



**Organization for Security and Co-operation in Europe
Mission in KOSOVO**

Status Analysis
of the Kosovo Fire and Rescue Services



Final Report

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1. Introductory Note:

At the end of 2007 the OSCE Department of Public Safety invited a team of four experts recommended by the International Fire and Rescue Service Association 'Comité Technique International de Prévention et d'Extinction du Feu' (CTIF) to conduct a comprehensive survey of the Fire and Rescue Services in Kosovo including the Department for Emergency Management.

This report is the product of the CTIF Fire and Rescue Service Experts. It provides a summary, general findings and recommendations, proposals for implementing the recommendations and finally a vision for the future Fire and Rescue Service of Kosovo.

It appears to the CTIF Team of Experts that other assessments of the situation of the Kosovo Fire and Rescue Service were produced in the past but did not lead to dramatic changes. It is the Experts' sincere hope that the OSCE Department of Public Safety will use the findings coming from the report to conduct substantial improvement projects to foster the Department of Emergency Management and all Fire Brigades in Kosovo. The need is desperate and the residents of Kosovo demand this enhancement.

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2. Glossary

CTIF:	Comité Technique International de Prévention et d'Extinction du Feu
DEM:	Department of Emergency Management
HAZMAT:	Hazardous Materials
KPC:	Kosovo Protection Corps
KPS:	Kosovo Police Service
OSCE:	Organization for Security and Co-operation in Europe
PPE:	Personal Protective Equipment
RTA:	Road Traffic Accident

3. Executive Summary

- Presently the Fire and Rescue Services are unable to satisfyingly fulfil their responsibility of saving life and property of the people of Kosovo.
- Fire fighters in Kosovo are underpaid compared with Kosovo Police Service officers. They are not insured against accidents at work. This is de-motivating for the fire fighters.
- Fifty percent of all Fire and Rescue Service vehicles have technical defects, which limit their use considerably. An additional 36 percent of the vehicles are not functional at all.
- Donations should comply with the needs of Kosovo. The experts think that donation standards need to be set and that the co-ordination of donations, supported by experts of a Kosovo or international association would be an advantage.
- Very few Fire and Rescue Brigades conduct regular training of a reasonable standard. Facilities for this training generally do not exist.
- At present the Fire and Rescue Training Centre, in Vushtrri/Vučitrn cannot offer the whole bandwidth of required training due to lack of special fire fighting training facilities, curriculum, equipment and competent staff. Fortunately the Kosovo Centre for Public Safety Education and Development is there to support with course administration, class room and other training space, training aids, catering and dormitory space.
- Many fire brigades do not receive the funding designated to them.
- There are great discrepancies between the applicable law and reality.
- The handing over of the fire brigades to the municipalities in 2004 has obviously failed and resulted in a very uneven state of the Fire and Rescue Brigades all over Kosovo with inadequate funding.
- There is a lack of standardized alerting and incident command procedures.
- The Municipal Fire and Rescue Brigades should be transformed to a centralized Kosovo Fire and Rescue Service with a centralized structure similar to the police or customs and correctional service.

4. Methodology

Two two-headed CTIF sub-teams, provided with OSCE language assistance, visited 29 Fire and Rescue Service Stations in Kosovo, including the Fire and Rescue Training Centre in Vushtrri/Vučitrn and the Dispatch Centre in Prizren/Prizren. The fire brigades in Leposavić/Leposaviq and North Mitrovicë/Mitrovica refused to be analysed. Some municipalities receive fire and rescue service from neighbouring municipalities. The fire brigade of the Kosovo Electricity Corporation power plant is responsible for provision of service to the municipality of Obiliq/Obilić. This explains why some municipalities do not have their own Fire and Rescue Service capacities. The researchers met with the Director of the Department of Emergency

Management (DEM)¹ in Prishtinë/Priština. The DEM was invited to all interviews, and on some occasions took advantage of this opportunity.

The CTIF Experts interviewed the commanders of 29 Fire and Rescue Service Stations. On several occasions, the duty shift team participated in the interviews. In a few cases the Fire Prevention Officer and/or the Head of the respective Municipal Directorate of Civil Protection were present. Thus, this report is based on the information received in the interviews and on the observations of the buildings, equipment and vehicles. In no case was there an opportunity to observe the fire brigades in action or at exercise. The findings made for each station can be found in the annexes, which form the basis for this report. Additional figures were provided by the OSCE Mission in Kosovo.

It is the conviction of the CTIF Experts, that they established and obtained suitable background information enabling them to make the recommendations in this report.

5. Vision for Kosovo Fire and Rescue Service

The vision of the experts is that within five to eight years the Fire and Rescue Service of Kosovo could reach a standard equal to the standard of the other public safety providers in Kosovo, such as the Police, Customs and Correctional Services.

This implies:

...that the Fire and Rescue Service of Kosovo:

- is organized in a way that offers the best opportunities to provide a good and effective service to the public;
- is prepared for incidents and accidents involving hazardous materials (HAZMAT);
- every year publishes trustworthy statistics from the fire brigades about the turn-outs.

...that every Fire and Rescue Service Station in Kosovo has:

- competent management;
- fire vehicles in an amount appropriate to the area and of a reasonable standard and a command car for the incident commander;
- equipment necessary for the risk in all areas;
- heated garages for all vehicles;
- adequate room for personnel, storage, maintenance and repair of equipment;
- access to specialized maintenance and repair for vehicles and special equipment;
- access to temporary replacement of vehicles;
- access to training ground with relevant installations;
- the necessary personnel with relevant qualifications and a salary comparable with relevant groups;
- access to relevant curriculum, education and knowledge;
- volunteers with basic equipment in relevant villages;
- the necessary funding for the above.

