

# HENRICO COUNTY DIVISION OF FIRE



2015 Annual Report



# Henrico County

## Board of Supervisors



Tyrone E. Nelson  
Chairman  
Varina District



Richard W. Glover  
Vice Chairman  
Brookland District



Frank J. Thornton  
Fairfield District



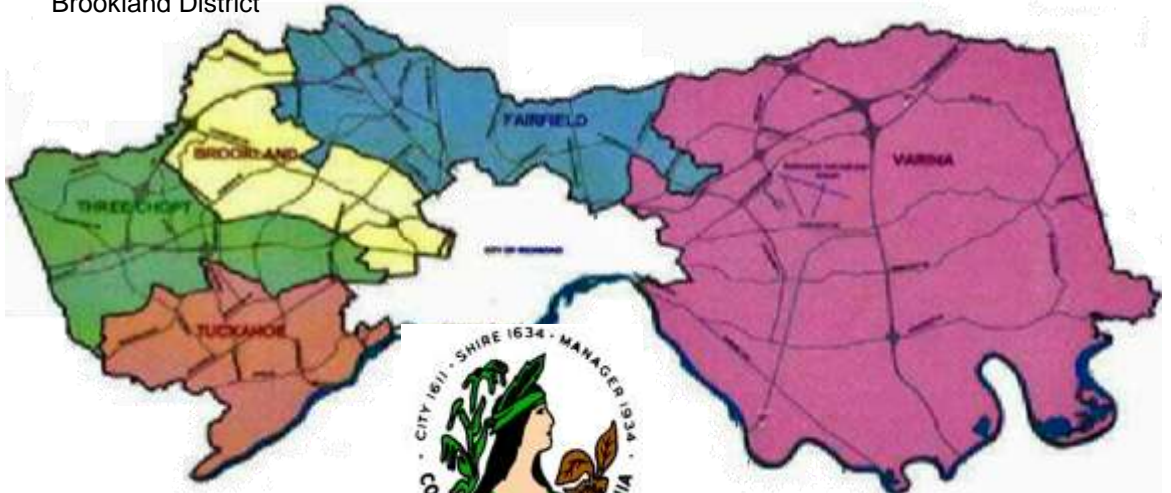
Thomas Branin  
Three Chopt District



Patricia S. O'Bannon  
Tuckahoe District



County Manager  
John A. Vithoukas





COMMONWEALTH OF VIRGINIA

## County of Henrico

Division of Fire

*An International Iy Accredited Fire Service Agency*



Dear Henrico County Citizens,

You probably already know that our community is a great place to live, work, and play. With its high quality of life, numerous economic opportunities, fine schools, and top-notch services, Henrico County continues to grow and to attract new residents and businesses. As our community grows and prospers, it continues to be served in a very professional manner by the 548 members of the Division of Fire. This report provides a summary of activities and services that were provided by the Division of Fire during 2015.



Our citizens and businesses receive the full range of emergency and community-related services from their Fire Division. We are proud of our outcomes. During 2015 Henrico became one of only 132 communities in the nation to be awarded a "Class 1" insurance rating. This rating ensures that citizens and businesses receive the highest possible level of fire protection. It should be noted that Henrico County is now the first and only county in the nation to have both an accredited fire department and a Class 1 insurance rating (for more information about this rating, see page 6).

Henrico's citizens can also take comfort in knowing that their emergency medical services, which involves a partnership between the Division of Fire and the County's volunteer rescue squads, is consistently recognized as an industry leader. During 2015 the Division of Fire was recognized by the Congressional Fire Services Institute with the award of a highly prestigious national award for "Best Practices in Fire-Based EMS" (see page 22 for more details). Henrico remains one of the few metropolitan communities in the nation that does not charge for EMS services.

In September of 2015, millions of people around the world turned their focus to Central Virginia for the UCI World Bicycling Championship. They saw a well-managed event that was both entertaining and safe. What they might not have seen was the small army of officials who spent months planning and managing the safety aspects of the event. Henrico Fire and Police played a key leadership role in ensuring the success of this regional public safety effort. In addition, over the past two years a total of eight Henrico Firefighters have been selected during a highly competitive process to serve as members of FEMA Urban Search and Rescue Task Force 2, one of only 28 such task forces in the nation.

