

**TEXAS COMMISSION ON FIRE PROTECTION**  
**Commissioner's Meeting Agenda**  
**10:00 a.m., May 16, 2024**  
**4800 N. Lamar Boulevard, Room 140, Austin, Texas**

The Texas Commission on Fire Protection (the "Commission") may discuss and/or act on any of the following agenda items. The Commission may go into executive session on any agenda item listed below as authorized by the Open Meetings Act, Texas Government Code Chapter 551.

1. Call to order with invocation<sup>1</sup> and pledge of allegiance.
2. Roll call for a quorum and excuse commissioner absences, if any.
3. Approve the Commission meeting minutes of February 29, 2024.
4. Report from the Budget and Strategic Plan Ad Hoc Subcommittee which met on April 9, 2024.
5. Reports from fire service interest groups and agencies on matters relating to their specific organizational purposes, functions, activities, and objectives, including reports from TEEEX, the Texas Fire Chiefs Association, the Texas State Association of Fire Fighters, the State Firefighters and Fire Marshals' Association of Texas, the Texas Fire Marshal's Association, the Texas Association of Fire Educators, the Texas A&M Forest Service, the National Fire Protection Association, Texas State Association of Fire and Emergency Districts, the Center for Public Safety Excellence, the State Fire Marshal's Office, and the National Fallen Fire Fighters Foundation. The initial report from the Firefighter Cancer Support Network will be added to the list.
6. Report from commission representative to the Homeland Security Council.
7. Subjects for future commission meeting agendas.
8. Discussion on future meeting dates.
9. Report from the Curriculum and Testing Committee.
10. Discussion and possible action on proposed 37 Texas Administrative Code (TAC), Chapter 467, Fire Marshal.
11. Discussion and possible action on proposed 37 TAC, Chapter 469, Technical Rescue.

<sup>1</sup> Any invocation that may be offered before the official start of the Commission meeting shall be a voluntary offering to and for the benefit of the Commission. The views or beliefs expressed by the invocation speaker have not been previously reviewed or approved by the Commission and do not necessarily represent the religious beliefs or views of the Commission in part or as a whole. No member of the community is required to attend or participate in the invocation. Such a decision will not impact their right to participate actively in the business of the Commission. Copies of the policy governing invocations and setting forth the procedure to have a volunteer deliver an invocation are available upon written request submitted to the Commission Clerk.

12. Discussion and possible action regarding reciprocity with SFFMA certifications.
13. Report from Ad Hoc Subcommittee regarding selection and appointment of candidates for current vacancies on the Health and Wellness, Curriculum and Testing, and Firefighter Advisory Subcommittees.
14. Discussion regarding the Rule Review process, procedure, and scheduling for future Commission meeting agendas.
15. Discussion and possible action regarding Rule Review of 37 TAC, Chapter 449.
16. Discussion and possible action regarding Rule Review of 37 TAC, Chapter 401.
17. Discussion regarding the 2023 Injury Report.
18. Discussion regarding the 2024 TCFP Customer Service Survey.
19. Matters from the Agency Chief:
  - A. Update regarding agency duties and responsibilities.
  - B. Decision of the Agency Chief in contested cases and consent orders.
  - C. Status regarding division functions:
    - i. Training Approval & Testing – test administered, training approvals, record reviews, and online training audits.
    - ii. Certification & Professional Development – training applications, IFSAC seals issued, certifications issued, training facilities, curriculum development, library resource requests.
    - iii. Compliance – biennial inspections, compliance officers training, issues involving regulated entities.
    - iv. Information Technology – public website design, FARM and FIDO improvements, CAPPS (Central Accounting Payroll/Personnel System), IT security policy, and service requests.
20. Recognition of Commissioner Jones for his service to the Commission.
21. Personal matters regarding the appointment, employment, compensation, evaluation, reassignment, and duties of the Agency Chief.
22. Adjourn meeting.

**AGENDA ITEM NUMBER 3 WITH RELEVANT DOCUMENTS ATTACHED**

3. Approve the Commission meeting minutes of February 29, 2024 **(please see attached)**.

## TEXAS COMMISSION ON FIRE PROTECTION MEETING

Presiding Officer, J. P. Steelman, called the February 29, 2024 meeting of the Texas Commission on Fire Protection to order at 9:00 a.m. at 4800 N Lamar Blvd, Room 140, Austin, Texas.

**Attending:** Chris Cantu      David Coatney      Kelly Vandygriff      Michael Glynn      Paul Hamilton  
 Bob Morgan      Tim Smith      Amanda Friedeck      J. P. Steelman      Sue DeVillez  
 Mike Jones      Rusty Wilson      Michael Johnson

**Staff:** Mike Wisko      Holden Wenger      Sami Lepisto      Joyce Guinn      Frank King  
 Ashley Barnett      Cliff Grant      Grace Wilson      Robert Reese

1. Invocation and Pledge of Allegiance.      The invocation was given by Commissioner Rusty Wilson and the Pledge of Allegiance was led by Presiding Officer J. P. Steelman.
  
2. Roll call and excusing of Commissioner absences.      The roll was called, and a quorum was present. No Commissioners were absent.
  
3. Adoption of Minutes.      A motion was made by Michael Glynn and seconded by Rusty Wilson to approve the Minutes of the October 26, 2023 Commission meeting. The motion carried.
  
4. Report from Budget and Strategic Plan Subcommittee.      Development of Budget & Strategic Plan Ad Hoc committee members are listed as follows: Bob Morgan, Michael Glynn, Chris Cantu, Paul Hamilton & Michael Johnson. They have requested a remote Zoom meeting during the week of April 8. Staff will coordinate on a date.
  
5. Reports from Interest Groups.      Reports were given by TEEEX, the Texas Fire Chiefs Association, the State Fire Fighters and Fire Marshals' Association of Texas, the Texas Association of Fire Educators, Texas A&M Forest Service, the Texas State Association of Fire and Emergency Districts, the State Fire Marshal's Office, and the National Fallen Fire Fighters Foundation.
  
6. Report from Homeland Security Council.      No report was given.

7. Report from Curriculum and Testing Committee. No report was given.
8. Subjects for future meeting agendas. Commissioner Tim Smith requested an agenda item to discuss reciprocity with SFFMA certifications for the next meeting in May. A report from the Firefighter Cancer Support Network will be added to the list of reporting groups for the May meeting.
9. Future meeting dates. The Commission announced the next Commission meeting on May 16, 2024 at 10:00 a.m.; a Commission workshop on August 14, 2024 at 1:30 p.m.; and Commission meetings on August 15, 2024 at 9:00 a.m. and on November 21, 2024 at 10:00 a.m.
10. Discussion and possible action on 37 Texas Administrative Code Chapter 467 - Fire Marshal. A motion was made by Mike Jones and seconded by Rusty Wilson to table the current submission for Chapter 467- Fire Marshal. The motion carried.
11. Discussion and possible action on TDEM presentation at the Commission Workshop on February 28, 2024. A motion was made by Mike Jones to accept the TDEM proposal and send it to the C&T Committee for further review and seconded by Paul Hamilton. The motion carried.
12. Discussion and possible action on filling current vacancies on Committees. A motion was made by Paul Hamilton and seconded by David Coatney to approve Internal Policy #IP 004 regarding establishing a method for selection and appointment of members to fill position vacancies on standing committees. The motion carried. J.P. Steelman appointed Ad Hoc committee of David Coatney, Rusty Wilson, Michael Glynn, Michael Johnson & Tim Smith to work on the Health & Wellness standing committee member candidates before the May meeting.
13. Matters from the Agency Chief. A. Agency Chief, Mike Wisko, gave an update on agency duties and responsibilities. B. Chief Wisko reported that there were no contested cases. C. Chief Wisko reported the status of division functions.

14. Personal matters regarding the appointment, employment, compensation, evaluation, reassignment, and duties of the Agency Chief. No matters discussed.

15. Adjourn Meeting The motion was made by Rusty Wilson and seconded by Chris Cantu to adjourn the meeting. The motion carried.

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J.P. Steelman, Presiding Officer

**AGENDA ITEM NUMBER 4 WITH RELEVANT DOCUMENTS ATTACHED**

4. Report from the Budget and Strategic Plan Ad Hoc Subcommittee which met on April 9, 2024 (**please see attached**).

# TCFP BUDGET UPDATE

For Fiscal Year 2024 <sup>8</sup>  
2nd Quarter ending  
February 29, 2024

**EXPENDITURES  
TO DATE**

\$1,281,491

**FY 24 AMOUNT  
APPROPRIATED**

\$2,822,658

**AMOUNT  
REMAINING**

\$1,541,167

**PERCENT  
REMAINING**

55%

**APPROPRIATED RECEIPTS REQUIRED**

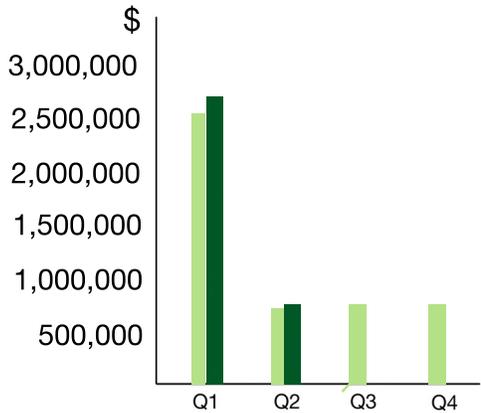
\$95,000

**APPROPRIATED RECEIPTS COLLECTED**

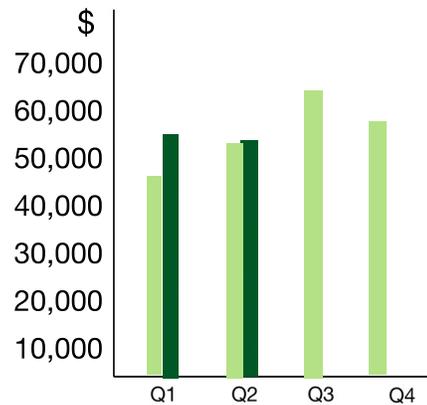
Total Collected 2023      \$ 4,737,000  
6 Months Collected 2024      \$ 3,609,548

Legend	
2023	<span style="color: #90EE90;">■</span>
2024	<span style="color: #008000;">■</span>

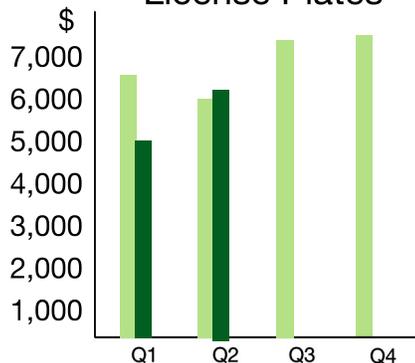
Certification & Training



IFSAC Seals



License Plates





**TEXAS COMMISSION ON FIRE PROTECTION**

**AGENCY STRATEGIC PLAN**

**FOR**

**FISCAL YEARS 2026 -2027**

**BY**

<u>Commission Members</u>	<u>Dates of Term</u>	<u>Hometown</u>
J.P Steelman, Presiding Officer	2024-2029	Longview
Mike Jones	2024-2029	Burleson
Bob Morgan	2024-2029	Ft. Worth
Sue De Villez	2019-2025	Georgetown
David Coatney	2022-2028	College Station
Paul Hamilton	2019-2025	Amarillo
Michael Glynn	2022-2028	Roanoke
Michael Johnson	2024-2029	Texas City
Chris Cantu	2022-2028	Round Rock
Tim Smith	2022-2028	West Carlise
Amanda Frideck	2023-2028	Alice
Kelly Vandygriff	2019-2025	Abernathy
Russell (Rusty) Wilson	2019-2025	Katy

Submitted June 1, 2024

Signed: \_\_\_\_\_  
Agency Chief

Approved: \_\_\_\_\_  
Presiding Officer

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## MISSION AND FUNCTIONS

The mission of the Texas Commission on Fire Protection (TCFP) is to aid in the protection of lives and property of Texas citizens through the development and enforcement of recognized professional standards for individuals and fire service organizations.

TCFP is committed to operating in accordance with the highest standards of ethics, accountability, efficiency, and integrity. The organization is also committed to administering its statutory duties in a fair, just, and equitable manner. The responsibility for providing protection from fire and other hazards is a cooperative effort involving TCFP, other state agencies, local governments, fire service organizations, and even the citizens of this state. As such, the Texas Commission on Fire Protection places great value in its relationships with its fire protection partners and neighbors.

The Texas Commission on Fire Protection accomplishes its mission primarily by ensuring and monitoring the safety, training, and credentialing of Texas firefighters and other fire protection personnel. The agency fulfills most of its responsibilities via four “core” functional areas: compliance, testing, certification, and injury reporting.

- The Compliance Division of the agency performs inspections of regulated entities and investigations of firefighter injuries, to ensure that the organizations are following the rules adopted by the commission. These rules require that fire departments and other associated organizations: provide their personnel with approved protective equipment; ensure that personnel are trained and credentialed with respect to their assigned duties; provide for ongoing training to personnel in their areas of responsibility; and adopt certain procedures and practices to ensure personnel safety.
- The commission’s Training and Testing Division approves courses taught by fire training providers throughout the state and administers state certification exams covering a number of different disciplines. These disciplines include various types of firefighting, apparatus operations, fire inspection/code enforcement, fire investigation, hazardous materials, incident management and other areas of expertise.
- The Certification Division performs all the necessary checks to ensure that those applying for state fire certifications have met the requirements to be credentialed in a particular discipline and issues those credentials to qualified persons. Certification personnel also perform audits of continuing education records and manage the annual certification renewal process for all TCFP-regulated departments and individuals.
- The fourth functional area involves the gathering of data related to fire personnel injuries, analyzing the data, and publishing the results annually with recommendations. All regulated entities are required to report injuries sustained by their personnel. The

agency has administered the program since 2010, and valuable information is now available to fire departments regarding injuries sustained by fire protection personnel statewide.

- The Ernest A. Emerson Fire Protection Resource Library contains print resources and audio/visual resources, all available to the fire protection community and the general public for checkout or viewing at the library.

Overarching all activities at the Texas Commission on Fire Protection is the commitment to adopt the most current technology possible to deliver services and oversight. The information technology team continuously works to design and develop new features to the commission's online presence. Online features that have been developed or are in development include submission of various documents and applications, testing, payments for TCFP fees and injury reporting. The goal is to provide a platform that continues to meet the demands of today's fire service and agency employees.

Concurrent with technology development efforts is a dedication to ensuring the security of the data managed by TCFP. Attempted intrusions and attacks on the data infrastructure represent a continuing and growing challenge, not just to our organization but to all of state government. The agency works closely with the state's Department of Information Resources to receive valuable support, guidance, and oversight to agency IT operations.

The Texas Commission on Fire Protection is honored to play a role in the always-evolving Texas fire service. As we move toward the future, we will not forget the great heritage and history forged by the community of which we are a part. It has at its core a servant's heart, made up of those who have pledged to stand, sometimes at a heavy price, in harm's way to protect our citizens. We are proud to stand with them, and pledge as well to help them do their jobs better and more safely, and ultimately fulfill their calling to those who depend upon them.

**AGENCY GOALS AND ACTION PLANS****AGENCY OPERATIONAL GOAL AND ACTION PLAN****Goal:**

Continue to convert agency's monolithic data management system and user interfaces to a microservices architecture to address maintenance challenges, improve agility and improve scalability. Thereby leading to high quality, robust features, and reduced downtime for both customers and agency staff.

**Action Plan:**

Pursue development activities and transition efforts to gradually convert existing data management system to a new microservice architecture for both back- and front-end components; complete deployment of service modules by the end of fiscal year 2025, and update all modules to improve performance, availability and usability as needed.

**ACTION ITEMS TO ACHIEVE GOAL**

1. Design and develop back-end services, drawing from user input and stakeholders' feedback to determine the features desired in a microservice module.
2. Design and develop user interfaces, drawing from user input and feedback to determine desired features.
3. Thoroughly test each feature before deployment to production.

## HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES

1. *Accountable to tax/fee payers of Texas.*

The improved, microservice architecture based, data management system will be more efficient, effective, and user-oriented than the previous system. The system is consistent with the statewide goal to implement technological solutions to serve Texas citizens.

2. *Maximum results with minimum waste of taxpayer funds.*

All development efforts are being accomplished with existing agency staff. Increased efficiency and convenience of the new system will make the most of taxpayer funds.

3. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*

The new system will allow stakeholders to manage all agency business in a more efficient manner. Functions such as testing, document submittals, renewal, and management of personal information will be a part of the system. Performance measure totals will be obtainable for reporting purposes. The architecture of the new system will make agency services more available and more scalable.

4. *Providing excellent customer service.*

The new system requires faster integration and delivery of features. Thereby enhancing the ability of the agency to deliver better-quality services to its customers.

5. *Transparent actions apparent to Texans.*

The agency has received (and will continue to collect) targeted customer feedback regarding system features and functionality. These feedbacks will inform design and development choices and efforts.

## AGENCY OPERATIONAL GOAL AND ACTION PLAN

**Goal:**

Refine and maintain a microservice system for administering state examinations via an online process.

**Action Plan:**

Continue programming efforts that will improve delivery of online exams. Refine established agreements with computer-based testing centers throughout the state to be used by examinees for testing. Launch updated online testing application during fiscal year 2025.

### **ACTION ITEMS TO ACHIEVE GOAL**

1. Complete functional testing of the microservice system by April 2025 to ensure that the system is able deliver online exams as designed.
2. Continue establishing agreements with testing centers to expand availability to as much of the state as possible. Continue the process through fiscal year 2027 as necessary.
3. Include final testing of online scheduling and payment modules for exams in functional tests above.
4. Expand updated online testing for all disciplines by the end of fiscal year 2025.
5. Ensure that the system for administering hard-copy exams is preserved and functional as well.

### **HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES**

1. *Accountable to tax/fee payers of Texas.*  
Online testing is consistent with the statewide goal of implementing technological solutions to serve Texas citizens.
2. *Maximum results with minimum waste of taxpayer funds.*  
The updated online testing system will be more efficient and cost effective than previous and onsite versions. Onsite exams will remain an option for examinees, but an improved web-based exam will engender a significant reduction in usage.
3. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*  
The updated testing system will be an improvement in terms of effectiveness in fulfilling the agency's testing function. It will improve the gathering of testing statistics and performance measures data.
4. *Providing excellent customer service.*  
Although customers will still be required to go to a testing center to take an exam, results from their test will be available to them quickly, which will expedite and simplify the individual's ability to obtain certification.
5. *Transparent actions apparent to Texans.*  
The updated system will provide convenience and direct benefits to Texans who use it.

## AGENCY OPERATIONAL GOAL AND ACTION PLAN

### Goal:

Securely migrate all TCFP file system and ancillary systems to the cloud. This will improve access to agency files from remote locations.

### Action Plan:

Take all necessary steps, including securing funding and technical expertise needed, to migrate current file systems to cloud—beginning with a lift and shift strategy of legacy systems.

## ACTION ITEMS TO ACHIEVE GOAL

1. Evaluate different cloud service offerings to find a good fit for the agency.
2. Perform cost-benefit analysis and secure funding.
3. Perform gap/redundancy analysis to determine what can/should remain, what needs to be changed, and where efforts need to be dedicated for implementation.
4. Identify operational risks and prepare to address migration challenges such as interoperability; data and application portability; data integrity and security; and business continuity.
5. Establish training requirements for new technologies, tools, processes, governance, etc.
6. Complete “lift and shift” of current systems to cloud by December 2024.

1. *Accountable to tax/fee payers of Texas.*

This migration exercise represents another technology-based solution for agency operations and interaction with the agency’s regulated community.

2. *Maximum results with minimum waste of taxpayer funds.*

Agency systems will become more resilient and reduce costs incurred because of service downtime at their current physical location.

3. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*

Migration to the cloud will lead to an improvement in service delivery as staff and applications will have improved access to needed files. Outages or disasters at current physical file server locations will have no negative impact on work.

4. *Providing excellent customer service.*

Once operational, the Texas fire service can be assured of a more reliable and available service from the agency.

5. *Transparent actions apparent to Texans.*

The cloud-based system, eventually implements CICD, lends itself for fast feature update. This makes the agency become more responsive and open to solving the needs of Texans who rely on the agency.

#### **AGENCY OPERATIONAL GOAL AND ACTION PLAN**

**Goal:**

Texas Commission on Fire Protection (TCFP) goal is to provide outstanding customer service to all fire protection personnel through new and existing certification processes. The ultimate goal is to better serve the citizens of Texas by enhancing the professionalism, knowledge, and expertise of all Fire Protection Service men and women.

**Action Plan:**

TCFP personnel will modernize and mend the certification process(es) by collaborating with commissioners, advisory committee members, and customers. Continue establishing Subject Matter Expert (SME's) committees, as needed, to develop certification test banks, identify area of needs, and create easy to read curriculum that's verifiable.

### **ACTION ITEMS TO ACHIEVE GOAL**

7. Identify programs and processes that require modifications and modernization.
8. Reach out to TCFP personnel, commissioners, committee members and customers for concerns and ideas.
9. Continue to schedule and conduct ad hoc committee meetings as necessary to update test banks, curriculum, and other pertinent information for training providers.
10. Ensure that we are current in all aspects under the Certification Division umbrella.
11. Continue to identify additional certifications our customers desire to enhance their careers and develop top notch curriculum.

### **HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES**

Our goals and action items support statewide objectives by:

*1. Accountable to tax/fee payers of Texas.*

TCFP is accountable to tax/fee payers of Texas by utilizing our very own Texas Subject Matter Experts (SME's) throughout many of the fire service curriculums, skill developments and testing processes. This not only allows for the Texas Fire Fighter Tradition to continue but brings additional years of knowledge and experience, which then in return allows tax/fee payers to feel and see our commitment and dedication to provide them with the best in service.

*2. Maximize results with taxpayer funds.*

To maximize results of taxpayer funds, TCFP shall utilize Texas certified SME's as well as TCFP team members.

To get all stakeholders' ideas and concerns, surveys shall be sent out by mass emails.

To minimize costs associated with postage, TCFP has modified processes for agencies to pay for certifications within the FIDO system.

*3. Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*

TCFP's core functions are to modify and enhance the processes needed to approve certifications. This ensures our men and women have the correct and most current knowledge and skills.

Measuring success as well as failures shall be continuous within our agency. To assure that the most effective means of teaching is being conducted by continuing to schedule ad hoc committee meetings as necessary to update test banks, curriculum, and other pertinent information for training providers.

Plans shall be implemented for all aspects of the program. This will ensure TCFP remains current and can provide the best in service to our stakeholders and communities.

#### *4. Providing excellent customer service.*

Our goal is to provide excellent customer service to create loyal customers, in hopes to increase profits, and improves our agencies public image.

#### *5. Transparent actions apparent to Texans.*

We here at TCFP are fully committed to being transparent by utilizing all forms of communication. The wants and needs of Texans are our top priority.

## AGENCY GOALS AND ACTION PLANS

### AGENCY OPERATIONAL GOAL AND ACTION PLAN

**Goal:**

Upgrade and modernize the agency's data management system and user interfaces by transitioning from monolithic to microservices architecture. This transition aims to tackle existing maintenance issues, enhance system agility and scalability, and ultimately deliver higher quality, more robust features with minimal downtime for customers and agency staff. The revised goal includes leveraging modern architectures and frameworks, integrating safety and security throughout the development and implementation, and incorporating safe generative AI technologies into web applications.

**Action Plan:**

Initiate and sustain development and transition efforts to systematically transform the current data management system into a microservice-based architecture, covering both backend and frontend components. Ensure the deployment of service modules by the end of fiscal year 2027, continuously updating all modules to enhance performance, availability, and usability based on evolving needs and feedback.

### ACTION ITEMS TO ACHIEVE GOAL

12. Work closely with users and stakeholders to identify critical features for each microservice module. Leverage modern architectures, frameworks, and safe generative AI technologies, focusing on developing secure and efficient backend services. This engagement will ensure that the services meet or exceed stakeholder expectations and adhere to modern security standards.
13. Prioritize the training of development teams on AI and machine learning principles, with a specific focus on ethical AI use, data privacy, and security implications. This knowledge will be crucial in integrating AI technologies safely into the agency's systems, ensuring they are used responsibly and effectively to enhance service delivery without compromising data integrity or privacy.
14. Implement industry-standard best practices for developing safe AI applications and secure coding. This includes adopting frameworks and methodologies prioritizing security from the design phase through development, testing, and deployment. These practices will help safeguard against vulnerabilities and ensure the integrity of the microservices architecture.
15. Utilize user and stakeholder feedback to outline the desired features for secure, intuitive user interfaces. Apply contemporary design principles and frameworks to improve usability and incorporate secure user authentication and data protection mechanisms.
16. Embed comprehensive safety and security measures within the development, testing, and deployment processes. Prioritize data protection and system integrity to mitigate risks and vulnerabilities, ensuring a secure environment for agency data and user information.
17. Execute thorough testing of each feature and module before deployment, focusing on assessing functionality, security, and performance. This approach aims to minimize

downtime and deliver a seamless user experience, ensuring the system meets high standards for quality and reliability.

#### **HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES**

6. *Accountable to tax/fee payers of Texas.*

The transition to a microservices architecture integrating AI and secure technologies enhances the agency's operational efficiency. This approach aligns with the commitment to using technological advancements to serve citizens effectively, ensuring accountability and value for taxpayer funds.

7. *Maximum results with minimum waste of taxpayer funds.*

The project maximizes results without unnecessary expenditure by emphasizing training in AI and machine learning and adopting best practices for secure and safe AI applications. This strategic utilization of existing resources and technologies optimizes taxpayer funds while upgrading the data management system.

8. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*

The system's modernization will improve the agency's ability to perform its core functions more efficiently. The incorporation of advanced features and the focus on security and performance metrics enable better management, accurate reporting, and a scalable solution that adapts to future needs.

9. *Providing excellent customer service.*

The integration of generative AI and the emphasis on secure, user-friendly interfaces are designed to speed up the delivery of new features and improve service quality. These enhancements directly contribute to exceeding customer expectations, showcasing a commitment to excellence in customer service.

10. *Transparent actions apparent to Texans.*

Continual engagement with users and stakeholders for feedback, coupled with the transparent adoption of AI and machine learning best practices, ensures the development process remains visible and responsive to Texans' needs. This approach fosters trust and demonstrates a clear commitment to serving the public interest with integrity and openness.

**AGENCY OPERATIONAL GOAL AND ACTION PLAN****Goal:**

Refine and maintain a microservice system for administering state examinations via an online process, incorporating modern architectures and cybersecurity measures to enhance online exams' delivery, security, and quality.

**Action Plan:**

Continue programming efforts using modern architectures and frameworks to improve the delivery of online exams. Refine established agreements with computer-based testing centers throughout the state for examinees to use. Incorporate cybersecurity best practices in the development and implementation processes to safeguard exam integrity. Launch an updated online testing application by Fiscal Year 2027 with enhanced test bank security and improved test quality.

**ACTION ITEMS TO ACHIEVE GOAL**

18. Complete functional testing of the microservice system by April 2025 to ensure that the system can deliver online exams as designed, incorporating modern architectures and cybersecurity enhancements.
19. Continue establishing agreements with testing centers to expand availability to as much of the state as possible, continuing the process through Fiscal Year 2027 as necessary.
20. Include final testing of online scheduling and payment modules for exams in the functional tests above, ensuring they meet modern security and usability standards.
21. Expand updated online testing for all disciplines by the end of Fiscal Year 2025, focusing on improving the test bank's security and quality.
22. Ensure that the system for administering hard-copy exams is preserved and functional, maintaining flexibility for examinee preferences and needs.

## HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES

11. *Accountable to tax/fee payers of Texas.*

Online testing, enhanced with modern architecture and cybersecurity measures, aligns with the statewide goal of implementing technological solutions to serve Texas citizens efficiently and securely.

12. *Maximum results with minimum waste of taxpayer funds.*

The updated online testing system, leveraging modern technologies and cybersecurity practices, will be more efficient and cost-effective, reducing reliance on onsite exams and optimizing taxpayer funds usage.

13. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*

The enhanced testing system will improve the agency's effectiveness in fulfilling its testing function, with better security, quality of exams, and data collection for performance measures, facilitating continuous improvement.

14. *Providing excellent customer service.*

Despite requiring attendance at testing centers, the improved system will offer quick result turnaround and streamlined certification processes, elevating customer service standards.

15. *Transparent actions apparent to Texans.*

The advancements in the testing system will provide direct benefits to Texans, showcasing transparent actions through the convenience and security improvements in the online testing process.

## AGENCY OPERATIONAL GOAL AND ACTION PLAN

**Goal:**

Securely migrate all TCFP files and ancillary systems to the cloud, focusing on Microsoft Teams and Azure as the preferred platforms. This migration aims to enhance remote access to agency files, improving operational efficiency and service delivery.

**Action Plan:**

The agency will undertake comprehensive steps to achieve this goal, including securing funding, leveraging technical expertise, and ensuring a smooth transition of its file and ancillary systems to the cloud.

### **ACTION ITEMS TO ACHIEVE GOAL**

23. Azure has been selected as the preferred cloud solution for the agency, alongside Microsoft Teams for file collaboration and storage. Continue to assess other cloud services as necessary for specific needs.
24. Secure the necessary funding, considering the target of minimizing taxpayer expenditure while maximizing system resilience and operational efficiency.
25. Determine the essential migration components, identify redundancies, and outline efforts for streamlined cloud implementation.
26. Address potential risks and challenges, including interoperability, data and application portability, data integrity and security, and business continuity within the Azure and Teams environment.
27. Develop training programs for agency staff on Azure and Teams, covering new technologies, tools, processes, governance, and other relevant areas to ensure a smooth transition and effective use of the cloud platforms.
28. Aim to complete the migration of current systems to Azure and integrate Teams for file management by the end of Fiscal Year 2027, ensuring a methodical and well-planned transition.

### **HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES**

16. *Accountable to tax/fee payers of Texas.*  
This migration represents a strategic technology solution to enhance the agency's operations and interaction with the regulated community, ensuring the responsible use of taxpayer funds.
17. *Maximum results with minimum waste of taxpayer funds.*  
The agency expects to achieve more resilient systems by migrating to Azure and Teams, reducing the costs associated with service downtimes and physical server maintenance.
18. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*  
The file system migration is anticipated to significantly improve service delivery, with enhanced file access for staff and a robust system capable of weathering outages or disasters without impacting operations.
19. *Providing excellent customer service.*  
With the cloud-based systems operational, the Texas fire service and other stakeholders can expect more reliable and readily available services from the agency.
20. *Transparent actions apparent to Texans.*  
Leveraging cloud technologies like Azure and Teams allows for rapid feature updates and a more responsive agency, meeting the needs of Texans with greater efficiency and openness.

## AGENCY OPERATIONAL GOAL AND ACTION PLAN

### Goal:

Improve the usefulness of the agency-hosted injury reporting system to the Texas fire service and the general public.

### Action Plan:

Explore new ways to “market” the valuable data obtained from the injury reporting program and consider development of additional features in the reporting system that add value to the data for local fire departments and others.

## ACTION ITEMS TO ACHIEVE GOAL

29. The agency’s public information officer will explore recommendations provided by the commission and/or stakeholders on ways to improve the injury reporting program, and work with IT staff to implement any feasible ideas.
30. Create more opportunities for learning about the injury reporting program for our stakeholders. This can be done by hosting webinars, creating more tutorial videos, and promoting the injury reporting program at regional meetings.