...that the Fire And Rescue Training Centre in Vushtrri/Vučitrn:

- offers the relevant courses in adequate amount;
- has the necessary training vehicles and equipment;
- has the necessary training facilities, including training grounds, garages and classrooms;

¹ Director Bislim Zyrapi

- has the necessary training staff with relevant qualifications;
- produces curriculum for itself and the fire brigades;
- has the necessary funding for the above.

6. General findings and recommendations

This section contains the major components of the study. Each component is briefly described and followed by the appropriate CTIF Experts' recommendations.

6.1 Fire and Rescue Service Stations

These are situated in the centre of the respective municipality, close to major roads. Some of the stations were established relatively recently. The amount and locations of the stations seem to reasonably cover whole Kosovo.

Nr.	Visited	Municipalities	Age							Avg.	Total Amount
			>20	20-25	26-30	31-40	41-50	51-60	>60		
1	x	Deçan / Deçane								27	5
2	x	Dragash / Dragaš								35	18
3	x	Gjakovë / Đakovica	0	6	25	8	3	8	0	35	50
4	x	Gllgovc/Glogovac								30	17
5	x	Gjilan/Gnjilane								42	31
6	x	Istog/Istok								27	8
7	x	Kaçanik / Kačanik								40	16
8	x	Kamenicë / Kamenica								33	24
9	x	Klinë / Klina								40	17
10	x	Fushë Kosovë / Kosovo Polje								27	6
11	x	Lipjan / Lipljan	0	1	3	13	3	0	0	35	20
12	x	Malishevë / Malisevo								35	18
13	x	Mitrovicë / Mitrovica South								35	24
14	x	Novobërdë / Novo Brdo								35	5
15	x	Rahovec / Orahovac								35	20
16	x	Pejë / Pec								35	36
17	x	Podujevë / Podujevo	0	1	0	15	2	0	0	35	18
18	x	Prishtinë / Priština 1								35	134
19	x	Prishtinë / Priština 2	0	0	7	11	9	2	0	35	29
20	x	Laplje Selo / Llapllasellë	0	3	2	16	4	1	0	35	26
21	x	Prizren / Prizren								27	31
22	x	Skenderaj / Srbica								27	18
23	x	Štrpce / Shtërpçë								35	11
24	x	Shtime / Štimlje								35	8
25	x	Suharekë / Suva Reka								35	16
26	x	Ferizaj / Uroševac	0	0	6	13	4	13	7	45	43
27	x	Viti / Vitina								35	23
28	x	Vushtrri / Vuçitrn								30	31
29	x	Zubin Potok / Zubin Potok								30	20
30	-	Mitrovicë / Mitrovica North								n.a.	n.a.
31	-	Leposavić / Leposaviq								n.a.	n.a.
Total Amount of Fire Fighters											723

Fig. 1: Distribution of Fire Fighters per Fire and Rescue Service station

Recommendation: The CTIF Experts did not evaluate the present geographical coverage. In the future this subject should be observed by the DEM, based on analyses of valid reports and judgments from the Fire and Rescue Service Stations' staff. In general, though, the CTIF Experts are supporting the strategy of providing large cities with several minor fire stations instead of one large fire station.

6.2 Response areas/Risks

For all Kosovo Fire and Rescue Stations, the response area is the respective municipality, which is a large territory in some cases.

Recommendation: A risk analysis should be performed in every municipality, which is required by the law as a basis for the general emergency plan.

6.3 Personnel

At the Fire and Rescue Service Stations mainly professionals, a few part timers and in some places volunteers are employed. The norm is generally 12 or 24 hours shifts of one to 15 fire fighters. The morale of personnel generally seems to be very low. It is believed that the main reasons are the low salaries and the poor financial conditions provided by the municipalities. The personality of the commanders also seems to be of great importance for the motivation at the stations.

Recommendations: Improve the daily discipline and job attitude of the fire fighters. At the same time raise salary levels of the fire fighters to a level similar to the Kosovo Police Service officers. The CTIF Experts urge that the skills of fire fighters be carefully evaluated before their recruitment, and it may be appropriate to terminate the contract of some current fire fighters as they seem to have no motivation and competence at all. In reference to the lack of fire fighters in all Kosovo Fire Brigades, the Department of Emergency Management should provide minimum standards with definitions of number and functions for each Fire Brigade and Rescue Engine. The CTIF Experts highly recommend the following ratio:

- Staff per fire vehicle with a minimum of six fire-fighters,
- Staff per tank fire-fighting vehicle with a minimum of four fire-fighters,
- Staff per water tanker with a minimum of one fire-fighter,
- Staff per aerial ladder with a minimum of two fire-fighters,
- Staff per rescue unit with a minimum of four fire-fighters.

6.4 Personal Protective Equipment (PPE)

Donors provided Personal Protective Equipment to the professional fire fighters, consisting of jackets, helmets, pants, boots, gloves and breathing masks in insufficient amounts. There is a lack of everything but especially breathing masks are missing (see Fig. 2). Generally the PPE was found to be in good condition. Surprisingly it showed few signs of being used. The CTIF Experts did not notice the typical smell of smoke, which is usually to be found in Fire and Rescue Stations and equipment. The PPE is not appropriate for wintertime. At many Fire and Rescue Service Stations there is an understanding that the fire protecting ability of the clothing diminishes after five years. The CTIF experts do not share this opinion. The breathing apparatuses, which were found at most stations, also seem to be in very little use. At several stations comprehensive stocks of brand-new boots, helmets etc. were found. For volunteer fire fighters there is almost no PPE available.

Recommendation: All required supplementary PPE should be purchased, also for volunteer fire fighters. All fire fighters should be forced to wear and use it.

