

Texas Fire Chiefs Association
DOCUMENT SUBMISSION FORM

Candidate Department: **Irving Fire Department**

Best Practice Standard: 7.04 Public Safety Education

Proofs of Compliance Submitted:

1. Fire Prevention Division – Standard Operating Procedures
2. Programs Offered

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Evaluator's Review

Evaluator:

Date Accepted:

IRVING FIRE DEPARTMENT
Department Standard Operating Guidelines
Fire Prevention Division
Standard Operations Policy Manual

This document shall be reviewed and amended, as necessary, on an annual basis. Please refer any corrections or suggestions to the Fire Marshal for consideration in the next update of this document.

TABLE OF CONTENTS

Intent 3

Job Assignments 3

Fire Marshal..... 3

Assistant Fire Marshal..... 4

Fire Prevention Specialist (Field Inspectors)..... 5

Fire Prevention Specialist (Plan Review)..... 6

Fire Prevention Specialist (Public Fire Educator)..... 6

Fire Prevention Specialist (Fire Investigator)..... 6

Qualifications..... 7

Personal Appearance 8

Inspections 9

Certificate of Occupancy Inspections. 9

Maintenance Inspections 9

Complaint Inspections..... 9

Inspection Procedures 9

Initiating the Inspection..... 9

Hazard Abatement Procedure..... 10

Immediate Danger to Life Defined 10

..... 11

Maintenance of Records 11

Public Information - Press Releases 12

Fire Education..... 13

..... 14

Fire Investigation Procedures 15

..... 16

..... 17

Firearms Procedures 18

..... 19

..... 20

..... 21

..... 22

..... 23

Intent

This document is intended to set forth policies which will govern members of the Irving Fire Prevention Division in their enforcement of the state and local laws pertaining to fire safety and prevention within the boundaries of the City of Irving.

The duties of the members of the Fire Prevention Division may be broken down into three main areas of investigation, inspection and public education. As different laws and procedural requirements cover these different areas of duty, each area shall be addressed separately. A single member may perform one or more of the below mentioned classes.

Job Assignments

Fire Marshal

Distinguishing Features of the Class:

The fundamental reason this classification exists is to manage a variety of fire prevention programs. Work involves planning, organizing, coordinating, and supervising staff involved in such areas as fire protection plan review for new construction; inspection of existing properties for code compliance; development of codes, ordinances, interpretations, and regulations; and computer and administrative support services for the division. Responsibilities include serving as the program manager for code development, which includes providing technical advice to the Board of Appeals relating to Fire Code interpretations, overseeing code revisions and the development of new code language, and providing technical advice to the Board of Appeals. Supervision is exercised over the classifications of Assistant Fire Marshal, Fire Prevention Specialist, Fire Prevention Specialist (plans review), Public Fire Education Officer, and Arson Investigation. Work is performed under the general direction of the Fire Marshal with performance evaluated on the basis of results achieved.

Essential Functions:

- Supervise the Fire Prevention Division, Assistant Fire Marshal and fire department Investigator; maintain current certification and training of all Fire Department Fire Prevention Staff.
- Develop plans, procedures, regulations, codes, and laws pertinent to fire safety, fire investigation, fire education, fire prevention and the enforcement of same
- Identifies issues affecting new business development, devises solutions, and produces appropriate policies and procedures;
- Oversees the investigations performed by the Arson Investigators.
- Investigate cause of fires and make report of losses, investigate and assist in prosecution of Arsonists, investigate complaints and answer questions about fire hazards.
- Writes or oversees the development of new Fire Code language, code policies, departmental property management procedures, regulations, and interpretations to clarify Fire Code requirements;

- Reviews and analyzes legislation, identifies potential fiscal and programming impacts to the Fire Department.
- Manages administrative services for the division, which is responsible for maintaining occupancy files and reports, and issuing permits.
- Manage Freedom of Information requests for the Fire Department.
- Writes or oversees the development of Drafts relating to the adoption of Fire Prevention Ordinances;
- Assist in the hiring and testing of Fire Prevention candidates.
- Specify and purchase equipment and materials for the Fire Prevention Division, submit Fire Prevention budget yearly.
- Maintain State required certifications as an Arson Investigator, Cause and Origin Investigator and Inspector.
- Demonstrates continuous effort to improve interdepartmental operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Attends in-service training classes to remain current in knowledge of codes, laws, ordinances, and regulations;
- Other duties as assigned by the Fire Chief and/or Assistant Chiefs.