## HOW GOAL OR ACTION ITEMS SUPPORTS STATEWIDE OBJECTIVES

21. *Accountable to tax/fee payers of Texas.*  
Further development of the injury program addresses the agency’s statutorily mandated requirement to obtain, analyze, and report injury information annually.
22. *Maximum results with minimum waste of taxpayer funds.*  
All development of the injury reporting system is accomplished using current agency staff.
23. *Effective in fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.*  
Further development of the system enhances the ability of the agency to gather injury data and provide statistical information to the fire service.
24. *Providing excellent customer service.*  
An improved system will help fire departments with input of data and will provide them with the ability to obtain valuable injury statistical data whenever needed.
25. *Transparent actions apparent to Texans.*  
Injury statistical data is currently available to all Texans as part of the State Fire Marshal’s annual report and is also available independently on the agency’s website. The agency always welcomes feedback from stakeholders and others regarding its services and projects.

## REDUNDANCIES AND IMPEDIMENTS

### Identified Statute

General Appropriations Act for the 2026-27 Biennium

Article V: Public Safety and Criminal Justice, Commission on Fire Protection

Reason for Impediment

A continuing budgetary challenge for the commission rests in a contingency rider attached to the agency's budget. The General Appropriations Act requires the agency to generate revenues that will cover the amount appropriated for its operations. However, the Act also calls for the agency to generate an additional \$1,500,000 in revenue over and above its appropriation responsibility. Furthermore, the Act directs that in the event actual and/or projected revenue collections are insufficient to cover the total required (including the rider amount), the Legislative Budget Board may direct the Comptroller of Public Accounts to reduce the agency's appropriation to an amount expected to be available above the \$1,500,000.

This obviously places tremendous pressure on the Commission's limited budget and revenue-generating responsibility. TCFP is already struggling to meet the increased demand created by an increase in regulated entities and certificate holders. Furthermore, the rider forces the Commission to pass on its impact to all regulated entities and individuals statewide through unnecessarily high fees. TCFP fees are higher than other public safety regulatory agencies. The most common complaints expressed by the members of the Texas Fire Service are that the fees are too high while the services provided are less than adequate.

Commission Recommendation and Benefit

It is the recommendation of the Commission to continue its self-funded status, increase the appropriated amount to cover the agency's exceptional request and remove the \$1.5 million rider. This would allow the agency to maintain the current fees charged to our regulated community while enhancing the services provided by the agency through improved operations.

### Identified Statute

General Appropriations Act for the 2026-27 Biennium

Article V: Public Safety and Criminal Justice, Commission on Fire Protection

Reason for Impediment

Another budgetary challenge for the commission rests in the budgeted salaries for 33 FTE positions. We currently have 32 FTEs and do not have the funding available to fill the 33<sup>rd</sup> FTE position. The workload requires an additional 10 FTE positions, yet we cannot afford to fill all 33 positions currently allotted.

This obviously places tremendous pressure on the Commission's remaining staff because our mission and responsibilities remain the same. We continue to qualify, test, and certify more firefighters each year as the number of regulated entities continues to increase. This results in

more certification renewals annually while our certification curriculum continues to change and improve, requiring constant revisions and updates. In addition, our compliance inspections and injury/complaint investigations are on the rise, requiring staff time away from compliance inspections.

#### Commission Recommendation and Benefit

It is the recommendation of the Commission to continue its self-funded status, increase the appropriated amount to cover the current FTE count of 33 plus 10 additional FTEs. This would allow the agency to keep up with the demands placed on us. Customer service is compromised by the fact we simply are unable to keep up with the daily demands. This is a recurring complaint expressed by the Texas Fire Service. The increase in staffing would enable us to ensure adequate educational standards for firefighters while enhancing revenue.

## II. SUPPLEMENTAL SCHEDULES

## Schedule A: BUDGET STRUCTURE

As Adopted in the 2024-25 General Appropriations Act

### A. GOAL: EDUCATION AND ASSISTANCE

Assist local governments and other entities in their fire protection educational and planning efforts.

- a. **OBJECTIVE** – Provide fire protection information, educational materials, and research opportunities to fire departments and other organizations.
- b. **STRATEGY** – Provide fire safety information and educational programs. Acquire, develop, and maintain training resources and information on all aspects of fire protection in the agency fire protection library, and make the resources and information available upon request. Gather, analyze, and report on fire service injury data annually to help reduce fire protection personnel injuries statewide. Develop and maintain other educational outreach efforts via social media, participation at conferences, and other avenues as possible.

### B. GOAL: FIRE DEPARTMENT STANDARDS

Enforce statutes and rules regarding fire service education, credentialing, training facilities, and protective equipment.

- a. **OBJECTIVE** – Promote and develop training, credentialing, and safety standards for fire service personnel and entities under the agency’s jurisdiction and implement the resulting requirements through the core functional programs of the agency.
- b. **STRATEGY** – Certify and regulate fire departments and personnel. Test and certify personnel pursuant to adopted standards and perform inspections of regulated fire protection entities to ensure compliance with rules adopted by the agency and prescribed by statute.

<b>Output Measures</b>	<b>2024</b>	<b>2025</b>
Number of Inspections of Regulated Entities	1,120	1,120
Number of Examinations Administered	18,000	18,000
<b>Efficiency Measures</b>		
Average Cost Per Inspection of Regulated Facilities	375	375
<b>Explanatory Measures</b>		
Percent of Individuals Who Pass the Certification Exam	90%	90%
Number of Individuals Certified	37,000	37,000

Number of Training Providers Certified	260	260
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**C. GOAL: INDIRECT ADMINISTRATION**

Provide indirect administrative services to the agency.

- a. **OBJECTIVE** – Ensure the provision of efficient and effective administrative services to agency operations and do so to the best value to the citizens of the state.
- b. **STRATEGY** – Review operations on a regular periodic basis to ensure that indirect administrative resources are being utilized to the fullest potential, that they continue to provide adequate support to agency programs, and that the services are consistent with the size and scope of the agency’s mission.

## **SCHEDULE B: PERFORMANCE MEASURE DEFINITIONS**

### **KEY MEASURES**

#### **Output Measure: Number of Inspections of Regulated Entities**

##### **Definition**

The total number of inspections conducted during the reporting period.

##### **Data Limitations**

Since the data source is the commission's data management system, the accuracy of the count of inspection is dependent upon data entry.

##### **Source/Collection of Data**

Agency inspectors input records of inspection activities into the agency's data management system. The system is queried at the end of the reporting period to obtain the total number of inspections performed.

##### **Method of Calculation**

Total number of inspections of regulated entities conducted within the reporting period is obtained from the commission's data management system.

##### **Purpose/Importance**

This measure reflects the quantity of work performed by the commission's compliance section. The commission is required by statute to conduct biennial inspections of regulated entities. Additional inspections include unannounced inspections of training programs in progress, inspections conducted following reports of possible rule violations, and risk-based inspections.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

## **Output Measure: Number of Examinations Administered**

### **Definition**

The number of examinations administered during the reporting period.

### **Data Limitations**

Since the data source is the commission's data management system, the accuracy of the count of examinations administered is dependent upon data entry and appropriate querying of the system.

### **Source/Collection of Data**

The source of data is the agency's data management system, which tracks all examinations administered by the agency. Some data is collected automatically by the system as examinations are completed, while some is input by testing staff.

### **Method of Calculation**

Each written examination is counted. The measure records the total number of examinations administered by the agency for fire service certification purposes. A skill performance evaluation is also conducted for most disciplines by training providers during ongoing courses, and this evaluation is part of the certification testing process. It is not counted separately from the written examination.

### **Purpose/Importance**

This measure shows the number of examinations administered for both mandatory state certifications and voluntary certifications. Curriculum and test development and maintenance, examination purchase, test administration, grading, and notification costs are directly related to this measure and represent a major cost element for the agency. The testing process determines the knowledge and skills of fire protection personnel to ensure they can effectively do their jobs.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

## **Efficiency Measure: Average Cost Per Inspection of Regulated Facilities**

### **Definition**

The average cost incurred by the agency for inspecting regulated entities.

### **Data Limitations**

Accuracy of average cost per inspection is dependent on correct data entry of inspection related costs and the number of inspections.

### **Source/Collection of Data**

Costs for the reporting period related to inspections are obtained from the financial services section of the agency. Costs used to perform the calculation include salaries of inspection personnel (including 25% of compliance manager's salary); travel costs directly related to inspections and inspection-related meetings with regulated entities; supplies; document review and handling; and notifications. Indirect costs are excluded. The total number of inspections for the reporting period is obtained from the agency's internal data management system, as input by inspection personnel. The total includes statutorily mandated biennial inspections; inspections of training programs in progress; inspections resulting from reports of possible rule violations; and risk-based inspections.

### **Method of Calculation**

Total cost related to inspection activities for the reporting period (numerator) is divided by the total number of inspections conducted during the same period (denominator) to determine the average cost.

### **Purpose/Importance**

This measure is intended to assess how cost-effectively the agency conducts inspections.

**Calculation Type:** Non-cumulative

**New Measure:** No

**Desired Performance:** Lower than target

## **Explanatory Measure: Examination Pass Rate**

### **Definition**

The percentage of individuals to whom an examination was administered during the reporting period who received a passing score.

### **Data Limitations**

Since the data source is the commission's data management system, the accuracy of the count of passing examinations is dependent upon data entry and appropriate querying of the system.

### **Source/Collection of Data**

The source of data is the agency's data management system. The testing program is responsible for inputting examination information into the data management system.

### **Method of Calculation**

The total number of individuals who passed the examination from the agency data management system (numerator) is divided by the total number of individuals examined (denominator) and then multiplied by 100 to achieve a percentage. Persons taking an examination multiple times are counted each time they take the exam.

### **Purpose/Importance**

The measure shows the rate at which those examined passed. This is an important step in the certification process and a low pass rate may represent unnecessarily restrictive certification requirements, effectiveness of training entities and instructors, or inadequate preparation by testing applicants. The measure also helps validate the reliability and effectiveness of the agency's examinations.

**Calculation Type:** Non-cumulative

**New Measure:** No

**Desired Performance:** Higher than target

## **Explanatory Measure: Number of Individuals Certified**

### **Definition**

Total number of individuals certified at the end of the reporting period. This measure reflects the number of individuals certified and renewed as fire protection personnel on an annual basis, including paid fire protection personnel, volunteer fire protection personnel, fire protection personnel instructors, and individuals certified without regard to their employment status.

### **Data Limitations**

The accuracy of the count of individuals certified is dependent upon data entry by certification staff and appropriate querying of the data system.

### **Source/Collection of Data**

Agency staff is responsible for evaluation and data entry of some applications submitted by individuals for certification. The data system also allows individuals to apply for and receive many certifications via the agency's online portal. The system is queried at the end of the reporting period to obtain the total number of individuals holding one or more active certification(s).

### **Method of Calculation**

The total unduplicated number of individuals certified is obtained from the data management system at the end of the reporting period. An individual who holds more than one certification is counted only once. This measure records the number of fire protection personnel, volunteers, state/federal personnel and individuals certified by the agency.

### **Purpose/Importance**

The measure shows the total number of individuals currently certified, which indicates the size of one of the agency's primary constituencies. Current statute requires all paid fire protection personnel in Texas to be certified according to the duties to which they are appointed. The statute also allows volunteer personnel, state/federal personnel, and individuals regardless of employment status to participate in the state certification program on a voluntary basis.

**Calculation Type:** Non-cumulative

**New Measure:** No

**Desired Performance:** Higher than target

## **Explanatory Measure: Number of Training Providers Certified**

### **Definition**

The number of training providers certified by the agency at the end of the reporting period. This measure reflects the growth or decline in the number of training providers certified to meet the state's minimum standards for training fire service and other emergency personnel.

### **Data Limitations**

The accuracy of the count of training facilities certified is dependent upon data entry by agency staff and appropriate querying of the data system.

### **Source/Collection of Data**

Agency staff is responsible for evaluation and data entry of applications submitted by training providers for certification. The agency's data management system is queried at the end of the reporting period to obtain the total number of facilities with one or more active certifications.

### **Method of Calculation**

The unduplicated list of training providers with one or more active certifications is counted. A training provider that holds more than one certification is counted only once. The measure records the number of training providers certified and renewed by the agency.

### **Purpose/Importance**

The measure reflects the number of facilities approved to deliver various training programs leading to certification for individuals. In most cases, commission rules require individuals to complete training with one of these facilities to qualify for state certification testing.

The measure also directly relates to the workload of the agency's compliance section. For example, it impacts the amount of time and travel required of agency personnel to perform inspections of the facilities. The measure does not reflect the total number of training certifications issued by the agency, but rather the number of providers for which the agency is responsible to provide oversight.

**Calculation Type:** Non-cumulative

**New Measure:** No

**Desired Performance:** Higher than target

## NON-KEY MEASURES

### Outcome Measure: Number of Inspected Regulated Entities with Uncorrected Violations

#### Definition

The total number of entities at the end of the reporting period that have incurred an uncorrected violation of statute or commission rules within the reporting period. Uncorrected violations are those which cannot be corrected on the spot, or during a compliance inspection; follow-up by agency personnel is required to verify compliance.

#### Data Limitations

The number of violations found during an inspection of an entity can be based to some degree on the judgement of professional staff. A degree of subjectivity is inherent, but the measure can offer reliable information regarding the program's effectiveness. The accuracy of the count is dependent on data entry by staff into the commission's data management system.

#### Source/Collection of Data

Collected by staff and input by compliance program personnel. The source of data is the commission's data management system.

#### Method of Calculation

The measure is a count of the total number of entities that have incurred an uncorrected violation during the reporting period.

#### Purpose/Importance

Certifying and inspecting entities helps ensure that fire protection organizations meet legal standards for professional education and practice, which is a primary agency goal. This measure is important because it indicates how effective the agency's activities are in deterring violations, or in facilitating immediate corrections when they are found. The measure also reflects the overall workload of the agency's compliance section.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Lower than target

## **Output Measure: Number of New Certifications Issued to Individuals**

### **Definition**

The number of new certificates issued to previously uncertified individuals, and to individuals already certified in a different discipline or level during the reporting period.

### **Data Limitations**

The accuracy of the count of new certifications is dependent upon data entry by certification staff and appropriate querying of the data system.

### **Source/Collection of Data**

Agency staff is responsible for evaluation, data entry, and approval of some applications. If approved and the necessary fee has been submitted, the system will issue a certification. The data system also allows individuals to apply for and receive certifications via the agency's online portal. The system is queried following the end of the reporting period for the total number of active certifications with an issue date during the reporting period.

### **Method of Calculation**

This measure counts the total number of certifications issued to individuals during the reporting period, regardless of when the application was originally received. Certifications issued prior to or following the reporting period are not counted. The total may include certifications issued to persons who were previously certified, but whose certificate expired, and they were required to meet the criteria of a new applicant.

### **Purpose/Importance**

A successful certification structure must ensure that legal standards for professional education and practice are met prior to certification. This measure is a primary workload indicator which is intended to show the number of uncertified persons, or persons certified in a different discipline or level, who were documented to have successfully met all certification criteria established by statute and rule as verified by the agency during the reporting period.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than Target

**Output Measure: Number of Certifications Renewed (Individuals)****Definition**

The number of certified individuals who held certificates previously and renewed their certificates during the current reporting period.

**Data Limitations**

The accuracy of the count of individuals whose certifications are renewed is dependent upon data entry by certification staff, accurate data system operations, and appropriate querying of the system.

**Source/Collection of Data**

Agency staff is responsible for evaluation and data entry of some renewal applications submitted by mail. Individuals can also renew their certifications online via the agency's renewal portal. The data system is queried following the reporting period to obtain the total.

**Method of Calculation**

The measure counts the total number of individuals whose certification has been renewed. The measure is calculated by querying the agency database to produce the total number of individuals whose certifications were renewed during the reporting period.

**Purpose/Importance**

Certification renewal is intended to ensure that persons who want to continue to practice in their respective professions satisfy current requirements established by statute and rule for professional education and practice.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than Target

## SCHEDULE C: HISTORICALLY UNDERUTILIZED BUSINESS PLAN

### State Agency Progress Report

(Source: Texas Government Code, Title 10, Subtitle D, Section 2161.124)

HUB Report Procurement Categories	Fiscal 2022		Fiscal 2023		Fiscal
	Agency-Specific HUB Goal	% of Dollars Spent w/HUBs	Agency-Specific HUB Goal	% of Dollars Spent w/HUBs	Agency-Specific HUB Goal
Heavy construction other than building contracts	0.00%	0.00%	0.00%	0.00%	0.00%
Building construction, including general contractors and operative builder's contracts	0.00%	0.00%	0.00%	0.00%	0.00%
Special trade construction	0.00%	0.00%	0.00%	0.00%	0.00%
Professional services	23.70%	N/A*	23.70%	N/A*	23.70%
Other services contracts	26.00%	20.20%	26.00%	18.60%	26.00%
Commodities contracts	21.10%	13.40%	21.10%	12.30%	21.10%

\* No Expenditures made within the Category

### Reporting Provisions

#### Purchasing Mission

The agency seeks to purchase goods and services from Historically Underutilized Businesses (HUBs) whenever possible. The agency obtains vendors primarily from the Texas Comptroller of Public Accounts (CPA) Texas Procurement and Support Services (TPASS) Centralized Master Bidders List (CMBL).

#### Objectives

The agency's Historically Underutilized Business (HUB) program objectives are to:

- Identify American minority- and women-owned businesses.
- Encourage participation in the competitive bid process.
- Make an impact on the economy.

#### HUB Subcontracting Program

The Texas Legislature requires state agencies to make a good-faith effort to give HUBs part of the total contract value of all contracts. The Texas Commission on Fire Protection has adopted the State's expenditure goals as its own.

Before the agency solicits bids, proposals, offers, or other applicable expressions of interest for contract documents of \$100,000 or more, the agency shall determine whether subcontracting opportunities are probable under the contract.

If subcontracting opportunities are probable, the agency's invitation for bids or other purchase solicitation documents for construction, professional services, other services, and commodities with an expected value of \$100,000 or more shall state that probability and require a HUB Subcontracting Plan.

### Quality Service and HUB Goals

TCFP's HUB program seeks to provide quality service and results to agency users while meeting legislative HUB contract goals. The agency reviews all contracts and vendors to ensure quality work and to try to maintain as many HUB vendors as possible. All contracts are bid at a 2:1 ratio of HUB vendors versus non-HUB vendors to maintain the opportunity to meet HUB objectives and contract goals.

Commission percentages in comparison to state goals:

According to Texas Procurement and Support Services (TPASS), the following information has been provided to track the expenditures and utilize it as a benchmarking tool to meet or exceed the HUB utilization in each of the categories.

TCFP has met challenges to meet its goal of utilizing HUB vendors though the agency still strives to utilize HUB vendors when possible. TCFP has seen a drastic decrease in HUB utilization since the agency switched to the CAPPs Financial System along with turnover in personnel. TCFP is collaborating with the Comptroller's Office to verify any if there are purchase entry errors and training deficiencies.

The agency had challenges with term contract vendors who held HUB certifications.

<b>Total Expenditures/HUB Expenditures</b>	<b>Fiscal 2021</b>	<b>Fiscal 2022</b>	<b>Fiscal 2023</b>
Total Expenditures	84,696.00	85,889.00	87,957.00
HUB Expenditures	21,488.00	13,596.00	12,511.00
Total Percentage of Expenditures - HUB	25.37%	15.83%	14.22%

The agency fell below goals in Other Services Contracts due to utilizing more vendors within Term Contracts. The agency has had challenges finding the commodities needed that are available through a HUB vendor.

<b>Types of Contracts</b>	<b>State</b>	<b>Fiscal</b>	<b>Fiscal 2022</b>	<b>Fiscal 2023</b>
Heavy construction other than building	11.2%	N/A	N/A	N/A
All building construction, including general contractors and operative builder's contracts *	21.1%	N/A	N/A	N/A
All special trade construction contracts *	32.9%	N/A	N/A	N/A
Professional services contracts**	23.7%	N/A	N/A	N/A
All other services contracts	26.0%	9.89%	20.18%	18.56%
Commodities contracts	21.1%	35.69%	15.83%	12.25%

<b>Totals Include Term Contracts for all Other Services Contracts</b>	<b>Fiscal 2021</b>	<b>Fiscal 2022</b>	<b>Fiscal 2023</b>
Total all other services contracts	42,278.05	39,945.00	37,430.00
HUB Term Contracts	3,402.00	9,153.00	9,932.00
HUB Percentage including Term Contracts	8.05%	22.91%	26.53%

#### Assessment

The numbers show that TCFP has maintained HUB participation in purchasing and contracting in the past three years. The agency has demonstrated its compliance with Texas Government Code §2161.123 and its good faith efforts to meet HUB goals for purchasing and contracting required under the statute.

## **SCHEDULE F: AGENCY WORKFORCE PLAN**

### **FORWARD**

The Texas Commission on Fire Protection Workforce Plan provides an overview of agency staffing information. In addition to meeting its mission and goals, the agency has successfully provided high-quality service with a highly trained and skilled staff. The agency has been able to work smarter and leverage technology to address a significant increase in the demand for the Texas fire service while navigating staff turnover due to salary restrictions and retiring staff. The Workforce Plan forecasts staffing goals, workforce skills, demographics, and trends required to continue to ensure a high standard of agency operations and services.

### **OVERVIEW**

The agency currently employs thirty-two full-time individuals. To continuously meet our high standards of performance, most staff members are required to work multiple job functions. The Commission has seen a significant increase in workload in the last five years. This is due to an increasing population with a rising need for fire services throughout the state. Advances in internal technology and staff training have allowed the agency to provide quality customer service to its stakeholders with moderate changes in staffing.

Since continuing the agency's work-from-home model that was implemented during the COVID-19 pandemic, the agency has been able to increase employee retention and increase the candidate pool to fill open positions. The current strategic goal is aligned to support the agency workforce, including training, communications, agency environment, and succession and retention planning.

Based on the current workload, there is a need to expand the workforce in several areas. The compliance division handles mandated bi-annual compliance Inspections for over 1700 regulated entities, firefighter injury investigations, training facility audits and complaints. Our annual Injury report has revealed an increase in Firefighter injuries, specifically, burn injuries.

2020 – 6,406 total injuries with 96 being burns.

2023 – 4,613 total injures with 142 being burns.

To effectively handle all of this, the need exists to create an investigations division, under the direct supervision of the compliance division chief. Creating this split in responsibility would include adding three FTEs for investigations and two supervisor positions to an ensure efficient span of control for both compliance and Investigations. Both division supervisors would report to the compliance division chief.

The division chief also needs an administrative support FTE to assist with all record keeping, fleet management documentation, and clerical work. Currently, 31% of the Compliance Division Chief's workload is contributed to clerical duties such as approving trips & reviewing vouchers, reviewing injury reports, determining criteria for investigations, and assigning to field staff,

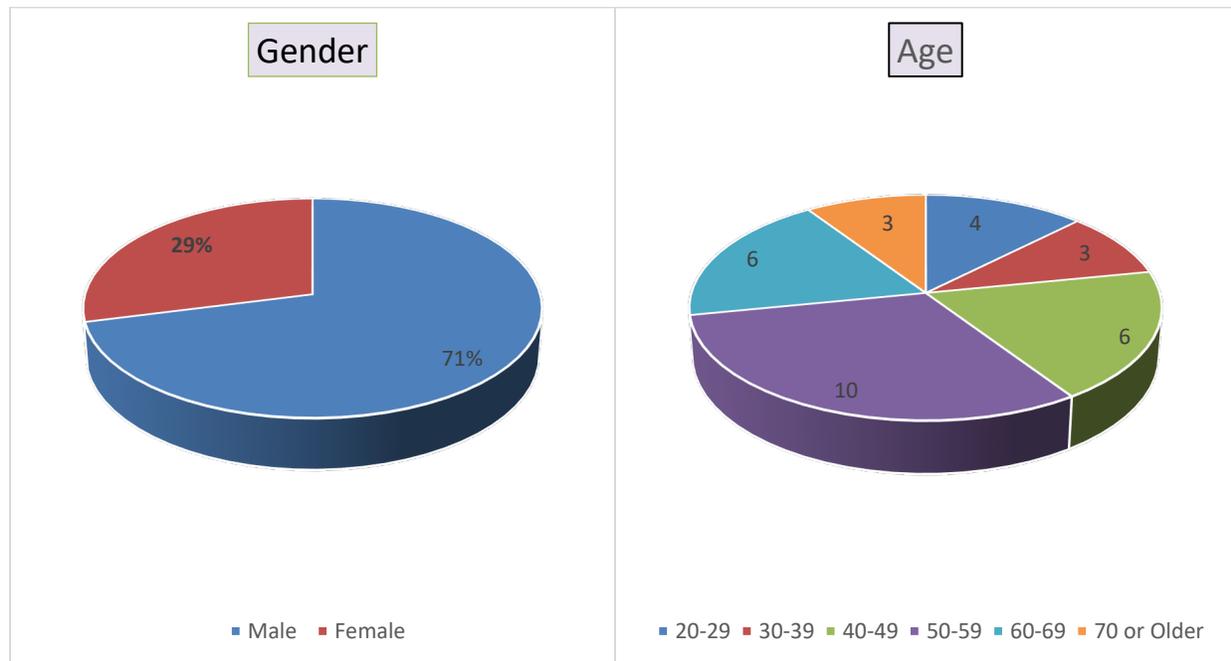
reviewing complaints, and assigning investigations to field staff. Maintaining data related to activities such as what is used for quarterly reports, reviewing for accuracy, adding new FDID requests & HODs into FARM.

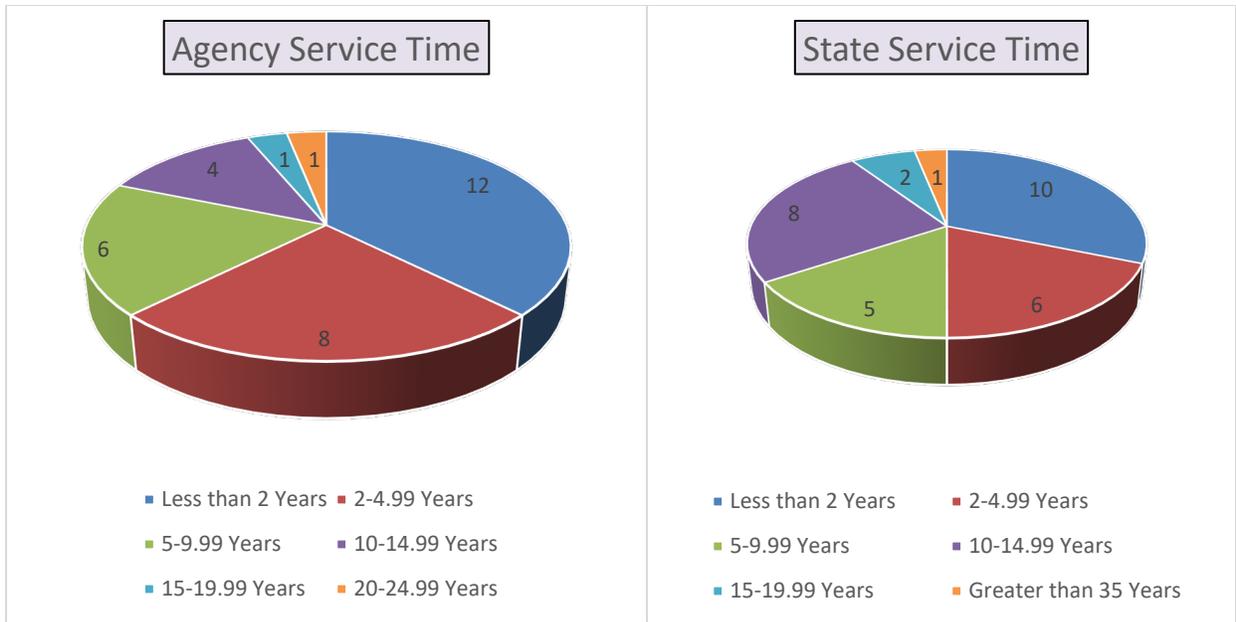
The next area of concern is the certifications division. Currently, this division functions with one division chief and four FTEs. With the increased workload of additional certified firefighters and the management of the Emergency Manager Certification program, there is a need for three new FTE positions.

The final area of concern is the HR/executive assistant role. Currently, these duties are handled by one person who is responsible for Commission meeting agendas, scheduling, travel expense documentation, clerical support for the agency chief, deputy chief, legal counsel, and all HR documentation. One additional FTE functions solely as the executive assistant allowing one FTE to function solely in HR.

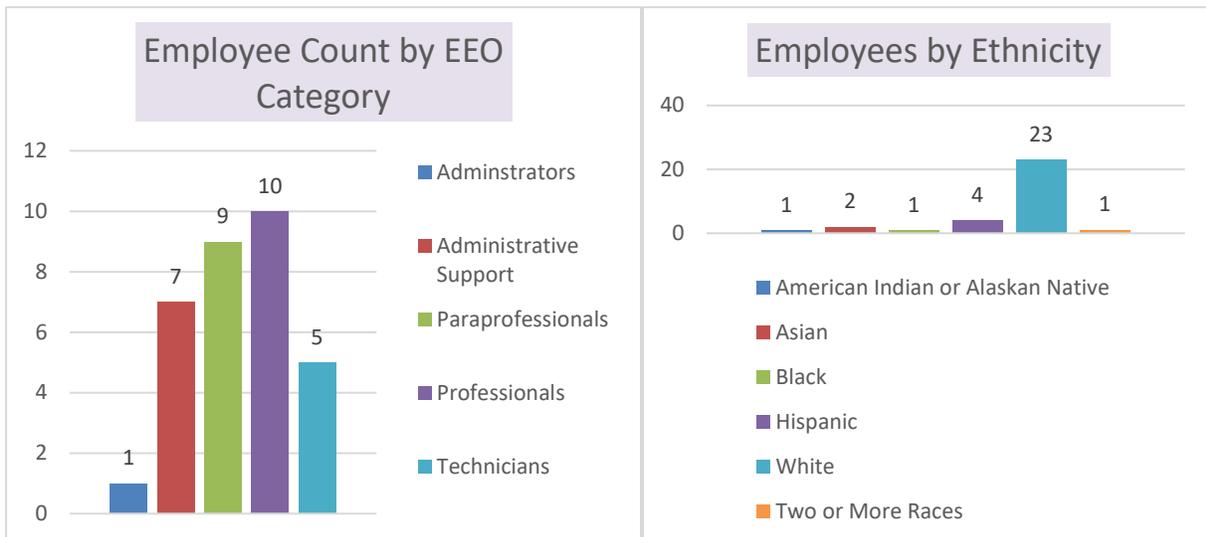
**CURRENT WORKFORCE PROFILE**

The following charts reflect the agency’s workforce as of April 2024. The agency’s workforce comprises 29% females and 71% males. The agency’s staff consists of 61% aged 50 years or higher while 29% are at or past retirement eligibility age. About 61% of employees have less than five years of agency service. This warrants training programs to ensure our employees maintain professional growth and development.