Henrico firefighters take pride in providing an exceptional level of service in an atmosphere of stewardship and innovation. During 2015, the Division was awarded more than \$1.3 million in grants. In addition, our specialty repair shops saved taxpayers an estimated \$400,000 by utilizing on-duty firefighters to service and repair equipment.

Thank you for taking the time to review this annual report. We actively seek your input and feedback. If you have any questions or comments please feel free to contact me at [tony.mcdowell@henrico.us](mailto:tony.mcdowell@henrico.us).

Respectfully submitted,

Fire Chief  
Anthony E. McDowell



## Henrico Division of Fire

- Fire protection originally began in Henrico County with volunteer fire brigades and support from the growing City of Richmond.
- In September of 1930, the first paid Henrico County Fire Station was opened. The county's 3 paid firefighters and 25 volunteers opened the doors of Sanitary District #1 on Maple Avenue.
- The first paid Henrico County Fire Chief was appointed to the department in 1951.
- In the early 1960's, the Division of Fire began to operate countywide.
- By the 1970's, the department began to transition from mostly volunteer to a career force.
- The year 1974 marked the beginning of the end of an era of red fire trucks in Henrico County. Along with others throughout the country, the Division of Fire opted to paint the rigs lime yellow.
- The 1980's brought the department its first true entry into EMS.
- Basic life support ambulance transport was started in 1988.
- The Division ordered its first three ambulances in 2001. Today's fleet includes 15 ALS transport units, operating around the clock to provide life saving care.
- As the county grew, so did the need for more fire stations and specialized rescue services. To address these risks, the Division developed a Water Rescue Team, Technical Rescue Team, Hazardous Incident Team, and special events resources. The Division of Fire has added three heavy rescue squads to its fleet to help support the specialized rescue teams.
- One of the first in the world, the Division of Fire received International Accreditation in 1998 from the Commission on Fire Accreditation International (CFAI).
- In 2015, the Division of Fire responded to 44,640 emergency incidents.

## Our Mission

Henrico County Division of Fire is a community-driven, professional public safety and service organization that takes **PRIDE** in stewardship and public trust.

## Our Values

Henrico County Division of Fire takes **PRIDE** in our unique calling to fulfill the needs of our customers in the community we share.

**Professionalism** - We will provide service in an accountable, competent, and innovative manner.

**Respect** - We will hold in high regard, the diversity within our organization and community.

**Integrity** - We will uphold public and organizational trust by committing ourselves to the highest ethical and moral codes.

