

HOT TOPICS

July 15, 2001

Volume 1 – Issue 2



The History of Delray Beach Fire-Rescue by Bill Rego, Rick Lee & Todd Jackson

In our June newsletter, we were informed as to how the Fire Department began. Let us continue the journey! Chief John Gregory returned to Delray Beach after the War in 1945 and was Chief until 1967 when health problems forced his retirement. During his term as Fire Chief, there were many changes in Delray Beach and the Fire Service. Delray Beach was growing and by 1956, there were 15,000 people living here. More tourist began to discover Delray Beach. In 1953, City Hall, the Police Department and the Fire Department were all housed in one building on SE 5th Avenue called the Municipal Building. From there the Fire Department and City Hall went to their own locations, both on NW 1st Avenue. The Police Department stayed in the old building for a period of time. Chief Gregory and his assistant, Joe Quinn took on more paid men and improved the services. In 1956, The Fire Prevention Bureau became active and started to enforce Fire Codes. The Fire Prevention Bureau wrote 1,500 citations in one week on fire hazards in brush fire ridden Delray Beach. These clean up notices put a big dent in the 150 brush fires per month. In 1967, Joe Quinn succeeded Chief Gregory and chose as his assistant, Clarence Cook (Lonnie Cook's nephew). Chief Quinn's brief stay as Chief cannot minimize impact and contributions made to the City's Fire Department. During Quinn's term a new fire station on SW 15th Street, now Linton, was built and we saw the demise of the Volunteers and replaced by full-time paid Firefighters, and the purchase of the City's first aerial, now Truck #1.

In 1971, Joe Quinn retired and Clarence Cook was appointed Chief and Paul Wickert became his assistant. The name Assistant Chief was changed to Executive Captain. 1973 brought about the EMT (Emergency Medical Technicians), and a new rescue unit donated by The Women's Club. The Fire and Rescue runs increased. The number of rescues far out numbering the fire calls. By the end of Chief Cook's term of office in 1977, rescue was a vital part of the Fire Department's operation. In 1977, Captain Todd Jackson was appointed Chief and his Assistant Chief was Paul Wickert. Chief Jackson's first priority was to implement an Advanced Life Support Service which included Paramedics and ALS equipment. The Fire Department received a Class 4 rating from ISO and improved Fire Insurance Rates for the City. Additionally, Chief Jackson, Jim Rasco and Dr. Carlos Smith organized and started the Fire Academy at South Technical Educational Center, where all successful graduates could get State Certification as Firefighters. Chief Jackson served as President of the Palm Beach County Fire Chief's Association for two terms. Jackson was responsible for a fourth fire station at the intersection of Barwick and Lake Ida Road. Chief Jackson had to retire early due to health

reasons in November of 1984.

Kerry Koen was appointed Chief of the Department in December of 1985. Chief Koen came from the Memphis Tennessee Fire Department where he worked directly under the Memphis Fire Commissioner. Chief Koen was originally from Palm Beach County and even worked for the Delray Beach Fire Department early in his career as a Firefighter. The City of Delray Beach went through some major changes during Chief Koen's term. The Utility Improvement Bond and The Decade of Excellence Bond paved the way for the Fire Department to make improvements to all its facilities, new station on the Beach #2, a new Fire Station on Germantown Road #5, a new Fire Department Headquarters at 501 W. Atlantic Avenue and upgrading of most of the equipment and apparatus. The Department received a Class 3 rating from the I.S.O. in 1992. Additionally, the Fire Department contracted with the Town of Highland Beach to provide a full service Fire Department to that town. After hiring additional personnel to cover Highland Beach, the City received a Class 2 rating from the Insurance Service Office (I.S.O.) in 1994. One of Chief Koen's priorities was education. Many personnel attended the Executive Fire Officer Program at the National Fire Academy in Emmitsburg, Maryland and from that exposure, many new and innovative procedures began to surface. After Assistant Chief Roseke retired in 1988, Chief Koen brought Assistant Chief Robert Rehr on board. Chief Rehr brought with him many new and innovative ideas to the Department. Chief Rehr was a 25 year veteran from the City of Miami Fire Department. The rank structure changed to include Battalion Chiefs, Division Chiefs and Assistant Chiefs.