Assistant Fire Marshal

Distinguishing Features of the Class:

The fundamental reason this classification exists is to perform enforcement activities in the promotion of life and property safeguards by supervising Fire Prevention Specialist in specialized fire prevention activities, fire inspection and prevention training, and property management/code enforcement. In addition, this class provides training assistance and technical guidance to fire companies and fire recruits in the area of fire prevention. This class handles the most complicated fire inspections and fire code enforcement cases. Work is performed independently within established policies and procedures. Work involves considerable contact with the general public and is expected to use discretion and tact in resolving issues. Performance is evaluated by the Fire Marshal on the basis of results achieved.

Essential Functions:

- Supervises employees involved in specialized fire prevention activities, fire inspections, prevention training, property management, and code enforcement activities;
- Investigates the more complex complaints relating to fire hazards and fire code violations;
- Identifies corrective actions which must be made in order to bring properties into compliance with applicable fire codes, ordinances, laws, regulations, and standards;
- Supervises the inspection of occupancies that store, handle, and use hazardous materials;
- Verifies that fire protection and fire detection systems are installed in accordance with fire codes, laws, ordinances, regulations, and standards;

- Assists citizens and other agency personnel with code interpretations and information when requested;
- Serves as a technical resource for other Fire Prevention personnel;
- Documents efforts taken to bring property owners into compliance with laws, codes, regulations, ordinances, and standards;
- Provides court testimony regarding fire code violations;
- Attends in-service training classes to remain current in knowledge of codes, laws, ordinances, and regulations;
- Investigate cause of fires and make report of losses, investigate and assist in prosecution of Arsonists, investigate complaints and answer questions about fire hazards.
- Maintain State required certifications as an Arson Investigator, Cause and Origin Investigator and Inspector.
- Assists in the development of property management policies and procedures;
- Makes recommendations for possible fire code revisions, additions and deletions;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Fire Prevention Lieutenants

Distinguishing Features of the Class:

The fundamental reason for these three positions is to provide an acceptable span of control between supervisors and inspectors. Each of the three positions have shared and unique responsibilities.

The Lieutenant in charge of the North Districts manages the Fire Prevention Specialist within the span of control afforded to the position. This Lieutenant also has its own assigned district in which it must perform inspections.

The Lieutenant assigned to the south districts must manage the inspectors within its span of control, handle inspections within its own assigned district, and assist in administrative assignments.

The third Lieutenant position is utilized for follow up work regarding arson investigations. Acts as the point of contact with the Irving Police Department regarding arson cases.

Essential Functions:

- Supervise and direct inspections for the north and south inspection districts.
- Supervise assigned administrative functions of the Fire Prevention Division.
- Conduct comprehensive reviews of fire protection plan submittals and reviews of plans pertaining to building construction and/or modification as it relates to fire and life safety.
- Attend and represent the Fire Department and building predevelopment meetings.

- Develop plans to effectively conduct fire inspections and maintain accurate records of fire inspections conducted in their respective districts.
- Provide Fire Code and inspection training to Fire Prevention Specialists.
- Inspect assigned buildings and premises and take the necessary action for the correction of fire hazards and code violations.
- Investigate cause of fires and make report of losses, investigate and assist in prosecution of Arsonists, investigate complaints and answer questions about fire hazards.
- Attends in-service training classes to remain current in knowledge of codes, laws, ordinances, and regulations;
- Maintain State required certifications as an Arson Investigator, Cause and Origin Investigator and Inspector.
- Other duties assigned by supervisor.