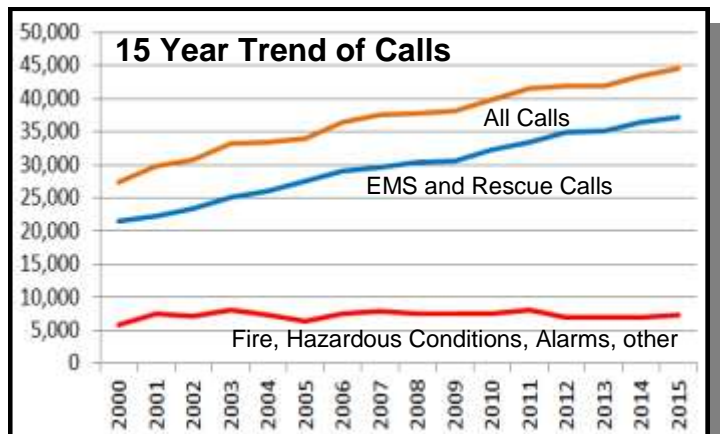
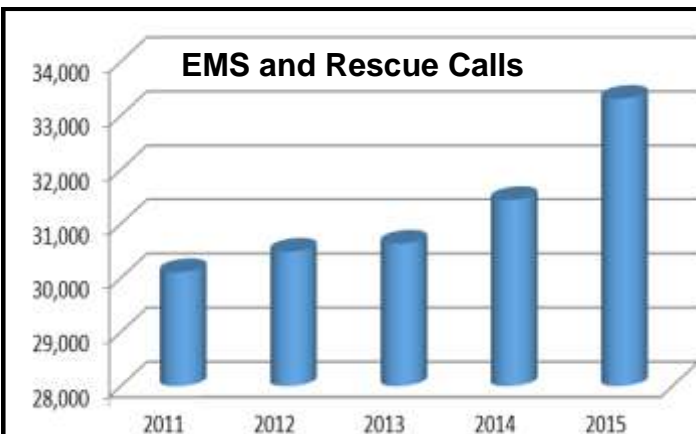
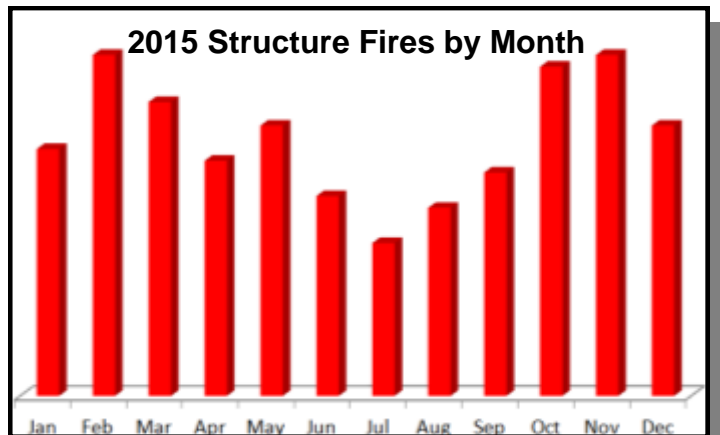
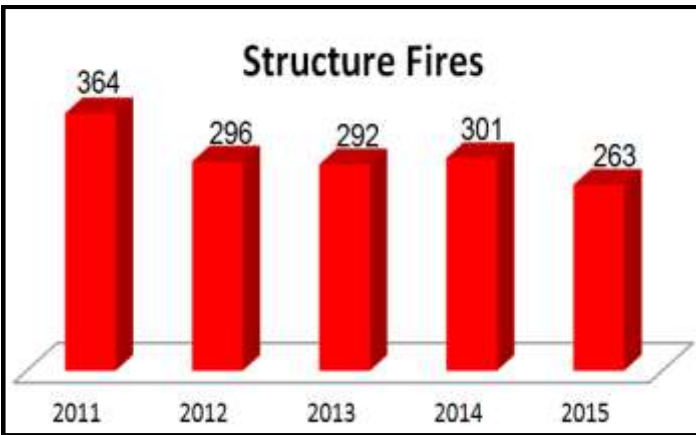
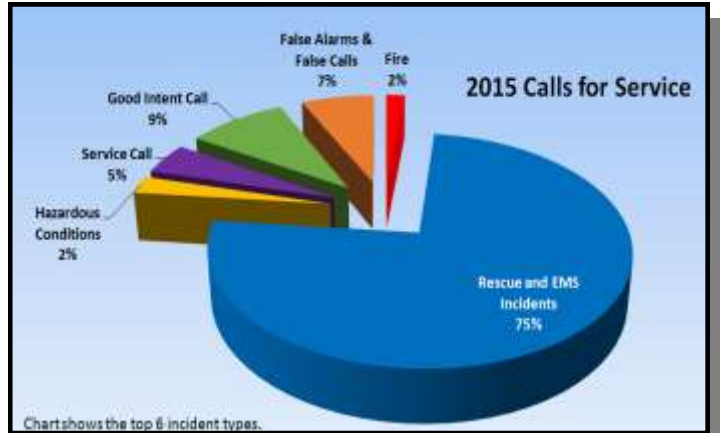
**Dedication** - We will remain loyal to our commitment, our oath and our community.

**Empathy** - We will support, understand and meet the needs of our organization, and the community in a compassionate manner.

# 2015 Statistics



2015	
Incident Type	Incidents
Fire	773
Overpressure Explosion, Overheat	67
Rescue and EMS Incidents	33,314
Hazardous Conditions	1,139
Service Call	2,049
Good Intent Call	4,117
False Alarms & False Calls	3,036
Severe Weather & Natural Disaster	27
Special Incident Type	118
<b>Total</b>	<b>44,640</b>



- Data Source : RedNMX (NFIRS Data Program)
- 2015 Data Includes only Division of Fire Responses (excludes volunteer rescue squads data)

# Operations



The Division of Fire's Operations Section had a busy and successful year in 2015. The Division of Fire responded to over 44,000 calls for service protecting the lives and property of county residents. This was an increase of more than nine percent over response totals in 2014. The expertise and professionalism of Division personnel is realized daily by the citizens we serve on these calls for service and often requested across the state. The two incidents below are examples of the exemplary service provided locally and regionally.