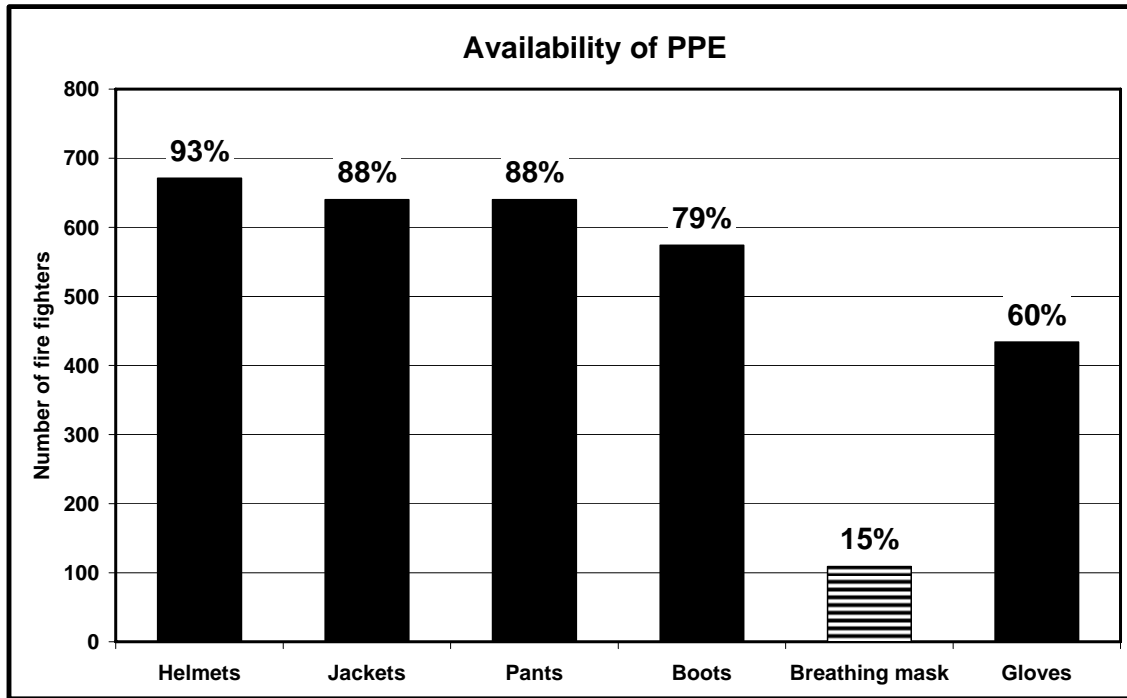


Fig. 2: Shows the general shortfalls of PPE in the Kosovo Fire Brigades and especially missing breathing masks.

6.5 Buildings for Fire and Rescue Service

These are generally old garages, poorly maintained, inadequately heated, and not in all cases able to house all fire vehicles of a brigade. In some places the buildings are of a good standard. During wintertime several vehicles have to be filled with water before the Fire and Rescue Service can respond to a call because the vehicle cannot be protected against frost.

Recommendations: An in-depth survey of the space requirements should be conducted. It should lead to the refurbishment and in some cases to the construction of new Fire and Rescue Stations. Fire stations with a good standard could become the model for re-constructing the other stations. Insulation of walls, windows and doors should be afforded as this would bring down heating costs. Staff in the rest rooms should not be forced to inhale the exhaust of the fire trucks. According to given information, a reasonable station could be built for the cost of €70,000. With an investment of two million Euros all Kosovo Fire and Rescue Stations could be brought up to a proper standard. The Department of Emergency Management should reorganize the current number of Fire and Rescue Stations. A mid and long-term plan should be worked out in co-operation with the respective Fire Brigade, so the current number of stations within the response area of the Fire Brigade is re-organized.

The CTIF Experts recommend the following strategy:

- Main Fire and Rescue Stations (fire stations with vehicles and equipment for basic and advanced fire fighting and technical assistance) shall be established as Operational Headquarters in major cities;

- Fire Stations (fire stations with vehicles and equipment for basic fire fighting and technical assistance) shall be established as centre for fire fighting and rescue operations in smaller cities;
- Branch Fire Stations (fire stations with vehicles and equipment for basic fire fighting only) shall perform fire fighting and rescue operations in villages;
- Concepts of planning of number and structure of the command and control centres for the next years;
- The Department for Emergency Management should develop a plan for establishment of new Fire and Rescue Stations within Kosovo;
- New stations should be planned with minimum standards (rooms, facilities, maintenance, working conditions).

6.6 Vehicles for Fire and Rescue Service

Methodology: The CTIF Experts conducted an overview assessment of the conditions of these vehicles and equipment at each visited Fire and Rescue station (see appendix 30). Each vehicle was evaluated on a scale from categories one to five, taking into consideration the technical condition of the chassis, the fire and rescue service specific construction of the fire-fighting vehicle, and the quantity and quality of the technical equipment for fire fighting, rescue service and operations with hazardous material/chemicals.

List of Categories:

- Category 1: Absolutely ready for use
- Category 2: Ready for use with small and middle defects
- Category 3: Usable with considerable defects
- Category 4: Unusable, repair required and possible
- Category 5: Useless

According to European standards, some category 2 and all category 3, 4 and 5 vehicles would be taken out of service.