Fire Prevention Specialist (Inspectors)

Distinguishing Features of the Class:

The fundamental reason this classification exists is to inspect properties for conformance with federal, state, county and locally recognized laws, codes, ordinances, regulations, and standards. Fire Prevention Specialists are responsible for performing advanced technical fire prevention and inspection work that is of a diversified and complex nature. Employees in this class work independently in the field and are responsible for decision-making requiring discretion, judgment, and familiarity with laws, codes, ordinances, regulations, and standards. Work is performed under the general supervision of the Assistant Fire Marshal and evaluation of performance is based on results achieved.

Essential Functions:

- Inspects properties to ensure compliance with laws, codes, ordinances, regulations, and standards;
- Investigates complaints relating to fire hazards and fire code violations;
- Inspects occupancies that store, handle, and use hazardous materials to ensure compliance with applicable codes, ordinances, laws, regulations, and standards;
- Identifies corrective actions which must be made in order to bring properties into compliance with applicable fire codes, laws, and ordinances;
- Identifies conditions or situations that may hinder fire fighting operations and the safety of emergency response personnel and recommends remedies to correct the conditions;
- Investigate cause of fires and make report of losses, investigate and assist in prosecution of Arsonists, investigate complaints and answer questions about fire hazards.
- Assists in the development of, or reviews, fire exit plans;
- Conducts fire exit drills to monitor and evaluate evacuation procedures;

- Inspects and tests fire protection and/or fire detection systems to verify that such systems are installed in accordance with appropriate laws, codes, ordinances, regulations, and standards;
- Takes photographs and/or writes detailed reports of fire code violations observed in each inspected occupancy;
- Conducts fire code compliance follow-ups to ensure corrective action has been taken;
- Assists citizens and other agency personnel with code interpretations and information when requested;
- Attends in-service training classes;
- Writes citations for fire code violations, fire lane and disabled parking area violations;
- Documents efforts to bring property owners into compliance;
- Provides court testimony regarding fire code violations;
- Establishes and approves fire lanes on public and/or private property.
- Maintain State required certifications as an Arson Investigator, Cause and Origin Investigator and Inspector.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Public Fire Educator

Distinguishing Features of the Class:

The fundamental reason this classification exists is to conduct fire prevention programs to the citizens of Irving. They provide training assistance and technical guidance of public education to fire company officers. The Public Fire Educator works with very little supervision. Work is performed under the general supervision of the Assistant Fire Marshal and evaluation of performance is based on results achieved.

Essential Functions:

- Presents fire prevention and fire code information to citizen groups, organizations, contractors, engineers, and developers;
- Develops new public training classes;
- Responsible for the Fire Safety Trailer;
- Conducts fire exit drills to monitor and evaluate evacuation procedures;
- Provides technical assistance to Fire Company officers;
- Attends in-service training classes; recommends changes to fire prevention, inspection, and fire code endorsement procedures;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Arson Investigator

Distinguishing Features of the Class:

The fundamental reason this classification exists is to conduct on-the-scene fire investigations to determine the origin and cause of fires, make necessary arrests, and prepare case material for successful prosecution by the District Attorney. They provide specialized skills in understanding fire, its chemistry, and effects on various types of building construction. Fire Investigators are responsible for developing an awareness of the reasons and motives behind arson and for successfully investigating and obtaining fire and arson convictions. Arson Investigators work under the general supervision of a Fire Marshal.