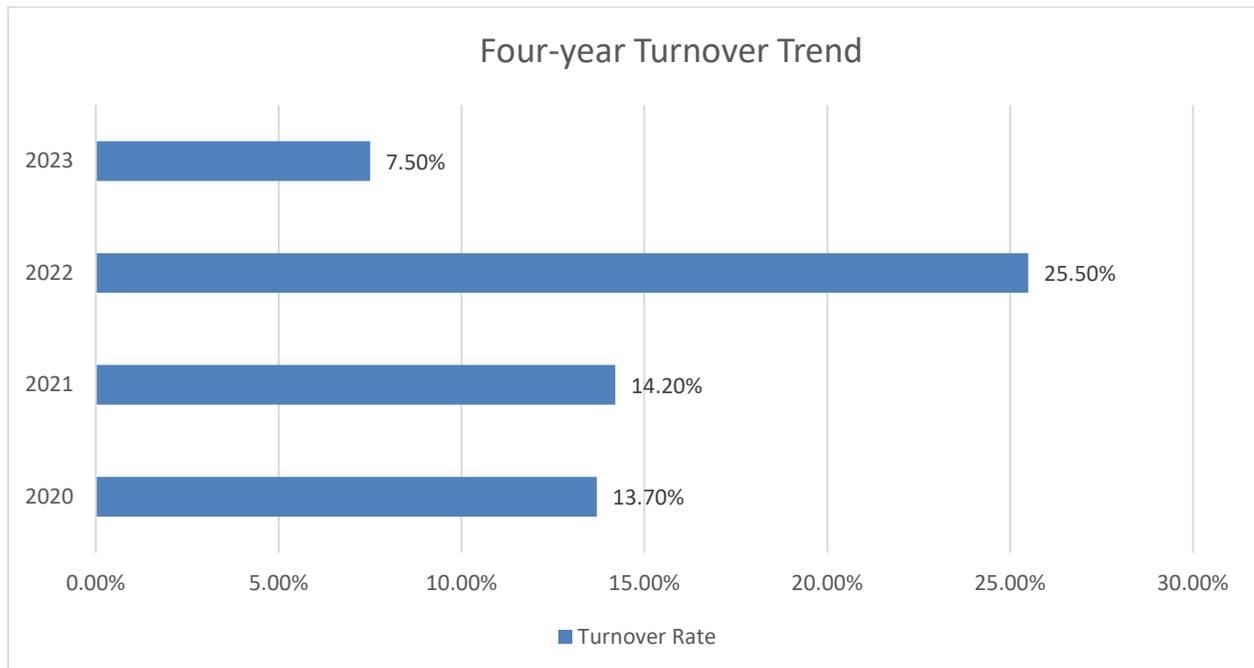


A total of thirty-two full-time positions are allowed by legislative rule. Due to budget restraints, only thirty-one of these positions are filled. Using EEO definitions, currently, there is one administrator, ten professionals, nine paraprofessionals, seven administrative support staff members, and five technicians. Fire Service experience and expertise are crucial to the agency’s mission; therefore, the agency must employ professional firefighters to cover fire departments’ compliance inspections. Due to the increasing demand for fire service throughout the state and increased investigations, the agency added an extra region and an additional FTE in the compliance division to help with investigations to alleviate the added strain on current staff. The ethnic distribution of the staff is 71% White, 13% Hispanic, 6% Asian, 3% American Indian or Alaskan Native, 3% two or more races, and 3% Black.



## Employee Turnover

After several years of significant turnover, the agency has been able to reduce the turnover rate by 18% from FY2022 to FY2023. Continuing the agency's work-from-home model and increasing work flexibility, the agency has been able to increase employee retention, which is reflected in the reduction of turnover.



## Retirement Eligibility

According to agency projections, an estimated 45% of agency employees will be eligible to retire within the next five years. The agency has implemented a career ladder program and is working on retention and succession programs.

## Critical Workforce Skills

The Texas Commission on Fire Protection values its human capital as its most important asset. Commission employees possess highly desirable skill sets that are critical to accomplishing the mission of the agency. These skills include written and oral communication skills, interpersonal skills, expertise related to fire service standards, technical skills related to state systems, and information technology skills.

## FUTURE WORKFORCE PROFILE: DEMAND ANALYSIS

### Expected Workforce Changes

The Texas Commission on Fire Protection will experience many of the workforce changes seen across the country impacted by an aging population. The agency expects that these factors may shrink the pool of qualified employees requiring greater recruiting efforts and more job skills training for new and current employees. Due to the consistent increase in the population of Texas, the agency also expects continued growth in testing, certifications, and overall need for the Texas Fire Service which would greatly impact the agency's ability to deliver on its mission with current staffing levels.

### **Future Workforce Skills Needed**

To meet increased demands, the agency will use employee teams to boost productivity through streamlined processes and increased use of automation. Communication and interpersonal skills will be critical to the team approach. Technical and critical thinking skills will be necessary for balancing priorities and finding more innovative ways to meet productive demands. In addition to the competencies listed before, additional skills will be essential for future positions:

- Process analysis and improvement.
- Project Management
- Performance management.
- Strategic planning.
- Business process creation and revision.

Key to maintaining a motivated, vibrant, and professional workforce is the development of a comprehensive personnel development plan. This plan will be comprised of:

- A cross-training program to address the changing needs of the agency.
- A professional improvement component targeting work skills and workplace enhancements.
- Educational and skills training.
- Overall employee performance improvement.
- Creating a career trajectory plan for each staff member.

In the case of employees who must have and maintain certifications issued by the agency to perform their assigned duties, continuing education will be included in this plan and will be compliant with the rules and regulations the agency enforces on its stakeholders. The plan will also address other continuing education requirements of non-certified personnel.

The plan will become a part of the agency's Employee Guide. Participation will be available to all employees. Funding for this plan will be included in the biennial budget process.

### **Anticipated Impact on Workforce**

Due to the increase in statewide population and lack of funding, the agency has reclassified and reassigned some positions within the organization following the implementation of technology and productivity improvements adopted by the agency over the last couple of years. The agency will continue to monitor these shifts in the organization for efficacy.

To better prepare its workforce for both anticipated and unexpected changes, the agency recently implemented an employee succession plan wherein personnel learn to perform the duties of their co-workers in the same workgroup and general classification. In addition to cross-training employees, the agency plans to adopt a career ladder plan to sustain customer service with the anticipated retirements within the next 5-6 years. The goal of this plan is to provide a smooth transition and continuation of essential agency functions when an employee's service is interrupted, regardless of the reason. Cross-training of personnel will expand across agency sections as the workload and position classifications allow. This will provide even more organizational flexibility in the agency and more professional development opportunities for employees. This plan is especially important considering the small workforce utilized by the agency, where the loss of a single employee can have a significant impact on productivity and work quality.

Additional employees are needed to separate the compliance and investigation duties, enhance the certification division operations, and separate and enhance the administrative and HR duties. In total an additional ten FTEs are needed to address the demand placed on the agency due to the population and subsequent professional growth. Likewise, funding for the 32<sup>nd</sup> authorized FTE that is unfilled, needs to be added. This will enhance professionalism and the ability to meet the needs of the communities the fire service protects. With population growth, the demand for the fire service will certainly result in more personnel being added to existing fire departments, and in the creation of new entities regulated by the commission. The fire service also continues to aggressively press ahead to advance the education, training, and expertise of its personnel. As such, it is incumbent upon the commission to help lead in this trend by offering as many credentialing opportunities as possible.

Finally, some changes occurring in the recent past through legislative action have contributed to the workload of the agency. Until now, the agency has been able to absorb the increased work with existing staff. However, with any new legislative action that increases the workload, consideration must be given to increasing the number of FTEs appropriated for the agency's mission.

### **Critical Functions That Must Be Performed to Achieve the Strategic Plan**

All current functions of the agency are critical to the achievement of the strategic plan. As business processes are redesigned, the agency expects essential job functions to change or shift in importance for some positions. As discussed in other areas of this plan, as the agency matures, adapts, and grows to meet the demands of the stakeholders, the overall needs of the agency will lead to adjustments in the workforce and functional groups. Through partnerships

with other state agencies and stakeholders, the agency will continue to realign its structure to reflect expanding and expected needs resulting from greater levels of cooperation.

### **Gap Analysis**

Current employees do not lack the skills necessary to perform their essential job functions. However, as the agency redesigns business processes and loses employees through attrition, some positions could change significantly, requiring targeted recruiting and/or skills training.

### **Strategy Development**

To meet workforce needs brought about by increased customer demands, business process redesigns, and employee attrition, the agency will:

- Ensure its organizational structure reflects the efficient use of its personnel resources.
- Update position descriptions as necessary.
- Provide individualized job skills training that target essential job functions.
- Provide individualized professional training to meet anticipated skill requirements.
- Utilize a rigorous recruiting and selection process to fill vacant or newly created positions with highly qualified candidates.
- Involve employees in the design and improvement of business processes.
  
- Increase employee satisfaction and performance through ethical, fair, and performance-oriented employment practices.
- Instill a strategy to increase response to the annual customer satisfaction survey.

**AGENDA ITEMS CONTINUED**

5. Reports from fire service interest groups and agencies on matters relating to their specific organizational purposes, functions, activities, and objectives, including reports from TEEEX, the Texas Fire Chiefs Association, the Texas State Association of Fire Fighters, the State Firefighters and Fire Marshals' Association of Texas, the Texas Fire Marshal's Association, the Texas Association of Fire Educators, the Texas A&M Forest Service, the National Fire Protection Association, Texas State Association of Fire and Emergency Districts, the Center for Public Safety Excellence, the State Fire Marshal's Office, and the National Fallen Fire Fighters Foundation. The initial report from the Firefighter Cancer Support Network will be added to the list.
6. Report from commission representative to the Homeland Security Council.
7. Subjects for future commission meeting agendas.
8. Discussion on future meeting dates.
9. Report from the Curriculum and Testing Committee.

**AGENDA ITEM NUMBER 10 WITH RELEVANT DOCUMENTS ATTACHED**

10. Discussion and possible action on proposed 37 Texas Administrative Code (TAC), Chapter 467, Fire Marshal **(please see attached)**.

**CHAPTER 467**

**FIRE MARSHAL**

**SUBCHAPTER A**

**MINIMUM STANDARDS FOR BASIC FIRE MARSHAL**

**§467.1. BASIC FIRE MARSHAL CERTIFICATION.**

- (a) A Fire Marshal is defined as an individual designated to provide delivery, management, and/or administration of fire protection- and life safety-related codes and standards, investigations, education, and/or prevention services.
- (b) All individuals holding a Fire Marshal certification shall be required to comply with the continuing education requirements in Chapter 441 of this title (relating to Continuing Education).
- (c) Special temporary provision. Individuals are eligible to take the Commission [commission] examination for Basic Fire Marshal by:
  - (1) holding as a minimum, Instructor I certification through the Commission [commission]; and
  - (2) holding as a minimum, Fire Investigator certification or Arson Investigator through the Commission [commission]; and
  - (3) holding as a minimum, Fire Inspector certification through the Commission.
  - (4) All applications for testing during the special temporary provision period must be received no earlier than August 1, 2023, and no later than August 1, 2024.
  - (5) This subsection will expire on August 30, 2024.

**§467.3. Minimum Standards for Basic Fire Marshal Certification.**

In order to be certified as a Basic Fire Marshal, an individual must:

- (1) hold Basic Fire Inspector certification through the Commission [commission]; and
- (2) hold Basic Fire Investigator or Basic Arson Investigator certification through the Commission [commission]; and
- (3) hold Fire and Life Safety Educator I certification through the Commission; and
- (4) complete a commission-approved Fire Marshal program and successfully pass the Commission [commission] examination as specified in Chapter 439 of this title (relating to Examinations for Certification); and
- (5) An approved Fire Marshal program must consist of the completion of a commission-approved [Commission-approved] Fire Marshal Curriculum as specified in Chapter 15 of the Commission's [commission's] Certification Curriculum Manual.

**§467.5. Examination Requirements [Requirement].**

- (a) Examination requirements in Chapter 439 of this title (relating to Examinations for Certification) must be met to receive Basic Fire Marshal certification.
- (b) Individuals will be permitted to take the Commission examination for Basic Fire Marshal certification by documenting the following:

(1) Basic Inspector certification through the Commission or Basic Arson Investigator; and  
[(2) Basic Arson Investigator certification; and]  
~~(2)~~ [(3)] Fire and Life Safety Educator I certification through the Commission; or  
~~(3)~~ [(4)] the equivalent IFSAC seals and completing a commission-approved [Commission-  
approved] Basic Fire Marshal curriculum.

**CHAPTER 467****FIRE MARSHAL****SUBCHAPTER B****MINIMUM STANDARDS [STANDARD] FOR INTERMEDIATE FIRE MARSHAL CERTIFICATION****§467.201. Intermediate Fire Marshal Certification.**

Applicants for Intermediate Fire Marshal certification must complete the following requirements:

- (1) hold as a prerequisite a Basic Fire Marshal certification as defined in §467.3 of this title (relating to Minimum Standards for Basic Fire Marshal Certification); and
- (2) hold Intermediate Fire Inspector certification through the Commission [commission]; and
- (3) hold Intermediate Fire Investigator or Intermediate Arson Investigator through the Commission [commission]; and
- (4) hold Fire and Life Safety Educator II certification through the Commission [commission]; and
- (5) acquire a minimum of four years of fire protection experience.

**CHAPTER 467****FIRE MARSHAL****SUBCHAPTER C****MINIMUM STANDARDS FOR ADVANCED FIRE MARSHAL CERTIFICATION****§467.301. Advanced Fire Marshal Certification.**

Applicants for Advanced Fire Marshal certification must complete the following requirements:

- (1) hold as a prerequisite an Intermediate Fire Marshal certification as defined in §467.201 [§467.5] of this title (relating to Minimum Standards for Intermediate Fire Marshal Certification); and
- (2) hold Advanced Fire Inspector certification through the Commission [commission]; and
- (3) hold Advanced Fire Investigator or Advanced Arson Investigator through the Commission [commission]; and
- (4) hold Fire Plans Examiner certification through the Commission [commission]; and
- (5) acquire a minimum of eight years of fire protection experience.

**CHAPTER 467**  
**FIRE MARSHAL**  
**SUBCHAPTER D**  
**MINIMUM STANDARD FOR MASTER FIRE MARSHAL CERTIFICATION**

**§467.401. Master Fire Marshal Certification.**

Applicants for Master Fire Marshal certification must complete the following requirements:

- (1) hold as a prerequisite an Advanced Fire Marshal certification as defined in §467.301 [§467.5] of this title (relating to Minimum Standards for Advanced Fire Marshal Certification); and
- (2) hold Master Fire Inspector certification through the Commission [commission]; and
- (3) hold Master Fire Investigator or Master Arson Investigator through the Commission [commission]; and
- (4) acquire a minimum of twelve years of fire protection experience, and 60 college semester hours or an associate degree, which includes at least 18 college semester hours in any combination of Fire Science and/ or Criminal Justice. College-level courses from both the upper and lower divisions [division] may be used to satisfy the education requirements for Master Fire Marshal Certification.

**AGENDA ITEM NUMBER 11 WITH RELEVANT DOCUMENTS ATTACHED**

11. Discussion and possible action on proposed 37 TAC, Chapter 469, Technical Rescue **(please see attached)**.

CHAPTER 469

TECHNICAL RESCUE

SUBCHAPTER A

MINIMUM STANDARDS FOR ROPE RESCUE AWARENESS AND OPERATIONS

§469.1. Rope Rescue Awareness Level/Operations Level Certification.

- (a) A Rope Rescue Awareness Level/Operations Level Rescuer is an individual who has met the requirements of Chapters 5.1 and 5.2 of NFPA 1006, Standard for Technical Rescue Personnel Professional Qualifications and has the knowledge, skills, and ability to perform Rope Rescue at the Awareness Level/Operations Level.
- (b) All individuals holding a Rope Rescue Awareness Level/Operations Level certification shall be required to comply with the continuing education requirements in Chapter 441 of this title (relating to Continuing Education).
- (c) Special temporary provision. Individuals are eligible to take the commission examination for Rope Rescue Awareness Level/Operations Level by:
- (1) holding as a minimum, Structural Fire Protection Personnel, Aircraft Rescue Fire Fighting Personnel, or Marine Fire Protection Personnel through the commission; and
  - (2) providing documentation acceptable to the commission, in the form of an affidavit from the individual's Head of Department or Chief Training Officer, that the individual has met the department's requirements to perform as a Rope Rescuer and has demonstrated proficiency as a Rope Rescuer at the Rope Rescue Awareness Level/Operations Level.
- (d) All applications for testing during the special temporary provision period must be received no earlier than October 1, 2024, and no later than October 1, 2025.
- (e) This special temporary provision will expire on November 1, 2025.

§469.3. Minimum Standards for Rope Rescue Awareness Level/Operations Level Certification.

In order to be certified to the Rope Rescue Awareness Level/Operations Level, an individual must:

- (1) hold certification as Structural Fire Protection Personnel, Aircraft Rescue Fire Fighting Personnel, or Marine Fire Protection Personnel; and
- (2) complete a commission-approved Rope Rescue Awareness Level/Operations Level program and successfully pass the commission examination as specified in Chapter 439 of this title (relating to Examinations for Certification). An approved Rope Rescue Awareness Level/Operations Level program must consist of one of the following:
  - (A) completion of an in-state Rope Rescue Awareness Level/Operations Level program meeting the requirements of the applicable NFPA standard and conducted by a commission-certified training provider that was submitted and approved through the commission's training prior approval system; or
  - (B) completion of an out-of-state educational institution of higher education, and/or military training program that has been submitted to the commission for evaluation and found to meet the requirements of the applicable NFPA standard.

**§469.5. Examination Requirement.**

**Examination requirements in Chapter 439 of this title (relating to Examinations for Certification) must be met to receive Rope Rescue Awareness Level/Operations Level certification.**

**§469.7. Reserved. (IFSAC)**

**CHAPTER 469**

**TECHNICAL RESCUE**

**SUBCHAPTER B**

**MINIMUM STANDARDS FOR ROPE RESCUE TECHNICIAN**

**§469.201. Rope Rescue Technician Level**

- (a) **A Rope Rescue Technician Level Rescuer is an individual who has met the requirements of chapter 5.3 of NFPA 1006, Standard for Technical Rescue Personnel Professional Qualifications, and has the knowledge, skills, and ability to perform Rope Rescue at the Technician Level.**
- (b) **All individuals holding a Rope Rescue Technician Level certification shall be required to comply with the continuing education requirements in Chapter 441 of this title (relating to Continuing Education).**
- (c) **Special temporary provision. Individuals are eligible to take the commission examinations for the Rope Rescue Technician Level by:**
- (1) **holding as a minimum, Structural Fire Protection Personnel, Aircraft Rescue Fire Fighting Personnel, or Marine Fire Protection Personnel through the commission; and**
  - (2) **providing documentation acceptable to the commission, in the form of an affidavit from the individual's Head of Department or Chief Training Officer, that the individual has met the department's requirements to perform as a Rope Rescuer and has demonstrated proficiency as a Rope Rescuer at the Rope Rescue Technician Level.**
- (d) **All applications for testing during the special temporary provision period must be received no earlier than October 1, 2024, and no later than October 1, 2025.**
- (e) **This special temporary provision will expire on November 1, 2025.**

**§469.203. Minimum Standards for Rope Rescue Technician Level Certification**

**In order to be certified at the Rope Rescue Technician Level, an individual must:**

- (1) **Option 1-- hold certification as Structural Fire Protection Personnel, Aircraft Rescue Fire Fighting Personnel, or Marine Fire Protection Personnel; and**
- (A) **hold a Rope Rescue Awareness Level/Operations Level certification through the commission; and**
  - (B) **complete a commission-approved Rope Rescue Technician Level program and successfully pass the commission examination for Rope Rescue Technician as specified in Chapter 439 of this title (relating to Examinations for Certification). An approved Rope Rescue Technician Level program must consist of one of the following:**
    - (ii) **completion of an in-state Rope Rescue Technician Level program meeting the requirements of the applicable NFPA standard and conducted by a commission-certified training provider that was submitted and approved through the**

commission's training prior approval system; or  
(ii) successful completion of an out-of-state educational institution of higher education, and/or military training program that has been submitted to the commission for evaluation and found to meet the requirements of the applicable NFPA standard.

**(2) Option 2-- hold certification as Structural Fire Protection Personnel, Aircraft Rescue Fire Fighting Personnel, or Marine Fire Protection Personnel; and**

**(A) complete a commission-approved Rope Rescue Awareness Level/Operations Level program. An approved Rope Rescue Awareness Level/Operations Level program must consist of one of the following:**

**(i) completion of an in-state Rope Rescue Awareness Level/Operations Level program meeting the requirements of the applicable NFPA standard and conducted by a commission-certified training provider that was submitted and approved through the commission's training prior approval system; or**

**(ii) successful completion of an out-of-state educational institution of higher education, and/or military training program that has been submitted to the commission for evaluation and found to meet the requirements of the applicable NFPA standard; and**

**(B) complete a commission-approved Rope Rescue Technician Level program. An approved Rope Rescue Technician Level program must consist of one of the following:**

**(i) completion of an in-state Rope Rescue Technician Level program meeting the requirements of the applicable NFPA standard and conducted by a commission-certified training provider that was submitted and approved through the commission's training prior approval system; or**

**(ii) completion of an out-of-state educational institution of higher education, and/or military training program that has been submitted to the commission for evaluation and found to meet the requirements of the applicable NFPA standard; and**

**(C) successfully pass the commission examinations for the Rope Rescue Technician Level as specified in Chapter 439 of this title (relating to Examinations for Certification).**

#### **§469.205. Examination Requirement.**

**Examination requirements in Chapter 439 of this title (relating to Examinations for Certification) must be met to receive Rope Rescue Technician Level certification.**

#### **§469.207. Reserved. (IFSAC)**

**AGENDA ITEM NUMBER 12**

12. Discussion and possible action regarding reciprocity with SFFMA certifications.

**AGENDA ITEM NUMBER 13 WITH RELEVANT DOCUMENTS**

13. Report from Ad Hoc Subcommittee regarding selection and appointment of candidates for current vacancies on the Health and Wellness, Curriculum and Testing, and Firefighter Advisory Subcommittees **(please see attached)**.



## TEXAS COMMISSION ON FIRE PROTECTION

Post Office Box 2286, Austin, Texas 78768-2286 512-936-3838 Fax: 512-936-3808

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### **Internal Policy**

Policy #IP 004

**Required Review Date: 2026**

Re: Appointment of Committee Members

Date: 02-29-2024

Mike Wisko Agency Chief: *[Signature]*

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### **Purpose**

The purpose of this Standard Operating Procedure (SOP) is to establish a method for selection and appointment of members to fill position vacancies for the purpose of serving on standing committees as prescribed by the Texas Commission on Fire Protection (TCFP).

### **Policy**

When a standing committee vacancy exists or will exist within one hundred twenty (120) days, an ad hoc committee shall be appointed by the Chair of the Commission for the purpose of selecting candidates for referral to the Board of Commissioners for appointment to fill such position vacancies.

- A.** The ad hoc committee shall consist of one (1) Chairperson, with a total membership of five (5) members to include the Chairperson.
- B.** The ad hoc committee Chair, in coordination with TCFP staff, shall ensure public notification of committee vacancies is posted on the TCFP website for a period of thirty (30) calendar days.
  - 1. Notification shall include a downloadable application form, along with submittal instructions, for the respective committee position.
- C.** Applications for a committee position will be received only during the thirty (30) calendar days in which the position is posted, and acceptance of applications shall cease upon termination of such posting.
- D.** TCFP staff shall supply documentation of information pertaining to all applications received to the Chair of the ad hoc committee no later than seven (7) calendar days from the date receipt of applications closes as described in II.C above.
- E.** Upon receipt, the ad hoc committee Chair will distribute the list of applicants to all committee members for consideration. Each committee member shall be responsible to

narrow the number of candidates to a list of no more than five (5) candidates for a single vacancy. If multiple vacancies exist or will exist within one hundred twenty (120) days, an additional two (2) recommendations shall be made for each additional vacancy.

**F.** The ad hoc committee Chair shall convene the ad hoc committee within thirty (30) days of distribution of the candidate list to committee members for the purpose of finalizing a list of no more five (5) recommended candidates for a single vacancy. If multiple vacancies exist or will exist within one hundred twenty (120) days, an additional two (2) recommendations shall be made for each additional vacancy. Agreement on the finalist candidates shall be by consensus of the committee.

**G.** The ad hoc committee Chair shall forward the list of finalist candidates to the Chair of the Commission and the Chief of the Commission within seven (7) calendar days of the committee's consensus agreement for the purpose of presenting to the Commissioners for a final decision at the following regular meeting of the TCFP.

### **Committee Positions/Terms**

To simplify the initiation of terms for each committee and committee position, in accordance with TAC 463.7, the below list will be used. It outlines the Committee, the committee position number, the term for each position and the existing member and current time on the committee.

#### **Curriculum & Testing Committee**

Position 1 – 2024 – 2030 (Richard Bahena 2004)

Position 2 – 2025 – 2031 (Pat McAuliff 1989)

Position 3 – 2026 – 2032 (Sam Baucom 2017)

Position 4 – 2026 – 2032 (Chuck French 2008)

Position 5 – 2026 – 2032 (Chris Watson 2010)

Position 6 – 2027 – 2033 (Douglas Matthijetz 2022)

Position 7 – 2027 – 2033 (Martin Davila 2015)

Position 8 – 2027 – 2033 (Buddy Rice 2022)

Position 9 – 2024 – 2030 (Daryl Maretka 2013)

Position 10 – 2025 – 2031 (Daniel DeYear 2017)

Position 11 – 2025 – 2031 (Louis Havens 2006)

**Firefighter Advisory Committee**

- Position 1 – 2024 – 2030 (Jim Reidy 2004)
- Position 2 – 2025 – 2031 (Daniel DeYear 2008)
- Position 3 – 2026 – 2032 (Jason Collier 2011)
- Position 4 – 2026 – 2032 (Daniel Buford 2016)
- Position 5 – 2026 – 2032 (Keith Schmidt 2018)
- Position 6 – 2027 – 2033 (Vince Abrigo 2018)
- Position 7 – 2027 – 2033 (Daniel Anderson 2018)
- Position 8 – 2027 – 2033 (Antonio Ramos 2021)
- Position 9 – 2024 – 2030 (Vacant 2023)
- Position 10 – 2025 – 2031 (New 2025)
- Position 11 – 2025 – 2031 (New 2025)

**Health & Wellness Committee**

- Position 1 – 2024 – 2030 (Vacant 2023)
- Position 2 – 2025 – 2031 (Vacant 2023)
- Position 3 – 2026 – 2032 (Daniel DeYear 2018)
- Position 4 – 2026 – 2032 (Doug Boeker 2018)
- Position 5 – 2026 – 2032 (Michael Mire 2018)
- Position 6 – 2027 – 2033 (Steve Green 2018)
- Position 7 – 2027 – 2033 (Homer Salinas 2018)
- Position 8 – 2027 – 2033 (Christopher Kahl 2018)
- Position 9 – 2024 – 2030 (Vacant 2023)
- Position 10 – 2024 - 2030 (Vacant 2023)
- Position 11 – 2024 – 2030 (Vacant 2023)



## Texas Commission on Fire Protection

P.O. Box 2286, Austin, Texas 78701-2286

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### Ad Hoc Committee for New Committee Members Application & Selection

April 25, 2024 Meeting Minutes

#### Members Present:

Michael Johnson

Michael Glynn

Tim Smith

#### Staff Present:

Mike Wisko

Cliff Grant

Frank King

Mo Adams

1. Demonstration of Web-based Announcements for each Committee and the application. This included a walkthrough of the application completion process and identifying all needed corrections and additions.
2. The committee reviewed and confirmed acceptance of application postings.
3. Discussed presentation for the May 16 Commission meeting. There will be a PowerPoint and completed applications included in the Meeting Notebook for All to review prior to the meeting and a live demo during the meeting agenda item discussion.
4. The next meeting is May 2 @ 10a. Please note Wisko & Grant will be in a regional meeting (Corpus Christi) and not be able to attend the Zoom meeting.

Respectfully,

*Mike Wisko*

## **TEXAS COMMISSION ON FIRE PROTECTION**

### **Health and Wellness**

#### **Committee Overview:**

The Health & Wellness Committee of the Texas Commission on Fire Protection plays a critical role in promoting and safeguarding the physical and mental well-being of firefighters across the state. As a Committee Member, you will contribute to the development and implementation of strategies aimed at enhancing the health, safety, mental wellness, and overall quality of life for Texas firefighters.

#### **Position Description: Texas Commission on Fire Protection (TCFP) Health & Wellness Committee Member:**

1. Collaborate with fellow Committee Members to identify emerging health and wellness issues affecting firefighters and develop proactive solutions.
2. Participate in regular meetings to discuss current initiatives, review progress, and strategize future actions.
3. Conduct research and stay informed about best practices, trends, and advancements in firefighter health and wellness.
4. Assist in the planning and execution of educational programs, workshops, and training sessions aimed at promoting healthy lifestyles and preventing injuries and illnesses among firefighters.
5. Contribute to the development of resources, guidelines, and policies related to firefighter health and wellness, ensuring alignment with state regulations and industry standards.
6. Serve as a liaison between the Committee and relevant stakeholders, including fire departments, healthcare professionals, government agencies, and advocacy groups.
7. Advocate for the prioritization of firefighter health and wellness at local, state, and national levels, engaging in outreach efforts and raising awareness about key issues.
8. Support data collection and analysis efforts to monitor the effectiveness of health and wellness initiatives and identify areas for improvement.
9. Maintain confidentiality and adhere to ethical standards in handling sensitive information related to firefighter health and wellness.
10. Attend regional TCFP meetings to share committee lessons, progress, and initiatives.

**Preferred Qualifications:**

1. Familiarity with the culture, dynamics, and guiding principles of the fire service or a related field.
2. Experience with Critical Incident Stress Management (CISM) teams or management of Post-Traumatic Stress Injury (PTSI) or related areas (suicide ideation, depression, anxiety, etc.).
3. Experience working in health and safety areas of fire departments or a related field.
4. Excellent communication and interpersonal skills, with the ability to engage and connect with diverse audiences.
5. Experience in designing and delivering educational/training programs or workshops.
6. Ability to work collaboratively as part of a team while also demonstrating initiative and self-motivation.
7. Flexibility to adapt to changing priorities and environments.
8. Commitment to ongoing professional development and staying updated on emerging research in the fields of firefighter physical and mental health and wellness.
9. Joining our Health and Wellness Committee offers a unique opportunity to make a meaningful impact on the well-being of our firefighters/paramedics and foster a culture of support and resilience within our organization. If you are passionate about health and wellness advocacy and eager to contribute your expertise to a dynamic team, we encourage you to apply.

## **TEXAS COMMISSION ON FIRE PROTECTION Curriculum and Testing Committee**

### **Committee Overview:**

The curriculum and testing committee is appointed by the Commission to periodically review and recommend changes to the Commission's testing and training programs.

### **Position Description: Texas Commission on Fire Protection (TCFP) Curriculum and Testing (C&T) Committee Member:**

1. Participate in regular meetings to discuss current initiatives, review progress, and strategize future actions.
2. Collaborate with fellow Committee Members to:
  - a) Review, update, and recommend action on existing curricula.
  - b) Review and recommend action on proposed curricula.
  - c) Development of new curricula as needed.
3. Request, consider, and respond to reports from the commission, other standing committees, ad-hoc committees, and TCFP staff on work that is related to the creation, delivery, or evaluation of any curricula or testing instruments.
4. Disseminate curriculum information and curriculum delivery recommendations to all TCFP regulated training facilities, instructors, and training/program coordinators through the commission and the TCFP staff.
5. Implement state-mandated regulations or policies that affect curriculum and testing.
6. Recommend training and instructional hour requirements to the Workforce Education Course Manual (WECM) Advisory Committee to assist in establishing workforce training program and associate degree requirements related to the delivery of TCFP curriculum programs.