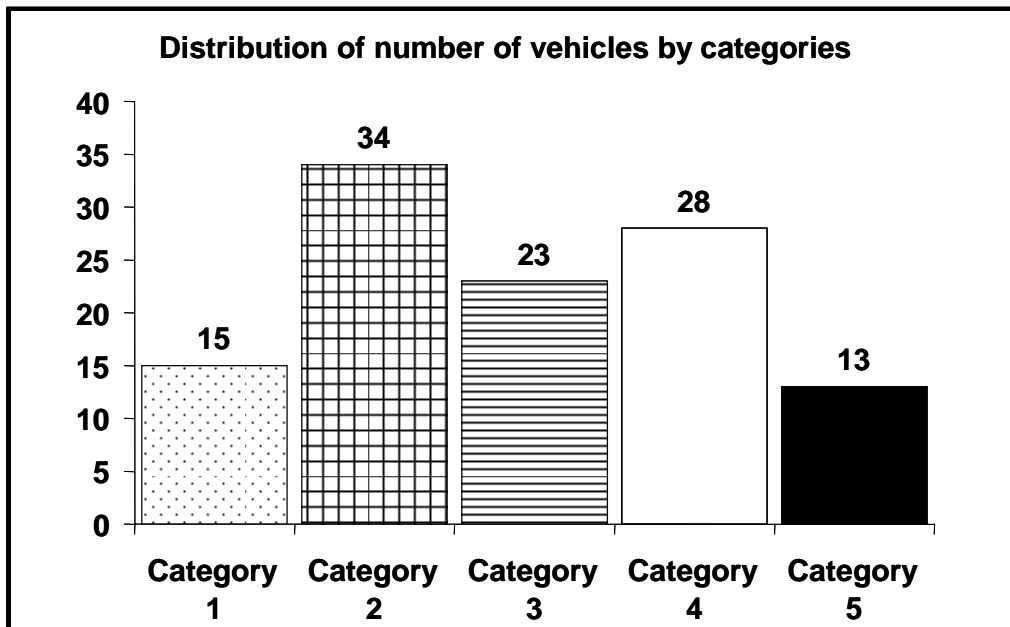


Fig. 3: Distribution of number of fire vehicles by categories.

Vehicle Status:

- Thirteen percent of the vehicles are usable without restrictions (category 1). These are primarily Turkish fire vehicles donated by the United States and some British vehicles.
- Fifty percent of the vehicles have technical defects, which limit the use considerably (categories 2 and 3);
- Thirty-six percent of the vehicles are not operational (categories 4 and 5). In a few stations, the CTIF Experts did not evaluate some totally worn out and inoperable fire vehicles, parked at the fire stations' premises;
- The average age of the vehicles is about 30 years;
- There is a lack of operational turntable ladders in regions where they are needed to deal with a number of high-rise buildings;
- Much of the equipment is defective or missing;
- Equipment for dealing with accidents involving hazardous materials is not available at all.

Conclusions:

The Fire and Rescue Services cannot fulfil their duties of saving life and property of the people of Kosovo because:

- The number and the quality of the available vehicles is insufficient;
- In several regions, timely reaction of the respective Fire and Rescue Services in case of fires, road traffic accidents and other eventualities is not possible;
- Proper professional response to incidents with hazardous materials are impossible for the Kosovo Fire and Rescue Services;

Further the CTIF Experts have noted that almost all fire stations are equipped with fairly new breathing apparatuses, hydraulic equipment and radios. However, it seems that this equipment is not properly maintained. The lack of maintenance concerning the breathing apparatuses is especially worrisome as it is endangering the lives of the fire fighters. The hydraulic equipment seems to be used very seldom. The CTIF Experts have noted the general lack of equipment on the vehicles, though in several cases it is present inside the stations (e.g. brand new hoses).

Recommendations: Every Fire and Rescue Station should be equipped with fire vehicles on chassis, in common use in Kosovo, of a sufficient quality. Defective fire vehicles should be repaired and missing equipment should be purchased so the fire vehicles carry the necessary equipment. Inoperable vehicles should be removed.

In most cases a first responder and a tanker will be appropriate. High-rise ladders are needed in cities with high-rise buildings and so one should be allocated to the main station in each region. Implementation of the same standard² for hose couplings and other fire fighting equipment all over Kosovo is highly suggested. This will ease the maintenance and purchase.

A central decision should be made concerning the necessary amount (purchase, removal and replacement), types and characteristics (size, turntable ladder, special equipment and water supply) of fire vehicles for every Fire and Rescue Service station in Kosovo. The CTIF Experts propose the exchange of almost all vehicles with second-hand vehicles of a good standard, on chassis' normally used in Kosovo. It is the CTIF Experts' opinion that it will be possible to find 30 pumps, 30 tanks and ten turntable ladder vehicles, second-hand with five to ten years of age for a total of two million Euros. The CTIF Experts recommend that these vehicles should be as similar as possible and that a reserve of 10-20 % of these vehicles for replacement during repair is

² DIN Standard

purchased. The best fire vehicles should be taken as reserve. A central logistical organization should be established.

The Fire and Rescue Services should only accept donations of a reasonable standard, which complies with the needs and standards of Kosovo's Fire and Rescue Services.

A Kosovo-wide maintenance system for fire equipment, including fire pumps, hoses, radios, breathing masks and breathing apparatuses should be established.

6.7 Operational Activities

According to the CTIF Experts the call-out system of the Kosovo Fire and Rescue Services requires strong improvement. The emergency phone number is differing from region to region. In some areas the public can directly reach the Fire Brigades and in other areas the Police have to be asked to contact the Fire and Rescue Service. When the Police is unable to phone the Fire Brigade they send a patrol car to the Fire and Rescue Station.

In addition the CTIF Experts found that the assistance and co-operation during major accidents needs strong improvement, as it is not systematically organized.