Essential Functions:

- Investigates fire to determine origin and cause;
- Writes, reviews, corrects reports of all fires investigated;
- Assist the Police Department in the arrest fire crime suspects;
- Interviews and interrogates individuals relating to fire and arson cases;
- Provides testimony in court regarding the origin and cause of fires;
- Recommends measures to eliminate fire hazards;
- Keeps Investigation Log and completes all monthly reports of fire activities;
- Photographs fires that are investigated and keeps files of photographs taken;
- Locates and pursues suspects in fire related crimes;
- Provides technical assistance to fire company officers;
- Directs and coordinates investigations of fire related crimes;
- Works with District Attorneys for prosecution in fire related crimes;
- Works with other State and Federal governmental and private organizations in investigating arson cases;
- Collects evidence of fire related crimes;
- Protects and preserves important evidence for solving fire related crimes.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Other Duties as required by the Fire Marshal

Fire Prevention personnel are assigned to an 8 or 10-hour shift. While on duty, fire prevention personnel are assigned a vehicle. For the lunch meal, the inspector is permitted to eat away from his assigned office, but within his District. The lunch meal may be taken at any restaurant or at the inspector's residence so long as said location is within the confines of their assigned district. No alcoholic beverages are permitted.

Inspectors shall report to work promptly at their scheduled times. They receive their daily assignments and briefings from the Asst. Fire Marshal. Annual inspections shall be performed when no other scheduled duties are assigned. New Occupancy inspections will be assigned as the requests come in.

The inspector is expected to perform at least 6 to 8 units of work per day. A unit of work is defined as the inspection of a building of up to 5,000 sq. ft. or an hour at an Inspection, an hour of public fire education duty or an hour of fire investigation. Larger buildings, or longer assignments in the other job areas will be counted as additional units of work. Inspectors will be expected to perform certain evening inspections and any evening talks or demonstrations that would be requested and scheduled by the public.

Qualifications

Every position in the Prevention Division must hold and maintain a Fire Inspector's certification from the Texas Commission on Fire Protection (TCFP). They must also hold and maintain a certification in Fire Origin and Cause Determination from the TCFP.

Employees hired after the date of October 1, 2012 must also hold and maintain a Peace Officers License from The Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE).

All certifications must be obtained within eighteen months of the employees hire date.

Law update courses, and other mandated courses set forth by TCLEOSE shall be complied with. TCLEOSE courses as well as other law enforcement related courses that qualify as continuing education shall be logged into Texas Commission on Law Enforcement Data Distribution System (TCLEDDS).

Continuing Education Hours shall be maintained in accordance with Chapter 20.1 of the IFD General Procedures.

Personal Appearance

Members of the Fire Prevention Division shall follow the appropriate section of the Uniform Policy as they apply to Fire Inspectors/Investigators along with the general grooming and attire sections of the Uniform Policy.

Fire Inspection

There are several different types of building inspections. They are broken down into the following three categories:

Certificate of Occupancy Inspection

The "Certificate of Occupancy" (C/O) inspection is performed often with other trade inspectors, such as building, plumbing, and electrical. It is performed upon completion of a building project, renovation, or change of occupancy. The "Certificate of Occupancy" inspection is most comprehensive in nature, as it requires the inspector to inspect all building features for proper construction. Fire separations, exiting, HVAC, as well as the other elements of the building are checked. Many features are checked during periodic maintenance inspection. Orders of correction shall be issued to bring the new occupancy into strict compliance with the fire codes in existence at the time of inspection. Buildings applying for C/O inspections may have been required to submit plans and specifications to the State Fire Marshal's Office. If this is the case, the inspector shall review the stamped set of plans on the site. Plans shall be compared to the actual construction and to the required changes.

Maintenance Inspections

Maintenance inspections are performed under the supervision of the Assistant Fire Marshal. Periodically on already occupied buildings to check for illegal building alterations, as well as the operational status of required safety equipment and exits. If equipment is found out of test date or inoperative, orders of correction are issued to repair or replace the defective items.

Complaint Inspection

The third type of inspection made is a complaint inspection. This type of inspection is made upon complaint of any member of the public to the Fire Department, either orally or in written form. It is Department Policy to hold the name of the complaining party confidential. Do not tell the owners or operators of the business who filed the complaint. Simply advise them that a complaint was received and that you are there to check on it. If it is found that the complaint is valid, an order of correction shall be issued to correct the problem. The order shall also act as a warning to the management not to continue the practice that caused the complaint to be generated. The order shall also document the findings for possible future litigation.