In 1990, Assistant Chief Rehr took the position of Fire Chief in West Palm Beach.

In 1994, Chief Koen was offered the position of Fire Chief in Boca Raton, FL, and he accepted. Chief Rehr returned to Delray from West Palm Beach, FL and was appointed Fire Chief. Chief Rehr brought with him the same professional standards the Department was accustomed to and continued the forward motion of the Department. Chief Rehr introduced the concept of Fire Department Transportation to Health Care facilities and by doing so generated revenue for the Department. Chief Rehr continued to upgrade the Fire Department facilities and he brought the Department to the level where it is considered one of the best in the Country.

Chief Rehr retired from the Delray Beach Fire Department on January 12, 2001 and paved the way for the return of former Fire Chief Kerry B. Koen, which is where we stand today. Since returning to this department, Chief Koen has made many changes, all for the good of the department and its personnel and we look forward to our continued success throughout the year.

The Great Fires and other Events that Changed our Country

Tragic incidents have changed the United States, and made our nation safer – but at a price.

Tragic events have a tendency to influence public policy and become the impetus for mitigation and change. Unfortunately, the incidents that bring about this change leave in their wake suffering, injury, death and financial implications. **As a nation, we tend to be more reactive rather than proactive...**and that posture has it's impact. Yet, there is most often "good" which comes from such occurrences, and this ultimately contributes to our collective understanding of **risk, response, and regulatory modification.** Over the months ahead, as space allows, both Assistant Chief

Adams and I will be presenting profiles of some of these historical events that served as catalysts for new codes and ordinances, and which have ultimately made our country safer.

As emergency service professionals, we must consider these events, remember that **real people** often died and suffered as a result, valued resources were lost, and reflect on the hard work of our predecessors to craft meaningful federal, state and local safety standards and regulations designed to prevent similar events in the future. We will use this forum to consider the outcomes, and how these changes continue to affect our day to day operations and

overall strategies.

We will be visiting such historical events as the Great San Francisco Earthquake and Fire, the Baltimore Conflagration, the Our Lady of the Angles School Fire, the Bel-Aire Conflagration, the Rault Center Fire, Panic at the Coconut Grove, the Winecoff Hotel Fire, and the effects of BLEVES and tank fires. Our focus will be to establish an understanding of these events **and how each contributed to a system of improvements in fire and life safety...**and why it is essential to remain vigilant in our efforts to prevent tragedies in the future.

Kerry B. Koen

Fire Safety News by Asst. Chief Bill Adams

Two City of Delray Beach Employees Win "Buckle Up Florida" Awards.

On June 22, 2001, "Buckle Up Florida" honored individuals for outstanding contributions in the promotion of safety belts and child safety seats. This year, two City of Delray Beach employees were recognized for their hard work and dedication to maximizing the safety of vehicle occupants.

Officer Jim Finley of the Police Department won a first place award in the Law Enforcement category. The organization noted that Officer Finley "works to maximize public awareness surrounding occupant protection." Officer Finley obtained a variable message sign, programmed it with passenger safety messages and placed it, along with educational materials at each elementary school in the city.

Lieutenant Hal Knabb, the Fire Department's Community Education Specialist, was second place recipient in the Community Members Category. Lt. Knabb organizes, conducts, and manages Child Safety Seat Education classes on a weekly basis at Fire Headquarters. He uses these opportunities to inform parents about other safety services and classes that the Department provides as well.