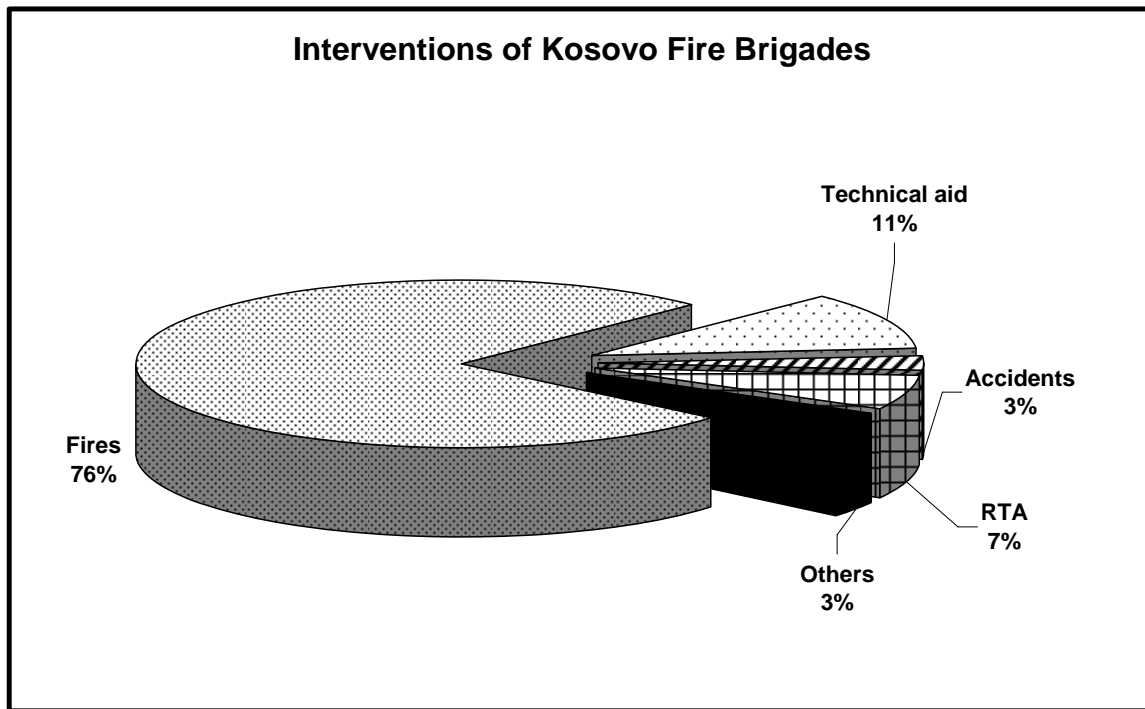


Fig. 4: Main operational activities of the Kosovo Fire and Rescue Service

Recommendations: An effective call-out system according to international standards, including technology and methodology should be installed. 'Strategic support' should be developed and implemented for the whole Kosovo Fire and Rescue Service, so the different brigades are able to properly co-operate during major accidents. Standard operational procedures for emergencies with hazardous materials shall be introduced. In this case the involvement of the Kosovo Protection Corps (KPC) is recommended. The Civil Protection Unit of the KPC should take over all incidents involving HAZMAT, until the organization, the equipment and the skills of the Kosovo Fire and Rescue Services have reached the necessary level of capacity for this kind of emergency.

6.8 Training

Most fire fighters attended the basic training course. The majority of the professional fire fighters also went through the professional course. First aid training is performed to a certain degree. Very few Fire and Rescue Service Stations conduct training to a reasonable standard. Facilities for this training do not exist. It also seems that the fire fighters do not obtain general knowledge about their equipment and its maintenance. Many station commanders discussed daily routine training, practice and testing of the fire fighters in their stations. The CTIF Experts found it difficult to believe this information, as the unavailability of training plans, the visible lack of training facilities and practice and the poor maintenance state of the equipment were contradictory to the station commanders' statements.



Fig. 5: The Fire and Rescue Station Commanders were asked to list immediate training needs. This figure shows the result.

The Fire and Rescue Training Centre in Vushtrri/Vučitrn:

Opinions concerning the Fire and Rescue Training Centre range from complete satisfaction to deep criticism about the low capacity and lack of competent staff. It is the opinion of the CTIF Experts, that the Fire and Rescue Training Centre does not offer the necessary service to the fire brigades. The Centre lacks training facilities, equipment and competent staff. On the spot there is a Russian type of forensic laboratory, which is out of use due to lack of competent staff. Fire examinations are carried out from a mobile laboratory van.

Recommendations:

Concerning training at the stations:

- All fire-fighters shall receive regular training.
- Both the trainees and the station officers must adopt a responsible attitude concerning cleaning, maintenance and repair of equipment.

Concerning central training at the Fire and Rescue Training Centre in Vushtrri/Vučitrn:

- Training equipment, i.e. fire vehicle, tanker, turntable ladders need to be of best standard, so the trainees will be able to work with the vehicles in the respective municipal station;
- Literature about fire fighting should be generated;
- The Fire and Rescue Training Centre in Vushtrri/Vučitrn should be tasked to develop all Fire and Rescue Training Curricula to be used for the training at the Centre and for the local training at the fire stations based on the created literature;
- The Kosovo fire fighters need to receive basic HAZMAT training for all fire fighters, establish protection suits and education at regional level;
- Training capacity should be generated, including class rooms, a flashover-container to train the dangerous flashover and a “fire house” for hot smoke diving. All facilities shall be equipped with electricity and water;
- Improve the Fire and Rescue Service Training Centre in Vushtrri/Vučitrn with classrooms, better storage facilities and a workshop with a compressor;
- Improved Human Resources Management concerning the number of staff and their qualifications, in connection with trainers and their managers;
- Qualified and experienced fire fighters from the field should lecture at the Fire and Rescue Training Centre in Vushtrri/Vučitrn to improve the connection between the Fire and Rescue Training Centre and the fire stations;
- Establishment of close co-operation with Fire and Rescue Training Centres in other countries;
- It is recommended to merge the unused forensic laboratory together with the police forensics laboratory or another technical institute. This will ensure that the valuable equipment will be used effectively;
- Competent Fire and Rescue Station officers from other countries should be invited as subject matter experts, to work at station level for at least one month to bring with them and introduce procedures of training and maintenance.

