).
  - 322 have graduated from ODP-CHIEF (completed both levels).
  - 102 have graduated from ODP-ECO (completed both levels).
  - 10 have completed all seven levels of the ODP (COLS-CHIEF-ECO).

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- Successful Chief Chat sessions were rolled out for the general session at FRI 2017. The Program Planning Committee is looking to build on that momentum and deliver a new round of Chief Chats at FRI 2018. Watch **Richard Price**, PulsePoint Foundation, [deliver his Chief Chat](#) on how technology will impact the fire service.
- The Professional Development Committee (PDC), led by **Chair Chief Rudy Ruiz**, adopted the following revised mission and vision statement:
  - Mission: The IAFC Professional Development Committee will provide and set the strategic direction for professional development, through a planned, progressive, career-long process of education and self-development to meet the all-encompassing leadership challenges of today and tomorrow.
  - Vision: The IAFC Professional Development Committee strives to provide the necessary leadership and influence to make the IAFC the international focus for the development of effective and successful incumbent and future leaders.
- The PDC reaffirmed the definition of professional development as the planned, progressive career-long process of education, training, self-development and experience. The committee is completing an update of the *Officer Development Handbook* to make it more user-friendly.

## Emergency Management

- IAFC Go Teams were activated in late August to allow responses to requests from areas affected by hurricanes Harvey, Irma and Maria. IAFC members received email notice about team availability.
- On October 31, Go Team members participated in a webinar presented by **Jeff Dulin**, IAFC Research Center assistant director, in which he provided an overview of the data-sharing and -tracking tool developed for use during the hurricanes. A second presentation of the webinar was offered in mid-November to Wildland Fire Policy Committee (WFPC), Emergency Management Committee (EMC) and Go Team members who were unavailable for the first presentation.
- **Chief Kim Zagaris**, chair of EMC, provided Brock Long, FEMA administrator, with a copy of the National Mutual Aid Plan, which was developed by the EMC during a site visit of California wildfires in October.
- In October, EMC and the THSC were tasked with providing input to NIMS resource typing documents: Fire Engine Strike Team, Fire Apparatus Driver/Operator, Fire Officer, Emergency Medical Task Force and Emergency Medical Task Force Leader.

## Emergency Medical Services

- On October 7, the Recognition of EMS Personnel Licensure Interstate Compact (REPLICA) held its inaugural commission meeting. **Chief Norris Croom**, EMS Section international director, served as the IAFC representative.
- On October 19, the IAFC worked with Sen. Maria Cantwell (D-Wash.) to introduce the **Wildfires Act of 2017** (S. 1991), which provides resources for community wildland-fire education, preparation and prevention.
- On November 1, the PPACA Task Force finalized and published the [Handbook on Mobile Integrated Healthcare](#).
- On November 2, Congress passed the **Protecting Patient Access to Emergency Medications Act** (H.R. 304) with strong IAFC support.

## Human Relations, Diversity and Inclusion

- On July 26–27, the [IAFC Diversity Executive Leadership Program](#) kicked off during FRI 2017. The 14 fellows received presentations from prestigious leaders in fire/EMS, including U.S. Fire Administrator **Keith Bryant**, former USFA Administrator **Ernie Mitchell** (IAFC President 2003-2004), National Fire Academy Superintendent **Tonya Hoover** and other current and past IAFC leaders. [Watch the IAFCtv video](#) of Chief John Butler and Chief Nathan Trauernicht about how the fellowship works and the mentoring the program provides.
- The Human Relations Committee, the Volunteer and Combination Officers Section (VCOS) and Volunteer Workforce Solutions (VWS) partnered to create two new “Be Inclusive” posters. The first was released at FRI and the second at VCOS Symposium in the Sun. [These are also available for download.](#)

## Firefighter Safety and Health

- The Safety, Health & Survival Section, VCOS, the Human Relations Committee, the International Association of Women in Fire & EMS and others have championed the issue of preventing bullying and workplace violence in the fire service. [A toolkit was released](#), along with a [powerful video message](#) shown at FRI and distributed to all IAFC members.
- The FSTAR Program has produced a miniseries of short videos, detailing how firefighter physicals have led to lifesaving measures. *How Firefighter Physicals Saved My Life* can be found on [FSTARResearch.org](#) or watch the videos on YouTube: [volume 1](#) and [volume 2](#).