### **Minimum requirements for appointment as a Curriculum and Testing Committee member:**

1. Currently certified as a TCFP Fire Service Instructor II or Fire Service Instructor III Master.
2. Current or previous service as a Fire Department Training Officer or Training Facility Program Coordinator experience.
3. The applicant shall provide a list of all current TCFP certifications they hold along with a list of years of experience in each discipline. The more certifications and experience will be an evaluation factor for selection.
4. A resume or a professional curriculum vitae shall be provided for evaluation and consideration for appointment.

**Curriculum and Testing Committee member performance expectations:**

1. Regularly attend quarterly (C&T) Committee meetings.
2. May serve on and or advise curriculum ad-hoc committees as needed.
3. Work collaboratively with other C&T members and ad-hoc committee members to develop and maintain TCFP certifications in accordance with State of Texas, TCFP, National Fire Protection Association (NFPA), International Fire Service Association Congress (IFSAC), or other applicable authorities having jurisdiction or organizations and associations of relevance to the core mission(s) of the TCFP.
4. Other duties may be required for the furtherance of the professional development and progression of the Texas Fire Service.

## **TEXAS COMMISSION ON FIRE PROTECTION Firefighter Advisory Committee**

### **Committee Overview**

Working under the direction of the Texas Commission on Fire Protection (TCFP), the Firefighter Advisory Committee has the responsibility of reviewing, researching, commenting, and bringing forward recommendations to the Commission regarding the administrative rules that govern the Texas fire service. The Firefighter Advisory Committee will work with the Curriculum & Testing Committee, Health & Wellness Committee, and any ad-hoc committee created to advance the Texas Fire Service.

### **Position Description: Texas Commission on Fire Protection Firefighter Advisory Committee Member:**

1. Members will voluntarily serve on this committee and will dedicate themselves to the safety, advancement, and administration of the Texas Fire Service.
2. The composition of the committee will attempt to represent the various stakeholders within the Texas fire service with consideration of size of department, region, and specific needs according to the Commission.
3. Job duties and function of the Firefighter Advisory Committee are as follows:
  - a) Regularly attend and participate in all meetings.
  - b) Review, research, comment, and recommend on all matters requested by the Commission.
  - c) Review, comment, and recommend on matters pertaining to the Annual TCFP Injury Report.
  - d) The committee shall review any rule(s) assigned to them by the Commission for relevance and applicability.
  - e) Request, consider, and respond to reports from the Commission, Curriculum and Testing Committee, Health and Wellness Committee, other standing committees, ad-hoc committees, and TCFP staff on matters related to the Texas fire service.

**Minimum requirements for appointment as a Firefighter Advisory Committee member:**

1. Must hold a current structural firefighter certificate with the Texas Commission on Fire Protection.
2. Additional certifications in various disciplines will be considered based upon the needs of the Commission.
3. Members will represent the betterment of the Texas fire service as a whole and not just their specific organizations.
4. Members will work collaboratively with the TCFP Commissioners, TCFP staff, and all TCFP Committees, and other applicable authorities having jurisdiction. or organizations and associations of relevance to the core mission(s) of the TCFP.
5. Members will perform other duties as required for the furtherance of the professional development and progression of the Texas Fire Service, administered by the Commission.

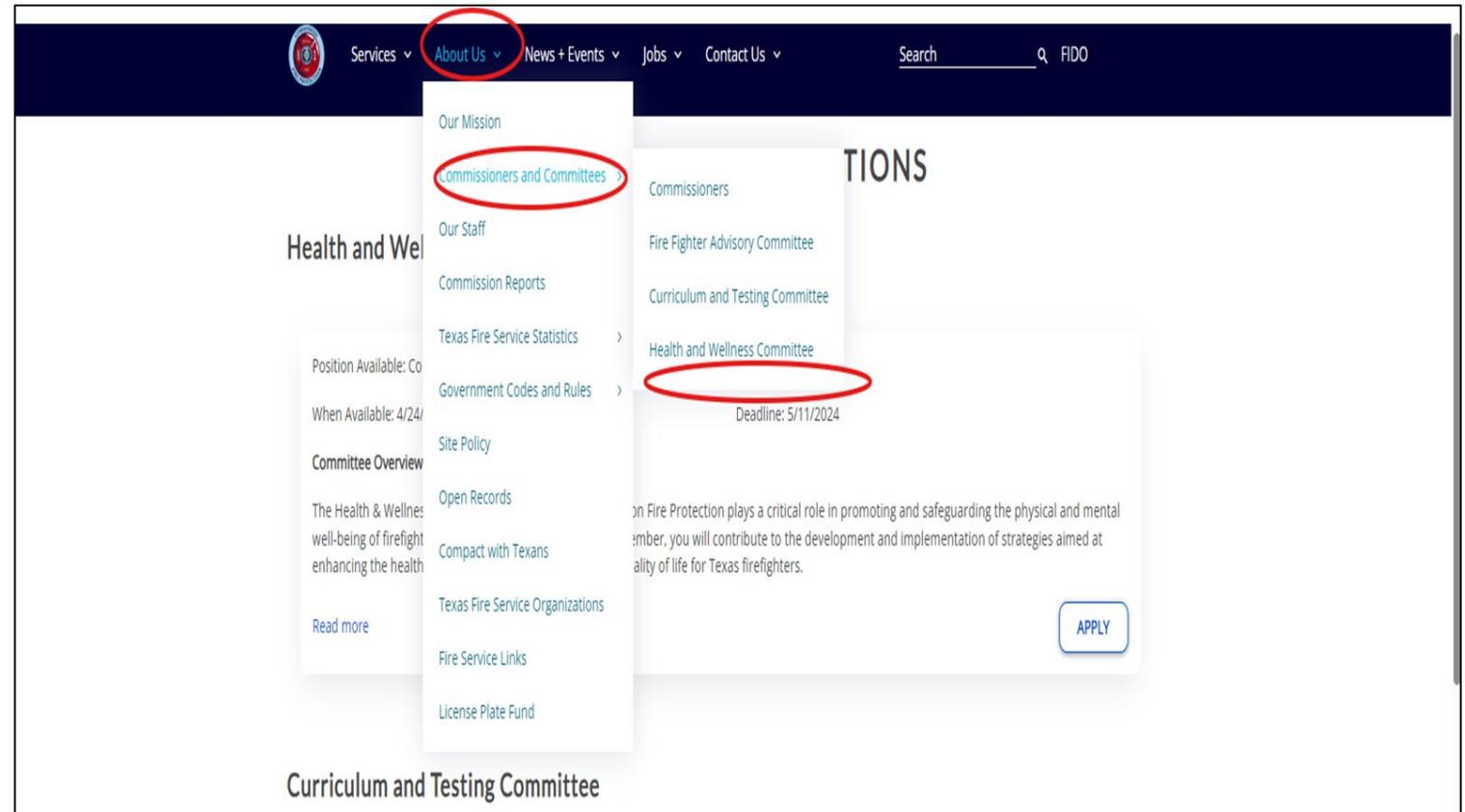
# TCFP OPEN COMMITTEE POSITION WEBPAGE

Overview Of The New Open Committee Member Position Webpage

## SCREENSHOT OF LINK LOCATION ON WEBPAGE

Applicants can find open Committee Positions by clicking on “About Us” then click “Commissioners and Committees” then within the dropdown menu a new link titled “Apply To Open Committee Position”

This will open the new web page featuring open Committee positions.



# SCREENSHOT OF WEBPAGE

- All open Committee positions will be posted on this page.
- Each job posting can be extended to read more by clicking the “Read More” button
- To apply, an applicant will simply click “Apply” button
- A web-based application will open in a new window

**OPEN COMMITTEE POSITIONS**

### Health and Wellness Committee

Position Available: Committee Member  
When Available: 4/24/2024  
Deadline: 5/11/2024

**Committee Overview**

The Health & Wellness Committee of the Texas Commission on Fire Protection plays a critical role in promoting and safeguarding the physical and mental well-being of firefighters across the state. As a Committee Member, you will contribute to the development and implementation of strategies aimed at enhancing the health, safety, mental wellness, and overall quality of life for Texas firefighters.

[Read more](#) [APPLY](#)

### Curriculum and Testing Committee

Position Available: Committee Member  
When Available: 4/24/2024  
Deadline: 5/11/2024

**Committee Overview**

The Health & Wellness Committee of the Texas Commission on Fire Protection plays a critical role in promoting and safeguarding the physical and mental well-being of firefighters across the state. As a Committee Member, you will contribute to the development and implementation of strategies aimed at enhancing the health, safety, mental wellness, and overall quality of life for Texas firefighters.

[Read more](#) [APPLY](#)

### Firefighter Advisory Committee

Position Available: Committee Member  
When Available: 4/24/2024  
Deadline: Till filled

**Committee Overview**

Working under the direction of the Texas Commission on Fire Protection (TCFP), the Firefighter Advisory Committee has the responsibility of reviewing, researching, commenting, and bringing forward recommendations to the Commission regarding the administrative rules that govern the Texas fire service. The Firefighter Advisory Committee will work with the Curriculum & Testing Committee, Health & Wellness Committee, and any ad-hoc committee created to advance the Texas Fire Service.

[Read more](#) [APPLY](#)

# SCREENSHOT AFTER CLICKING “READ MORE”

After clicking “Read More” on a post, it expands as seen in this screenshot.

The screenshot displays the website's navigation bar with a logo, menu items (Services, About Us, News + Events, Jobs, Contact Us), a search bar, and the FIDO logo. The main content area is titled 'OPEN COMMITTEE POSITIONS' and features a detailed view for the 'Health and Wellness Committee' position.

**Health and Wellness Committee**

Position Available: Committee Member  
When Available: 4/24/2024  
Deadline: 5/11/2024

**Committee Overview**

The Health & Wellness Committee of the Texas Commission on Fire Protection plays a critical role in promoting and safeguarding the physical and mental well-being of firefighters across the state. As a Committee Member, you will contribute to the development and implementation of strategies aimed at enhancing the health, safety, mental wellness, and overall quality of life for Texas firefighters.

**Responsibilities**

1. Collaborate with fellow Committee Members to identify emerging health and wellness issues affecting firefighters and develop proactive solutions.
2. Participate in regular meetings to discuss current initiatives, review progress, and strategize future actions.
3. Conduct research and stay informed about best practices, trends, and advancements in firefighter health and wellness.
4. Assist in the planning and execution of educational programs, workshops, and training sessions aimed at promoting healthy lifestyles and preventing injuries and illnesses among firefighters.
5. Contribute to the development of resources, guidelines, and policies related to firefighter health and wellness, ensuring alignment with state regulations and industry standards.
6. Serve as a liaison between the Committee and relevant stakeholders, including fire departments, healthcare professionals, government agencies, and advocacy groups.
7. Advocate for the prioritization of firefighter health and wellness at local, state, and national levels, engaging in outreach efforts and raising awareness about key issues.
8. Support data collection and analysis efforts to monitor the effectiveness of health and wellness initiatives and identify areas for improvement.
9. Maintain confidentiality and adhere to ethical standards in handling sensitive information related to firefighter health and wellness.
10. Attend regional TCFP meetings to share committee lessons, progress, and initiatives.

**Preferred Qualifications:**

1. Familiarity with the culture, dynamics, and guiding principles of the fire service or a related field.
2. Experience with Critical Incident Stress Management (CISM) teams or management of Post-Traumatic Stress Injury (PTSI) or related areas (suicide ideation, depression, anxiety, etc.).
3. Experience working in health and safety areas of fire departments or a related field.
4. Excellent communication and interpersonal skills, with the ability to engage and connect with diverse audiences.
5. Experience in designing and delivering educational/training programs or workshops.
6. Ability to work collaboratively as part of a team while also demonstrating initiative and self-motivation.
7. Flexibility to adapt to changing priorities and environments.
8. Commitment to ongoing professional development and staying updated on emerging research in the fields of firefighter physical and mental health and wellness.
9. Joining our Health and Wellness Committee offers a unique opportunity to make a meaningful impact on the well-being of our firefighters/paramedics and foster a culture of support and resilience within our organization. If you are passionate about health and wellness advocacy and eager to contribute your expertise to a dynamic team, we encourage you to apply.

Close APPLY

# SCREENSHOT AFTER CLICKING “APPLY”

After clicking “Apply” on Open Committee Position page, this window opens covering application guidelines and when ready to apply, applicant will click “Application.”

The screenshot shows a web page titled "HEALTH & WELLNESS COMMITTEE APPLICATION" with a sub-section for "Committee Member". The page has a dark blue header with navigation links: Services, About Us, News + Events, Jobs, and Contact Us. A search bar is located on the right side of the header. Below the header, the main content area is divided into two tabs: "GUIDELINES" (which is currently selected and underlined) and "APPLICATION".

Under the "GUIDELINES" tab, the following text is displayed:

Please complete the Application tab with all required details for the Committee Member position. Enter 'N/A' in required fields that do not apply.

The information you put on this application and relevant statutes and rules, will be used to determine if you're eligible to serve on a committee.

Important note: To the extent permitted by the current state budget, a committee member who is serving in a committee role may be repaid for their travel expenses to and from meetings if money is available and in accordance with the TCFP Travel Policy. Committee members serving in a professional role aren't paid to attend or travel to and from council meetings.

TCFP will not consider an application received after 5/11/2024.

Please email us at [committees@tcfp.texas.gov](mailto:committees@tcfp.texas.gov) if you have any questions regarding submitting a committee application.

The footer of the page contains the Texas Commission on Fire Protection logo and the following information:

Before you mail us, [read instructions](#)

**US Postal Service:**  
Texas Commission on Fire Protection  
P.O. Box 20000

**Services**

- Certification
- Training
- Testing
- Compliance
- Manuals
- Renewals

**About Us**

- Our Mission
- Commissioners and Committees
- Our Staff
- Commission Reports
- Texas Fire Service

**News + Events**

- Announcements
- Calendar
- Meeting Archives
- Regional Meetings
- Seminar/Training
- Events

**Additional Links**

- Phone+Email Directory
- Send Us Message
- File Complaint
- Fire Service Jobs
- TCFP Jobs
- FIDO Login

## SCREENSHOT AFTER CLICKING “APPLY”

After clicking “Apply” on Open Committee Position page, this window opens covering application guidelines and when ready to apply, applicant will click “Application.”

The screenshot shows a web application interface for a Health & Wellness Committee. At the top, there is a dark blue navigation bar with a logo on the left and menu items: Services, About Us, News + Events, Jobs, and Contact Us. A search bar with a magnifying glass icon and the text 'FIDO' is on the right. Below the navigation bar is a light gray header with the title 'HEALTH & WELLNESS COMMITTEE APPLICATION' and a sub-section 'Committee Member' with a red underline. The main content area has two tabs: 'GUIDELINES' and 'APPLICATION', with 'APPLICATION' being the active tab. Under the 'APPLICATION' tab, the section is titled 'Personal Information'. It contains several input fields: 'First Name', 'Last Name', and 'Middle Name' (each with a text input line); 'Personal Email' (with a text input line); 'Home Address' and 'City' (each with a text input line); 'State' (a dropdown menu with 'Select state' as the current selection) and 'Zip Code' (with a text input line); and 'Phone Number' and 'Fax Number' (each with a text input line). A blue 'NEXT' button is located at the bottom right of the form.

# HEALTH & WELLNESS COMMITTEE APPLICATION

## Committee Member

GUIDELINES

APPLICATION

### Personal Information

First Name: Joe  
Last Name: Public  
Middle Name: Pete

Personal Email: joe@joepublic.com

Home Address: 123 Anywhere St  
City: Leftfield

State: Texas  
Zip Code: 123456

Phone Number: 737-123-4567  
Fax Number:

NEXT

Applicant will answer all questions, then click “Next” to go to next questions.

# HEALTH & WELLNESS COMMITTEE APPLICATION

## Committee Member

GUIDELINES

APPLICATION

### Employment Information

Business/Organization Name: Frateranl Order of Pelicans  
Current Position Title: Grand Pelican

Business/Organization Email Address: pelicans@oneleggedwings.com

Business/Organization Address: #1 Air Dale Blvd  
City: Big Wings

State: Texas  
Zip Code: 123456

Business/Organization Phone Number: (512) 555-1212  
Business/Organization Fax Number: e.g. (123) 456-7890

PREVIOUS NEXT

GUIDELINES

APPLICATION

Miscellaneous Information

Please select where you would like to receive further communications

- Personal Email
- Work Email

Application

- New/Initial Application (check if you have not previously served on this committee)
- Renewal Application (check if you have previously or are currently serving on this committee)

Do you have a personal or private interest in a matter pending before TCFP?

Do you have a personal or private interest in a matter pending before TCFP? ("Personal or private interest" means you have a direct monetary interest in the matter or owe your loyalty to an entity involved, but does not include the member's engagement in a profession, trade, or occupation when the member's interest is the same as all others similarly engaged in the profession, trade, or occupation.)

- Yes  No

Have you ever been convicted of a felony or misdemeanor (excluding traffic violations)?

- Yes  No

Have you ever been disciplined by any licensing board or professional or civic organization, including the TCFP?

- Yes  No

Have you served, or are you currently serving, on other advisory committees, councils, task forces or work groups?

- Yes  No  If yes, please list the name of the group, its charge and your role.

PREVIOUS

NEXT

Applicant will answer all questions, then click "Next" to go to next questions.

GUIDELINES

APPLICATION

References

Please provide the names and contact information for two people who can tell us more about your qualifications to serve on the council. References can include employers, clients, religious leaders, community leaders, advocates, friends or others who know about your interest in, or involvement with, fire protection.

Reference #1

Name  
Big Bird

Address  
123 Sesame Street

City  
New York

State  
New York

Zip Code  
11111

Daytime Phone  
(123) 123-4567

Email Address  
bigbird@yellow.com

Relationship (how this person know you)  
Educational

Reference #2

Name  
Oscar T. Grouch

Address  
# Trash Can

City  
Sesame Street

State  
Alaska

Zip Code  
020202

Daytime Phone  
(899) 655-2222

Email Address  
oscar@smellycat.com

Relationship (how this person know you)  
Select relationship

- Select relationship
- Family
- Friendship & Social
- Professional & Work-Related
- Educational
- Community & Organizational

GUIDELINES APPLICATION

### Member Participation and Affirmation

Briefly explain why you are the right fit for the committee role.

MUST BE FILLED OUT.

Every member appointed to a Committee must attend meetings regularly and must take part in subcommittee activities.

Regular Committee meetings are held about once every three months. The Pressing Officer may also call a special committee meeting. Members must travel to Austin for these meetings unless TCFP allows members to participate in other ways (such as virtually via Microsoft Teams, Zoom, etc.). Each meeting may last several hours.

Sometimes, members take part in other activities in their home communities. These activities might include town hall meetings or presentations.

If you are appointed, do you believe you will be able to regularly participate in council activities?  
Yes  No

All the information contained in this application is true and correct. I understand that the Committee will meet in Austin at least four times per year. If selected, I will make every effort to attend all Committee meetings. I also acknowledge that I have read the Texas Commission on Fire Protection Code of Conduct and agree to comply with the Code.

Signature (adopt or typed name is acceptable) Application Date  
*Joe Phelan* 4/25/2024 4:14:10 PM

Adopt Signature

I'm not a robot

[PREVIOUS](#)

[SUBMIT APPLICATION](#)

Applicant will completely answer questions, then sign, then submit application. A window will open showing application was received and applicant will receive email as well.

## OPEN COMMITTEE POSITIONS

Committee Member Application (Id = 6) was submitted! X  
Download your application [here](#). You will receive an email at [joe@joepublic.com](mailto:joe@joepublic.com) once a decision is made!

### Health and Wellness Committee

Position Available: Committee Member

When Available: 4/24/2024 Deadline: 5/11/2024

#### Committee Overview

The Health & Wellness Committee of the Texas Commission on Fire Protection plays a critical role in promoting and safeguarding the physical and mental well-being of firefighters across the state. As a Committee Member, you will contribute to the development and implementation of strategies aimed at enhancing the health, safety, mental wellness, and overall quality of life for Texas firefighters.

[Read more](#) [APPLY](#)

# SCREENSHOT OF SUBMITTED APPLICATION IN PDF FORMAT (PG 1)

All submitted application will be received in the TCFP in an application database, managed by TCFP-Chief Wisko's office.



## TEXAS COMMISSION ON FIRE PROTECTION

HEALTH AND WELLNESS COMMITTEE APPLICATION (COMMITTEE MEMBER)

**Personal Information**

Full name: Joe Pete Public	Application ID: <b>000006</b>
Address: 123 Anywhere St Leftfield, TX 123456	Print date: 04/25/2024
Email: joe@joepublic.com	Phone: 737-123-4567
	Fax:

**Business/Organization Information**

Name: Fraternal Order of Pelicans	Title: Grand Pelican
Address: #1 Air Dale Blvd Big Wings, TX 123456	Phone: (512) 555-1212
Email: pelicans@oneleggedwings.com	Fax:

**Miscellaneous Information**

Please select where you would like to receive further communication:  Personal Email  Work Email

Type of application:  New/Initial  Renewal

Do you have a personal or private interest in a matter pending before TCFP?  Yes  No

Have you ever been convicted of a felony or misdemeanor?  Yes  No

Have you ever been disciplined by any licensing board or professional or civic organization, including the TCFP?  Yes  No

Have you served, or are you currently serving, on other advisory committees, councils, task forces or work groups? If so, please list the name of the group, its charge and your role (See box on the right →)

**References**

	# 1	# 2
Name:	Big Bird	Oscar T. Grouch
Address:	123 Sesame Street New York, NY 11111	# Trash Can Sesame Street, AK 020202
Phone:	(123) 123-4567	(899) 655-2222

# SCREENSHOT OF SUBMITTED APPLICATION IN PDF FORMAT (PG 2)

Link to webpage

<https://www.tcfp.texas.gov/become-committee-member>

## Participation and Affirmation

Briefly explain why you are the right fit for the committee role.

**MUST BE FILLED OUT.**

*Every member appointed to a Committee must attend meetings regularly and must take part in subcommittee activities.*

*Regular Committee meetings are held about once every three months. The presiding officer may also call a special committee meeting. Members must travel to Austin for these meetings unless TCFP allows members to participate in other ways (such as virtually via Microsoft Teams, ZOOM, etc.). Each meeting may last several hours.*

*Sometimes, members take part in other activities in their home communities. These activities might include town hall meetings or presentations.*

If you are appointed, will you be able to participate in committee activities regularly?  Yes  No

I certify that my answers are true and complete to the best of my knowledge. I understand that the Committee will meet in Austin at least four times per year. If selected, I will make every effort to attend all Committee meetings. I also acknowledge that I have read the Texas Commission on Fire Protection Code of Conduct and agree to comply with the Code.

Signature: *Joe Public*

Application date: 4/25/2024 4:14:10 PM

**AGENDA ITEM NUMBER 14**

14. Discussion regarding the Rule Review process, procedure, and scheduling for future Commission meeting agendas.

**AGENDA ITEM NUMBER 15 WITH RELEVANT DOCUMENTS ATTACHED**

15. Discussion and possible action regarding Rule Review of 37 TAC, Chapter 449 **(please see attached)**.

## CHAPTER 449

### HEAD OF A FIRE DEPARTMENT

#### SUBCHAPTER A

#### MINIMUM STANDARDS FOR HEAD OF A SUPPRESSION FIRE DEPARTMENT

##### **§449.1. Minimum Standards for the Head of a Suppression Fire Department.**

(a) An individual who becomes employed and is appointed as the head of a suppression fire department must be certified by the commission as Head of a Suppression Fire Department within one year of appointment. The requirements in this subchapter also apply to an individual who is appointed on an interim basis to head of a suppression fire department.

(b) Prior to being appointed as the head of a suppression fire department, an individual must:

(1) hold a Texas Commission on Fire Protection certification as fire protection personnel in any discipline that has a commission approved curriculum that requires structural fire protection personnel certification. The individual must have five years of experience in a full-time fire suppression position or ten years in a part-time fire suppression position at the time of appointment, or attain the required years of experience within one year of the appointment; or

(2) provide documentation of accreditation from the International Fire Service Accreditation Congress that is deemed equivalent to the commission's approved basic fire suppression curriculum, and provide documentation in the form of a sworn non-self-serving affidavit of five years of experience in a full-time fire suppression position in a jurisdiction other than Texas; or

(3) provide documentation in the form of a sworn non-self-serving affidavit of ten years of experience as an employee of a local governmental entity in a full-time structural fire protection personnel position in a jurisdiction other than Texas; or

(4) provide documentation in the form of a sworn non-self-serving affidavit of ten years of experience as an active volunteer fire fighter in one or more volunteer fire departments. The ten years of volunteer service must include documentation of attendance at 40% of the drills for each year and attendance of at least 25% of a department's emergencies in a calendar year while a member of a volunteer fire department or departments with ten or more active members that conducts a minimum of 48 hours of drills in a calendar year; or

(5) document a combined total of five years of experience using:

(A) full-time experience while holding a commission certification as referenced in paragraph (1) of this subsection; and

(B) provide documentation in the form of a sworn non-self-serving affidavit of experience as an employee of a local governmental entity in a full-time structural fire protection position in a jurisdiction other than Texas as referenced in paragraph (3) of this subsection, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(C) provide documentation in the form of a sworn non-self-serving affidavit of experience as an active volunteer fire fighter and meeting the attendance requirements referenced in paragraph (4) of this subsection, with two years of affidavit time counted as one year of experience; or

(6) document a combined total of five years of experience using:

(A) full-time experience while holding a commission certification as referenced in paragraph (1) of this subsection; and

(B) documentation of accreditation from the International Fire Service Accreditation Congress that is deemed equivalent to the commission's approved basic fire suppression curriculum while appointed to a full-time fire suppression position in a jurisdiction other than Texas. Documentation of experience will be in the form of a sworn non-self-serving affidavit; or

(7) document a combined total of five years of experience using:

(A) documentation of accreditation from the International Fire Service Accreditation Congress that is deemed equivalent to the commission's approved basic fire suppression curriculum while appointed to a full-time fire suppression position in a jurisdiction other than Texas, with documentation of experience being in the form of a non-self-serving affidavit; and

(B) provide documentation in the form of a sworn non-self-serving affidavit of experience as an employee of a local governmental entity in a full-time structural fire protection position in a jurisdiction other than Texas as referenced in paragraph (3) of this subsection, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(C) provide documentation in the form of a sworn non-self-serving affidavit of experience as an active volunteer fire fighter and meeting the attendance requirements referenced in paragraph (4) of this subsection, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(8) document a combined total of ten years of experience using:

(A) documentation in the form of a sworn non-self-serving affidavit of experience as an employee of a local governmental entity in a full-time structural fire protection position in a jurisdiction other than Texas as referenced in paragraph (3) of this subsection; and

(B) documentation in the form of a sworn non-self-serving affidavit of experience as an active volunteer fire fighter and meeting the attendance requirements referenced in paragraph (4) of this subsection.

(c) Holding the Head of a Fire Suppression Fire Department certification does not qualify an individual for any other certification. An individual who seeks certification in another discipline must meet the requirements for that discipline.

(d) Nothing contained in this chapter shall be construed to supersede Chapter 143, Local Government Code, regarding appointment as the head of a suppression fire department.

(e) Individuals certified as the Head of a Suppression Fire Department must meet the continuing education requirement as provided for in Chapter 441 of this title (relating to Continuing Education).

(f) An individual certified as Head of a Suppression Fire Department under this subchapter may engage in fire fighting activities only as the head of a suppression fire department. These activities

include incident command, direction of fire fighting activities or other emergency activities typically associated with fire fighting duties, i.e. rescue, confined space and hazardous materials response.

**Source Note:** The provisions of this §449.1 adopted to be effective February 26, 2015, 40 TexReg 831; amended to be effective November 18, 2018, 43 TexReg 7557; amended to be effective May 20, 2019, 44 TexReg 2464

### **§449.3. Minimum Standards for Head of a Suppression Fire Department Certification.**

Applicants for Head of a Suppression Fire Department Certification must complete the following requirements:

- (1) must be appointed as head of a fire department; and
- (2) complete the Standards Review Assignment for Head of a Fire Department identified in the applicable chapter of the Certification Curriculum Manual; and
- (3) meet with a Texas Commission on Fire Protection Compliance Section representative for review and approval of the Standards Review Assignment; and
- (4) attend at least one Texas Commission on Fire Protection regularly scheduled commission meeting or one regularly scheduled fire fighter advisory committee meeting in the first year of appointment; and
- (5) document completion of the National Incident Management System courses 100, 200, 300, 400, 700, and 800.

**Source Note:** The provisions of this §449.3 adopted to be effective February 26, 2015, 40 TexReg 831; amended to be effective November 18, 2018, 43 TexReg 7557

**CHAPTER 449**  
**HEAD OF A FIRE DEPARTMENT**  
**SUBCHAPTER B**  
**MINIMUM STANDARDS FOR HEAD OF A PREVENTION ONLY FIRE DEPARTMENT**

**§449.201. Minimum Standards for the Head of a Prevention Only Fire Department.**

(a) An individual who becomes employed and is appointed as the head of a prevention only fire department must be certified by the commission as Head of a Prevention Only Fire Department, within one year of appointment. The requirements in this subchapter also apply to an individual who is appointed on an interim basis to head of a prevention only fire department.

(b) Prior to being appointed as the head of a prevention only fire department, an individual must:

(1) hold a Texas Commission on Fire Protection certification as a fire inspector, fire investigator, or arson investigator. The individual must have five years of experience in a full-time fire prevention position or ten years in a part-time fire prevention position at the time of appointment, or attain the required years of experience within one year of the appointment; or

(2) possess valid documentation of accreditation from the International Fire Service Accreditation Congress that is deemed equivalent to the commission's approved basic arson investigator, fire investigator, or fire inspector curriculum and provide documentation in the form of a sworn non-self-serving affidavit of five years of experience in a full-time fire prevention position in a jurisdiction other than Texas; or

(3) provide documentation in the form of a sworn non-self-serving affidavit of ten years of experience as an employee of a local governmental entity in a full-time fire inspector, fire investigator, or arson investigator position in a jurisdiction other than Texas; or

(4) provide documentation in the form of a sworn non-self-serving affidavit of ten years of experience as a certified fire investigator, fire inspector, or arson investigator as a part-time fire prevention employee; or

(5) provide documentation in the form of a sworn non-self-serving affidavit of ten years of fire prevention experience as an active volunteer fire inspector, fire investigator, or arson investigator; or

(6) document a combined total of five years of experience using:

(A) full-time experience while holding commission certification as a fire inspector, fire investigator, or arson investigator; and

(B) provide documentation in the form of a sworn non-self-serving affidavit of experience as an employee of a local governmental entity in a full-time fire inspector, fire investigator, or arson investigator position in a jurisdiction other than Texas as referenced in paragraph (3) of this subsection, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(C) provide documentation in the form of a sworn non-self-serving affidavit of experience as an active volunteer fire inspector, fire investigator, or arson investigator in one or more volunteer fire departments, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(7) document a combined total of five years of experience using:

(A) full-time experience while holding commission certification as a fire inspector, fire investigator, or arson investigator; and

(B) documentation of accreditation from the International Fire Service Accreditation Congress that is deemed equivalent to the commission's approved basic fire investigator or fire inspector curriculum while appointed to a full-time fire prevention position in a jurisdiction other than Texas. Documentation of experience will be in the form of a sworn non-self-serving affidavit; or

(8) document a combined total of five years of experience using:

(A) documentation of accreditation from the International Fire Service Accreditation Congress that is deemed equivalent to the commission's approved basic fire investigator or fire inspector curriculum while appointed to a full-time fire prevention position in a jurisdiction other than Texas, with documentation of experience being in the form of a non-self-serving affidavit; and

(B) provide documentation in the form of a sworn non-self-serving affidavit of experience as an employee of a local governmental entity in a full-time fire inspector, fire investigator, or arson investigator position in a jurisdiction other than Texas as referenced in paragraph (3) of this subsection, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(C) provide documentation in the form of a sworn non-self-serving affidavit of experience as an active volunteer fire inspector, fire investigator, or arson investigator in one or more volunteer fire departments, with two years of affidavit time counted as one year of experience for purposes of this qualification; or

(9) document a combined total of ten years of experience using:

(A) documentation in the form of a sworn non-self-serving affidavit of experience as an employee of a local governmental entity in a full-time fire inspector, fire investigator, or arson investigator position in a jurisdiction other than Texas as referenced in paragraph (3) of this subsection; and

(B) documentation in the form of a sworn non-self-serving affidavit of experience as an active volunteer fire inspector, fire investigator, or arson investigator in one or more volunteer fire departments.