6.9 Hazards

The CTIF Experts learned that the Kosovo fire fighters are basically able to handle routine fire fighting and road traffic accidents. However, there is little training or experience in the fields of high-rise buildings, forest fires and floods. Furthermore Kosovo fire fighters have no knowledge about the transportation of dangerous goods, involving chemical, biological, radiological and nuclear elements, further water and mountain rescue.

Recommendation: The CTIF Experts advise the Kosovo Fire and Rescue Services to prepare for these hazards as industry will most likely return to Kosovo soon. Forest fires have already challenged the forces in 2007 and should tourism return to Kosovo, mountain rescue will become an important element of daily duty. International co-operation might be of advantage in this field.

6.10 Budget

Generally fire fighters are underpaid. This is especially felt to be so when they compare their salaries with the salaries of Kosovo Police Service officers. This is very de-motivating to the fire fighters, especially as they do not even receive night shift fees. The CTIF Experts had to learn that many fire brigades do not receive the funding designated to them, due to mismanagement in the respective municipality. Fire Fighters are not insured.

Recommendation: The CTIF Experts recommend the increase of fire fighters' salaries and that the designated budget should be utilized for the fire brigades. A control mechanism should be installed to verify the correct administration of funds. Every fire fighter should be insured.

6.11 Regulations

According to the CTIF Experts the applicable laws create a good framework for the Fire and Rescue Service in Kosovo but are too focused on small details. As a result, great discrepancies between the law and reality have been observed. Furthermore, they learned that no Standard Operational Procedures exist and that the standards for the size of fire brigades are unclear and currently under development. So far regulations written before 1999 are the basis for the number of fire fighters in the respective Fire and Rescue Service Stations. The current number and different types of fire vehicles per station are the result of the history of the last eight years.

Written regulation for:	Yes/No	Remarks
Number of personnel per station	No	No specification provided by DEM
Number of units per station	No	No specification provided by DEM
Types of units per station	No	No specification provided by DEM
Required education	No	No specification provided by DEM
Number of stations per city	No	No specification provided by DEM
Response time	No	No specification provided by DEM

Fig. 6: Proofs that there are no written regulations concerning dimensioning fire services within the area. For the development of fire service towards EU standards these written regulations are a must.

In the present system of the Kosovo Fire and Rescue Services only the definition of the turn out time (interval from when the alarm at the fire station sounds until the fire brigade moves off to the incident scene) is given.

Standards	Yes/No	Remarks
Turn out time	Yes	30 seconds in day-time and 45-110 seconds in night-time
Number of fire-fighters per call	No	Not less than 3 fire-fighters per fire vehicle
Share of response area, which should be reached within the defined time	No	Such kinds of standards are unknown
Other standards	No	No further information available

Fig. 7: Information on existing standards in the Kosovo Fire and Rescue Services

The pre-attendance for a fire brigade is a written regulation about the types and number of fire and rescue units for different kinds of operational activities. In the fire stations studied the pre-attendance is 'self-made' and depends on the given number of fire vehicles and fire fighters per shift. In Kosovo standard regulations about structure, type and number of fire and rescue vehicles (including minimal number of vehicle crew) for certain fires and rescue calls do not exist. Such regulations are urgently required to provide good quality service and to be able to operate professionally and safely during different types of fires and rescue operations.

Pre-Attendance	Y/N	Remarks
Fire	No	When address of fire scene and some additional information of the type of fire were known, the fire station determined the pre-attendance by local treatments.
Rescue	No	When address of incident scene and some additional information of the type of rescue operation (RTA, technical assistance, water or mountain rescue) were known, fire station determined the pre-attendance by local treatments.
Others	No	Other call types (HAZMAT, accidents with chemicals, environmental calls etc. cannot be specified.

Fig. 8: Unavailability of standards of Pre-Attendance

Recommendation: The CTIF Experts recommend regulating specific details, such as turn out time, staff on-call and pre-attendance with administrative directions. The Fire and Rescue Services should work towards fulfilment of the requirements coming from the laws and the administrative directions. These Administrative Directions and Standard Operational Procedures should be created as soon as possible.

6.12 Co-operation with other Kosovo Public Safety Agencies

In general co-operation appears to be good. However, the Ambulance Service in Kosovo appears without a reasonable standard. Concerning the co-operation with the Police some Fire Brigades had wishes for improvement. They state that the co-operation with the Kosovo Protection Corps is good, but in some cases it takes too long to alert them. There is no common radio communication system between the services.

Recommendation: The CTIF Experts recommend that the communication between all the agencies drastically needs to be improved. An incident command structure needs to be established. The Ambulance Service could be the subject for analysis by other experts. Their integration into the Fire and Rescue Services should be considered as an option. The establishment of a mutual communication system should be subject for further examination.

6.13 Miscellaneous

- Fire Prevention: The CTIF Experts met several examples of good protection work, including fire inspections and public education. Prevention was not the main topic of this research. However, an improvement of the Fire Prevention will become a very important requirement as soon as private companies, including hotels, will start to build up business in Kosovo.
- Municipal Emergency Plans: In no cases have the station commanders referred to such, though these plans are mandated by law.
- Organization of the Services: The handing over of the Fire Brigades to the municipalities in 2004 has failed and resulted in a very uneven state of these brigades all over Kosovo.

Inadequate funding and unclear procedures for alerting and incident command are the main indicators.