## Fire Prevention

- In September, **Deputy Chief Andy King**, Fire & Life Safety Section (FLSS) chair, attended the National Electrical Manufacturer Association’s Industry Day. The challenges and needs of the fire service were explained as they relate to the fire-alarm industry. Unwanted alarms, limited resources and inspection and acceptance-testing of alarm systems were discussed.
- Seven FLSS Board members have held weekly teleconferences as well as in-person meetings for the ICC’s Fire Code Action Committee on the 2021 International Fire Code development process. They’re working on issues related to energy-storage systems, tents and membrane structures, escape-room challenge games and fire-sprinkler requirements.
- The NFPA 72 Technical Committee met for the second revision and were represented by **Chief Dan Beeson**. **Connie Forster** (Minnesota Department of Public Safety) represented the FLSS at the NFPA 1300, 1730 and 1452 meetings in Jackson Hole, Wyoming.
- **Chief Adolf Zubia**, past FLSS chair and former international director, represented the FLSS at the ICC/NFPA workshop in Washington, D.C., on community economic impact of codes and standards. The focus of the meeting was to explore the needs and resources available to support the program.
- The FLSS had a dialogue with the corrugated stainless-steel tubing industry about [the IAFC’s position paper \(April 2017\) \(PDF\)](#). The concern is that lightning strikes near homes can arc on the tubing and potentially contributes to home fires. Recommendations for modifying our position statement are being

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considered. Both groups agree that more opportunities exist for better standards, installation and education.

- The FLSS helped the Safer Buildings Coalition (represented by **Chief Alan Perdue**, former FLSS international director) distribute an email survey to all IAFC members. The mission is to identify issues related to poor in-building emergency radio coverage. This will help the IAFC provide better recommendations for implementing more robust public-safety radio coverage.

## Volunteer and Combination Fire Service Developing Leaders

- The VCOS launched the Yellow Ribbon Report on Mental Wellness at FRI. It's [available online](#) in PDF and e-reader formats.
- The National VWS Grant with the VCOS has conducted four [Beyond Hoses and Helmets](#) courses and one [FROG: Fire Rescue Organizational Guidance for Volunteer Leaders](#) course for pilot departments of the grant. These courses have been a great learning tool and have helped guide the departments to better their recruitment and retention capabilities.
- The National VWS Pilot Departments and Council for Future Volunteer Firefighters met at the VCOS Symposium in the Sun to conduct goal setting and to be better equipped to handle situations with a more diverse and inclusive department. In addition, 10 scholarships to Symposium in the Sun were awarded through the Connecticut VWS Program.
- The National VWS Grant conducted a successful radio-ad run for 10 pilot departments with iHeart Radio media. On-air ads were run in seven markets and had more than 6.9 million impressions. A surge of interest forms was submitted, totaling about 200 across those departments.
- Connecticut's Everyday Hero program partnered with Connecticut's WTNH News Channel 8 to bring awareness to the need for volunteers in the state through a TV Chef segment week. Five firefighters traded their bunker gears for aprons and shared their favorite recipes daily. [View one of the segments.](#)
- Wiggins (Mississippi) Fire Department won the *Step Up and Stand Out* contest.
- Washington County (Maryland) Volunteer Fire Rescue Association won the VCOS Recruitment & Retention Award.
- Staunton (Illinois) Fire Department won the VCOS Illness & Injury Prevention Award.



*VCOS Yellow Ribbon Report: Under the Helmet: Performing an Internal Size-Up A Proactive Approach to Ensuring Mental Wellness.*

## Wildland Fire Programs

- **Chief Will G. May** represented the IAFC in monthly meetings of the National Wildland Fire Coordinating Group Executive Board in Boise, Idaho, to voice the needs of the local government fire service.
- **Jenn Dietz**, IAFC program manager, participated in a community-mitigation assistance team assignment in Marion, North Carolina, August 27 to September 4. The team conducted a Strengths, Weaknesses, Opportunities and Threats analysis during a community meeting, which was used as a launching point for the team's work to help formulate a path forward for McDowell County.