The Child Safety Seat Education classes have been very popular. Both **Officer Finley and Lt. Knabb** are certified child seat technicians. They are able to provide parents with assistance in installing the seats as well as advising and educating them on

other aspects of occupant protection. If you need information on the Child Safety Seat Education classes or other Fire Department services, call Lt. Knabb at 243-7422.

Also, **Lt. Dunkelmann** has been busy with the Map Committee. The first Committee meeting was a huge success. I would like to thank **Ken Thompson, John Connolly, Jan Holmsted, Joe Lang, Chris Hutchinson, John Lasko and G. Tran** from the Planning Division at City Hall.

During our last meeting, we focused on some of the problems with the current mapbook. At our next meeting, we will be turning our attention to problem solving and gathering ideas for our new mapbook.

We have put together a "temporary" mapbook which is still being reviewed by the Committee and we are working on developing a street index. This book is better than the ones currently being used on the trucks. Hopefully, this will be put into service by the end of July.

Several other people have called with ideas and have offered to assist us in this process. With this kind of support, I know that as a group, we can make a difference.

Please forward any suggestions to Lt. Dunkelmann in the Fire Safety Division. Our next meeting is scheduled for July 23rd at 9:00 a.m. in the Fire Safety Conference

Emergency Management News by Assistant Chief John Tomaszewski

“The Threat of Terrorism; Real or Imagined”

On June 11, the man convicted as the mastermind of the federal building bombing in Oklahoma City was put to death in Terre Haute, Indiana. Timothy McVeigh said he committed his attack to get back at the government for the previous incidents in Ruby Ridge, Idaho and Waco, Texas where as he claimed, federal agents killed innocent women and children.

Could something like this happen here in Palm Beach County? According to emergency management officials the answer is a resounding, YES! As part of the Department of Justice initiative, a vulnerability analysis was recently completed that indicates our area scored in the highest range possible as a potential target for a terrorist attack.

As a result of this analysis, a table-top training exercise was conducted on June 7, where the Terrorism Incident Response Annex of the Comprehensive Emergency Management Plan was tested. On that day, 125 participants from federal, state, county and multiple municipal agencies responded to a simulated terrorist attack at City Place in West Palm Beach. The sus-

pected release of a nerve agent resulted in 105 deaths including some of the first emergency response personnel to reach the scene. Over 250 additional people exposed in the incident were hospitalized and another 537 were treated and released.

While this exercise was limited in scope, a full-scale follow-up is planned during the month of November. It is likely that almost every fire/rescue department in the county will be invited to participate in this event. The thought of something like the incident in Oklahoma happening here should make all of us aware that we need training and equipment to respond to an event of this nature. We can no longer live with the attitude that it can't happen here. That's what they used to think in Oklahoma prior to

Correction: In the last article about hurricane preparedness, some information was not copied correctly. The following information should have been included:

The City has made arrangements for an employee family shelter at the Community Center. If you feel the need to use this facility for your peace of mind, please include it in your planning process.



Community Education News by Lt. Hal Knabb

CHILDREN * CAR SEATS * CRASHES

According to the National Highway Traffic Safety Administration (NHTSA), 4 out of 5 car seats are incorrectly installed. Locally, the number of incorrectly installed car seats is even higher. In an effort to inform and persuade more parents to follow the NHTSA guidelines, we are holding car seat education classes throughout the city. Two upcoming classes are scheduled at City Hall and Carver Estates.

In addition, operations personnel should be aware of the EMS car seat program. This program provides replacement seats for children whose car seats may have been compromised during a motor vehicle accident. There is no cost for the replacement seat. Further, the grant for EMS seats is written so that a compromised seat can be replaced on scene. A follow up inspection should be scheduled at the Delray Beach Fire Department. For further question, please contact Lt. Hal Knabb at 243-7422.