(c) Holding the Head of a Prevention Only Fire Department certification does not qualify an individual for any other certification. An individual who seeks certification in another discipline must meet the requirements for that discipline.

(d) Nothing contained in this chapter shall be construed to supersede Chapter 143, Local Government Code, regarding appointment as the head of a prevention only fire department.

(e) Individuals certified as the Head of a Prevention Only Fire Department must meet the continuing education requirement as provided for in Chapter 441 of this title (relating to Continuing Education).

*Source Note: The provisions of this §449.201 adopted to be effective February 26, 2015, 40 TexReg 831; amended to be effective November 18, 2018, 43 TexReg 7558; amended to be effective May 20, 2019, 44 TexReg 2464*

**§449.203. Minimum Standards for Head of a Prevention Only Fire Department Certification.**

Applicants for Head of a Prevention Only Fire Department Certification must complete the following requirements:

- (1) must be appointed as head of a prevention only fire department; and
- (2) complete the Standards Review Assignment for Head of a Fire Department identified in the applicable chapter of the Certification Curriculum Manual; and
- (3) meet with a Texas Commission on Fire Protection Compliance Section representative for review and approval of the Standards Review Assignment; and
- (4) attend at least one Texas Commission on Fire Protection regularly scheduled commission meeting or one regularly scheduled fire fighter advisory committee meeting in the first year of appointment; and
- (5) documentation of completion of National Incident Management System 100, 200, 300, 400, 700 and 800.

*Source Note: The provisions of this §449.203 adopted to be effective February 26, 2015, 40 TexReg 831; amended to be effective November 18, 2018, 43 TexReg 7558*

**AGENDA ITEM NUMBER 16 WITH RELEVANT DOCUMENTS ATTACHED**

16. Discussion and possible action regarding Rule Review of 37 TAC, Chapter 401 **(please see attached)**.

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER A**  
**GENERAL PROVISIONS AND DEFINITIONS**

**§401.1. Purpose and Scope.**

(a) Purpose. The purpose of this chapter is to provide a system of procedures for practice before the commission that will promote the just and efficient disposition of proceedings and public participation in the decision-making process. The provisions of this chapter shall be given a fair and impartial construction to attain these objectives.

(b) Scope.

(1) This chapter shall govern the initiation, conduct, and determination of proceedings required or permitted by law in matters regulated by the commission, whether instituted by order of the commission or by the filing of an application, complaint, petition, or any other pleading.

(2) This chapter shall not be construed so as to enlarge, diminish, modify, or otherwise alter the jurisdiction, powers, or authority of the commission, its staff, or the substantive rights of any person.

(3) This chapter shall not apply to matters related solely to the internal personnel rules and practices of this agency.

(4) To the extent that any provision of this chapter is in conflict with any statute or substantive rule of the commission, the statute or substantive rule shall control.

(5) In matters referred to the State Office of Administrative Hearings (SOAH), hearings or other proceedings are governed by 1 TAC Chapter 155 (relating to Rules of Procedures) adopted by SOAH. To the extent that any provision of this chapter is in conflict with SOAH Rules of Procedures, the SOAH rules shall control.

*Source Note: The provisions of this §401.1 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective June 28, 2011, 36 TexReg 3936; amended to be effective February 26, 2015, 40 TexReg 826*

**§401.3. Definitions.**

The following terms, when used in this chapter, shall have the following meanings, unless the context or specific language of a section clearly indicates otherwise:

(1) Advisory Committee--An advisory committee that is required to assist the commission in its rule-making function and whose members are appointed by the commission pursuant to Government Code, §419.008, or other law.

(2) Agency--Includes the commission, the Agency Chief, and all divisions, departments, and employees thereof.

(3) Agency Chief --The Agency Chief appointed by the commission pursuant to Government Code, §419.009.

- (4) APA--Government Code, Chapter 2001, The Administrative Procedure Act, as it may be amended from time to time.
- (5) Applicant--A person, including the commission staff, who seeks action from the commission by written application, petition, complaint, notice of intent, appeal, or other pleading that initiates a proceeding.
- (6) Application--A written request seeking a license from the commission, petition, complaint, notice of intent, appeal, or other pleading that initiates a proceeding.
- (7) Authorized Representative--A person who enters an appearance on behalf of a party, or on behalf of a person seeking to be a party or otherwise to participate in a commission proceeding.
- (8) Chairman--The commissioner who serves as presiding officer of the commission pursuant to Government Code, §419.007.
- (9) Commission--The Texas Commission on Fire Protection.
- (10) Commissioner--One of the appointed members of the decision-making body defined as the commission.
- (11) Complainant--Any person, including the commission's legal staff, who files a signed written complaint intended to initiate a proceeding with the commission regarding any act or omission by a person subject to the commission's jurisdiction.
- (12) Contested Case--A proceeding, including but not restricted to, the issuance of certificates, licenses, registrations, permits, etc., in which the legal rights, duties, or privileges of a party are to be determined by the agency after an opportunity for adjudicative hearing.
- (13) Days--Calendar days, not working days, unless otherwise specified in this chapter or in the commission's substantive rules.
- (14) Division--An administrative unit for regulation of specific activities within the commission's jurisdiction.
- (15) Hearings Officer--An administrative law judge on the staff of the State Office of Administrative Hearings assigned to conduct a hearing and to issue a proposal for decision, including findings of fact and conclusions of law, in a contested case pursuant to Government Code, Chapter 2003.
- (16) License--Includes the whole or part of any agency permit, certificate, approval, registration, license, or similar form of permission required or permitted by law.
- (17) Licensee--A person who holds an agency permit, certificate, approval, registration, license, or similar form of permission required or permitted by law.
- (18) Licensing--Includes the agency process respecting the granting, denial, renewal, revocation, suspension, annulment, withdrawal, or amendment of a license.
- (19) Party--Each person or agency named or admitted as a party in a contested case.
- (20) Person--Any individual, partnership, corporation, association, governmental subdivision, or public or private organization of any character other than the commission.

(21) Pleading--A written document submitted by a party, or a person seeking to participate in a proceeding, setting forth allegations of fact, claims, requests for relief, legal argument, and/or other matters relating to a commission proceeding.

(22) Preliminary Staff Conference--A conference with commission staff for the purpose of showing compliance with all requirements of law, or to discuss informal disposition of any complaint or contested case.

(23) Presiding Officer--The chairman, the acting chairman, the Agency Chief, or a duly authorized hearings officer.

(24) Proceeding--Any hearing, investigation, inquiry, or other fact-finding or decision-making procedure, including the denial of relief or the dismissal of a complaint.

(25) Respondent--A person under the commission's jurisdiction against whom any complaint or appeal has been filed or who is under formal investigation by the commission.

(26) SOAH--State Office of Administrative Hearings.

*Source Note: The provisions of this §401.3 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51*

#### **§401.5. Delegation of Authority.**

All decisions to suspend, revoke, or deny an application for any certificate or approval, to reprimand or place on probation the holder of such certificate or approval, or to impose an order for restitution, remedial action, or administrative penalties pursuant to Government Code, Chapter 419, shall be made by the Agency Chief or designee.

*Source Note: The provisions of this §401.5 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective January 11, 2023, 48 TexReg 51*

#### **§401.7. Construction.**

(a) A provision of a rule referring to the commission or the chairman, or a provision of a rule referring to the Agency Chief as the presiding officer, is construed to apply to the commission or chairman, if the matter is within the jurisdiction of the commission, or to the Agency Chief, if the matter is within the jurisdiction of the Agency Chief.

(b) Unless otherwise provided by law, any duty imposed on the commission, the chairman, or the Agency Chief may be delegated to a duly authorized representative. In such case, the provisions of any rule referring to the commission, the chairman, or the Agency Chief shall be construed to also apply to the duly authorized representative of the commission, the chairman, or the Agency Chief.

*Source Note: The provisions of this §401.7 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective January 11, 2023, 48 TexReg 51*

#### **§401.9. Records of Official Action.**

All official acts of the commission or the Agency Chief shall be evidenced by a recorded or written record. Official action of the commission or the Agency Chief shall not be bound or prejudiced by any informal statement or opinion made by any member of the commission, the Agency Chief, or the employees of the agency.

*Source Note: The provisions of this §401.9 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective January 11, 2023, 48 TexReg 51*

### **§401.11. Conduct of Commission and Advisory Meetings.**

(a) Statements concerning items which are part of the commission's posted agenda. Persons who desire to make presentations to the commission concerning matters on the agenda for a scheduled commission or fire fighter advisory committee meeting shall complete registration cards which shall be made available at the entry to the place where the scheduled meeting is to be held. The registration cards shall include blanks in which all of the following information must be disclosed:

- (1) name of the person making a presentation;
- (2) a statement as to whether the person is being reimbursed for the presentation; and if so, the name of the person or entity on whose behalf the presentation is made;
- (3) a statement as to whether the presenter has registered as a lobbyist in relationship to the matter in question;
- (4) a reference to the agenda item which the person wishes to discuss before the commission;
- (5) an indication as to whether the presenter wishes to speak for or against the proposed agenda item; and
- (6) a statement verifying that all factual information to be presented shall be true and correct to the best of the knowledge of the speaker.

(b) Discretion of the presiding officer. The presiding officer of the commission or the advisory committee, as the case may be, shall have discretion to employ any generally recognized system of parliamentary procedures, including, but not limited to, Robert's Rules of Order for the conduct of commission or committee meetings, to the extent that such parliamentary procedures are consistent with the Texas Open Meetings Act or other applicable law and these rules. The presiding officer shall also have discretion in setting reasonable limits on the time to be allocated for each matter on the agenda of a scheduled commission meeting or advisory committee meeting and for each presentation on a particular agenda item. If several persons wish to address the commission or advisory committee on the same agenda item, it shall be within the discretion of the chairperson to request that persons who wish to address the same side of the issue coordinate their comments, or limit their comments to an expression in favor of views previously articulated by persons speaking on the same side of an issue.

(c) Requests for issues to be placed on an agenda for discussion. Persons who wish to bring issues before the commission shall first address their request in writing to the Agency Chief. Such requests should be submitted at least 15 days in advance of commission or fire fighter advisory committee meetings. The decision whether to place a matter on an agenda for discussion before the full commission, or alternatively before the fire fighter advisory committee, or with designated staff members, shall be within the discretion of the appropriate presiding officer.

*Source Note: The provisions of this §401.11 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective January 11, 2023, 48 TexReg 51*

### **§401.13. Computation of Time.**

(a) Computing Time. In computing any period of time prescribed or allowed by these rules, by order of the Agency, or by any applicable statute, the period shall begin on the day after the act,

event, or default in controversy and conclude on the last day of such computed period, unless it be a Saturday, Sunday, or a legal holiday, in which event, the period runs until the end of the next day which is neither a Saturday, Sunday, nor a legal holiday. A party or attorney of record notified under §401.61 of this title (relating to Record) is deemed to have been notified on the date which notice is sent.

(b) Extensions. Unless otherwise provided by statute, the time for filing any pleading, except a notice of protest, may be extended by order of the Agency Chief or designee, upon the following conditions:

(1) A written motion must be duly filed with the Agency Chief or designee prior to the expiration of the applicable period of time allowed for such filings.

(2) The written motion must show good cause for such extension and that the need is not caused by the neglect, indifference, or lack of diligence on the part of the movant.

(3) A copy of any such motion shall be served upon all other parties of record to the proceeding contemporaneously with the filing thereof.

*Source Note: The provisions of this §401.13 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective July 19, 2007, 32 TexReg 4443; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective January 11, 2023, 48 TexReg 51*

#### **§401.15. Agreements To Be in Writing.**

(a) Unless precluded by law, informal disposition may be made of any contested case by stipulation, agreed settlement, consent order, or default.

(b) No stipulation or agreement between the parties, their attorneys or representatives, with regard to any matter involved in any proceeding before the Agency, shall be enforced unless it shall have been reduced to writing and signed by the parties or their authorized representatives, or unless it shall have been dictated into the record by them during the course of a hearing, or incorporated in an order bearing their written approval. This rule does not limit a party's ability to waive, modify, or stipulate any right or privilege afforded by these rules, unless precluded by law.

*Source Note: The provisions of this §401.15 adopted to be effective March 8, 2001, 26 TexReg 2040*

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER B**  
**RULEMAKING PROCEEDINGS**

**§401.17. Requirements.**

Except for the requirements of mandatory rule development by the fire fighter advisory committee provided for by law, the procedure for rulemaking is governed by Subchapter B of the Administrative Procedure Act (APA).

*Source Note:* The provisions of this §401.17 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778

**§401.19. Petition for Adoption of Rules.**

- (a) Any person may petition the commission requesting the adoption of a new rule or an amendment to an existing rule as authorized by the APA, §2001.021.
- (b) Petitions shall be sent to the Agency Chief. Petitions shall be deemed sufficient if they contain:
- (1) the name and address of the person or entity on whose behalf the application is filed;
  - (2) specific reference to the existing rule which is proposed to be changed, amended, or repealed;
  - (3) the exact wording of the new, changed, or amended proposed rule with new language underlined and deleted language dashed out;
  - (4) the proposed effective date; and
  - (5) a justification for the proposed action set out in narrative form with sufficient particularity to inform the commission and any other interested person of the reasons and arguments on which the petitioner is relying.
- (c) The Agency Chief shall direct that the petition for adoption of rules be placed on the next agenda for discussion by the commission or the fire fighter advisory committee with subject matter jurisdiction in accordance with §401.11 of this title (relating to Conduct of Commission and Advisory Meetings).
- (d) A request for clarification of a rule shall be treated as a petition for a rule change. The commission staff may request submission of additional information from the applicant to comply with the requirements of subsection (b) of this section.

*Source Note:* The provisions of this §401.19 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective July 19, 2007, 32 TexReg 4443; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective January 11, 2023, 48 TexReg 51

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER C**  
**EXAMINATION APPEALS PROCESS**

**§401.21. Examination Challenge.**

- (a) An examinee who seeks to challenge the failure of an examination must submit a written request to the Agency Chief or his designee to discuss informal disposition of the complaint(s).
- (b) An examination may be challenged only on the basis of examination content, failure to comply with commission rules by a certified training facility, or problems in the administration of the examination.
- (c) The written request must identify the examinee, the specific examination taken, the date of the examination, and the basis of the appeal.
- (d) An examinee who challenges the content of an examination must identify the subject matter of the question(s) challenged and is not entitled to review the examination due to the necessity of preserving test security.
- (e) The request must be submitted within 30 days from the date the grade report is posted on the website.
- (f) Commission staff shall schedule a preliminary staff conference with the applicant in accordance with §401.41 of this title (relating to Preliminary Staff Conference) to discuss the challenge within 30 days of the request or as soon as practical. The examinee may accept or reject the settlement recommendations of the commission staff. If the examinee rejects the proposed agreement, the examinee must request in writing a formal administrative hearing as described in Subchapter F of this chapter (relating to Contested Cases) within 30 days of the action complained of.

*Source Note: The provisions of this §401.21 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective July 19, 2007, 32 TexReg 4443; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51*

**§401.23. Examination Waiver Request.**

- (a) An individual who is required to take a commission examination may petition the commission for a waiver of the examination if the person's certificate or eligibility expired because of a good faith clerical error on the part of the individual or an employing entity.
- (b) The waiver request must include a sworn statement together with any supporting documentation that evidences the applicant's good faith efforts to comply with commission requirements and that failure to comply was due to circumstances beyond the control of the certificate holder or applicant.
- (c) Commission staff shall schedule a preliminary staff conference with the applicant in accordance with §401.41 of this title (relating to Preliminary Staff Conference) to discuss the waiver request within 30 days of the request, or as soon as practical. The applicant may accept or reject the settlement recommendations of the commission staff. If the examinee rejects the proposed

agreement, the applicant must request in writing a formal administrative hearing as described in Subchapter F of this chapter (relating to Contested Cases) within 30 days of the action complained of.

**Source Note:** *The provisions of this §401.23 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective July 19, 2007, 32 TexReg 4443; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826*

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER D**  
**DISCIPLINARY PROCEEDINGS**

**§401.31. Disciplinary Proceedings in Contested Cases.**

(a) If the commission staff recommends administrative penalties or any other sanction for alleged violations of laws or rules, the respondent may request a preliminary staff conference.

(b) Commission staff shall schedule a preliminary staff conference with the applicant to discuss the alleged violations of laws or rules within 30 days of the request or as soon as practical. The respondent may accept or reject the settlement recommendations of the commission staff. If the respondent rejects the proposed agreement, the respondent must request in writing a formal administrative hearing as described in Subchapter F of this chapter (relating to Contested Cases) within 30 days of the notice of the staff's recommended disciplinary action.

***Source Note:** The provisions of this §401.31 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective July 19, 2007, 32 TexReg 4443; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826*

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER E**  
**PREHEARING PROCEEDINGS**

**§401.41. Preliminary Staff Conference.**

(a) General. After receipt of notice of alleged violations of laws or rules administered or enforced by the commission and its staff, the holder of the certificate, applicant, or regulated entity may request a conference with the commission's staff for the purpose of showing compliance with all requirements of law, or to discuss informal disposition of any complaint or contested case.

(b) Representation. The certificate holder, applicant or regulated entity may be represented by counsel or by a representative of his or her choice. The commission shall be represented by one or more members of its staff and by commission legal counsel.

(c) Informal Proceedings. The conference shall be informal, and will not follow procedures for contested cases. The commission's representative(s) may prohibit or limit attendance by other persons; may prohibit or limit access to the commission's investigative file by the licensee, the licensee's representative, and the complainant, if present; and may record part or all of the staff conference. At the discretion of the commission's representative(s), the licensee, the licensee's representative, and the commission staff may question witnesses; make relevant statements; and present affidavits, reports, letters, statements of persons not in attendance, and such other evidence as may be appropriate.

(d) Settlement Conference. At the discretion of the commission's representative(s), the preliminary staff conference may be concluded and a settlement conference initiated to discuss staff recommendations for informal resolution of the issues. Such recommendations may include any disciplinary actions authorized by law, including administrative penalties, restitution, remedial actions, or such reasonable restrictions that may be in the public interest. These recommendations may be modified by the commission's representative(s) based on new information, a change of circumstances, or to expedite resolution in the interest of protecting the public. The commission's representative(s) may also recommend that the investigation be closed or referred for further investigation.

(e) Proposed Consent Order. The licensee may accept or reject the settlement recommendations of the commission staff. If the licensee accepts the recommendations, the licensee shall execute a settlement agreement in the form of a proposed consent order as soon thereafter as practicable. If the licensee rejects the proposed agreement, the matter may be scheduled for a hearing as described in Subchapter F of this chapter.

(f) Approval of Consent Order. Following acceptance and execution of the settlement agreement recommended by staff, said proposed agreement shall be submitted to the Agency Chief for approval. If the order is approved, it shall be signed by the Agency Chief. If the proposed order is not approved, the licensee shall be so informed and the matter shall be referred to the commission staff for appropriate action to include dismissal, closure, further negotiation, further investigation, or a formal hearing.

(g) Preliminary Notice. A revocation, suspension, annulment, denial, or withdrawal of a certificate or license is not effective unless, before the institution of contested case proceedings, the holder of the certificate receives preliminary notice of the facts or conduct alleged to warrant the intended action and an opportunity to show compliance with all requirements of law.

(h) Request for Formal Hearing. Except as otherwise provided by law, if an applicant's original application or request for a certificate is denied, he or she shall have 30 days from the date of denial to make a written request for a formal hearing, and if so requested, the formal hearing will be granted and the provisions of the APA and this chapter with regard to contested cases shall apply.

**Source Note:** *The provisions of this §401.41 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51*

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER F**  
**CONTESTED CASES**

**§401.51. Opportunity for Hearing.**

In general, except as otherwise provided by law, the procedure for the grant, denial, renewal, revocation, suspension, annulment, or withdrawal of a certificate is governed by Government Code, Chapter 2001, pertaining to Administrative Procedures and by 1 TAC Chapter 155 (relating to Rules of Procedures) adopted by SOAH.

*Source Note: The provisions of this §401.51 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective July 19, 2007, 32 TexReg 4443; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826*

**§401.53. Contested Case Hearing.**

(a) The commission appoints SOAH to be its finder of fact in contested cases. The commission does not delegate to the hearings officer and retains for itself the right to determine the sanctions and make the final decision in a contested case.

(b) SOAH hearings of contested cases shall be conducted in accordance with the APA by a hearings officer assigned by SOAH. Jurisdiction over the case is acquired by SOAH when the commission staff files a request to docket case.

(c) The commission may serve the notice of hearing on the respondent at his or her last known address as shown by commission records. The notice may be served by registered U. S. mail or by certified mail, return receipt requested.

*Source Note: The provisions of this §401.53 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826*

**§401.57. Filing of Exceptions and Replies to Proposal for Decision.**

(a) A copy of the proposal for decision in a contested case shall be simultaneously delivered or mailed by certified mail, return receipt requested, to each party representative of record.

(b) Exceptions to the proposal for decision shall be filed within 20 days of the date of the proposal for decision.

(c) Replies to exceptions shall be filed within 15 calendar days after the date of filing of the exceptions and briefs.

(d) The exceptions shall be specifically and concisely stated. The evidence relied upon shall be stated with particularity, and any evidence or arguments relied upon shall be grouped under the exceptions to which they relate.

(e) The hearings officer will rule on all exceptions, briefs, replies, and requests for extension of time and notify the parties of decisions and any amendments to the proposal for decision.

*Source Note: The provisions of this §401.57 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826*

#### **§401.59. Orders.**

After the time for filing exceptions and replies to exceptions expires, the hearings officer's proposal for decision will be considered by the Agency Chief and either adopted or modified and adopted. All final decisions or orders of the commission or the Agency Chief shall be in writing and signed. A final decision shall include findings of fact and conclusions of law separately stated. Findings of fact, if set forth in statutory language, shall be accomplished by a concise and explicit statement of the underlying facts supporting the findings. Parties shall be notified either personally or by certified mail of any decision or order, and a copy of the decision or order shall be delivered or mailed to any party and to his or her authorized representative.

*Source Note: The provisions of this §401.59 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51*

#### **§401.61. Record.**

(a) The record in a contested case includes the matters listed in the APA, Government Code, §2001.060.

(b) Proceedings, or any part of them, shall be transcribed on written request of any party. The party requesting the proceeding to be transcribed shall make the initial payment for the transcription. Ultimately, however, the commission or Agency Chief has the authority to assess, in addition to an administrative penalty, the costs of transcribing the administrative hearing.

(c) Appeal. The costs of transcribing the testimony and preparing the record for an appeal by judicial review shall be paid by the party who appeals.

*Source Note: The provisions of this §401.61 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51*

#### **§401.63. Final Decision and Orders.**

(a) Commission action. A copy of the final decision or order shall be delivered or mailed to any party and to the attorney of record.

(b) Recorded. All final decisions and orders shall be in writing. A final order shall include findings of fact and conclusions of law, separately stated.

(c) Changes stated in final order. If the hearings officer's proposed findings of fact or conclusions of law are modified, the final order shall reflect the specific reason and legal basis for each change made.

(d) In general. Any party aggrieved of a final decision or order of the executive director in a contested case may appeal to the commission after the decision or order complained of is final. An appeal to the commission for review of action of the executive director shall be made within 30

days from the date that the writing evidencing the official action or order complained of is final and appealable, but for good cause shown, the commission may allow an appeal after that date. A motion for rehearing is not a prerequisite for an appeal to the commission.

(e) Oral argument. On the request of any party, the commission may allow oral argument prior to the final determination of an appeal of a decision or order of the executive director.

(f) If the executive director's final decision or order is appealed to the commission, the matter shall be set for the next available commission meeting and the commission shall take action in open session. A copy of the commission decision shall be delivered or mailed to any party and to the attorney of record.

*Source Note: The provisions of this §401.63 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826*

#### **§401.67. Motions for Rehearing.**

(a) In the absence of a finding of imminent peril, a motion for rehearing is a prerequisite to a judicial appeal. A motion for rehearing must be filed by a party within 20 days after the date the party representative is notified of the final decision or order.

(b) Replies to a motion for rehearing must be filed with the agency within 30 days after the date the party representative is notified of the final decision or order.

(c) Agency action on the motion for rehearing must be taken within 45 days after the date a party representative is notified of the final decision or order. If agency action is not taken within the 45-day period, the motion for rehearing is overruled by operation of law 45 days after the date the party representative is notified of the final decision or order.

(d) The commission may rule on a motion for rehearing at a meeting or by mail, telephone, telegraph, facsimile transmission, or another suitable means of communication. The motion shall be deemed overruled by operation of law, unless a majority of the commissioners serving vote to grant the motion within the time provided by law for ruling on the motion for rehearing.

(e) The agency may, by written order, extend the period of time for filing the motions or replies and taking agency action, except that an extension may not extend the period for agency action beyond 90 days after the date a party representative is notified of the final order or decision.

(f) In the event of an extension, the motion for rehearing is overruled by operation of law on the date fixed by the order, or in the absence of a fixed date, 90 days after the date the party representative is notified of the final decision or order.

*Source Note: The provisions of this §401.67 adopted to be effective March 8, 2001, 26 TexReg 2040*

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER G**  
**CONDUCT AND DECORUM, SANCTIONS, AND PENALTIES**

**§401.105. Administrative Penalties.**

(a) Following the hearing the administrative law judge shall issue a proposal for decision containing findings of facts and conclusions of law. While the administrative law judge may recommend a sanction, findings of fact and conclusions of law are inappropriate for sanction recommendations, and sanction recommendations in the form of findings of fact and conclusions of law are an improper application of applicable law and these rules. In all cases, the commission or Agency Chief has the discretion to impose the sanction that best accomplishes the commission's legislatively-assigned enforcement goals. The commission or Agency Chief is the ultimate arbiter of the proper penalty.

(b) The commission, acting through the Agency Chief may, after notice and hearing required by Government Code, Chapter 2001, Administrative Procedure Act, impose an order requiring payment of an administrative penalty or monetary forfeiture in an amount not to exceed \$1,000 for each violation of Government Code, Chapter 419, or rule promulgated there under, as provided by Government Code, §419.906.

(c) In determining the amount of the administrative penalty or monetary forfeiture the commission or the Agency Chief shall consider:

(1) the seriousness of the violation, including, but not limited to, the nature, circumstances, extent, and gravity of the prohibited act, and the hazard or potential hazard created to the health and safety of the public;

(2) the economic damage to property or the public's interests or confidences caused by the violation;

(3) the history of previous violations;

(4) any economic benefit gained through the violation;

(5) the amount necessary to deter future violations;

(6) the demonstrated good faith of the person, including efforts taken by the alleged violator to correct the violation;

(7) the economic impact of imposition of the penalty or forfeiture on the person; and

(8) any other matters that justice may require.

(d) The commission or Agency Chief retains the right to increase or decrease the amount of an administrative penalty based on the circumstances in each case. In particular, the commission or

Agency Chief may increase the amount of administrative penalties when the respondent has committed multiple violations (e.g., some combination of different violations). Any party aggrieved of a final decision or order of the Agency Chief in a contested case may appeal to the commission after the decision or order complained of is final. An appeal to the commission for review of action of the Agency Chief shall be made within 30 days from the date that the writing evidencing the official action or order complained of is final and appealable, but for good cause shown, the commission may allow an appeal after that date. A motion for rehearing is not a prerequisite for an appeal to the commission.

(e) Oral argument. On the request of any party, the commission may allow oral argument prior to the final determination of an appeal of a decision or order of the Agency Chief.

(f) If the Agency Chief's final decision or order is appealed to the commission, the matter shall be set for the next available commission meeting.

(g) Because it is the policy of the commission to pursue expeditious resolution of complaints when appropriate, administrative penalties in uncontested cases may be less than the amounts assessed in contested cases. Among other reasons, this may be because the respondent admits fault, takes steps to rectify matters, timely responds to commission concerns, or identifies mitigating circumstances, and because settlements avoid additional administrative costs.

(h) The commission or Agency Chief may impose an administrative penalty alone or in addition to other permitted sanctions.

**Source Note:** The provisions of this §401.105 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER H**  
**REINSTATEMENT**

**§401.111. Application for Reinstatement of License or Certificate.**

(a) At the expiration of one year from the date of revocation or suspension, or upon the conclusion of any specified period of suspension, the commission may consider a request for reinstatement by the former licensee or certificate holder (applicant).

(b) The request for reinstatement must be submitted to the commission office in writing and should include a short and plain statement of the reasons why the applicant believes the license should be reinstated.

(c) Upon denial of any application for reinstatement, the commission may not consider a subsequent application until the expiration of one year from the date of denial of the prior application.

(d) In taking action to revoke or suspend a license or certificate, the commission may, in its discretion, specify the terms and conditions upon which reinstatement shall be considered.

*Source Note: The provisions of this §401.111 adopted to be effective March 8, 2001, 26 TexReg 2040*

**§401.113. Evaluation for Reinstatement.**

In considering reinstatement of a suspended or revoked license or certificate, the commission will evaluate:

- (1) the severity of the act which resulted in revocation or suspension of the license or certificate;
- (2) the conduct of the applicant subsequent to the revocation or suspension of the license or certificate;
- (3) the lapse of time since revocation or suspension;
- (4) the degree of compliance with all conditions the commission may have stipulated as a prerequisite for reinstatement;
- (5) the degree of rehabilitation attained by the applicant as evidenced by sworn notarized statements sent directly to the commission from qualified people who have personal and professional knowledge of the applicant; and
- (6) the applicant's present qualifications to perform duties regulated by the commission.

*Source Note: The provisions of this §401.113 adopted to be effective March 8, 2001, 26 TexReg 2040*

### **§401.115. Procedure upon Request for Reinstatement.**

(a) An applicant for reinstatement of a revoked or suspended license or certificate must personally appear before an administrative law judge designated by the commission at a scheduled date and time to show why the license or certificate should be reinstated.

(b) Upon submission of proof of past revocation or suspension of the applicant's license or certificate, the applicant has the burden of proof to show present fitness and/or rehabilitation to perform duties regulated by the commission.