- On July 26, wildland staff presented training on the Ready, Set, Go! (RSG) Program in Chesterfield, Virginia, and on August 8 in Boiling Springs, South Carolina. Participants learned how RSG can be incorporated into their existing outreach and mitigation programs.
- On August 9, the RSG Program hosted a webinar with the Company Officers Section: [How You Can Become a Leader in Wildland Fire](#).
- The RSG Program presented to Firewise Workshop in Boise, Idaho, October 30 to November 1. **Jenn Dietz** provided a presentation directed at Firewise liaisons/coordinators to outline how the program and Firewise can work together, particularly how Firewise fits within the Ready tenet of RSG.
- On November 20, the IAFC participated in a Council of Government's Unmanned Ariel Vehicle/Drone working group.
- During FRI 2017, **Justice Jones**, wildfire division manager, Austin (Texas) Fire Department, presented content from the evacuation planning module of fire-adapted communities for the fire service.
- On November 2, **Chief Erik Litzenberg**, IAFC Wildland Fire Policy Council chair, represented the IAFC at the Wildland Fire Leadership Council meeting in Washington, D.C. Shawn Stokes also participated.

## INSIDE THE IAFC

### Association News

- At FRI in Charlotte, **Chief Jenkins**, Rogers (Arkansas) Fire Department, was installed as 2017–2018 IAFC president and chairman of the board. In addition, **Chief Gary Curmode**, Copper Mountain (Colorado) Fire Department, was installed as first vice president and **Chief Dan Eggleston**, Albemarle County (Virginia) Department of Fire Rescue, was installed as second vice president. Chief **John Sinclair**, Kittitas Valley (Washington) Fire and Rescue completed his term as IAFC president. [Watch Chief Sinclair's presidential address](#).
- **Chief Richard Carrizzo**, IAFC treasurer, announced that [the IAFC has sold its headquarters building in Fairfax, Virginia](#) to lease new office space in nearby Chantilly, Virginia.
- The IAFC and TransCanada extended their partnership with a renewed focus on local involvement and addressing the need for comprehensive preplanning, including an understanding of TransCanada's assets as well as response capabilities and protocols. The IAFC and TransCanada will plan and host tabletop exercises to finalize the plans. To date, 22 training sessions have been held and at least 10 additional sessions and tabletops are expected.
- On October 17, [the IAFC announced that it has been awarded a grant under a new phase of the Assistance for Local Emergency Response Training \(ALERT\) Grant](#) from the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration. The IAFC will continue to develop and offer essential online and in-person training for volunteer and remote emergency responders to



Installation of 2017–2018 IAFC officers at FRI in Charlotte. From left: Chief Dan Eggleston, Chief Gary Curmode and Chief Tom Jenkins.



The future home of the IAFC is located in Chantilly, Virginia, about five miles west of the current Fairfax location.

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ensure they're equipped to manage emergency events involving rail incidents effectively. So far, 2,725 responders have been trained via online courses.

- On October 23, [the IAFC, Intermedix and Esri announced an agreement to build the National Mutual Aid System](#). NMAS is the next generation of the IAFC's Mutual Aid Net tool built in 2008. It will use Esri's ArcGIS, a powerful location-intelligence platform, and Intermedix's WebEOC, a crisis information-management software, to manage and track emergency-service resources during mutual-aid responses.
- In October, a successful *conneXions* event was held in Fairfax, Virginia for 11 fire departments where they discussed challenges and developed solutions. Participants met with fire-service companies to learn about their latest products and services and future initiatives.