Delray Beach Police & Fire Pension Board

This article is the first of hopefully a series of articles to be published in the coming months to keep the members abreast of issues pertaining to them, as well as retirees. This month, I would like to introduce to you the trustees who make up the Board:

Chief William Adams – F.D.
Elected Trustee/Chairman

Capt. Mark Davis – P.D.
Chief's Appointee/Vice-Chairman

Off. Sal Arena – P.D.
Elected Trustee/Secretary

Chief Rich Murphy – F.D.
Chief's Appointee

Harry Hamilton – Civilian
City Appointee

Lt. Joe Liguori – F.D.
Elected Trustee

Off. Chuck Jeroloman – P.D.
Elected Trustee

Jack Frysinger – Civilian
City Appointee

David Schmidt – Mayor
Trustee by Ordinance

Steve Cypen – Attorney

Steve Palmquist – Actuary

Ann Woods – Administrative Secretary

Your board has been busy getting approval from the City on a new Investment Policy Statement. We will now be able to invest up to 70% of our portfolio in equities. This will help maximize on investment return in the near future and beyond, and to take advantage of a bull market that has already been reported as having begun.

Meetings are generally held on the third Wednesday of the month, 2 p.m., at Fire Headquarters. All are welcome as the meetings are subject to the Sunshine Law.

***Note:** The July meeting will be held on Thursday, July 12th, due to scheduling conflicts.

Lt. Joe Liguori, Trustee

Training and Safety Division

by Division Chief Russell Accardi

The Training & Safety Division would like to remind all personnel that we have the Fire Emergency Television Network (FETN) back on the air. Programs aired regularly are Pulse, American Heat, Fire Officer, Chief Officer, Rescue Specialist, HazMat Specialist and various other programs. All TV sets at Fire Headquarters connected to cable can view FETN on Channel 23 daily from 9:00 a.m. to 12:30 a.m. with programs repeating. Program guides are placed in the Lieutenants office at station one, as well as the Battalion Chief's office monthly. We are working to make this available at all stations by adding Satellite dish's to each.

Also a reminder, we have Safety Bulletin Clipboards at all stations which we post safety alerts or safety related articles. Please post the bulletins on the appropriate clipboard and not on the bulletin boards. If you come across any information you feel might be beneficial, please submit for consideration to the Training & Safety Division.

The Training & Safety Division has scheduled training for our Lieutenants in Rapid Intervention at the Broward Fire Academy. This training will prepare them to respond to Firefighters that become lost or trapped during fire fighting operations.

We would like to recognize **Driver Engineer Mike McCleary** who recently completed the 24-hour Trench Rescue course at South Tech.

The Pediatric training completed in June was highly requested by our personnel as identified on the training evaluations. We do read each one, so please keep giving us your suggestions.

The department has purchased a new ACLS textbook for each Paramedic. This is to help each of you with the newly adopted standards from the American Heart Association. Please review them prior to the scheduled training for ACLS recertification scheduled for July 25 through August 10, 2001.

We would like to recognize the efforts of **Lt. Mark Reynolds**, who has worked very hard to increase the capabilities of our Dive Rescue Program. Lt. Reynolds helped coordinate the training and addition of 14 new members to the team. He has also added four additional sets of SCUBA gear to our response vehicles.

Training Schedule

July 5 – 7

County Wide Haz Ops
Location: PBCFR Station #81 – Airport
Session 1 : 08:30 – 12:30
Session 2 : 13:30 – 17:30

July 18 – 20

Rapid Intervention
Location: Broward Fire Academy
09:00 – 17:00

July 11 – 13

Rapid Intervention Team
Location: Broward Fire Academy
09:00 – 17:00

July 25 – 27

A C L S
Model 11 @ Fire Headquarters

From the Chief's Desk

WOW! What a month...in terms of achievements, activities, progress and issues. First, there is a lot of good news for our city. Delray Beach successfully competed for the designation of All America City in Atlanta on June 22-23 and **became the first city in Florida to win the award twice.** Our first win was in 1993. The National Civic League and Allstate Insurance sponsor this prestigious award. Over 125 Delray Beach officials and residents represented the community at the final presentation before a national panel of judges.