(c) Upon receipt of a written request for reinstatement as required by §401.111 of this title (relating to Application for Reinstatement of License or Certificate), the applicant will be notified of a date and time of an appearance before the administrative law judge.

*Source Note: The provisions of this §401.115 adopted to be effective March 8, 2001, 26 TexReg 2040*

### **§401.117. Commission Action Possible upon Reinstatement.**

After evaluation, the commission may:

- (1) deny reinstatement of a suspended or revoked license or certificate;
- (2) reinstate a suspended or revoked license or certificate and probate the practitioner for a specified period of time under specific conditions;
- (3) authorize reinstatement of the suspended or revoked license or certificate;
- (4) require the satisfactory completion of a specific program of remedial education approved by the commission; and/or
- (5) reinstate a suspended or revoked license or certificate after verification through examination of required knowledge and skills appropriate to the suspended or revoked license or certificate. All applicable procedures shall be followed and all applicable fees shall be paid.

*Source Note: The provisions of this §401.117 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778*

### **§401.119. Failure To Appear for Reinstatement.**

An applicant for reinstatement of a revoked or suspended license or certificate who makes a commitment to appear before the administrative law judge, and fails to appear at a hearing set with notice by the agency, shall not be authorized to appear before the administrative law judge before the expiration of six months. For good cause shown, the Agency Chief may authorize an exception to this rule.

*Source Note: The provisions of this §401.119 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective January 11, 2023, 48 TexReg 51*

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER I**  
**NOTICE AND PROCESSING PERIODS FOR CERTIFICATE APPLICATIONS**

**§401.121. Purpose of Establishing Time Periods.**

In order to minimize delays, this subchapter establishes time periods within which the commission shall review and process certificate applications efficiently and provides for an appeal process should the agency violate these periods in accordance with the Government Code, Chapter 2005.

*Source Note:* The provisions of this §401.121 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826

**§401.123. Notice of Deficiency.**

Written notice that an application is deficient must be mailed to the applicant or delivered by such means as will reasonably provide actual notice.

*Source Note:* The provisions of this §401.123 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778

**§401.125. Processing Periods.**

(a) Notice to applicant. Within 30 days from receipt of an application for a certificate or approval issued pursuant to the Government Code, Chapter 419, the agency shall determine a filing to be complete or deficient and issue written notice in accordance with §401.123 of this title (relating to Notice of Deficiency) to the applicant regarding the status of the application.

(1) Complete application.

(A) The written notice for a complete application shall state that the application is complete and accepted for filing and shall advise the applicant of the time period in which the agency must deny or approve the application unless such information has previously been provided to the applicant.

(B) For purposes of this section, an application is complete upon agency determination that it is in compliance with the content and form prescribed by the agency.

(2) Deficient application.

(A) The written notice for a deficient application shall state that the application is not complete, set out the specific additional information that is required for completion, and advise the applicant that the agency may disapprove an application that is not complete. After one written notice of deficiency has been issued, another is not required for an application resubmitted in whole or in part with deficiencies.

(B) In addition to notice issued under subparagraph (A) of this paragraph, the agency may notify the applicant, in any manner, of deficiencies in the application.

(b) Processing of application. Within 60 days after receipt of a complete application, the agency shall:

(1) issue the certificate on payment of the appropriate fees and successful completion of all required examinations; or

(2) deny the certificate.

*Source Note: The provisions of this §401.125 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective December 18, 2012, 37 TexReg 9778*

### **§401.127. Appeal.**

(a) Hearing.

(1) Notice. An applicant who does not receive notice as to the complete or deficient status of a certificate application within the period established in this subchapter for such application may petition for a hearing to review the matter.

(2) Processing. An applicant whose permit is not approved or denied within the period established in this subchapter for such certificate may petition for a hearing to review the matter.

(3) Procedure. A hearing under this section shall be in accordance with the Administrative Procedure Act and Subchapter E of this chapter (relating to Contested Cases).

(b) Petition. A petition filed under this section must be in writing and directed to the Agency Chief. The petition shall identify the applicant, indicate the type of certificate sought and the date of the application, specify each provision in this subchapter that the agency has violated, and describe with particularity how the agency has violated each provision. The petition shall be filed with the office of the Agency Chief.

(c) Decision. An appeal filed under this section shall be decided in the applicant's favor if the Agency Chief finds that:

(1) the agency exceeded an established period under this subchapter; and

(2) the agency failed to establish good cause for exceeding the period.

(d) Good cause. The agency is considered to have good cause for exceeding a notice or processing period established for a permit if:

(1) the number of certificates to be processed exceeds by 15% or more the number of certificates processed in the same calendar quarter of the preceding year;

(2) the agency must rely on another public or private entity for all or part of its certificate processing, and the delay is caused by the other entity;

(3) the hearing and decision-making process results in reasonable delay under the circumstances;

(4) the applicant is under administrative review; or

(5) any other conditions exist giving the agency good cause for exceeding a notice or processing period.

(e) Commission review. A permit applicant aggrieved by a final decision or order of the Agency Chief concerning a period established by these sections may appeal to the commission in writing after the decision or order complained of is final, in accordance with §401.63 of this title (relating to Final Decision and Orders).

(f) Relief.

(1) Complete or deficient status. An applicant who maintains a successful appeal under subsection (c) of this section for agency failure to issue notice as to the complete or deficient status of an application shall be entitled to notice of application status.

(2) Certificate approval or denial. An applicant who maintains a successful appeal under subsection (c) of this section for agency failure to approve or deny a certificate shall be entitled to such approval or denial of the certificate and to full reimbursement of all filing fees that have been paid to the agency in connection with the application.

**Source Note:** The provisions of this §401.127 adopted to be effective March 8, 2001, 26 TexReg 2040; amended to be effective January 20, 2002, 27 TexReg 382; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER J**  
**CHARGES FOR PUBLIC RECORDS**

**§401.129. Charges for Public Records.**

(a) The commission is subject to Texas Government Code, Chapter 552, Texas Public Information Act. The Act gives the public the right to request access to government information.

(b) The commission adopts by reference Title 1, Part 13, Chapter 70, Cost of Copies of Public Information, as promulgated by the Office of the Attorney General.

(c) The Agency Chief may waive or reduce a charge for copies when furnishing the information benefits the general public.

*Source Note:* The provisions of this §401.129 adopted to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826; amended to be effective January 11, 2023, 48 TexReg 51

**CHAPTER 401**  
**ADMINISTRATIVE PRACTICE AND PROCEDURE**  
**SUBCHAPTER K**  
**HISTORICALLY UNDERUTILIZED BUSINESSES**

**§401.131. Historically Underutilized Businesses.**

The commission adopts by reference Title 34, Part 1, Chapter 20, Texas Procurement and Support Services, Subchapter B, Historically Underutilized Business Program, as promulgated by the Comptroller of Public Accounts.

*Source Note:* The provisions of this §401.131 adopted to be effective December 18, 2012, 37 TexReg 9778; amended to be effective February 26, 2015, 40 TexReg 826

**AGENDA ITEM NUMBER 17 WITH RELEVANT DOCUMENTS ATTACHED**

17. Discussion regarding the 2023 Injury Report **(please see attached)**.

# 2023 Injury Report

An Annual Summary of Fire Fighter Injuries, Exposures, and Cancer Diagnoses Reported to the Texas Commission on Fire Protection in Calendar Year 2023

By  
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of the  
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*This publication can be downloaded free of charge on-line:  
<https://www.tcfp.texas.gov/services/injury-reports>*

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## Mission

The commission shall gather and evaluate data on fire protection personnel injuries and develop recommendations for reducing injuries.

### Why we are collecting injury data

Under Texas Government Code §419.048, the Texas Legislature charged the commission with gathering and evaluating data on injuries. The rules requiring regulated entities to report injuries to the commission are in Texas Administrative Code §435.23. The commission encourages volunteer entities to report injuries so that it can gain as accurate a picture as possible concerning injury trends in the Texas fire service. The injury reporting program began in March 2010.

### Information the commission collects

- Minor, serious, and fatal injuries,
- Exposures (toxic and pathogenic)
- Cancer diagnoses
- Activities where fire personnel are injured
- Types of injuries (burns, strain-sprains, wounds, etc.)
- Body parts being injured
- Tasks performed at the time of injury
- Missed time
- Work assignment after injury
- Malfunctions/failures of personal protective equipment (PPE), self-contained breathing apparatus (SCBA), personal alert safety systems (PASS devices) and standard operating procedures (SOPs)

### How this will help the fire service

- Identify common injuries and exposures
- Identify trends in injuries and exposures
- Identify needed training
- Evaluate and find improvements in procedures

## Executive Summary

The information in this report is collected by the Texas Commission on Fire Protection (TCFP) via an on-line injury reporting application. **At the time of this writing, the TCFP regulated 39,287 individuals and 808 entities.**

**39,287** = The number of “associated” individuals in our database, meaning those who are currently employed by a regulated fire department.

**808** = The number of departments in our database that are currently being regulated by the TCFP.

This report is a comprehensive analysis of injuries and exposures to Texas fire fighters. These injuries and exposures were reported to the TCFP in 2023 by fire departments throughout the state, and this report contains charts and graphs depicting the results of the information that was collected. The report also compares Texas fire fighter injury statistics with national statistics that were gathered by the National Fire Protection Association (NFPA) in 2022.

Under Texas Government Code §419.048, the Texas Commission on Fire Protection is charged with developing and establishing criteria to receive and analyze injury information pertaining to Texas fire fighters. The commission reviews this information to develop recommendations to help reduce injuries to fire protection personnel. The commission provides this information to the State Fire Marshal’s Office (SFMO) by September 1 of each year for inclusion in the SFMO’s annual Firefighter Fatality Investigations Report. The commission has enacted rules about reporting injuries in the Texas Administrative Code (TAC) Title 37, Chapter 435, and has established the criteria and policies for reporting and analyzing the information.

The commission originally built the data systems necessary to gather this information in 2010. In 2017 the data systems were migrated from a Microsoft Access database structure to a new system which was developed in-house and designed specifically to meet the information resource needs of the TCFP. The reporting process is accomplished online via TCFP’s FIDO system. Fire departments regulated by the commission have been notified of the requirement to report. Several volunteer departments, which are not regulated by the commission, are also participating voluntarily.

This report concludes with recommendations from the commission to help reduce the number of fire fighter injuries in Texas and to improve the injury reporting program.

## Abstract

This report contains data submitted by regulated and non-regulated entities.

### Grand Totals - 2023

Total number of incidents (injury reports) submitted: 4,613

Total number of individuals who sustained an injury or exposure: 4,502\* (A)

Total number of injuries reported: 3,283 (B)

Total number of exposures reported: 1,378 (C)

*\*Note that an individual could have more than one injury or could have an injury and an exposure. This explains why the total number of individuals who sustained an injury is less than the total number of injuries + total number of exposures. (A < B + C)*

**It's important to remember that one incident report can have multiple individuals involved, and each of those individuals can have one or more injuries.** For example:

Joe and Bob were burned in a fire while on duty. This resulted in:

- One incident (one injury report), with
- Two individuals who...
- Sustained three injuries
  - Joe was burned on the hand and arm (two injuries)
  - Bob was burned on the leg (one injury)

### The "Bird's Eye View"

**Reporting Rate 75%.** 610 of the 808 regulated departments used TCFP's injury reporting system in 2023.

Top 5 activities that resulted in injuries or exposures:

1. **EMS** = 1,138 injured individuals (25% of the total reported injuries/exposures)
2. **Station Duties** = 1,028 (23% of the total)
3. **Fire Suppression** = 850 (19% of the total)
4. **Skills Training** = 540 (12% of the total)
5. **Wellness/Fitness** = 509 (11% of the total)

## State of Texas vs. NFPA

### Comparison between the State of Texas (2022) and National Fire Protection Association (NFPA) U.S. Firefighter Injuries (2022)

For the purposes of comparison, the commission has mapped its categories to the NFPA categories as follows:

- “Fireground” includes the commission’s Fire Suppression and Rescue - Fire Related categories.
- “Non-Fire” includes Rescue Non-Fire, EMS and Hazmat.
- “Other On-Duty” includes Fire Prevention, Station Duties and Wellness/Fitness.

The NFPA’s “Responding and Returning” and “Training” categories appear to correspond closely to the commission’s categories. (The NFPA numbers include Texas statistics, although the reporting populations may not be the same.)

**Please keep in mind that the comparisons between Texas and the NFPA are using numbers from 2022**, and not 2023 data as in the remainder of this report. NFPA’s 2023 injury data will not be published and available until 2025.

### Comparing Texas 2022 and NFPA 2022

**Table 1: Comparison of Texas 2022 and NFPA 2022**

Category	Texas 2022		NFPA 2022	
	Count	Percent	Count	Percent
Fireground	906	12%	21,325	32%
Non-Fire	2,696	37%	13,200	20%
Other On-Duty	2,971	41%	14,850	23%
Training	491	7%	9,050	14%
Responding and Returning	189	3%	7,225	11%
<b>Total</b>	<b>7,253</b>	<b>100%</b>	<b>65,650</b>	<b>100%</b>

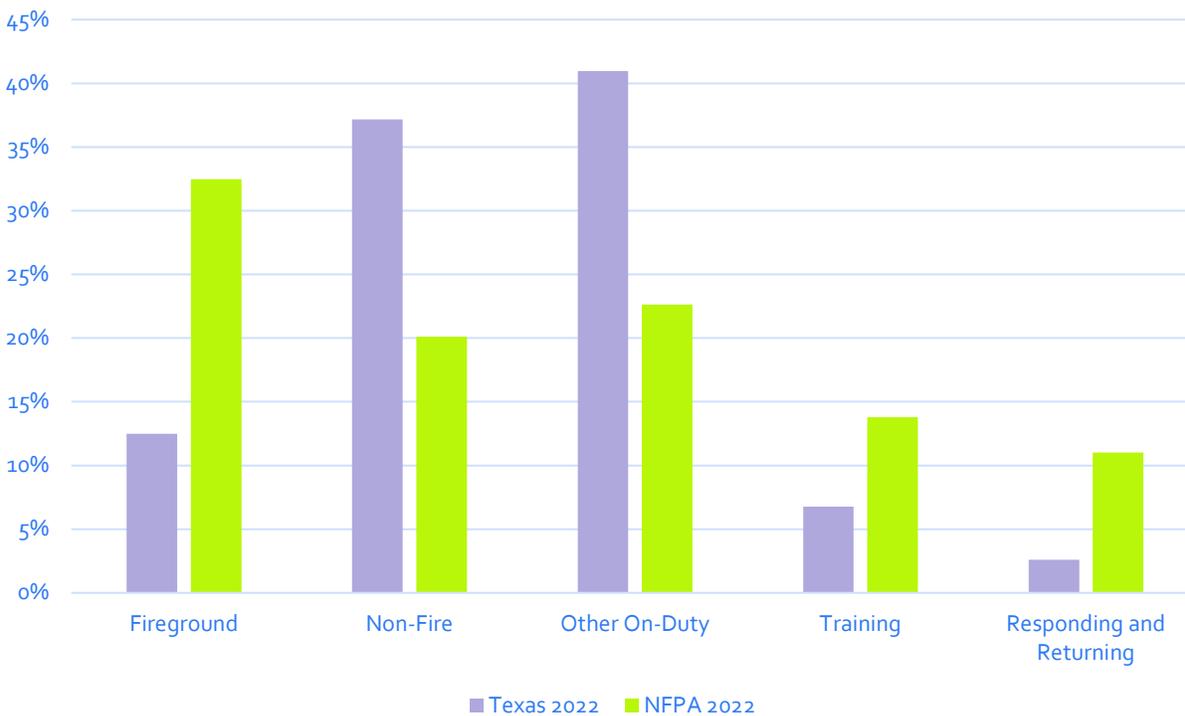
### Fatalities in 2022

**NFPA:** 96 on-duty firefighter fatalities

**Texas:** 1 reported fatality (from a possible stroke)

All NFPA data in this report is from the [United States Firefighter Injuries](#) webpage, copyright 2023, National Fire Protection Association, Quincy, MA.

**Figure 1: Injuries by Activity, percentages**  
(Comparing Texas 2022 and NFPA 2022)

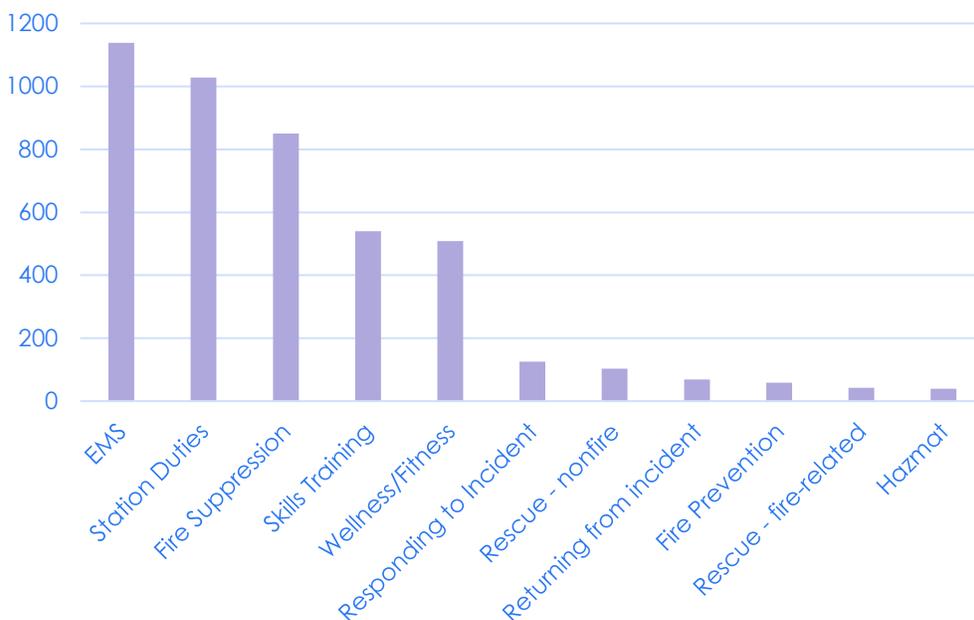


## Fire Protection Personnel Injuries

**Table 2: Total Injured or Exposed Individuals by Activity and Severity, 2023**

Activity	Minor	Serious	Fatal	Total	2022	2021
EMS	899	239	0	1,138	2,528	2,852
Station Duties	598	429	1	1,028	2,449	1,594
Fire Suppression	667	183	0	850	846	691
Skills Training	391	149	0	540	491	423
Wellness/Fitness	367	142	0	509	422	450
Responding to incident	90	35	0	125	137	158
Rescue - nonfire	85	18	0	103	142	116
Returning from incident	58	11	0	69	52	158
Fire prevention	42	17	0	59	100	51
Rescue - fire-related	37	5	0	42	52	51
Hazmat	35	4	0	39	26	44
<b>Total</b>	<b>3,269</b>	<b>1,232</b>	<b>1</b>	<b>4,502</b>	<b>7,245</b>	<b>6,588</b>

**Figure 2: Total Injured or Exposed Individuals by Activity, 2023**



## Injuries/Exposures by Activity

EMS activities resulted in the highest number of minor injuries in 2023 (see Table 3), which is consistent with the previous five years. The effects of the COVID-19 pandemic can be seen starting in 2020.

### Definitions

**Minor** = An injury/exposure that does not result in the employee missing a full duty period.

**Serious** = An injury/exposure that results in the employee missing one or more full duty periods.

**Fatal** = The injured/exposed individual did not survive.

**Table 3: Minor Injury/Exposure Activities, 2019 - 2023**

Activity	2019		2020		2021		2022		2023	
	Count	%								
EMS	776	26%	2,529	56%	2,095	48%	1,461	34%	899	27%
Fire Suppression	616	21%	397	9%	537	12%	653	15%	667	20%
Station Duties	591	20%	722	16%	828	19%	1,132	27%	598	18%
Skills Training	330	11%	304	7%	303	7%	362	9%	391	12%
Wellness/Fitness	290	10%	306	7%	311	7%	293	7%	367	11%
Responding to Incident	114	4%	68	2%	123	3%	97	2%	125	4%
Rescue - Non-Fire	140	5%	89	2%	94	2%	110	3%	85	3%
Returning from Incident	39	1%	28	1%	41	1%	31	1%	58	2%
Fire Prevention	46	2%	49	1%	40	1%	39	1%	42	1%
Rescue - Fire Related	37	1%	26	1%	41	1%	55	1%	37	1%
Hazmat	24	1%	22	0%	41	1%	22	1%	35	1%
<b>Total</b>	<b>2,942</b>	<b>100%</b>	<b>4,492</b>	<b>100%</b>	<b>4,372</b>	<b>100%</b>	<b>4,255</b>	<b>100%</b>	<b>3,304</b>	<b>100%</b>

(Numbers in red above = lowest number of injuries for the five-year period.)

**Table 4: Serious Injury/Exposure Activities, 2019 - 2023**

Activity	2019		2020		2021		2022		2023	
	Count	%	Count	%	Count	%	Count	%	Count	%
Station Duties	147	19%	731	39%	766	38%	1,316	44%	429	35%
EMS	146	19%	660	35%	755	37%	1,067	36%	239	19%
Fire Suppression	145	19%	127	7%	153	8%	192	6%	183	15%
Skills Training	139	18%	125	7%	120	6%	129	4%	149	12%
Wellness/Fitness	117	15%	116	6%	139	7%	129	4%	142	12%
Responding to Incident	28	4%	23	1%	35	2%	40	1%	35	3%
Rescue - Non-Fire	17	2%	29	2%	22	1%	32	1%	18	1%
Fire Prevention	14	2%	27	1%	11	1%	61	2%	17	1%
Returning from Incident	14	2%	13	1%	24	1%	21	1%	11	1%
Rescue - Fire Related	2	0%	3	0%	10	0%	5	0%	5	0%
Hazmat	4	1%	7	0%	3	0%	4	0%	4	0%
<b>Total</b>	<b>773</b>	<b>100%</b>	<b>1,861</b>	<b>100%</b>	<b>2,038</b>	<b>100%</b>	<b>2,996</b>	<b>100%</b>	<b>1,232</b>	<b>100%</b>

(Numbers in red above = lowest number of injuries for the five year period.)

## Fatalities

**Table 5: Number of Individuals Who Sustained Fatal Injuries/Exposures, 2023**

Activity	Count	Percent
Station Duties	1	100%
<b>Total</b>	<b>1</b>	<b>100%</b>

The TCFP's "2023 Injury Report" includes one fatality from a possible stroke. Fatalities noted in this report include only those that were reported to the Texas Commission on Fire Protection (TCFP) by the entities it regulates.

According to the Texas State Fire Marshal's Office's "Firefighter Fatality Investigation Annual Report" dated October 2023, they conducted ten Texas fire fighter fatality incident investigations during their *fiscal year* 2023. Three of those ten deaths occurred in 2022, and of the remaining seven deaths, five were from volunteer departments which the TCFP does not regulate.

Comprehensive information about the fatality investigations may be found on the State Fire Marshal's Office's website at the following address:

<https://www.tdi.texas.gov/fire/fmloddannuals.html>

## Emergency vs. Non-Emergency Injuries

**Table 6: Number of Injured Individuals by Emergency Activity and Severity, 2023**

<b>Activity</b>	<b>Minor</b>	<b>Serious</b>	<b>Fatal</b>	<b>Total</b>
EMS	899	239	0	1,138
Fire Suppression	667	183	0	850
Rescue - Non-fire related	85	18	0	103
Responding to Incident	90	35	0	125
Returning from Incident	58	11	0	69
Hazmat	35	4	0	39
Rescue - Fire related	37	5	0	42
<b>Total</b>	<b>1,871</b>	<b>495</b>	<b>0</b>	<b>2,366</b>

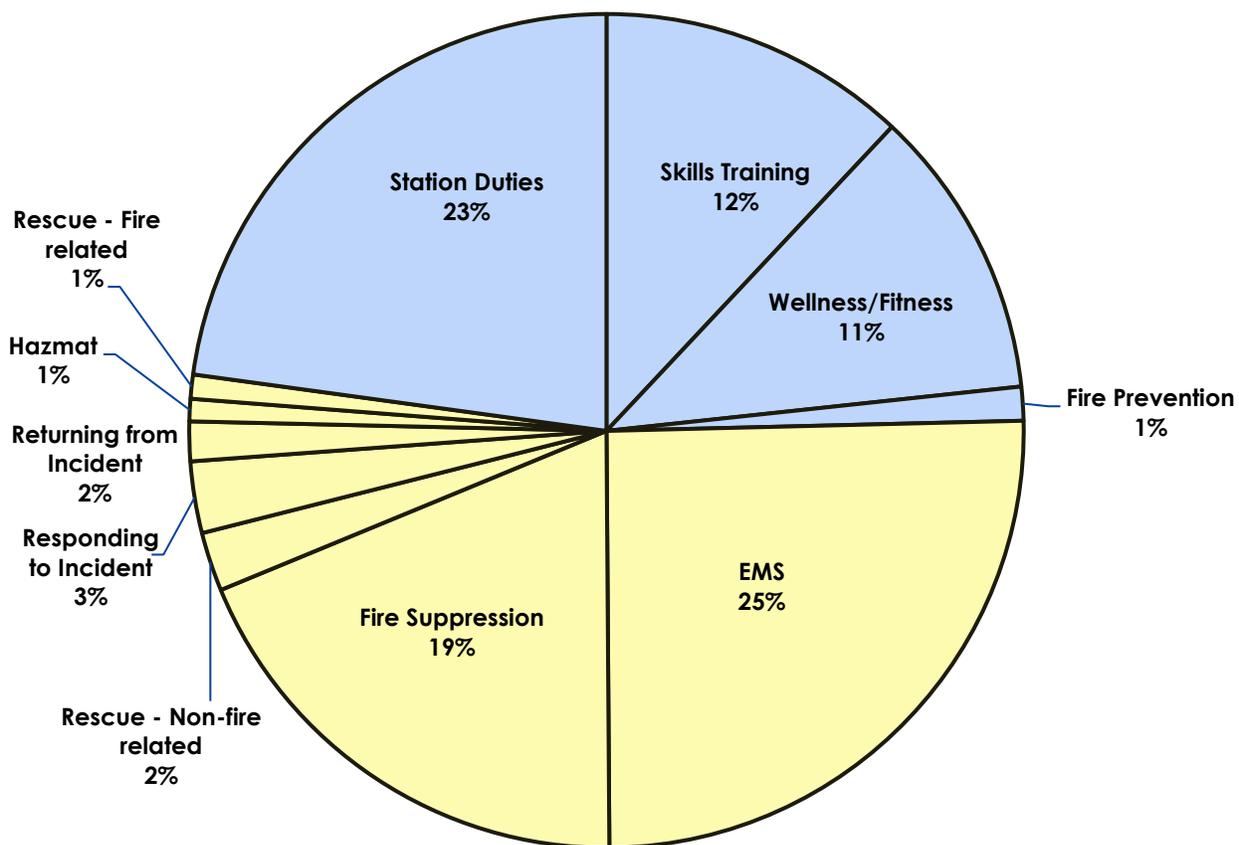
**Table 7: Number of Injured Individuals by Non-Emergency Activity and Severity, 2023**

<b>Activity</b>	<b>Minor</b>	<b>Serious</b>	<b>Fatal</b>	<b>Total</b>
Station Duties	598	429	1	1,028
Skills Training	391	149	0	540
Wellness/Fitness	367	142	0	509
Fire Prevention	42	17	0	59
<b>Total</b>	<b>1,398</b>	<b>737</b>	<b>1</b>	<b>2,136</b>

**Figure 3: Percentages of Injured Individuals in Emergency and Non-Emergency Activities, 2023**

Emergency Activities = 53%

Non-emergency Activities = 47%

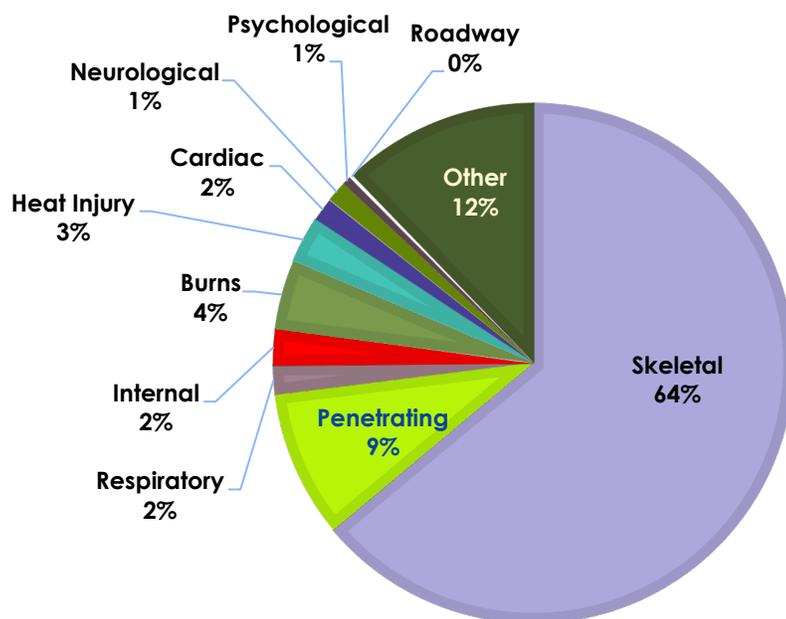


## Types of Injuries

**Table 8: Types of Injuries, 2023**

Type of Injury	2023	
	Count	Percent
Skeletal	2,099	64%
Penetrating	300	9%
Respiratory	59	2%
Heat Injury	96	3%
Burns	142	4%
Internal	72	2%
Cardiac	47	1%
Neurological	43	1%
Psychological	17	1%
Roadway	9	0%
Other	399	12%
<b>Total</b>	<b>3,283</b>	<b>100%</b>

