



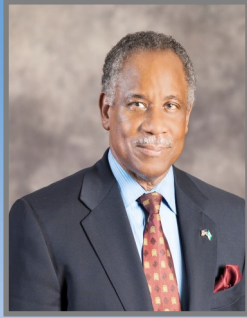
ANNUAL REPORT FISCAL YEAR 2019-2020



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Dear Henrico County Citizens,

On behalf of the dedicated members of your Henrico County Division of Fire, it is my pleasure to provide you with our fiscal year 2019-2020 annual report.

2019 was the first full calendar year that I had the privilege to serve this great community as your Fire Chief. My commitment to focus on PRIDE, our core values of professionalism, respect, integrity, dedication, and empathy remained at the top of my mind, as well as that of the Division's staff. Throughout the year, we continued our efforts to strengthen our internationally recognized emergency services system and our relationship with the community we proudly serve by focusing on people, programs, and projections.

As we looked at programs in 2019, a key theme was "evaluating effectiveness and efficiency." In the Division of Fire, we take PRIDE in serving the community with an eye on efficiency and stewardship. We recognize the trust the community places in us, both to respond effectively and to do so in a manner that uses the funds entrusted to us wisely. The Division's leadership team spent time gathering and evaluating data, identifying opportunities to improve operational and administrative outcomes, evaluating existing institutional documents, and soliciting stakeholder feedback. These efforts led us to finalize one of the most significant changes in the Division of Fire's organizational structure since we began staffing ambulances in 1988. The reorganization, scheduled to be fully implemented by the end of CY2020, will improve our safety program, training, recruitment, organizational communication, fleet operations, facility management, equipment maintenance, supply chain and contract management, and community protection and engagement. I am excited about these improvements and proud to say that we will be able to accomplish this with no additional full-time or part-time positions.

Dr. Steven Covey once wrote, "efficiency is for things, not people." In 2019, authentically engaging our people was also a priority. We established new mechanisms to communicate more effectively and frequently with our dedicated professionals and offered opportunities to learn critical non-operational aspects of the fire department through an officer orientation program. Moreover, members of our workforce, at all levels, participated in the reorganization stakeholders' meetings and other critical feedback opportunities throughout the year. The positive feedback I have received from you indicates that our engaged workforce continued to exceed your expectations in 2019. Our members take PRIDE in their relationship with you and remain committed to continuous improvement, good stewardship, and accountability.

Your fire and emergency medical service professionals, in partnership with the dedicated members of the County's volunteer rescue squads, are ready to mitigate emergencies in our community 24 hours a day, seven days a week, and 365 days a year. As you read this report, should you have any questions about the services we provide, or any suggestions about how we can improve our services to you, I encourage you to reach out to me or anyone in our staff.

Respectfully submitted,

Alec Oughton
Fire Chief

Henrico County



County Population
343,258



Workforce
612 total-583 sworn-29 civilian



Firehouses
21 and two proposed new ones

Calls For Service-Incidents Reported

	Fire	EMS	Other**	Total
*FY2019-2020	806	33,993	9,360	44,159
CY2018	734	35,953	11,364	48,050
CY2017	745	35,753	10,661	47,159
CY2016	791	35,037	10,916	46,744
CY2015	773	33,314	10,553	44,639

***FY2019-2020** This year's numbers are based on Fiscal Year; prior years are based on Calendar Year.

****OTHER** includes calls such as overpressure explosions, overheating equipment, hazardous conditions, service calls, good intent calls, false alarms or false calls, severe weather and natural disaster, and specialized rescue type calls.

At its core, Henrico Fire is committed to operating with **PRIDE**.

Professionalism

Respect

Integrity

Dedication

Empathy



It is our mission:

The Henrico County Division of Fire is a professional, community-oriented public safety organization that pledges to exemplify stewardship and innovation while maintaining the public trust.

And we believe in it so much that you will find it hanging on a wall in every one of our firehouses.

Fire Losses and Saves



A total of \$1,116,718,453 worth of property was placed at risk by fire in FY2019-2020. Although the county and its residents experienced \$9,453,545 worth of structural losses and \$2,784,916 worth of contents lost such as personal belongings, Henrico firefighters saved \$1,104,479,992 worth of that property.

	Fires	Structure Fires	Fatalities
*FY2019-2020	803	294	1
CY2018	732	235	1
CY2017	741	237	6
CY2016	788	250	5
CY2015	773	263	2

*FY2019-2020 This year's numbers are based on Fiscal Year.



It is our goal to eliminate death and injury from fire in Henrico County. Our Smoke Alarm Initiative is aimed at doing just that by ensuring that every home in Henrico has a working smoke alarm. Anyone that needs assistance ensuring their home is protected by a working smoke alarm should contact Henrico Fire at <https://henrico.us/services/smoke-alarm-assistance/>.

In FY2019-2020, the numbers for the Henrico Fire Smoke Alarm Initiative are as follows:

1,353 homes visited that had been identified as at risk for needing a smoke alarm.

136 homes received smoke alarm installations.

208 individual alarms installed to ensure adequate protection at homes.