Congratulations also goes to Fire Fighter/Paramedic **Tommie Osborn** who represented Delray

Beach Fire-Rescue at the International Fire Fighter Games in Indianapolis, Indiana bringing back a Bronze Medal to add to his recent catch of Gold Medals from various state competitions this year. Rumor has it that a new wing might be needed soon at home to hold all the awards and medals.

Ashley Dunham-Elliott also deserves a round of applause for completing Fire Fighter Minimum Standards at Broward Fire Academy – **with distinction.** She returned to duty on June 24th. It's **Good News-Bad News** when we see a long time member of the Department retire. We will miss **Lt. Robert Brown, II** but wish him the best and many blessings in his retirement, which began June 28th at 0800 Hours. Lt. Brown was one of two Paramedics who responded on the first ALS call on January 13, 1978, and the activity hasn't stopped since. He also served for 14 years on the Police and Fire Pension Board.

Lt. Shawn Beckowitz received his new badge on June 14th and was quickly relieved of his Driver/Engineer shield by Asst. Chief Wigderson. The old brass was "returned to stock" and Shawn is currently assigned to Engine 1.



Lt. Beckowitz & Chief Koen

Service Awards were presented to **Kathy Hoecherl** (15 yrs), **John Hansen** (20 yrs), **James DeCarie** (20 yrs), **David Kobrin** (20 yrs), and **Robert Brown, II** (25 yrs) at the city's quarterly awards ceremony on June 29th.

Congratulations and thanks for all the years of great service to the community. Members of the DeCarie, Hansen and Brown families also attended the event.

It's vacation time...for **Gloria Marsh** who is spending some time in North Florida, **Mike Wigderson** who is finally taking well deserved time off while visiting family and friends in Wisconsin (wonder if he brought some "brots" back this trip?), and **Jim TabEEK** who visited family and friends in the Northeast and the mid-West.

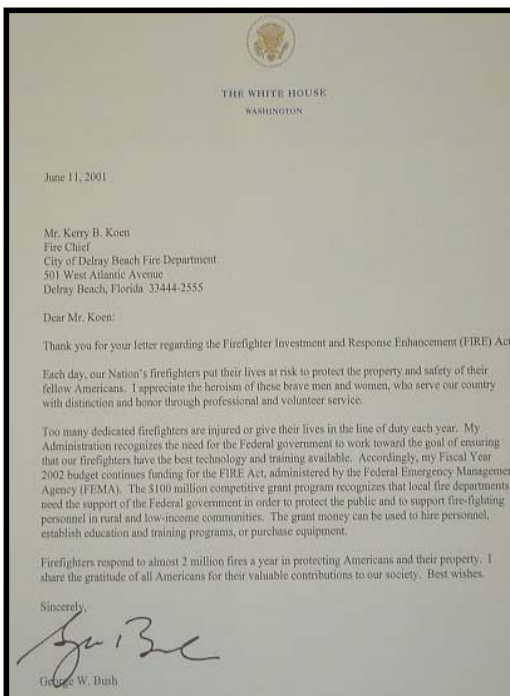
A new rescue manufactured by Medic-Master rolled into Headquarters on June 11th thanks to the hard work by many members of the Department. I want to especially thank **Steve Anderson** for all the hard work and attention to detail to bring this project to completion. We will be scheduling a time soon for the City Commission to take a look at the newest addition to the fleet before one of their scheduled Commission meetings. Speaking of vehicles, almost all of this year's replacement staff vehicles are now in service thanks to the **staff at the City Garage**, and the support of **Mr. Harden**, and **Mr. Barcinski**. The overall condition of the administrative fleet improved dramatically with these new vehicles being placed in service. New graphics and striping are on

the way, too.