## News About Our Members

- **The EMS Section Board** made several changes:
  - **Chief Mike McEvoy**, Saratoga County, New York, will serve as chair.
  - **Chief Vance Riley**, Pearland (Texas) Fire Department, will serve as vice chair through FRI 2018.
  - **Chief Chad Deardorff**, York City (Pennsylvania) Fire Rescue, will serve as secretary/treasurer.
  - **Chris Shimer**, Fort Myers, Florida, will serve as section at-large director.
- **Chief Rich Cowger**, Columbus (Montana) Fire & Rescue, and **Chief Jim Cook**, Leesburg (Virginia) Volunteer Fire Company, joined the VCOS Board.
- **Chief Donna Black**, Duck (North Carolina) Fire Department, became the VCOS international director.
- **Chief Larry Few**, Fulton County (Georgia) Fire Rescue Department, became the Metro Section international director.
- **Chief Michael O'Brian**, Brighton Area (Michigan) Fire Authority, became the FLSS international director.
- **Chief Judy Thill (ret.)**, Inver Grove Heights (Minnesota) Fire Department, won the VCOS Buckman Leadership Award.
- **Captain Richard Andrews**, Gilford (New Hampshire) Fire-Rescue, and **Chief William Jones**, Roanoke Island (North Carolina) Volunteer Fire Department, won the VCOS scholarships to Symposium in the Sun.
- **Chief Joseph Bartos**, West Point (Virginia) Fire Department, won the VCOS Emerging Leader Scholarship to Symposium in the Sun.
- **The Wildland Fire Policy Committee** also made new appointments:
  - **Chief Kelly Gilday**, Alberni (Port Alberni, Canada) Fire Department
  - **Deputy Chief of Operations Mike Maltaverne**, Bozeman (Montana) Fire Department
  - **Justice Jones**, wildfire division manager, Austin (Texas) Fire Department
  - **Rebel Talbert**, assistant commissioner, NSW (Australia) Rural Fire Service
  - **Chief Rich Harvey**, Central Lyon County (Nevada) Fire District
- In addition, **Chief Steve Pollock**, Texas A&M Forest Service, was reappointed to the WFPC.
- **Deputy Commissioner Rob Rogers**, NSW (Australia) Rural Fire Service, completed his second term with the WFPC.
- **Chief James Lindardos**, Texas A&M Forest Service, and **Chief Rich Cower**, Columbus (Montana) Fire and Rescue, were recognized by the IACC board for their years of service as members of the WFPC.

## News About Our Staff

Hires, job changes, certifications/degrees, work-related awards and other news:

- **Terri Englmann**, membership coordinator, was married and is now Terri Crowder.
- **Tim Hopkins** has been promoted to director of the Digital Center.
- **Allen Lassinger** starts December 1 as director of finance.
- **Caitlin McGuire**, program manager, moved from the Community Solutions Center to the Research Center.
- **Taylor Munday** was promoted to program coordinator in the Community Solutions Center with Wildland Fire Programs.
- **David Nuckols**, Learning Center assistant director, was named interim chief operations officer, effective November 27.
- **Massoud Siddiq** joined the IAFC staff in the Learning Center as program specialist for the International Fellowship Program.
- **Sara Stehle**, CMP, has been named to the 2018 Class of the Professional Convention Management Association's 20 in Their Twenties! Established in 2014, the program is designed to engage the best and brightest in the Meetings, Conventions and Business Events industry in the world. In addition, she has been promoted to conference manager.
- **Kaitlin Sullivan**, in the Community Solutions Center with Wildland Fire Programs, has been promoted to program specialist.



IAFC staff prepare to enter a burn building to see and feel what's it's like (sort of) to be a firefighter. Many thanks to Loudoun County (Virginia) Fire and Rescue for an educational day.

## What Others Are Saying

- “Terri, the [Fire Chief of the Year] dinner was over the top (27th floor to be exact)! Thank you for all you do. Please share my appreciation with the entire staff. See you in Dallas.”  
— 2016 Volunteer Fire Chief of the Year, Bill Halmich, Washington (Missouri) Volunteer Fire Company
- “I would also like to say, ‘thank you,’ for your assistance during this process. This is definitely an event [Fire Chief of the Year dinner] that I will remember for life! My wife and daughter had a great time and we were treated great by everyone we came in contact with.”  
— 2017 Volunteer Fire Chief of the Year, Brian Wade, North Lenoir (North Carolina) Fire & Rescue
- “Good afternoon Jim and thanks again for everything you and your team did to make certain our time at this year's FRI was top shelf.”  
— 2017 Career Fire Chief of the Year, Marvin Riggins, Macon-Bibb County (Georgia) Fire Department
- “Thank you, Jim, for your assistance on this. We remain speechless regarding this award ... I wish I could say more. I do want to say that dealing with Terri [Crowder] has been an absolute joy. Having been in this business for 32 years, I know that dealing with firefighters can be ... challenging. How she maintains the patience to deal with us I will never know.”  
— Chief John Centers, Monroe (Ohio) Fire Department, who submitted the winning nomination for the 2017 IAFC/Motorola Solutions Ben Franklin Award for Valor
- “The Shakers Session is a must for fire chiefs or those in leadership positions as the discussions and exchange of information is very insightful and helpful in addressing the same challenges within your organization that other departments are facing across the country.”  
— Taner Drake, fire chief, Victoria (Texas) Fire Department