## **Bus Stop Traffic Crash & Rescue:**

On December 28, 2015, the Henrico Division of Fire responded to the area of Laburnum and Alma Avenues for a reported motor vehicle crash with possible entrapment. Units arrived within minutes to find a chaotic scene with multiple patients that resulted from a vehicle accident that impacted a bus stop enclosure that was full of people. There were eight total victims, three of whom were critical. One of those victims was a four year old girl who was pinned beneath the metal bus stop structure, debris collected in the crash, and one of the vehicles. She was not breathing and had no pulse. Time was of the essence and the firefighters needed to perform a complicated rescue in a compressed time frame if the child was to have any chance at survival. Firefighters used specialized equipment to lift the car and debris off of the child, piece by piece. After a series of four separate lifts in less than 5 minutes, the last limb of the patient was freed and resuscitation was initiated.

As a result of the teamwork and technical competence displayed throughout the emergency, the child was able to regain a pulse in the back of the ambulance. The four year old patient survived the accident and was discharged from the hospital. She has a long recovery ahead, but is making incredible progress





**Fire at 5100 Monument Avenue:**

At 2:10 AM on February 28, 2015, Division of Fire units received a report of a fire in the condominiums at 5100 Monument Avenue, the tallest residential building in Henrico County. Units arrived within minutes and found a fire in an apartment on the second floor of the ten story building. While the fire was quickly brought under control, the resulting smoke required the evacuation of numerous residents to different parts of the building and the protection of some residents in place. One resident was transported to the hospital for smoke inhalation.

While the incident involved a relatively small fire, the it could easily have escalated into a multi-casualty incident due to the smoke conditions. The combination of age of the victims, the smoke throughout much of the building, and the freezing conditions outside, if not properly considered and addressed, would have exacerbated the problem. The coordination of efforts between the fire suppression teams, the evacuation crews, the medical evaluation teams, the building staff, Henrico Police, and the unified commanders to manage the overwhelming number of people temporarily displaced was an example of the efficiency and effectiveness of the incident management team concept.

**The UCI Road World Cycling Championship**

The UCI Road World Cycling Championship took place over nine days in the Metro Richmond area. Three days of the nine day event, the course went through parts of Henrico County. It was estimated by UCI that over the nine days 645,000 spectators attended this event. Henrico County was at the forefront of the regional planning process for this event. Representatives from Fire and Police planned with other regional partners from January 4, 2015 through the end of the event on September 28, 2015. Other Henrico County agencies participated in the planning and response to UCI which included Office of the County Manager, Information Technology, GIS, Sheriff's Office, Emergency Communications Center, Recreation and Parks, Office of Emergency Management and Traffic Engineering. The entire operation from planning to implementation was a unified approach with all agencies and jurisdictions cooperating to meet the needs of the citizens. A total of 60 people from all these agencies worked together to plan the public safety response to this event. During three days of this event when part of course was in Henrico County, Henrico Division of Fire committed 164 operational personnel to keep the spectators and citizens safe. During the other the six days of UCI, twenty-three Incident Management personnel were committed to the Unified Command to support the regional public safety management team for this event.

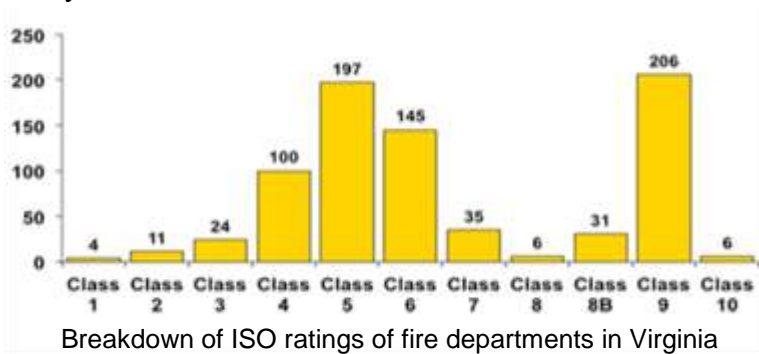




On September 9, 2015 Henrico County announced that it will be one of four localities in Virginia to receive an ISO rating of Class 1. At a special press conference located at Firehouse 12 representatives from Henrico Division of Fire, Henrico Division of Police, Henrico Public Utilities, the Henrico County Manger John Vithoukas, and members of the Board of Supervisors made this distinguished announcement to the public. Henrico County has earned the highest-possible rating from the Insurance Services Office (ISO), a distinction that reflects highly on the Division of Fire. Henrico Fire also has the distinction of being the only county fire department in the United States to have an ISO Class 1 rating and be Internationally Accredited. “Protecting residents and their homes and businesses is the highest priority of Henrico County and the Division of Fire,” County Manager John A. Vithoukas said. “This Class 1 rating from the Insurance Services Office is great news for our entire community. It reflects our high quality of life, our commitment to excellence in public service and our drive to build a stronger county as we grow.”