Interviews and medical boards were conducted on June 18, 20, 25 and 27th for Fire Fighter EMT's and Fire Fighter Paramedics. Approximately 70 individuals participated in the first phase of our recruitment process to fill seven current vacancies in Operations. Thanks to **Kathy Hoecherl, Joe Albano, Mark Siciliano, Mike Camera, Tommie Osborn, Russell Accardi, Mike Twigger, Charles Stravino, and Doug Randolph** (HR) for participating in this four day process. Also, hats off to **Jack Land** who is doing the polygraph examinations. However, none of this could be possible without a lot of very hard work and great support from the entire **Administrative Staff** who are behind the scenes "making the process work".

The assessment center process for **Chief Officer** concluded on June 28th with four candidates participating in the two-day process. Results are now expected in the near future.

Finally, I thought you would like to see a copy of the very nice letter I received from **President George W. Bush** in response, to our request for his support of the **FIRE GRANT PROGRAM**. We thank the President for taking the time to respond and even



Delray Beach Fire Rescue Explorer Post #320

=====“Learning For Life“=====

The Delray Beach Fire Rescue Department offers a very unique learning opportunity for young people through a program called Exploring. Exploring is part of the Boy Scouts of America’s Learning For Life Career Education Program for young men and women who are between the ages of 14 (and have completed the eighth grade) or 15 through 20 years old. The mission of the Boy Scouts of America is to serve others by helping to instill values in young people and in other ways prepare them to make ethical decisions over their lifetime in achieving their full potential. Exploring’s purpose is to provide experiences to help young people mature and to prepare them to become responsible and caring adults. Explorers are ready to investigate the meaning of interdependence in their personal relationships and communities. Exploring is based on a unique and dynamic relationship between youth and the organizations in their communities.

Since taking over the post in October of 2000, I have learned many interesting aspects of how the fire service and our community benefit from this type of program. Fire Ex-

ploring gives young people valuable insight into the fire fighting profession. This insight allows the individual to decide whether or not he or she desires to pursue a greater role in the fire service. The fire department also benefits from the higher quality of applicants for regular fire department position openings. By participating in the Fire Exploring Program, the individual gains a greater awareness of personal fire safety. There is no question that a well-managed Explorer program will help to further the Fire Department’s positive role in the community and assist with public relations.

The Delray Beach Fire Rescue Explorer Post #320 is currently comprised of 12 active youth and 16 Sponsors to date. The Explorer Post #320 also has an Executive Board consisting of 4 members, an Explorer Chief, Assistant Chief, Captain and Lieutenant. We meet on the second and fourth Monday of every month. The second Monday of every month is a business meeting. We talk about community service projects, special events, training, finance, ride-along-reports, old and new business. The fourth Mon-

day of every month is a training night. Explorers learn and see all the equipment that is carried in our fire engines and rescue vehicles. Explorers may learn about rope repelling and rescue knots, patient assessment, vehicle extrication, and CPR along with bloodborne pathogens. The post is involved in community service projects throughout the city. This year we have attended the City’s Annual Employee Picnic, the Delray Affair and the VFW Memorial Day Service at the Delray Beach Cemetery.

Explorers that complete special requirements are eligible to participate in the ride-along-program where the explorer is paired with an adult career firefighter called an Explorer Sponsor. In this area of interest, the explorer actually rides with the Delray Beach Fire Rescue crews observing and assisting (under the direct supervision of a trained professional) at emergencies. This hands on approach of learning is like no other.

The Delray Beach Fire Rescue Explorer Post #320 is an excellent resource for the energetic, active, civic minded youth of today.

For further information, please feel

Thought of the Month

Respect can never be learned or acquired, it can only be earned.

**IT WAS A GREAT
(AND BUSY)
FOURTH
of
JULY**



More Summer Safety Tips by Lt. Pam Garcia

Taken from the pamphlet entitled, "Just A Few Seconds."

Palm Beach County Swimming Pool Enclosure Requirements:

All swimming pools are required to have barriers installed and maintained that enclose the pool and separate it from any dwelling.