Inspection Procedures

Initiating the Inspection

On entering the premises of a particular occupancy to conduct any of the above outlined fire inspections, the Inspector shall:

1. Verbally identify himself and request to speak to the person in charge of the premises, or his representative.
2. Show his official department Identification Card.
3. Explain the nature and purpose of the visit.
4. Request permission of the person in charge to carry out the inspection; and
5. Request the person in charge or a designated representative with access to all areas of the property to accompany the Inspector on the inspection tour.

The Inspector must have a delegate of the business to accompany him for several reasons. It will allow the Inspector to summarily abate any easily corrected violations. It allows the Inspector to explain any problems found in detail at the time of its discovery. It also protects the Inspector from future possible accusations of missing articles or property damages.

The Inspector shall inspect the premises in a systematic manner for violations of the applicable fire codes for the type and location of the occupancy.

Upon completion of the inspection, the Inspector shall complete and present to the person in charge of the premises or his delegate with a completed copy of the "Inspection Report" form for his signature. All violations shall be documented with proper code citations given. The Inspector shall explain all violations and recommendations noted and shall leave a copy of the report with the person signing the order. The inspector shall also discuss any options for the correction of the violation. While doing so, however, the Inspector shall not recommend any particular product or organization to correct the problem. The inspector shall explain the appeals procedure and arrange a time for the follow-up inspection. Time limits for correction of violations are in accordance with protocols established by the Assistant Fire Marshal.

Hazard Abatement Procedure

The Inspector shall have the authority to summarily abate any condition, which is in violation of any provision of the applicable code, which presents immediate danger to life. If the violation does not present immediate danger to life, the Inspector shall order the violation corrected. It shall be the policy of this department to re- inspect premises found in violation no later than 60 days. At no time shall this department give permission for a violation to continue. Any violation that may be immediately corrected without undue hardship shall be completed before the Inspector's departure.

Immediate Danger to Life Defined

A condition shall be considered an immediate danger to life when any of the following conditions exist or are believed to exist:

1. The presence of an explosive atmosphere;
2. The presence of a toxic atmosphere;
3. A condition which would trap building occupants if a fire should occur or which would allow a fire to spread with such speed that occupants would not have time to use the building exits;
4. Any condition which is located in such a manner as to allow building occupants to come into contact with it, with such contact able to cause injury or death.
5. Any of the conditions outlined as:
 - a. Want of repairs;
 - b. Age or deteriorated condition;
 - c. Lack of sufficient fire alarm or fire extinguishing apparatus;
 - d. Lack of adequate means of ingress and egress;
 - e. Lack of adequate, unrestricted passageways to the entrances and exits; and
 - f. Presence of combustible, explosive or inflammable materials.

Any other condition other than above which an Inspector, due to his knowledge and training, considers to be an extreme emergency situation requiring immediate action to avoid injury or death of building occupants.

Whenever an Inspector finds any such dangers to life or property, he shall order the dangerous materials removed, the condition of the premises remedied, or the premises razed. The occupants are required not to allow use of the building until the conditions are corrected. The occupant may appeal the order to correct the condition, but if the occupant allows the continued use of the premises, the Inspector shall begin emergency closure proceedings against the structure.

Maintenance of records

All records on an occupancy, including inspection reports, plans and drawings, photos, correspondence, etc., shall be kept in a permanent file folder.

The files shall be sorted and filed according to address. A file on a particular address is to be maintained unless or until the building is demolished. Any files removed to conduct

required inspections of the premises shall be returned to the Fire Prevention Office at the end of the shift in order that proper security of these files may be maintained.

Information obtained from the inspection is to be entered in the Trackit computer database as soon as possible. This data is used to create re-inspection reports and to keep emergency information on the structure current.

If the building suffers any loss, which destroys the structure, the files are to be forwarded to the arson division for possible use in an investigation.

Public Information - Press Releases

One of the responsibilities of the Assistant Fire Chief over Special Operations is to act as the public information officer. He releases information concerning public fire safety, the occurrences of fires and announcements of arson arrests. In all other matters, information release shall be coordinated with the Assistant Fire Chief or Fire Marshal.