ISO uses a rating instrument called the Public Protection Classification Program. This program has three parts which includes water system, communication, and fire department. In 2011 Henrico County received an ISO rating of Class 3, a rating we have carried for decades. In 2013 we began a process of trying to improve that rating. With very high ratings in the emergency communications and water supply portions of the Public Protection Classification Program, the fire department portion was the area where we saw the greatest chance for improvement. Over a two year period we made improvements to bring the rating in this area up. Improvements were made in our response plan and personnel deployment, the testing and documentation of testing of apparatus pumps, ladders, and hose, and training by adding a regular schedule of training for officer, specialty companies, and hazmat recertification. We also saw an opportunity for improvement with ISO adding an additional 5.5 points for community risk reduction programs. Our Community Risk Reduction Section had great programs that aided in achieving the majority of these points.

“The Division of Fire takes great pride in helping Henrico achieve this superior rating from the Insurance Services Office,” Fire Chief Anthony E. McDowell said. “This accomplishment is a credit to the training, professionalism and commitment of the men and women of our department and the support we enjoy from the community, including the Board of Supervisors, other county leaders and, especially, Henrico residents.”





# Office of Emergency Management (OEM)



## **Disaster plan? CHECK! Communications plan? CHECK! Business continuity plan? CHECK!**

Henrico Fire shares the message of all-hazard awareness to the whole community by making sure everyone is aware of the natural and human-made hazards, helping everyone be better prepared for emergencies. Working with other County agencies, non-governmental partners, and citizens, we work to help coordinate resources in large-scale disasters, offering training ranging from general disaster preparedness for homes, to being ready in the workplace, and ways everyone can help with response, recovery, and preparedness efforts.

Working with groups such as the National Weather Service to offer SkyWarn classes, regional partners by hosting the 6<sup>th</sup> Annual Survivor Day class, and offering five Community Emergency Response Team (CERT) training sessions with Henrico Public Safety agencies, we were able to show citizens how easy it is to be ReadyHenrico and Have a Plan, Make a Kit, Stay Informed, and Get Involved! This includes continuing to support the Henrico Alert program, where citizens can sign up to get emergency alert notifications sent to their home or work phone, cell phone, or email accounts. This system helps us share information on evacuation, shelter-in-place, boil water notices, or missing adults/children in a quick manner. The system is free and signing up is easy at [www.henricocalert.org](http://www.henricocalert.org).

Additionally, we began enhanced outreach focusing on business continuity and resources to help Henrico County business owners ensure their businesses are better prepared for emergencies. This included a review of more than 100 emergency plans for daycares, adult living facilities, and other licensed businesses, as well as individual site support for businesses ranging from lunchtime chats on disaster preparedness to assisting with fire drills and exercises to test their emergency plans.

2015 offered the chance to work with large private sector partners such as CSX Corporation to test our five specialty teams' response plans to a major incident, as well as the opportunity to strengthen our alliance with our local, state, and federal partners through extensive training, exercise, and information sharing sessions. Working together in support of numerous large-scale events like the 2015 UCI Road World Championships, NASCAR, and Innsbrook After Hours, Henrico Fire strives to work with numerous groups to make the community safer and more resilient!



# Community Services



Throughout the year the Community Risk Reduction Section provides demonstrations, classes, television and radio appearances, and community programs all designed to provide the citizens of Henrico County with fire and general safety information.

## Community Day and National Night Out

In August of 2015 Henrico Fire teamed up with Henrico Police for both the Summer Heat /Community Day and National Night Out. Both of these events were huge successes. The Community Day event was bigger and better than the first year, 2014. The attendance doubled what was seen at the premier event. Displays from Henrico Fire included the Hazardous Material Team, Search and Rescue Dive Team, Bike Team, Multi-Casualty Team, Technical Rescue Team, and Engine, Truck, and Squad Companies. For National Night out Henrico Fire units joined Henrico Police and Sheriffs Office personnel in the community for 74 different events across Henrico Fire's 20 districts. Units were able to make contact with over 5,500 citizens and provide information on fire safety.