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- “A facilitated event [Shakers] that brings the most pressing fire-related issues to the forefront, and actively engages the collective body of knowledge to not only address the issues but lead us forward. Awesome experience.”  
— Michael McLaughlin, fire chief, Cosumnes (California) Fire Department
- “Shakers was a great capstone to FRI. It went far beyond an informational lecture to an interactive problem-solving session that focused on the most salient issues in the fire service.”  
— Jeremy Moore, fire chief, Broken Arrow (Oklahoma) Fire Department
- “One of, if not the best [COLS] class I have ever taken. I highly recommend all fire service personnel to take the class from Deputy Chief all the way to Firefighter.”  
— Bryan Barthel, captain, Sacramento (California) Metropolitan Fire District
- “COLS, helping to prepare and better one’s self for the challenging journey of becoming a leader, mentor and coach, and a progressive company officer.”  
— Tadashi Matsuoka, firefighter/paramedic, Yocha Dehe (California) Fire Department
- “As a chief officer [conneXions, Fairfax, Virginia] was a great opportunity to interact with vendors that are typically dealing with other personnel in my organization. This interaction provided me greater insight into products we already utilize and emerging technologies that we may want in the future. It also provided me cost information that allowed me to begin looking at how I can adjust my budget to allow for such purchases.”  
— Robb Cagann, assistant chief of operations, Elgin (Illinois) Fire Department
- “Fantastic opportunity to expand knowledge of industry products and relationships with industry leaders.”  
— Kingman Schuldt, fire chief/CEO, Greater Naples (Florida) Fire Rescue District.
- “Incredible opportunity to get close to decision makers truly interested in your product.”  
— Tim Riley, TargetSolutions
- “Wanted to drop a quick note and thank you for your exceptional hospitality during last week’s [conneXions] event in Fairfax. Your hospitality was fantastic and the event was well organized, making my time away from the office well worth it. I appreciate everything you and the IAFC continue to do for the members and fire service. Very worthwhile trip and I look forward to future events of similar value.”  
— Kingman D. Schuldt, fire chief, Greater Naples (Florida) Fire Rescue District
- “Just wanted to send you a very heartfelt THANK YOU for helping us help our neighbors during the Jolly Mountain fire!!”  
— Carolyn Berglund, public education officer, Cle Elum, Washington, regarding the IAFC’s Ready, Set, Go! Program
- “I recently had the pleasure of working with Sarah Stehle for the upcoming FRI conference. [Sarah] has an incredibly positive, warm, and caring attitude that is unique in today’s environment. Her voice mail actually worked, she returned my phone calls in a timely manner, and was able to immediately provide the information I needed. She was a pleasure to work with and has a customer first attitude. I could tell from our short interaction, that Sarah is a tremendous asset to your organization and is a hard worker. Please give her my regards and a pat of the back for a job well done.”  
— Assistant Chief Robert Appling, Health and Safety Fire & Emergency Services, Joint Base Lewis McChord, Washington
- “Shannon and Leslie, I wanted to thank you and your team for accommodating us so beautifully at FRI. I personally appreciate all your help given I was unable to attend. Rich spoke so highly of you and your team and I know he and Kraig felt tended to throughout their time in Charlotte. I want to thank you for being such resourceful and committed partners.”  
— Shannon Smith, PulsePoint Foundation

- Mark Peel of the National Directory said their expo experience at FRI in Charlotte was the absolute best they've ever had. They loved the setup of the expo hall, traffic flow and even the Thursday night opening event. They've been part of early openings like that for other events and they've always bombed, but they loved this one. They had four staff there working their booth, with 19–30 years of experience doing expos and being at FRI, and they all agreed this was the best one yet.