Information given to the press concerning fires shall be limited to general public information contained in the fire incident report, including the cause of the fire, if known. If a fire has been listed as incendiary, no details pertaining to the investigation of the fire shall be given to the press until the investigation is concluded. If arrests are made, information concerning the arrests shall be coordinated with the arresting agency and/or fire investigator(s).

Fire Education

The Irving Fire Department shall aggressively meet the education needs of the citizens of Irving as well as they pertain to those subjects which are within the scope of the Department's activities. The Fire Department shall anticipate future educational needs and prepare to meet these needs.

Procedure

I. Interdepartmental Request Path

A. Interdepartmental Request Path

1. Initial program requests will be forwarded to Fire Education.
2. In the absence Fire Education, program requests will be forwarded to the Assistant Fire Marshal.

B. Scheduling Program(s)

1. The Fire Education Department will maintain a public education program appointment File in which all such programs are to be entered.
 - a. Scheduling considerations.
 - 1) Number and type of programs already scheduled for a given date.
 - 2) Objective schedules.
 - 3) Special training that may be scheduled for fire department personnel.

POLICY

1. Fire Department members shall endeavor to exert their best efforts at all times to promote fire safety awareness to members of the general public.
2. Fire Department members shall exert their best efforts at all times to promote a positive and professional image of the Fire Department to the general public.
3. Fire Department members shall fully participate in all public education and public relations assignments which they may receive.
4. Public fire and safety education and public relations are both considered as priority areas of concern by the Irving Fire Department.

Members should be guided by the following:

1. Positive public relations are a very important area of concern to the Fire Department.
2. Members shall exhibit a positive and professional image in their personal mannerisms, appearance and attitude toward the public.
3. Fire Department members shall endeavor to answer questions and handle complaints from the public in the most professional, polite, courteous and expeditious manner possible.
4. Those members assigned to be involved in fire safety education details shall be well prepared to handle such duties and shall endeavor to provide the most accurate and helpful information available.

Quarterly review of Fire Cause Reports

Every quarter the report entitled "Fire causes by Occupancy", located on the SBClient, shall be run by the Fire Marshal or his designee. A review will be performed to compare the current report with past reports in an effort to discover new or evolving trends in the causes of fire. This review will serve to guide Public Education efforts to reduce future fires in the indicated trouble areas.

IFD Programs by Age

CHILDRENS CLASSES:

Fire station visit.

Sparky the FireDog visit. (pre-k thru 2nd grade)

SUBJECTS BY GRADE LEVEL

KINDERGARTEN

Stop, Drop, and Roll

Crawl low in smoke.

Good and Bad fires.

Fireman is your friend.

FIRST GRADE

Don't play with matches and lighters.

Crawl low in smoke.

Smoke detector noise.

911

SECOND GRADE

Smoke detector locations.

Smoke confuses.

Know Two ways out.

EDITH

911

Cool burns with cool water.

THIRD GRADE

Smoke detector testing.

Change batteries in smoke detectors.

Matches and lighters are not toys.

Home fire hazards.

911

Escape plans.

FOURTH GRADE

Fire triangle

Home fire hazards

E.D.I.T.H.

Fire alarms

FIFTH GRADE

Heating hazards

False alarms

Arson

Fire drills

Cool burns with cool water.

SIXTH GRADE

Fire extinguisher use.

Careers on the fire department.

(These classes can be done for any grade level above 5th grade.)

ADULTS

Fire extinguisher training, including hands on training.

Fire Warden Training.

Work place fire safety.

Home fire safety.

Fire safety for Senior citizens.

Health and Safety fairs.

Fire brigade training.

High rise evacuation.

Holiday fire safety.

Hotel fire safety (guests or employees)

Fire safety and evacuation of Health Care Facilities (Hospitals, Nursing homes, Doctors offices)

Fire safety for the physically challenged.