**Figure 4: Types of Injuries, 2023**

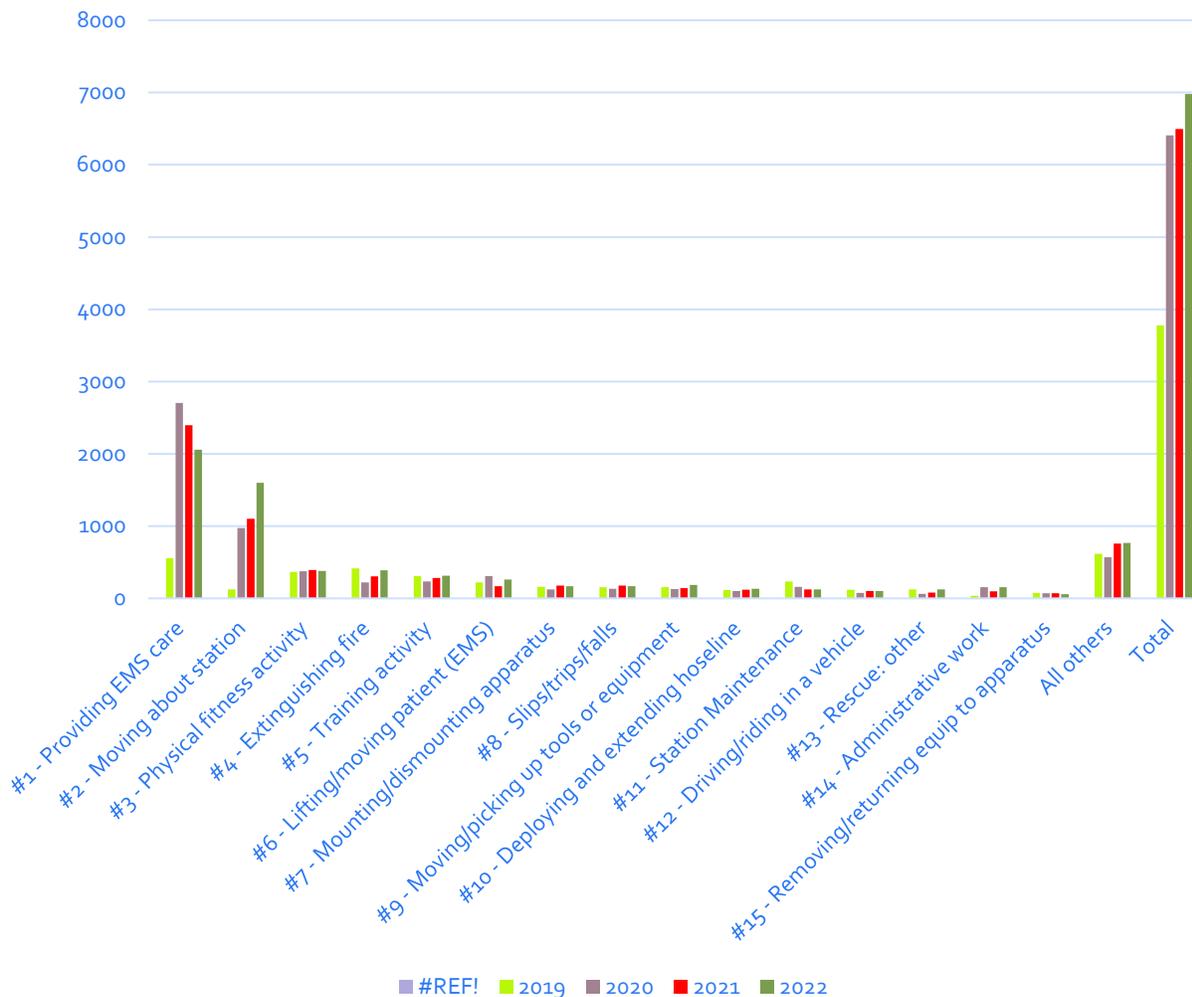


## Task at Time of Injury

**Table 9: Top 15 Tasks at Time of Injury, 2019 - 2023 (ordered by 2023, descending)**

<b>Task</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
#1 - Providing EMS care	556	2,704	2,398	2,057	704
#2 - Moving about station	122	975	1,100	1,599	560
#3 - Physical fitness activity	364	376	394	378	454
#4 - Extinguishing fire	416	222	306	389	423
#5 - Training activity	309	236	284	312	340
#6 - Lifting/moving patient (EMS)	220	307	168	260	220
#7 - Mounting/dismounting apparatus	159	125	175	168	182
#8 - Slips/trips/falls	154	132	177	168	173
#9 - Moving/picking up tools or equipment	153	130	142	187	149
#10 - Deploying and extending hoseline	117	100	119	133	146
#11 - Station Maintenance	235	161	123	124	113
#12 - Driving/riding in a vehicle	119	77	100	101	105
#13 - Rescue: other	126	64	79	123	91
#14 - Administrative work	37	156	98	156	81
#15 - Removing/returning equip to apparatus	76	71	72	59	67
All others	617	570	760	766	694
<b>Total</b>	<b>3,780</b>	<b>6,406</b>	<b>6,495</b>	<b>6,980</b>	<b>4,502</b>

**Figure 5: Top 15 Tasks at Time of Injury, 2019 - 2023**



## Injuries by Body Part

**Table 10: Injuries by Body Part Type, 2019 - 2023**

<b>Injured Body Part</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Upper Extremities	795	700	812	859	939
Lower Extremities	684	616	724	787	847
Back	466	445	492	511	530
Head	327	197	248	323	306
Multiple Parts	255	281	284	389	300
Internal	125	144	402	337	151
Chest	108	107	124	146	105
Neck	56	33	38	50	74
Hip	33	29	35	24	31
<b>Total</b>	<b>2,849</b>	<b>2,552</b>	<b>3,159</b>	<b>3,426</b>	<b>3,283</b>

**Table 11: Injuries by Body Part Sub-Type, 2019 - 2023**

<b>Body Part by Sub-Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Back: Back	194	191	191	214	274
Back: Buttocks	3	2	2	1	3
Back: Lower Back	258	248	287	284	239
Back: Neck	4	1	8	5	4
Back: Spine	7	3	4	7	10
Chest: Abdomen	4	2	3	3	1
Chest: Abdominal Area	4	9	5	9	5
Chest: Chest	100	96	116	134	99
Head: Brain	n/a	n/a	7	24	19
Head: Cheek	7	4	7	7	4
Head: Chin	1	4	2	3	5
Head: Ear	117	50	52	50	71
Head: Eye	60	44	50	58	45
Head: Face	112	78	57	32	33
Head: Forehead	n/a	n/a	3	31	40
Head: Jaw	6	2	2	0	0
Head: Mouth	16	10	8	7	14

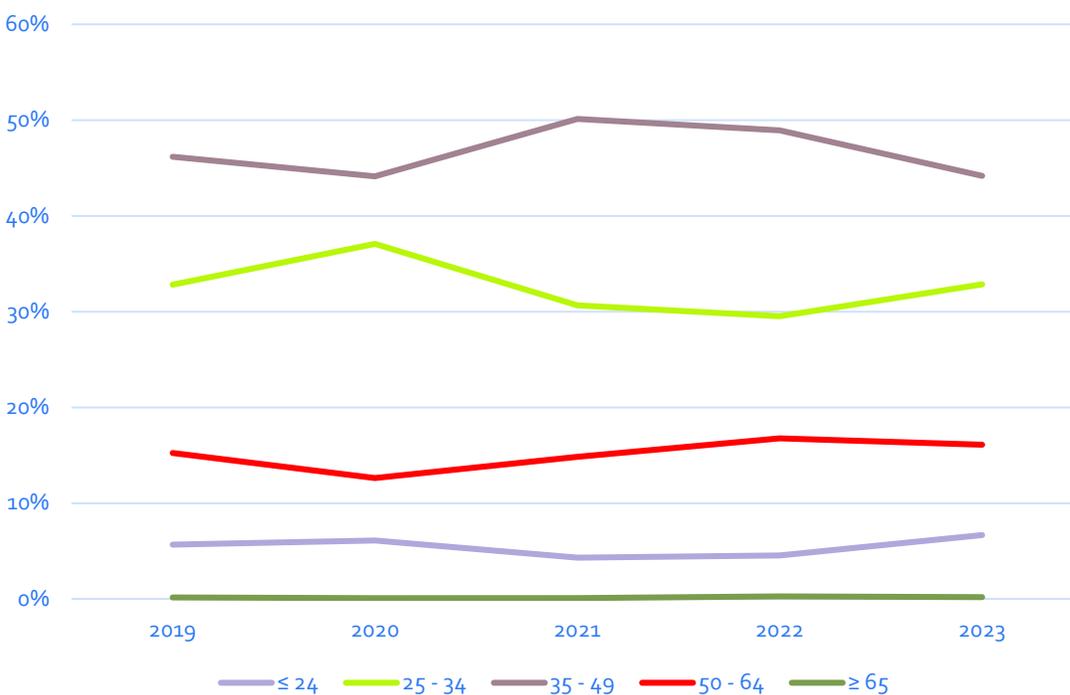
Head: Nose	8	3	9	60	45
Head: Skull	n/a	2	51	51	30
Hip: Groin	14	9	12	6	8
Hip: Hip	18	18	23	16	18
Hip: Pelvis	1	2	0	2	5
Internal: Genito-urinary	11	4	1	2	7
Internal: Heart	7	4	6	16	10
Internal: Internal	71	74	264	156	59
Internal: Intestinal tract	4	3	2	1	3
Internal: Lungs	11	51	114	150	47
Internal: Stomach	20	8	14	12	25
Internal: Trachea	1	0	1	0	0
Lower Extremities: Ankle	163	135	171	162	192
Lower Extremities: Foot	88	78	78	95	93
Lower Extremities: Knee	273	252	316	357	359
Lower Extremities: Lower leg	97	95	104	59	129
Lower Extremities: Toes	22	13	14	17	17
Lower Extremities: Upper Leg	41	43	41	67	57
Multiple Parts: Lower Body	19	20	15	16	33
Multiple Parts: Unknown	11	27	22	39	31
Multiple Parts: Upper Body	76	65	74	65	79
Multiple Parts: Whole Body	149	169	173	269	157
Neck: Neck	49	30	37	49	70
Neck: Throat	7	3	1	1	4
Upper Extremities: Elbow	44	34	44	63	67
Upper Extremities: Hands	326	319	315	356	344
Upper Extremities: Lower Arm	59	55	55	49	82
Upper Extremities: Shoulder	235	170	270	245	298
Upper Extremities: Upper Arm	72	45	68	94	86
Upper Extremities: Wrist	59	77	60	52	62
<b>Total</b>	<b>2,849</b>	<b>2,552</b>	<b>3,159</b>	<b>3,396</b>	<b>3,283</b>

## Individuals by Age Group

**Table 12: Individuals by Age Group, 2019 - 2023**

Age Group	2019		2020		2021		2022		2023	
	Count	Percent								
≤ 24	210	5.65%	389	6.10%	279	4.31%	329	4.54%	300	6.66%
25 - 34	1,220	32.82%	2,365	37.07%	1,986	30.65%	2,141	29.52%	1,479	32.85%
35 - 49	1,716	46.17%	2,815	44.13%	3,248	50.12%	3,548	48.92%	1,989	44.18%
50 - 64	566	15.23%	805	12.62%	961	14.83%	1,216	16.77%	725	16.10%
≥ 65	5	0.13%	5	0.08%	6	0.09%	19	0.26%	9	0.20%
<b>Totals</b>	<b>3,717</b>	<b>100.00%</b>	<b>6,379</b>	<b>100.00%</b>	<b>6,480</b>	<b>100.00%</b>	<b>7,253</b>	<b>100.00%</b>	<b>4,502</b>	<b>100.00%</b>

**Figure 6: Individuals by Age Group, percentages, 2019 - 2023**



## Activities Resulting in Lost Time

**Table 13: Activities Individuals Were Doing that Resulted in Lost Time, 2023 Totals**

Activity	Count	Days Missed	
		Average	Sum
EMS	194	19	3,703
Station Duties	264	13	3,624
Fire suppression	113	27	3,139
Wellness/fitness	78	36	2,849
Skills training	84	36	3,028
Fire prevention	15	17	261
Responding to incident	23	17	410
Rescue - nonfire-related	15	50	758
Returning from incident	5	18	91
Rescue - fire-related	4	53	214
Hazmat	2	23	46
<b>Total</b>	<b>797</b>	<b>28</b>	<b>18,123</b>

**Table 14: Activities Individuals Were Doing that Resulted in Lost Time, 2023 Between 1 and 30 Days**

Activity	Count	Days Missed	
		Average	Sum
EMS	172	9	1,636
Station Duties	252	10	2,564
Fire suppression	87	8	774
Skills training	64	9	613
Wellness/fitness	47	12	601
Fire prevention	12	9	117
Responding to incident	20	11	234
Rescue - nonfire-related	9	8	75
Returning from incident	5	18	91
Rescue - fire-related	2	6	13
Hazmat	1	12	12
<b>Total</b>	<b>671</b>	<b>10</b>	<b>6,730</b>

**Table 15: Activities Individuals Were Doing that Resulted in Lost Time, 2023  
Between 31 and 90 Days**

Activity	Count	Days Missed	
		Average	Sum
EMS	15	48	727
Wellness/Fitness	24	48	1,155
Station Duties	9	53	479
Fire Suppression	15	58	872
Skills Training	8	62	500
Responding to incident	2	36	73
Fire Prevention	3	48	144
Rescue - nonfire-related	3	69	207
<b>Total</b>	<b>79</b>	<b>53</b>	<b>4,157</b>

**Table 16: Activities Individuals Were Doing that Resulted in Lost Time, 2023  
91+ Days**

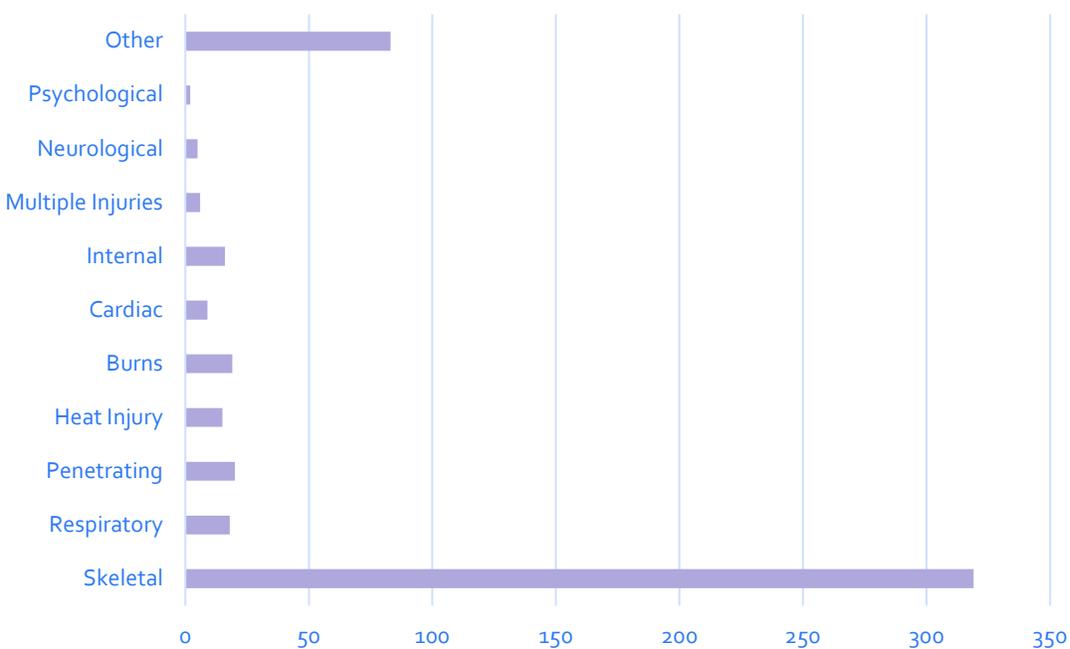
Activity	Count	Days Missed	
		Average	Sum
Fire Suppression	11	135	1,493
Skills Training	12	159	1,915
Station Duties	3	193	581
Wellness/Fitness	7	156	1,093
EMS	7	191	1,340
Responding to incident	1	103	103
Rescue - nonfire-related	3	158	476
Rescue - fire-related	1	129	129
<b>Total</b>	<b>45</b>	<b>153</b>	<b>7,130</b>

## Types of Injuries with Lost Time

**Table 17: Types of Injuries Resulting in Lost Time, 2023**

<b>Type of Injury</b>	<b>Count</b>
Skeletal	319
Respiratory	18
Penetrating	20
Heat Injury	15
Burns	19
Cardiac	9
Internal	16
Multiple Injuries	6
Neurological	5
Psychological	2
Other	83
<b>Total</b>	<b>512</b>

**Figure 7: Types of Injuries Resulting in Lost Time, 2023**



## Burn Injuries

**Table 18: All Burns, 2019 - 2023**

<b>All Burns - Types</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Heat/Fire (thermal)	72	80	66	83	118
Scald or Steam	10	11	12	19	18
Chemical	6	2	3	6	6
Electrical	2	3	4	4	0
<b>Totals</b>	<b>90</b>	<b>96</b>	<b>85</b>	<b>112</b>	<b>142</b>

**Table 19: Burns by Body Part Sub-Type, 2019 - 2023**

<b>Body Part Sub-Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Back: Back	0	0	2	2	2
Back: Buttocks	0	0	0	n/a	1
Back: Lower Back	0	0	0	0	0
Back: Neck	0	0	0	0	0
Back: Spine	0	0	0	0	0
Chest: Abdomen	2	0	0	0	0
Chest: Abdominal Area	0	0	0	0	0
Chest: Chest	0	0	0	3	0
Head: Brain	n/a	n/a	0	0	0
Head: Cheek	1	1	1	4	2
Head: Chin	1	3	0	1	2
Head: Ear	17	12	13	9	23
Head: Eye	5	3	2	0	2
Head: Face	7	8	2	6	4
Head: Forehead	n/a	n/a	1	2	2
Head: Jaw	0	0	0	n/a	n/a
Head: Mouth	1	0	0	0	1
Head: Nose	0	0	1	0	1
Head: Skull	n/a	0	0	1	1
Hip: Groin	0	0	0	0	0
Hip: Hip	0	0	1	0	0

Hip: Pelvis	0	0	n/a	0	0
Internal: Genito-urinary	0	0	0	0	0
Internal: Heart	0	0	0	0	0
Internal: Internal	0	0	0	0	0
Internal: Intestinal tract	0	0	0	0	0
Internal: Lungs	0	0	0	0	1
Internal: Stomach	0	0	0	0	0
Internal: Trachea	0	n/a	0	n/a	n/a
Lower Extremities: Ankle	0	1	1	1	0
Lower Extremities: Foot	3	4	3	4	2
Lower Extremities: Knee	1	1	0	0	2
Lower Extremities: Lower Leg	3	1	3	5	4
Lower Extremities: Toes	1	0	0	0	0
Lower Extremities: Upper Leg	0	1	0	1	3
Multiple Parts: Lower Body	0	0	0	1	2
Multiple Parts: Unknown	0	0	0	1	1
Multiple Parts: Upper Body	6	11	7	7	10
Multiple Parts: Whole Body	4	0	3	4	4
Neck: Neck	2	2	2	5	6
Neck: Throat	0	0	0	0	0
Upper Extremities: Elbow	0	1	2	2	1
Upper Extremities: Hands	16	20	24	21	21
Upper Extremities: Lower Arm	5	14	8	10	22
Upper Extremities: Shoulder	1	4	3	12	7
Upper Extremities: Upper Arm	3	0	3	8	8
Upper Extremities: Wrist	11	9	3	2	7
<b>Totals</b>	<b>90</b>	<b>96</b>	<b>85</b>	<b>112</b>	<b>142</b>

## Exposures

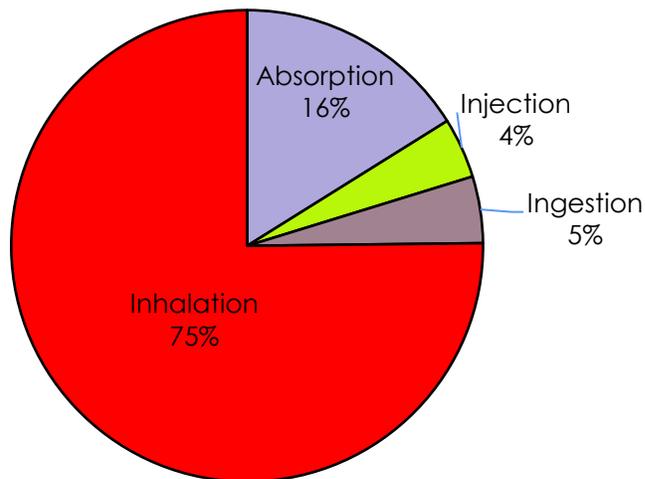
**Table 20: Exposures by Sub-type, 2019 - 2023**

<b>Exposure + Sub-Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Chemical: Ammonia	3	0	6	0	1
Chemical: Battery Acid	4	0	2	1	0
Chemical: Benzene	15	1	1	0	1
Chemical: Bleach	11	0	2	0	0
Chemical: Not listed	160	70	40	25	72
Chemical: Unidentified	55	27	34	42	38
Physical: Animal venom	17	5	7	3	8
Physical: Meningitis	40	33	3	3	41
Physical: Not listed	201	42	27	35	27
Physical: Plant toxin	14	12	24	22	17
Physical: Radiation	4	1	0	0	4
Physical: Unidentified	66	13	17	24	27
Physical: UV Light	2	1	0	1	0
Respiratory: Blood	73	78	54	48	90
Respiratory: COVID 19	1	1,715	2,878	3,466	621
Respiratory: Influenza	19	7	2	2	1
Respiratory: Not listed	118	56	8	9	7
Respiratory: Saliva	22	28	15	23	22
Respiratory: Tuberculosis	76	31	16	29	54
Respiratory: Unidentified	37	6	19	13	62
Respiratory: Vomit	8	13	4	4	9
Other: Asbestos	3	1	109	30	30
Other: Carbon Monoxide	1	6	2	11	15
Other: Carcinogenic Substances	1	13	15	21	75
Other: Contaminated Water/Sewage	4	11	8	21	4
Other: Chlorine	n/a	n/a	6	3	1
Other: Heavy Metals	0	1	0	1	3
Other: Mold	0	9	4	29	42
Other: Smoke/Products of Combustion	5	19	37	81	45
Other: Virus	3	1,878	266	203	61
<b>Total</b>	<b>963</b>	<b>4,077</b>	<b>3,606</b>	<b>4,150</b>	<b>1,378</b>

**Table 21: Exposure by Route, 2023**

Route	Count
Inhalation	1,036
Absorption	222
Injection/Puncture	57
Ingestion	63
<b>Total</b>	<b>1,378</b>

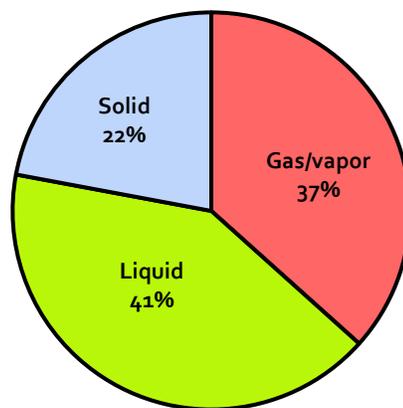
**Figure 8: Exposure by Route, 2023, percentages**



**Table 22: Exposure by Substance, 2023**

Substance	Count
Liquid	569
Gas/vapor	505
Solid	304
<b>Total</b>	<b>1,378</b>

**Figure 9: Exposure by Substance, 2023, percentages**



## Cancer

In June of 2019, the Governor of Texas signed Senate Bill 2551 (SB 2551) which expanded the scope of the law in which firefighters and EMTs who suffer from cancer are presumed to have developed the condition during the course and scope of their employment. The types of cancer this law addresses include:

- cancers that originate at the stomach, colon, rectum, skin, prostate, testis or brain
- non-Hodgkin's lymphoma
- multiple myeloma
- malignant melanoma
- renal cell carcinoma

The TCFP received **81** reports of cancer diagnoses from fire departments in 2023:

Skin - 34

(Males - 31, 32, 38, 41, 41, 41, 41, 41, 42, 42, 43, 43, 44, 44, 44, 45, 46, 47, 47, 47, 49, 50, 51, 52, 53, 54, 54, 54, 55, 55, 55, 55, 57, 59)

Prostate - 9

(Males - 50, 51, 53, 54, 55, 55, 60, 61, 62)

Lymphatic - 7

(Males - 18, 37, 49, 51, 55, 55, 62)

Colon/rectum - 6

(Males - 41, 55, 56, 57, 57, 61)

Testicular - 6

(Males - 28, 32, 35, 41, 44, 44)

Blood - 3

(Males - 47, 56, 60)

Thyroid - 3

(Males - 41, 44, 45)

Brain - 2

(Male - 24, 55)

Appendix - 1  
(Male - 43)

Kidney - 1  
(Male - 51)

Lung - 1  
(Male - 49)

Neuroendocrine - 1  
(Male - 47)

Stomach - 1  
(Male - 43)

Throat - 1  
(Male - 56)

Unidentified - 5  
(Males - 51, 52, 52, 67)  
(Female - 54)

### **A Reminder for Fire Departments**

Any injuries to fire protection personnel that are reported to the Texas Worker's Compensation Commission must be reported to the Texas Commission on Fire Protection. This includes cancer diagnoses.

**The commission strongly encourages fire departments to report cancer diagnoses;** the commission recognizes that the number of job-related cancers reported during this time-period represents only a fraction of the cases that Texas fire departments are currently managing. There is a growing awareness of the impact that cancer is having on fire protection personnel nationwide, and the commission urges departments to use this reporting tool to help contribute to the education and awareness of the issue in Texas.

## SOP Issues; PPE and PASS Failures

In 2023 there were five injuries attributed to failures of fire protection personnel to follow their departments' standard operating procedures (SOPs). All but a few were instances where the individuals were not wearing their provided PPE/SCBA gear in an environment or situation in which they should have been wearing it.

In its compliance inspections, the Texas Commission on Fire Protection verifies that fire departments have written SOPs that cover the appropriate subject matter.

**Table 23: Injuries Attributed to SOP Issues, 2023**

Activity	Minor	Serious	Total	Previous years' totals			
				2022	2021	2020	2019
EMS	0	0	0	1	1	18	11
Fire Suppression	2	0	2	7	8	10	10
Skills Training	1	1	2	3	2	5	1
Fire related rescue	1	0	1	1	0	0	2
Station Duties	0	0	0	4	1	2	6
Nonfire related rescue	0	0	0	1	0	0	4
<b>Totals</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>17</b>	<b>12</b>	<b>35</b>	<b>34</b>

**Table 24: Injuries Attributed to PPE and PASS Failures, 2023**

Activity	Minor	Serious	Total	Previous years' totals			
				2022	2021	2020	2019
Fire Suppression	15	3	18	7	4	7	2
EMS	1	0	1	0	1	4	0
Skills Training	1	2	3	1	1	1	2
Nonfire related rescue	2	0	2	0	0	0	0
Station Duties	1	0	1	0	1	0	1
<b>Totals</b>	<b>20</b>	<b>5</b>	<b>25</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>5</b>

## Recommendations

The commission would like to thank Texas fire departments for their ongoing participation in reporting fire protection personnel injuries. This report would not be possible without their efforts.

Based on their review of the data contained within this report, the commission offers the following recommendations and reminders for the Texas Fire Service:

[The following list is from the 2022 Injury Report. New recommendations are needed for this report.]

1. *NFPA 1851: Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting* is required by state law.
2. Ensure all appropriate PPE is properly worn on all emergency response incidents.
3. The commission strongly encourages the use of PPE during routine station duties and in training scenarios.
4. Inspect your PPE regularly and replace/repair damaged or worn items.
5. Continue to review and practice roadway safety and traffic incident management practices.
6. Review all of your department's SOPs with a focus on injury prevention, especially with regard to skeletal injuries that result from lifting and moving objects/patients.
7. Review decontamination procedures for medical calls and structure fires.
8. Review injury trends within your individual department.

## Commission-Adopted Standards

The commission has adopted several NFPA and other nationally recognized standards to help keep Texas fire protection personnel safe. This list summarizes the relationships between some of the Texas laws and national standards and is not intended to be all-inclusive:

### Texas Government Code

[§419.040, Protective Clothing](#)

[§419.041, Self-Contained Breathing Apparatus](#)

[§419.042, Personal Alert Safety Systems](#)

[§419.043, Applicable National Fire Protection Association Standard](#)

[§419.044, Incident Management System](#)

[§419.045, Personnel Accountability System](#)

[§419.046, Fire Protection Personnel Operating at Emergency Incidents](#)

[§419.047, Commission Enforcement](#)

### Texas Administrative Code

[CHAPTER 425 FIRE SERVICE INSTRUCTORS](#)

[§443.9 National Fire Protection Association Standard](#)

[CHAPTER 435 FIRE FIGHTER SAFETY](#)

[§435.21 Fire Service Joint Labor Management Wellness-Fitness Initiative](#)

[§435.23 Fire Fighter Injuries](#)

[§435.25 Courage to be Safe So Everyone Goes Home Program](#)

[§435.27 Live Fire Training Structure Evolutions](#)

[CHAPTER 451 FIRE OFFICER](#)

[CHAPTER 457 INCIDENT SAFETY OFFICER CERTIFICATION](#)

Commission's web page

[NFPA Standards adopted by the commission](#)

**AGENDA ITEM NUMBER 18 WITH RELEVANT DOCUMENTS ATTACHED**

18. Discussion regarding the 2024 TCFP Customer Service Survey **(please see attached)**.

2024 Customer Service Survey

# Report on Customer Service

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TEXAS COMMISSION ON FIRE PROTECTION

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## Identification of Customers

The Texas Commission on Fire Protection (“TCFP” or “the agency”) developed a survey to measure statutorily required customer service quality elements. For the purpose of the agency’s 2024 Customer Service Survey, the following groups reflect customers served by strategies in the *2024-2025 General Appropriations Act (GAA)*.

### **Goal A: Education & Assistance**

Strategy A.1.1: FIRE SAFETY EDUCATION. Fire Safety Information & Educational Programs

CUSTOMER: Fire departments (chiefs, training officers and other officers, fire protection personnel), schools and universities, state agencies, industries, local governments, businesses, training academies, and the general public.

SERVICE PROVIDED: Acquire, develop and maintain current and historical information on fire protection and provide training aids and fire protection information to fire departments and other entities. Collect and analyze injury data from fire departments and develop recommendations to help reduce the number of fire fighter injuries. Attend and make presentations at conferences hosted by fire service stakeholder groups; staff exhibit booths at conferences; host regional meetings throughout the state; provide instruction on field examinations, as well as TCFP rules and regulations.

### **Goal B: Fire Department Standards**

Strategy B.1.1: CERTIFY AND REGULATE FIRE SERVICE. Certify and Regulate Fire Departments and Personnel.

CUSTOMER: Fire departments and local governments.

SERVICE PROVIDED: Certify and regulate fire departments and fire service personnel according to standards adopted by the agency and as prescribed by statute. Regulate paid fire protection personnel, fire departments and training facilities. Perform biennial inspections of fire departments, local government agencies providing fire protection, and institutions or facilities conducting training for fire protection personnel or recruits. Establish minimum curriculum requirements for basic certification as fire protection personnel. Establish minimum requirements and evaluation of courses for higher levels certification by fire protection personnel. Enforce safety standards.

## Survey Development

TCFP conducted the 2024 survey regarding customer service quality elements online from April 1 through April 14, 2024.

To solicit responses, TCFP displayed a link to the survey on its public website. TCFP also published a link to the survey on its Facebook page, made the survey link available on staff email signatures, and sent an email blast to all individuals in the its database.

The TCFP's customer service survey categorized the service elements into three major groups, as follows:

### **Customer interactions with TCFP**

The survey asked customers to describe how and why they contacted TCFP over the past two years.

### **Service quality**

The survey asked customers to rate their satisfaction with TCFP on a variety of issues related to its facilities, website, complaint handling process, communications, TCFP staff's knowledge, timeliness, professionalism, courtesy, and quality of service.

### **Additional comments**

The survey asked customers to rate their overall satisfaction with TCFP and for additional comments and suggestions for improvement in both general terms and for specific agency functions.

## Survey Response Analysis

### Key findings – overall

1. The TCFP achieved an above average *Overall Customer Service Rating* of 79.6%. (This is the result of the answers to question #17 of the survey for “Very Satisfied” and “Satisfied,” and the assumption that an “average” rating is 70%.)
2. The TCFP had 232 people take its survey during the 2024 period, which was roughly half the 475 responses received from the 2022 survey. The difference in the number of responses was because the 2024 survey was open for only two weeks, whereas the 2022 survey had been open for two months.
3. The overall trend in satisfaction increased between the 2024 survey (79.6%) and the 2022 survey (78.5%).
4. Improvement from TCFP is needed in telephone communications, in the functionality of the agency’s website and online services, and in signage for the physical office location.