Pools shall be enclosed by a permanent non-climbable fence that is 4'-5' in height. All gates must



Unfortunately, just a few seconds is all it takes for a child to drown.

be self-closing and self-latching and open outward from the pool. All latches must be approximately 4' above the ground or inaccessible from the outside by small children. Any opening in a fence or wall must be less than 4" wide. Small children are able to maneuver through small openings. If the wall of the dwelling is

used as part of the enclosure, doors leading from the home directly into the pool area must be self-closing and self-latching, with the same latch requirements as gates. The door should sound an alarm. Windows within the enclosure must meet code requirements. Lastly, above ground pools with steps or ladders must be easily removable or made inaccessible to small children. The following guidelines are highly recommended in addition to proper parental supervi-

How to avoid drownings in other places.

Never leave children unattended around those places where water can pose a threat:

5-gallon buckets, toilets, bathtubs, ponds and other areas of open water.

C P R (CARDIO-PULMONARY RESUSCITATION)

To learn more about CPR or to brush up on your skills:

- 1 Call your local Fire Department.
- 2 American Red Cross at (561) 833-7711.

- 3 Or contact a local hospital for classes.

Never, with a capital "N," allow children to be alone near a pool

Administration News by Ellen Wickert

THE RESULTS ARE IN! As you can see by our new mast head, **Hot Topics** submitted by **Battalion Chief Brad Fitzer** won the name the newsletter contest.

We would like to thank those of you who participated in naming our monthly newsletter. Special thanks to those of you who submitted

names, and to those of you who voted on June 27, 28, and 29, 2001.

Please join us as we extend congratulations to **Battalion Chief Fitzer**.

Also, **WELCOME BACK, GLORIA!** From the entire Administrative Staff. We really missed you.

The distribution of our next newsletter is August 15, 2001. All News articles should be turned into Cecelia Shade in the Administrative Office on or before August 1, 2001. Deadline for turning in news articles will be August 1st at 5:00 p.m. We hope that you have enjoyed this issue of the D.B.F.R. Newsletter and we look forward to producing our next new and exciting issue.




 City of Delray Beach
 100 NW 1st Avenue
 Fire-Rescue Headquarters
 501 West Atlantic Avenue
 Delray Beach, FL 33444

Departmental Anniversaries

Ellen P. Wickert	July 23	28 yrs.
Richard Ackerman	July 14	22 yrs.
Steven Press	July 29	10 yrs.
Eileen Tuckman	July 29	10 yrs.
Mark Dagnan	July 29	10 yrs.
John McKessy	July 29	10 yrs.
James Sampson	July 15	5 yrs.

Congratulations to our personnel who have reached the 5 year mark or more in their careers in the Fire Service. We wish you much success in the future...

Operations News by Acting Assistant Chief Charles Stravino



On July 2, 2001, a new rescue truck was put into service at Fire Headquarters. **Rescue 1** is a freightliner extended cab chasis, the first one of its kind in our fleet. Medic Master was the manufacturer chosen by our specification committee headed by Paramedic **Steve Anderson**. A training/

orientation class for all personnel was held the week of June 24th prior to its first call for duty. Rescue 1 will be on display at City Hall soon, prior to a City Commission Meeting. Family and friends are encouraged to see and hear about our new apparatus.

Rain these past few weeks have brought much needed relief to the dry conditions we have been experiencing. With the humidity levels on the rise, a reminder about the importance of hydration; Time in our prospective equipment, having fluids readily available, rotating crews and rehab are considerations when op-

erating with the heat index up.

A committee has been established to revisit the Quick Access Survey Program. Headed by **Lt. Dorcas**, the committee will visit items and feedback such as training, addresses, paperwork, distribution and master files. As with any program management, evaluation is a key component to make sure our objectives are on target. Thanks to those participating in this endeavor. These surveys are yet another tool which can provide valuable information to the company officer and incident commander ultimately aiding the decision making process. Keep up the