HIGH QUALITY MEDICAL RESPONSE



New Basic Life Support Ambulances

The Basic Life Support Ambulances have been a huge success in Henrico County since their inception in July 2018. These ambulances respond to lower acuity calls such as sprained ankles, so the Advanced Life Support ambulances are available for more serious calls like cardiac arrests. There are now three BLS Life Support Ambulances on duty Monday through Thursday, 8am-6pm.

1,429: The number of times an Advanced Life Support ambulance was able to respond to a critical call in its area because a lower acuity call was already being handled by a BLS ambulance.

Emergency Medical Dispatchers & Communications Fire Officers

Emergency Medical Dispatchers are trained to be calm during all 911 calls. However, the complexity of the COVID pandemic has pushed the edges of an already exhausted workforce. To assist Dispatchers in efficiently assigning the appropriate resources to all calls, Henrico Fire implemented Communications Fire Officers (CFOs). The CFOs have been providing the extra assistance needed to quickly assess and assign the appropriate resources during this COVID pandemic.



Henrico Paramedic Academy

In the Fall of 2019, Henrico undertook the arduous task of applying for accreditation to train our own paramedics in-house. Historically, we either paid outside instructors to teach in-house or we have outsourced to facilities like VCU. Both options are expensive which is why we endeavored to become accredited. Henrico Paramedic Academy welcomed its first students on February 18, 2020. In addition to this feat, Henrico Fire restructured its Field Training Medics (FTMs) to better align FTMs with students to preserve the integrity of each shift.



So Much More Than Fire Trucks and Ambulances

Specialty Teams

Henrico Fire is an All-Hazard fire department, which means we must be ready for anything at any time. Our specialty teams train for technical rescue, marine operations, HazMat containment and mitigation, and drone deployment. Firefighters work to stabilize the scene (left) while quickly assessing the number of patients and their condition. Firefighters go through many hours of classes and training to be part of our Specialty Teams.



Regional Partners

Working closely with neighboring counties when the need arises is a must in our profession. Henrico Fire's Technical Rescue Team was called to work with Goochland to free a victim (right) that fell 75 feet down a well opening 3-4 foot wide.



Community Partners

Henrico Fire depends on community partners for special calls like suspicious packages that have a potential bomb threat. Henrico Police EOD specialist (left) was called to assist Henrico Fire's Robotic & HazMat Team to clear the scene of a bomb threat.

Community Matters

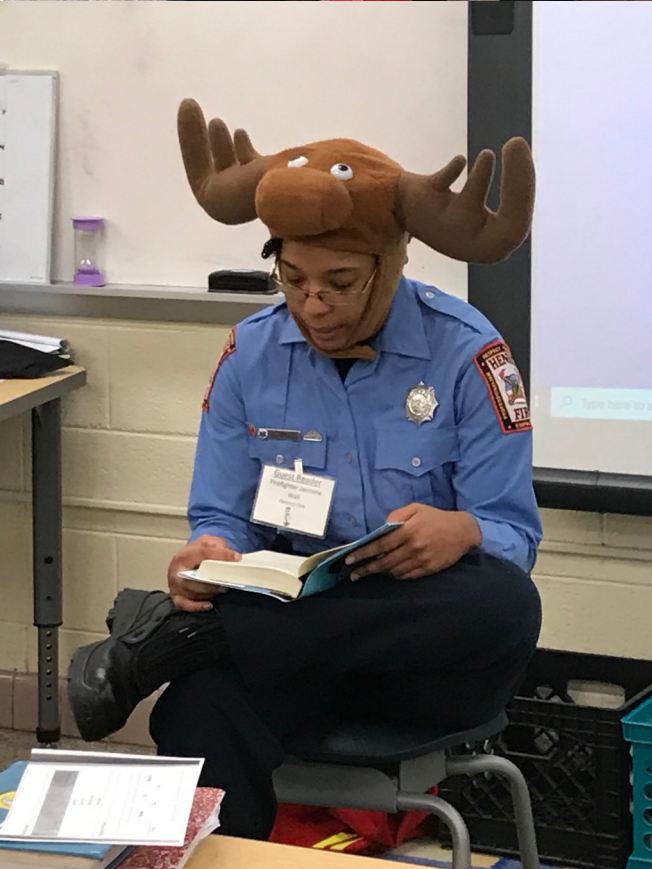
Community is at the heart of Henrico County Division of Fire. The implementation of our red apparatus is making a proud comeback for Henrico County. The decision to return to red apparatus speaks to the traditions that run strong in fire departments. All new Henrico Fire apparatus are being painted red and proudly wear the name of the community they serve on the apparatus as well as their firehouse.



This year, the COVID pandemic has changed our lives in ways we never imagined. It has challenged us to be creative and given us the opportunity to work together when we thought there were no other options. Firehouse 3 (left) hosted a drive-thru graduation for HCPS School of Nursing.

As members of the graduation drove through Firehouse 3 (right), graduation music played while diplomas, accolades, and flowers were handed out in the bay by the teachers and administration. The Community bonded together for a wonderful celebration and Henrico Fire was honored to be part of the celebration!





Before COVID impacted our community, Henrico County Division of Fire helped Highland Springs Elementary School celebrate Dr. Seuss Day.
 (Above: FF Stewart, Fire Chief Oughton, FF Wall)

Division of Fire Contact Information

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