### Statutorily Identified Customer Service Quality Elements

The following are the statutorily identified customer service quality elements on which all state agencies are required to report:

- **Facilities**, including the customer’s ability to access the agency, the office location, signs, and cleanliness. Questions 3, 4, and 5 of the survey are related to facilities.
- **Staff**, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability. Questions 6 and 7 of the survey are related to staff.
- **Communications**, including toll-free telephone access, the average times a customer spends on hold, call transfers, access to a live person, letters, electronic email, and any applicable text messaging or mobile applications. Questions 8, 9, 10, and 11 are related to communications.
- **Internet site**, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain. Question 12 is related to the agency’s internet site.
- **Complaint handling process**, including whether it is easy to file a complaint and whether responses are timely. Questions 13 and 14 are related to the complaint handling process.

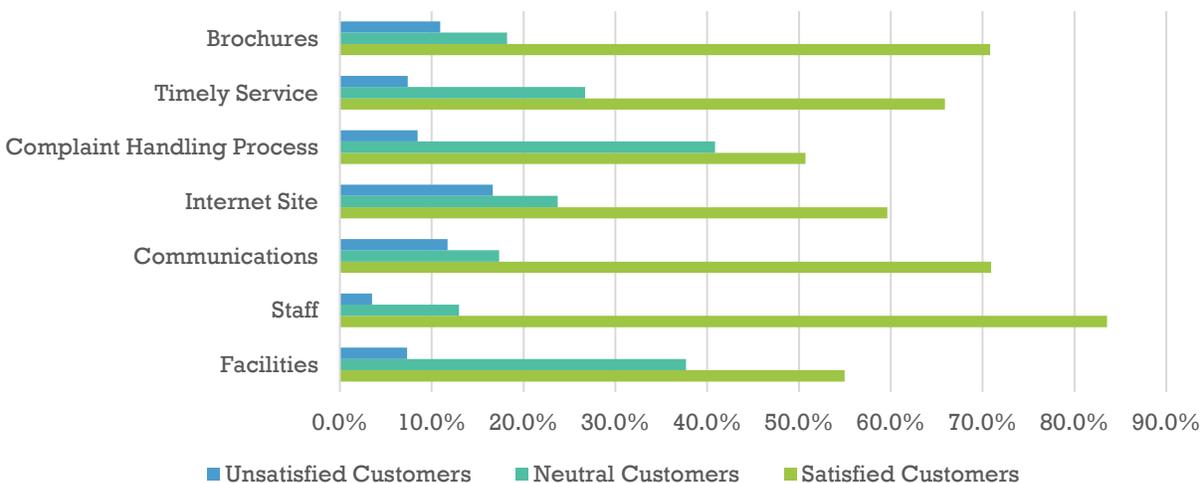
- Ability to **timely service** its customers, including the amount of time a customer waits for service in person, by phone, by letter, or at a website. Question 15 is related to timely service.
- **Brochures** or other printed information, including the accuracy of that information. Question 16 is related to brochures and other printed information.

The table below and subsequent chart reflect our findings from our customers' perceptions of the service quality they received in each of the statutorily identified customer service quality elements:

	Satisfied Customers	Neutral Customers	Unsatisfied Customers
Facilities	55.0%	37.7%	7.3%
Staff	83.5%	13.0%	3.5%
Communications	70.9%	17.3%	11.7%
Internet Site	59.6%	23.7%	16.7%
Complaint Handling Process	50.7%	40.8%	8.5%
Timely Service	65.9%	26.7%	7.4%
Brochures	70.8%	18.2%	10.9%

- Satisfied customers are those who gave ratings of "Satisfied" and "Very satisfied."
- Neutral customers are those who gave a rating of "Neutral."
- Unsatisfied customers are those who gave ratings of "Unsatisfied" and "Very unsatisfied."

### Statutorily Identified Customer Service Quality Elements



## Survey Questions

In this section, we provide the questions we asked on our customer service survey and the statistical information we collected.

### How did we determine the *percentage of satisfied customers* for our survey questions?

You will see that below the tables of answer choices for most of the survey questions, we have noted a percentage of the customers who gave a rating that were either satisfied or very satisfied. **We did not count any of the “N/A” responses into this figure** as that is considered a *non-answer* to the question from those customers who felt the question did not apply to their interactions with us.

Ultimately, to calculate the percentage of satisfied customers number, we did the following:

1. We started by figuring a “net total number of respondents” to each question. This would be the total number of people who responded to the question, LESS the “N/A” responses. Essentially, this is the number of people who rated us on this question.
2. Next, we added the number of respondents who chose a rating of “satisfied” or “very satisfied” to get a total number of customers who indicated to us that they were satisfied.
3. Finally, we took the total number of customers who indicated to us that they were satisfied (from step 2), then divided that number by the “net total number of respondents” (from step 1), and then multiplied by 100 to get the percent of customers who indicated to us they were either satisfied or very satisfied.

## Questions

(Q. 1)

To begin, we asked our customers if they had interacted with the Texas Commission on Fire Protection in the past two years. 97% said yes, while 3% said no. Selecting the “No” response effectively ended the survey for those respondents.

(Q. 2)

We then asked customers what was the purpose of their interaction(s) with the TCFP. Respondents were allowed to choose more than one option:

Answer options	Response count	Percent of customers
Certification	180	83.7%
Training/testing	131	60.9%

Compliance	110	51.2%
FIDO	134	62.3%
Injury Reporting	50	23.3%
Library Resources	3	1.4%
Attended a meeting	90	41.9%
Facebook	22	10.2%
Curriculum	40	18.6%
Other	6	2.8%

(Q. 3)

"How satisfied are you with the agency's facilities?"

Answer Choices	Response Count	Percent of Customers
Very satisfied	50	23.5%
Satisfied	67	31.5%
Neutral	35	16.4%
Unsatisfied	7	3.3%
Very unsatisfied	7	3.3%
N/A - not applicable	47	22.1%

**Percentage of satisfied customers = 70.9%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 21.1%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 8.4%.** (Those who answered N/A were not figured into this number.)

(Q. 4)

"How satisfied are you with the agency's office location?"

Answer Choices	Response Count	Percent of Customers
Very satisfied	29	13.7%
Satisfied	51	24.1%
Neutral	58	27.4%
Unsatisfied	8	3.8%
Very unsatisfied	1	0.5%
N/A - not applicable	65	30.7%

**Percentage of satisfied customers = 54.4%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 39.5%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 5.4%.** (Those who answered N/A were not figured into this number.)

(Q. 5)

"How satisfied are you with the agency's signage?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	16	7.7%
Satisfied	35	16.8%
Neutral	77	37.0%
Unsatisfied	6	2.9%
Very unsatisfied	4	1.9%
N/A - not applicable	70	33.7%

**Percentage of satisfied customers = 37.0%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 55.8%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 7.2%.** (Those who answered N/A were not figured into this number.)

(Q. 6)

"How satisfied are you with the agency staff's courtesy?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	92	44.4%
Satisfied	74	35.8%
Neutral	27	13.0%
Unsatisfied	5	2.4%
Very unsatisfied	3	1.5%
N/A - not applicable	6	2.9%

**Percentage of satisfied customers = 82.6%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 13.4%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 4.0%.** (Those who answered N/A were not figured into this number.)

(Q. 7)

"How satisfied are you with the agency staff's knowledgeability?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	96	46.8%
Satisfied	73	35.6%
Neutral	25	12.2%
Unsatisfied	5	2.4%
Very unsatisfied	1	0.5%
N/A - not applicable	5	2.4%

**Percentage of satisfied customers = 84.5%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 12.5%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 3.0%.** (Those who answered N/A were not figured into this number.)

(Q. 8)

"How satisfied are you with communications with agency staff?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	84	41.0%
Satisfied	65	31.7%
Neutral	30	14.6%
Unsatisfied	14	6.8%
Very unsatisfied	8	3.9%
N/A - not applicable	4	2.0%

**Percentage of satisfied customers = 74.1%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 14.9%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 10.9%.** (Those who answered N/A were not figured into this number.)

(Q. 9)

"How satisfied are you with the average time you spend on hold on the telephone?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	40	19.5%
Satisfied	57	27.8%
Neutral	38	18.5%
Unsatisfied	17	8.3%
Very unsatisfied	8	3.9%
N/A - not applicable	45	22.0%

**Percentage of satisfied customers = 60.6%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 23.8%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 15.6%.** (Those who answered N/A were not figured into this number.)

(Q. 10)

"How satisfied are you with access to a live person?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	68	33.5%
Satisfied	69	34.0%
Neutral	32	15.8%
Unsatisfied	14	6.9%
Very unsatisfied	6	3.0%
N/A - not applicable	14	6.9%

**Percentage of satisfied customers = 72.5%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 16.9%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 10.6%.** (Those who answered N/A were not figured into this number.)

(Q. 11)

"How satisfied are you with agency communications with you, including letters, electronic mail, and/or any text messaging?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	81	40.1%
Satisfied	68	33.7%
Neutral	30	14.9%
Unsatisfied	13	6.4%
Very unsatisfied	8	4.0%
N/A - not applicable	2	1.0%

**Percentage of satisfied customers = 74.5%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 15.0%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 10.5%.** (Those who answered N/A were not figured into this number.)

(Q. 12)

"How satisfied are you with the usability of the agency's website?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	50	24.8%
Satisfied	88	43.6%
Neutral	37	18.3%
Unsatisfied	19	9.4%
Very unsatisfied	7	3.5%
N/A - not applicable	1	0.5%

**Percentage of satisfied customers = 68.7%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 18.4%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 12.9%.** (Those who answered N/A were not figured into this number.)

(Q. 13)

"How satisfied are you with the agency's complaint handling process?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
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Very satisfied	23	11.4%
Satisfied	24	11.9%
Neutral	41	20.3%
Unsatisfied	4	2.0%
Very unsatisfied	4	2.0%
N/A - not applicable	106	52.5%

**Percentage of satisfied customers = 49.0%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 42.7%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 8.3%.** (Those who answered N/A were not figured into this number.)

(Q. 14)

"If you used the complaint process, how satisfied are you with the timeliness of your complaint's resolution?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	11	5.5%
Satisfied	13	6.5%
Neutral	17	8.5%
Unsatisfied	3	1.5%
Very unsatisfied	1	0.5%
N/A - not applicable	154	77.4%

**Percentage of satisfied customers = 53.3%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 37.8%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 8.9%.** (Those who answered N/A were not figured into this number.)

(Q. 15)

"How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	56	28.1%

Satisfied	60	30.2%
Neutral	47	23.6%
Unsatisfied	9	4.5%
Very unsatisfied	4	2.0%
N/A - not applicable	23	11.6%

**Percentage of satisfied customers = 65.9%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 26.7%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 7.4%.** (Those who answered N/A were not figured into this number.)

(Q. 16)

"How satisfied are you with any agency reports, instructions, or other printed information?"

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	55	27.9%
Satisfied	81	41.1%
Neutral	35	17.8%
Unsatisfied	18	9.1%
Very unsatisfied	3	1.5%
N/A - not applicable	5	2.5%

**Percentage of satisfied customers = 70.8%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 18.2%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 10.9%.** (Those who answered N/A were not figured into this number.)

(Q. 17)

"Please rate your overall satisfaction with the agency."

<b>Answer Choices</b>	<b>Response Count</b>	<b>Percent of Customers</b>
Very satisfied	65	33.2%
Satisfied	91	46.4%
Neutral	20	10.2%

Unsatisfied	15	7.7%
Very unsatisfied	5	2.6%
N/A - not applicable	0	0.0%

**Percentage of satisfied customers = 79.6%.** This figure represents the number of customers who gave a rating (if they answered "N/A" they did not give us a rating) and who indicated to us that they were either satisfied or very satisfied.

**Percentage of neutral customers = 10.2%.** (Again, those who answered N/A were not figured into this number.)

**Percentage of unsatisfied customers = 10.2%.** (Those who answered N/A were not figured into this number.)

## Analysis of the Findings

### Changes that would improve the survey process

- Continue to seek new ways to promote the survey to increase customer engagement, including more face-to-face engagements with the customers.
- Leave the survey open for a longer period of time to increase the number of customers who take the survey.
- Verify that the survey questions accurately provide relevant information and review customer comments for additional information needed.
- Reduce the number of questions while having questions specific to areas of concern within the agency.

### Summary findings regarding the quality of service provided

- Overall, customers indicated improved satisfaction in all areas of the agency. There were specific, isolated complaints related to the website, phones, and staff.
- Customers are dissatisfied with their access to the agency by telephone. They don't like having to leave voicemail messages and then wait for a call back. They would prefer to be able to connect with a live person the first time they call.
- TCFP's FIDO on-line system is not as user-friendly as customers would like it to be.
- While the new office facility is receiving positive feedback, the absence of signage remains a serious issue.

### Improvements in progress and/or being considered

- TCFP continues to improve its FIDO on-line system with the goal of making it more user-friendly with better functionality.
- At regional meetings, TCFP solicits input and ideas from customers on ways to improve its services with them as well as the customer experience.
- Work with the Texas Facilities Commission to add signage to help customers find TCFP's offices.

## Performance Measures

Customer Service Performance Measures	2024 Performance
<b>Outcome:</b> Percent of surveyed customer respondents expressing overall satisfaction with services received	79.6%
<b>Output:</b> Total customers surveyed	102,069
<b>Output:</b> Response rate	0.2%
<b>Output:</b> Total customers served	37,541
<b>Efficiency:</b> Cost per customer surveyed	\$.07
<b>Explanatory:</b> Total customers identified	55,000
<b>Explanatory:</b> Total customer groups inventoried	6

### Definitions: Customer Service Performance Measures

**Outcome: Percent of surveyed customer respondents expressing overall satisfaction with services received = 79.6%**

*Definition:* The total number of survey respondents to question 17 who indicated that they are satisfied or very satisfied overall with the agency, divided by the total number of respondents to that question. Of the 196 respondents who left a rating for this question, 156 indicated that they were satisfied or very satisfied with the agency. This results in 79.6% of respondents expressing overall satisfaction with services received.

*Source/Collection of Data:* Surveys were made available April 1, 2024 - April 14, 2024, totaling two weeks of availability. Links to the survey were posted on the TCFP website, on TCFP's Facebook page, and in staff email signatures. And we sent an email blast to all individuals in our database, inviting them to take our survey.

**Output: Total customers surveyed = 102,069**

*Definition:* The number of customers who receive access to surveys regarding agency services. This number includes all customers who receive surveys in person or by phone, mail, email, web, or any other means.

*Source:* According to our email blast application, the survey link was emailed to 102,069 individuals.

**Output: Response Rate = 0.2%**

*Definition:* The percentage of total customers surveyed who completed the survey.

*Source:* We had 232 customers take our survey. 232 out of 102,069 equals a 0.2% response rate.

**Output: Total customers served = 37,541**

*Definition:* Total number of customers receiving services through the agency's programs.

*Source:* For this number we took the total number of individuals with active certification in our database.

**Efficiency: Cost per customer surveyed = \$0.07**

*Definition:* Total costs for the agency to administer customer surveys divided by the total number of customers surveyed.

*Collection of Data:* Cost was determined by estimating 80 hours of one staff member's time who was devoted to creating and administering the survey, plus one hour of time for the entire agency's staff, plus the cost of the online survey tool; this would equal the total cost of the survey to the taxpayers of the state of Texas.

*Method of Calculation:* Cost per customer surveyed was calculated by dividing the total cost by the total customers surveyed.

**Explanatory: Total customers identified = 55,000**

*Definition:* The total population of customers in all unique customer groups.

*Method of calculation:* An estimate of the total number of customers within our stakeholder groups (i.e. fire service administration, fire protection personnel, fire prevention personnel, individual certificate holders, training facility administrators, and training facility personnel).

**Explanatory: Total Customer Groups Inventoried = 6**

**Definition:** The total number of unique customer groups identified for each agency program. Customer groups served by more than one agency program should be counted only once.

**Method of calculation:** The total number of stakeholder groups, to include fire service administration, fire protection personnel, fire prevention personnel, individual certificate holders, training facility administrators, and training facility personnel.

**AGENDA ITEM NUMBER 19 WITH RELEVANT DOCUMENTS ATTACHED**

19. Matters from the Agency Chief:

A. Update regarding agency duties and responsibilities.

B. Decision of the Agency Chief in contested cases and consent orders.

C. Status regarding division functions:

i. Training Approval & Testing – test administered, training approvals, record reviews, and online training audits **(please see attached)**.

ii. Certification & Profession Development – training applications, IFSAC seals issued, certifications issued, training facilities, curriculum development, library resource requests **(please see attached)**.

iii. Compliance – biennial inspections, compliance officers training, issues involving regulated entities **(please see attached)**.

iv. Information Technology – public website design, FARM and FIDO improvements, CAPPS (Central Accounting Payroll/Personnel System), IT security policy, and service requests **(please see attached)**.

## Commission Quarterly Report

### Training Approval and Testing Section

- **Test Administration, Training Approvals, Record Reviews, and Training Audits Statistics – 2<sup>nd</sup> Quarter, FY 2024**
    - **Test Administration** – 6783 exams were administered during this quarter with a pass rate of 84.95%.
    - **Training Approvals** – A total of 1207 training approvals were submitted with start dates during this quarter in the commission’s Training Facility Management System.
    - **Record Reviews** – Three hundred fifteen (315) record reviews for equivalency were conducted (80 SFFMA (78 Structure/1 Inspector/1Plan Examiner)/235 out-of-state, education, expired test scores, expired certifications, and Wildland). One hundred seventy-six (176) out-of-state, education and Wildland reviews were approved, six (6) were denied and five (5) were pending for additional information. Three hundred twenty-three (323 – includes expired certifications and expired test scores) Qual numbers were issued in the Training Facility Management System.
    - **Training and Skill Testing Audits** – Twenty-three (23) online training audits were conducted during the 1st quarter. Seven (7) had no deficiencies noted. Sixteen (16) had minor deficiencies such as no syllabus attached, no Instructor contact, no course schedule, no textbook information, or no skills examiners. All issues were resolved in one or two days.
    - **Online Testing Centers Added:**
      - San Jacinto Community College – South Campus
      - San Jacinto Community College – North Campus
      - San Jacinto Community College – Generation Park Campus
      - ETC Learning Centers
      - Lagniapper Education Services
      - Lone Star College Conroe Testing Center
      - Lone Star College North Harris
      - Regional Center for Public Safety Excellence – Pharr Campus
      - Temple College
- \*\*Total of online testing centers: 95\*\*

#### Activities for the Next Quarter:

- Proceed working to onboard a possible 5 additional testing centers.
- Conduct temporary provision testing for the new Fire Marshal certification.
- Work with IT to develop Batch Applications and Group Mastery Reports for Training Facilities to make scheduling students for online testing easier.

**\*\*Written and Online Exams between December 1<sup>st</sup> – February 29<sup>th</sup>**

**Online Exams: 3222 (Pass Rate 78.77%)**

**Written Exams: 700 (Pass Rate 93.43%)**



2023 Score Avg. by Course												Avg. by Quarter				2022 VS. 2023 COMPARISON			
ARFF	78.37%	80.17%	80.08%	76.57%	75.17%	86.36%	85.13%	85.13%	79.43%	83.62%	100.00%			79.54%	79.37%	83.23%	91.81%	83.49%	78.37%
AWS	78.91%	84.11%	77.00%	80.00%	76.70%	81.53%	80.59%	79.58%	81.58%	85.33%	88.21%	90.39%		80.01%	79.41%	80.58%	87.98%	81.99%	78.91%
BWFF	81.27%	80.37%	76.19%	76.89%	77.65%	78.69%	79.52%	81.80%	80.93%	76.92%	92.11%	100.00%		79.28%	77.74%	80.75%	89.68%	81.86%	81.27%
DOA	84.82%	84.80%	85.18%	85.33%	86.67%	86.18%	84.45%	85.83%	85.38%	85.83%	96.08%	100.00%		84.93%	86.06%	85.22%	93.97%	87.55%	84.82%
DOP	76.21%	75.01%	78.57%	77.39%	78.58%	79.13%	78.40%	78.63%	79.19%	79.67%	86.67%	88.24%		76.60%	78.37%	78.74%	84.86%	79.64%	76.21%
FF1	77.99%	71.71%	75.26%	77.53%	74.97%	71.21%	77.45%	77.40%	76.44%	77.40%	90.15%	92.19%		74.99%	74.57%	77.10%	86.58%	78.31%	77.99%
FF2	74.77%	72.18%	74.16%	74.90%	74.50%	71.31%	72.85%	75.76%	74.98%	71.65%	84.98%	80.39%		73.70%	73.57%	74.53%	79.01%	75.20%	74.77%
FLSE1	80.00%	81.43%	82.80%	84.17%	80.73%	79.67%	81.00%	85.27%	83.06%	84.91%	100.00%	100.00%		81.41%	81.52%	83.11%	94.97%	85.25%	80.00%
FLSE2	82.00%	78.80%	88.00%	81.33%	78.00%	73.00%	83.78%	81.33%	82.00%	78.67%	100.00%	100.00%		82.93%	77.44%	82.37%	92.89%	83.91%	82.00%
FM						72.00%	83.00%	80.00%	78.00%	78.84%	88.89%	86.84%		81.08%	72.00%	80.33%	84.86%	79.57%	81.08%
HZIC	81.05%	43.00%	86.00%	80.92%	80.00%	82.67%	82.67%	70.00%	88.00%	72.80%	75.00%	100.00%		70.02%	81.20%	80.22%	82.60%	78.51%	81.05%
HZMT	72.90%	58.80%	74.30%	75.83%	75.83%	70.22%	72.71%	74.00%	71.54%	74.69%	80.33%	69.23%		68.67%	73.96%	72.75%	74.75%	72.53%	72.90%
IC	74.80%	78.80%	74.57%	83.00%	83.73%	82.24%	86.67%	76.00%	84.00%	86.23%	75.00%	100.00%		76.06%	82.99%	82.22%	87.08%	82.09%	74.80%
INSP	73.87%	75.45%	74.90%	75.11%	71.92%	74.35%	73.39%	76.00%	73.07%	74.94%				74.74%	73.79%	74.15%	74.94%	74.41%	73.87%
INSP1	71.00%	67.33%	77.20%	69.75%	75.67%	74.77%	75.23%	74.57%	71.25%	75.38%	79.25%	74.14%		71.84%	73.40%	73.68%	76.26%	73.80%	71.00%
INSP2	74.50%	69.69%	70.73%	67.08%	69.40%	66.00%	72.62%	72.73%	72.96%	71.06%	50.65%	57.89%		71.64%	67.49%	72.77%	59.87%	67.94%	74.50%
INST1	78.08%	78.48%	80.23%	78.56%	77.43%	77.05%	79.60%	79.30%	78.82%	78.04%	89.36%	85.58%		78.93%	77.68%	79.24%	84.33%	80.04%	78.08%
INST2	82.44%	81.35%	83.67%	82.43%	83.41%	82.00%	84.21%	83.38%	81.41%	84.44%	96.72%	96.77%		82.49%	82.61%	83.00%	92.64%	85.19%	82.44%
INST3	77.54%	76.44%	75.11%	75.50%	75.76%	77.14%	79.00%	79.69%	78.00%	78.10%	86.67%	80.00%		76.36%	76.13%	78.90%	81.59%	78.25%	77.54%
INV	81.74%	82.51%	83.45%	80.49%	81.07%	78.64%	82.23%	77.87%	80.93%	79.77%	87.10%	96.30%		82.57%	80.07%	80.34%	87.72%	82.68%	81.74%
ISO	74.06%	73.08%	74.93%	75.12%	75.04%	72.08%	77.63%	74.80%	76.03%	76.97%	89.19%	75.00%		74.02%	74.08%	76.15%	80.39%	76.16%	74.06%
IWFF	72.00%			84.00%	64.00%	64.00%	56.00%	56.00%	68.67%	70.00%	0.00%	50.00%		58.47%	70.67%	60.22%	40.00%	57.34%	72.00%
MAR	82.00%	62.00%	54.00%	4.00%	4.00%	43.00%	16.00%	16.00%	14.00%	50.00%	0.00%	0.00%		66.00%	17.00%	15.33%	16.67%	28.75%	82.00%
OFF1	88.00%	85.38%	86.33%	84.90%	86.32%	87.44%	85.33%	85.79%	86.23%	84.98%	96.77%	100.00%		86.57%	86.22%	85.78%	93.92%	88.12%	88.00%
OFF2	80.24%	76.53%	79.46%	79.17%	76.67%	80.11%	79.57%	78.90%	79.84%	79.35%	86.30%	97.30%		78.74%	78.65%	79.44%	87.65%	81.12%	80.24%
OFF3	79.50%	75.67%	69.27%	72.80%	75.75%	76.83%	74.83%	74.00%	77.26%	74.13%	91.67%	92.86%		74.81%	75.13%	75.36%	86.22%	77.88%	79.50%
OFF4	74.83%	75.58%	80.00%	71.40%	73.25%	75.29%	72.00%	71.00%	76.75%	72.22%	60.00%	71.43%		76.80%	73.31%	73.25%	67.88%	72.81%	74.83%
OPS	72.30%	72.00%	72.70%	75.53%	75.79%	72.55%	70.18%	73.19%	75.24%	74.24%	78.57%	82.65%		72.33%	74.62%	72.87%	78.49%	74.58%	72.30%
PE1	72.00%	77.79%	80.75%	77.30%	75.95%	76.00%	77.68%	70.29%	73.22%	68.33%	81.82%	100.00%		76.85%	76.42%	73.73%	83.38%	77.59%	72.00%
<b>OVERALL</b>																		76.78%	

KEY
COMPLIANCE: OL TESTING CENTER SETUP
TESTING: DRYRRUN SYSTEM PRETESTING
CURRICULUM: UPDATE/EFFECTIVE DATE
Question Update/Maintenance

	Q1	Q2	Q3	Q4
<b><u>Certification/Renewal:</u></b>				
Professional Development Training Applications	2173	2193		
<b><u>Issued:</u></b> IFSAC Seals	1860	1855		
TCFP Certifications	4699	4356		
Criminal History	591	663		
Medical documents:	746	774		
Confirmation of Commissions (Peace Officer)	74	30		
Service time applications	89	51		
<b><u>Renewals:</u></b> Department Personnel	36676	63		
Certified Training Facilities	25	236		
Individual Certified Holders	15502	204		
Registered Seals: IFSAC	366	462		
TEEX Proboard	193	129		
Total number of Training Facilities	468	470		

### Quarterly Report – Curriculum Development

#### **2nd Quarter Meeting Dates:**

##### Airport Firefighter

- January 31 – February 1  
(Details: IFSAC review, NFPA and curriculum updates, test question review)

##### Curriculum and Testing Committee

- February 20 - 21  
(Details: IFSAC review, NFPA and curriculum updates)

#### **Test Question Feedback Review**

- Feedback Scheduled Review-
  - Reviewed January 31
  - February 20

**Note: Unscheduled Reviews were conducted when needed by the Testing Department and/ or Curriculum, or when stakeholders reached out via. phone or email – on day of request.**

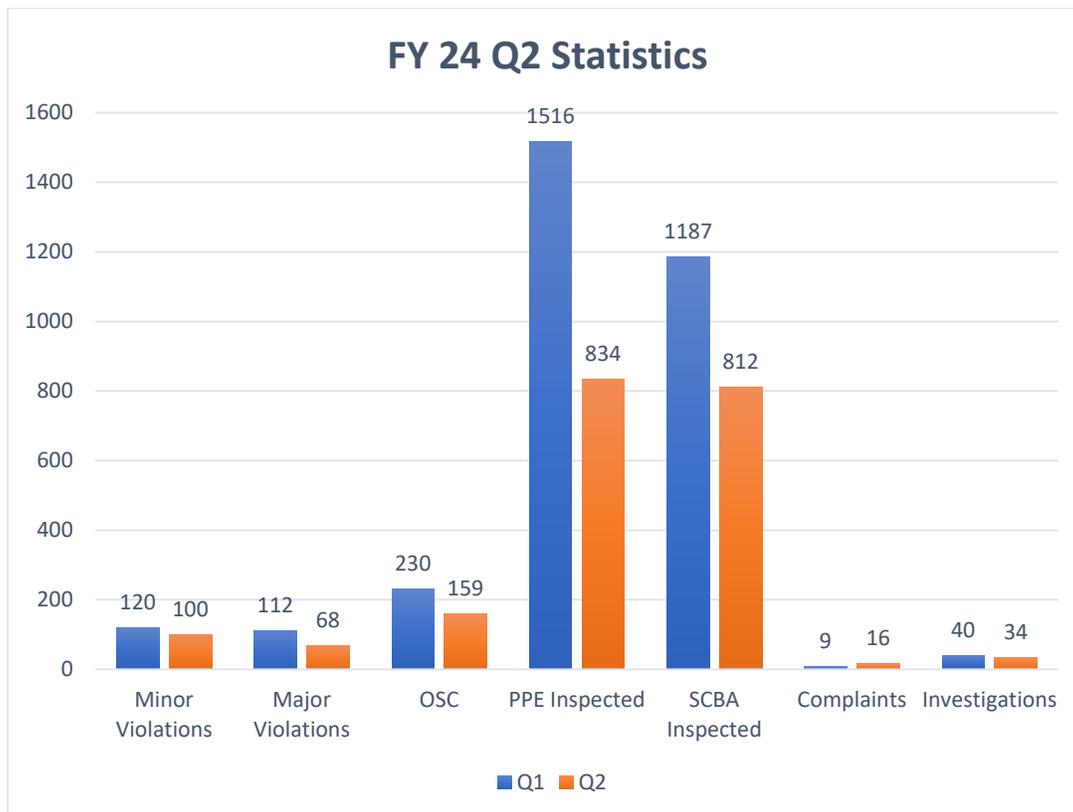
**Test Development and Test Bank Maintenance**

- Updated test bank
  - Feedback questions – Reviewed, Edited, or Archived - Ongoing

Question validation/ Reference updates – Ongoing all discipline

## Commission Quarterly Report Compliance Division

Compliance Inspection Activity statistics:



Assisted an agency with identifying an upward trend in burn injuries.

Worked with testing to establish more online testing centers.

Quarterly training in Austin

TAFE Conference

Staffed TIFMAS EOC at TFS

Pre-delivery inspection of 9 agency vehicles.

All compliance staff issued agency vehicles.

One request for a complete department review

Inspection files forwarded to compliance chief for further action: 2.

**IT Division report for 1st quarter:**

- TCFP Websites and Web Applications Uptime 98%
- Network Infrastructure Updates
  - Relocated the network infrastructure in partnership with DIR, including the installation of new fiber.
  - Implemented router connections at each PC station/office.
  - Retained the IP configuration from the previous office to ensure continuity.
- Exam Enhancements
  - Improved the capture of enhanced exam questions.
  - Upgraded the written exam module for better functionality.
  - Enhanced online exams calculator for increased accuracy and usability.
- FARM & FIDO
  - Successfully restored trip details data.
  - Enhanced the efficiency of the cache refresh process.
- Tools/Public Website Developments
  - Updated the "Tools > Jobs" page.
  - Expanded access to tools for a greater number of staff.
- Addressed 292 service requests (Tickets)

**AGENDA ITEMS CONTINUED**

20. Recognition of Commission Jones for his service to the Commission.
21. Personal matters regarding the appointment, employment, compensation, evaluation, reassignment, and duties of the Agency Chief.
22. Adjourn meeting.