- Reporting System: Several station officers state that they prepare summaries about their turnouts and send monthly reports to both, the respective municipality and to the Department of Emergency Management. At some stations books containing forms are filled with basic data on the turnouts.
- Statistics: The team has observed a lack of statistics as to the number and character of the turnouts. Only one fire brigade was found to produce an annual report with detailed statistics.
- The CTIF Experts were able to access the statistics of the Department for Emergency Management but these are incomplete and not trustworthy because some station commanders stated that they do not report to the Department of Emergency Management on a regular basis.

Recommendations: The CTIF Experts advise the Department of Emergency Management to establish a working group, which could create a solution for all miscellaneous observations. It is highly recommended to discuss the re-centralization.

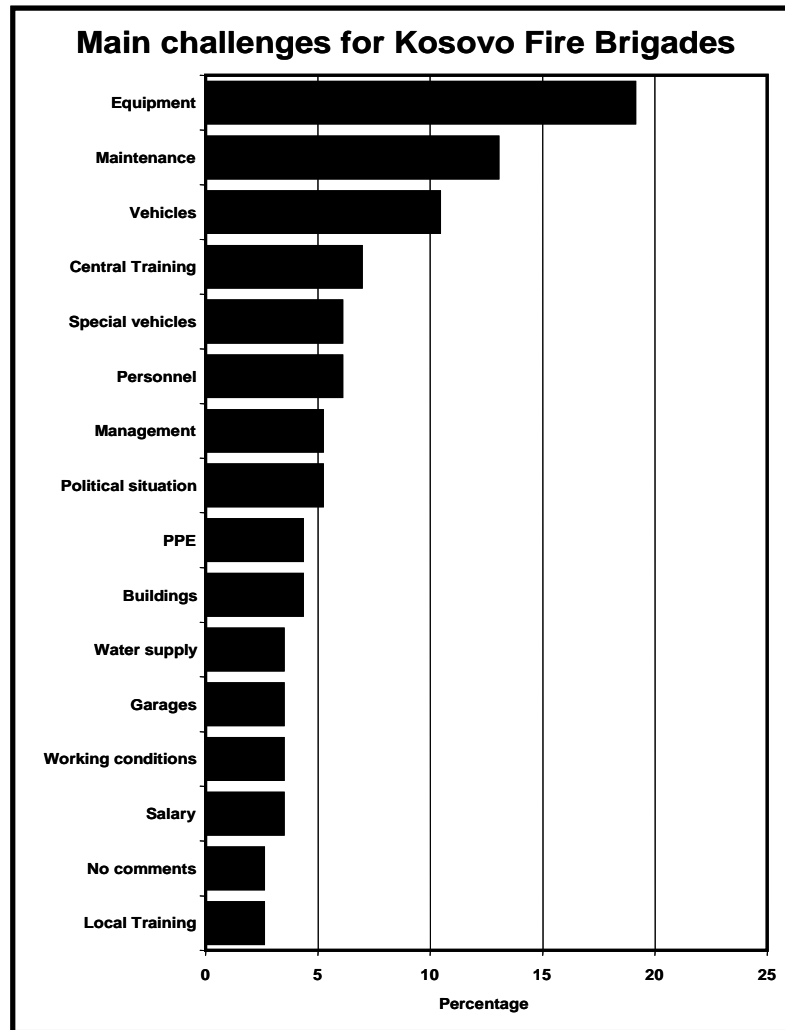


Fig. 9: The biggest problems of Kosovo’s Fire and Rescue Services according to a questionnaire.

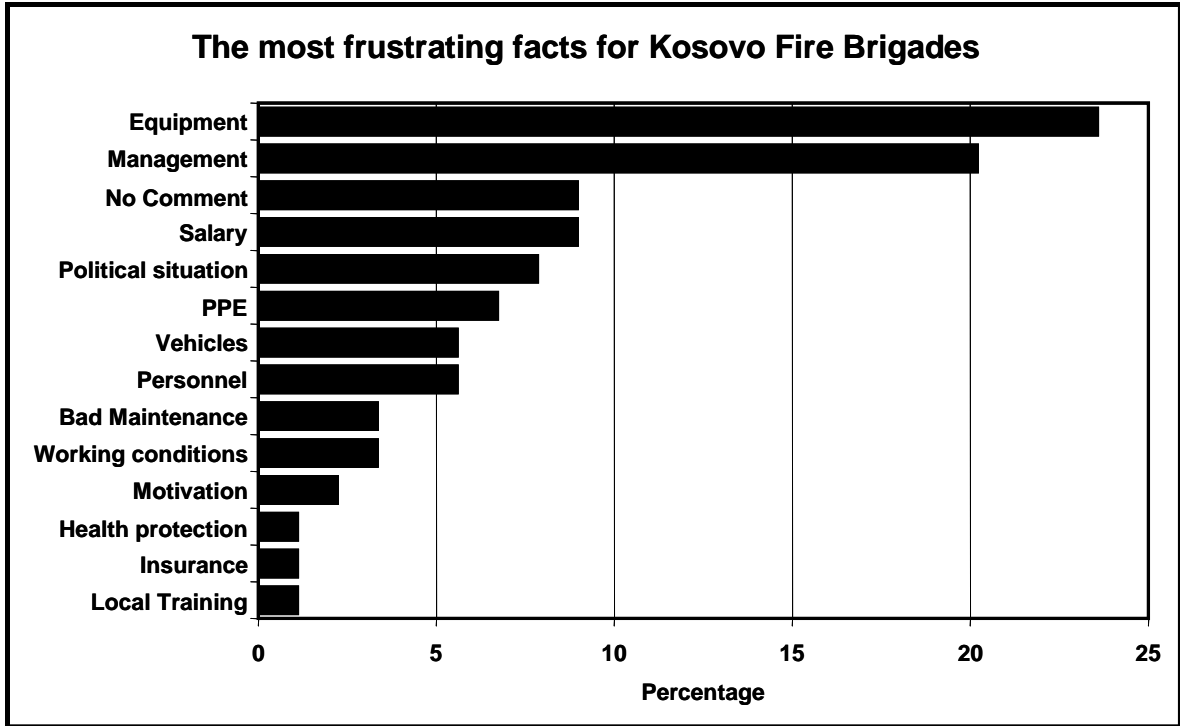


Fig. 10: The most frustrating issues for the Chief Fire Officers

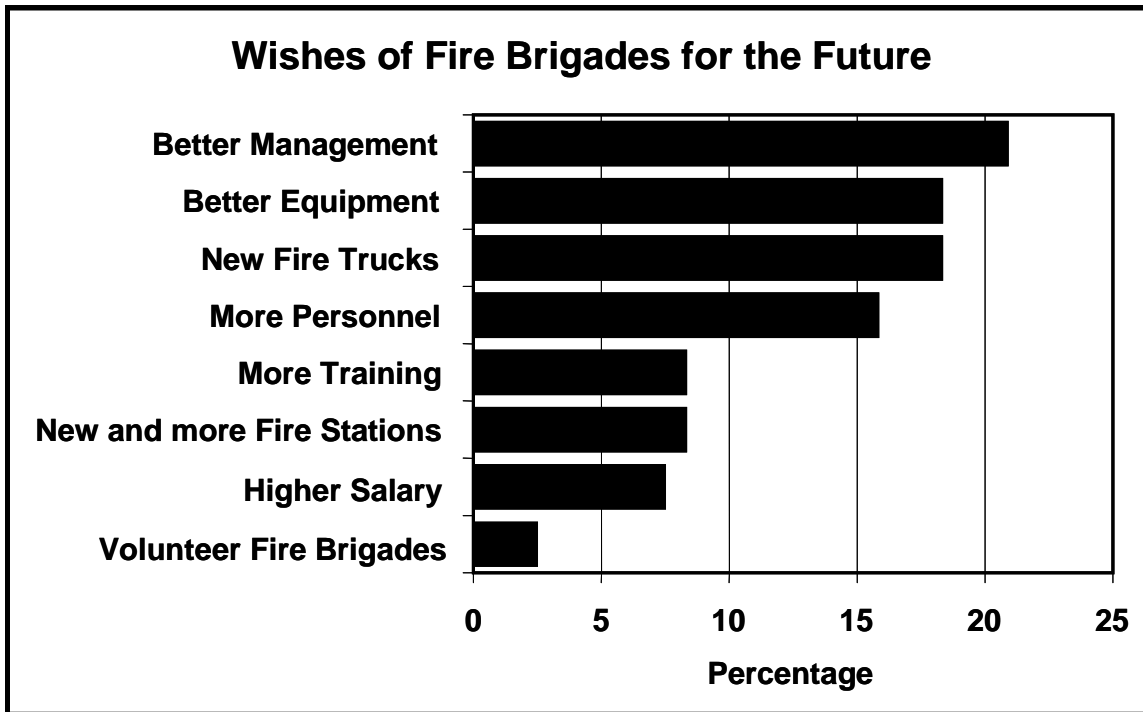


Fig. 11: Fire Brigades' wishes for the future, according to the Chief Fire Officers

7. Proposals for Implementation

- Fire and Rescue Stations: Take one region at a time, establish a commission and go through the stations' buildings and equipment and record the needs. The need in mayor city could be one turntable, reserve vehicles and chemical suits for HAZMAT operations.
- Donation management: Establish a donation co-ordination unit with international participants within the Department of Emergency Management, which accepts only usable donations. Useless equipment should be removed from the fire stations in order to establish space and order.
- Fire and Rescue Training Centre: Establish commissions or focus groups representing all stakeholders, i.e. the Department, the fire brigades, the fire fighters and the municipalities. International staff should support the Training Centre to achieve international standards.
- Municipal Emergency Plan: Establish "District Fire Inspectors" who guide and control the fire stations and assist the municipalities with their risk assessment and emergency planning.
- Reporting and Statistics: Establish commissions or focus groups representing all stakeholders, i.e. the DEM, the Fire Brigades, the fire fighters and the municipalities to decide the level of reporting to the DEM and the needs for statistics.

8. List of annexes (only as electronic documents)

1	Laplje Selo/Llappllasellë	17	Zubin Potok
2	Štrpce/Shtërpçë	18	Southern Mitrovicë/Mitrovica
3	Podujevë/Podujevo	19	Skenderaj/Srbica
4	Prishtinë/Priština Fire Station 1	20	Vushtrri/Vučitrn
5	Prishtinë/Priština Fire Station 2	21	Dragash/Dragaš
6	Ferizaj/Uroševac	22	Istog/Istok
7	Lipjan/Lipljan	23	Deçan/Deçani
8	Viti/Vitina	24	Pejë/Peć
9	Suharekë/Suva Reka	25	Glogovc/Glogovac
10	Gjakovë/Đakovica	26	Gjilan/Gnjilane
11	Rahovec/Orahovac	27	Kamenicë/Kamenica
12	Prizren	28	Novobërdë/Novo Brdo
13	Klinë/Klina	29	Fushë Kosovë/Kosovo Polje
14	Shtime/Štimlje	30	Vehicles
15	Malishevë/Mališevo	31	Training Centre
16	Kaçanik/Kaçanik	32	Department of Emergency Management

9. Production Notes

The OSCE Mission in Kosovo and its Department of Public Safety in Vushtrri/Vučitrn initiated and managed the project: 'Status Analysis of the Fire and Rescue Services in Kosovo'. The OSCE invited the subject matter experts from the CTIF (Comité Technique International de Prévention et d'Extinction du Feu) who performed the analysis. The authors take full responsibility for the content of this report and annexes.

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