## Smoke Alarm Canvassing Program

In October, as part of Fire Prevention Month, Henrico Fire partnered again with the American Red Cross for their smoke alarm neighborhood canvassing program. The American Red Cross has already seen huge successes with their Home Fire Preparedness Campaign across the United States and has been credited with 26 lives saved due to their efforts. In 2015 Henrico Fire partnered with the American Red Cross for three very successful programs. The October campaign covered 250 homes where we installed 90 new smoke alarms and changed 23 batteries. As part of this program the American Red Cross provided the smoke alarms with 10-year batteries, fire prevention material, and volunteers. Henrico firefighters assisted in the proper installation of the alarms. The neighborhood that was targeted is adjacent to 1644 Mary Street where we had a tragic fire this past spring in which two Henrico citizens lost their lives. As part of the investigation of that fire, it was determined that the home did not have a working smoke alarm. In the majority of the homes where new smoke alarms were installed, there were no working smoke alarms present.





## Henrico Schools Programs

Every year Henrico firefighters visit the elementary schools of the county to deliver two very important programs. The Junior Firefighter Program was created by Volunteer Captain Lonnie Brandon, Retired Battalion Chief Steve Wood, and Battalion Chief Henry Rosenbaum back in October of 1990. Since then the one hour fire safety presentation has been presented to thousands of 1st - 3rd graders annually. The Fourth Grade Fire and Life Safety Program began in the 1980's and is taught to all fourth grade students in the County. The highlights of the Junior Firefighter Program and Fourth Grade Fire and Life Safety Program are:

- **Junior Firefighter Program** is delivered to children in grades 1–3. This program uses a mobile set and features “Squirt” the clown who initially acts silly when confronted with various fire safety problems. Eventually, with the help of firefighters and the children, he learns to “do the right things”.
- **Fourth Grade Fire and Life Safety Program** consists of four one-hour Fire and Life Safety lessons which are presented to ALL fourth graders in the County by real firefighters.
- **Kid Safety House** is used at the end of the fourth grade education program to simulate an escape from a burning house. Theatric [safe] smoke is released in the upstairs bedroom. Students are challenged to unlock and open a sliding door, crawl from the room and then down a ladder to the ground. They then report to a safe meeting place we designate using orange cones.

## Media Presentations

Throughout the year the Community Service’s Public Information Officer with the assistance of the Henrico Fire Training section presents fire safety demonstrations for the local media. In 2015 these demonstrations included smoke alarm technologies, residential sprinklers, fireworks safety, kitchen fire safety, and Halloween decoration safety. The live fire demonstrations provide the media with a dramatic presentation that helps to get the fire prevention message out to the citizens.



# Human Resources and Professional Development



## **Recruit Schools:**

The Basic Firefighter Recruit Academy is a 28 week recruit school that not only imparts specific fire and EMS technical knowledge, skills, and abilities, but also brings our newest employees into the culture and customs of the fire service and the Division of Fire. During 2015, Recruit Academy 64 graduated 16 members and the Division of Fire welcomed 29 members into Recruit Academy 65 which is scheduled to graduate in April 2016.

## **EMS Training:**

During 2015, the Training Section received its accreditation to conduct Advanced Life Support (ALS) certification training at the EMT Intermediate Level. This accreditation not only shows the Division of Fire's high level of commitment to Emergency Medical Services (EMS) training and customer service, but also its commitment to both ethical business and educational practices and organizational effectiveness. The Training Section completed 17 Advanced Life Support continuing education classes in addition to 7 Basic Life Support continuing education classes. These three day classes, allow our EMS providers to hone their emergency medical skills while also developing new and enhanced skills.

## **Spring Evolutions:**

During the spring of 2015, 466 Division of Fire members completed county-wide spring evolutions. This training focused on emergency scene command and control functions while putting our updated Command Operations Manual to the test during computer generated simulations. Members also completed a case study on air management techniques and discussed methods and procedures to ensure that we do not run out of air inside a hazardous environment and steps we can take to reduce our exposure to carcinogens during and after firefighting operations. This air management training was the first phase of a multiphase training program that will continue into 2016 as the Division of Fire transitions to high pressure self-contained breathing apparatus. Members also completed hands-on "back to the basics" practical training on hoseline deployment. The focus of this class was effective and efficient hoseline deployment as a company.





### EMS Expo:

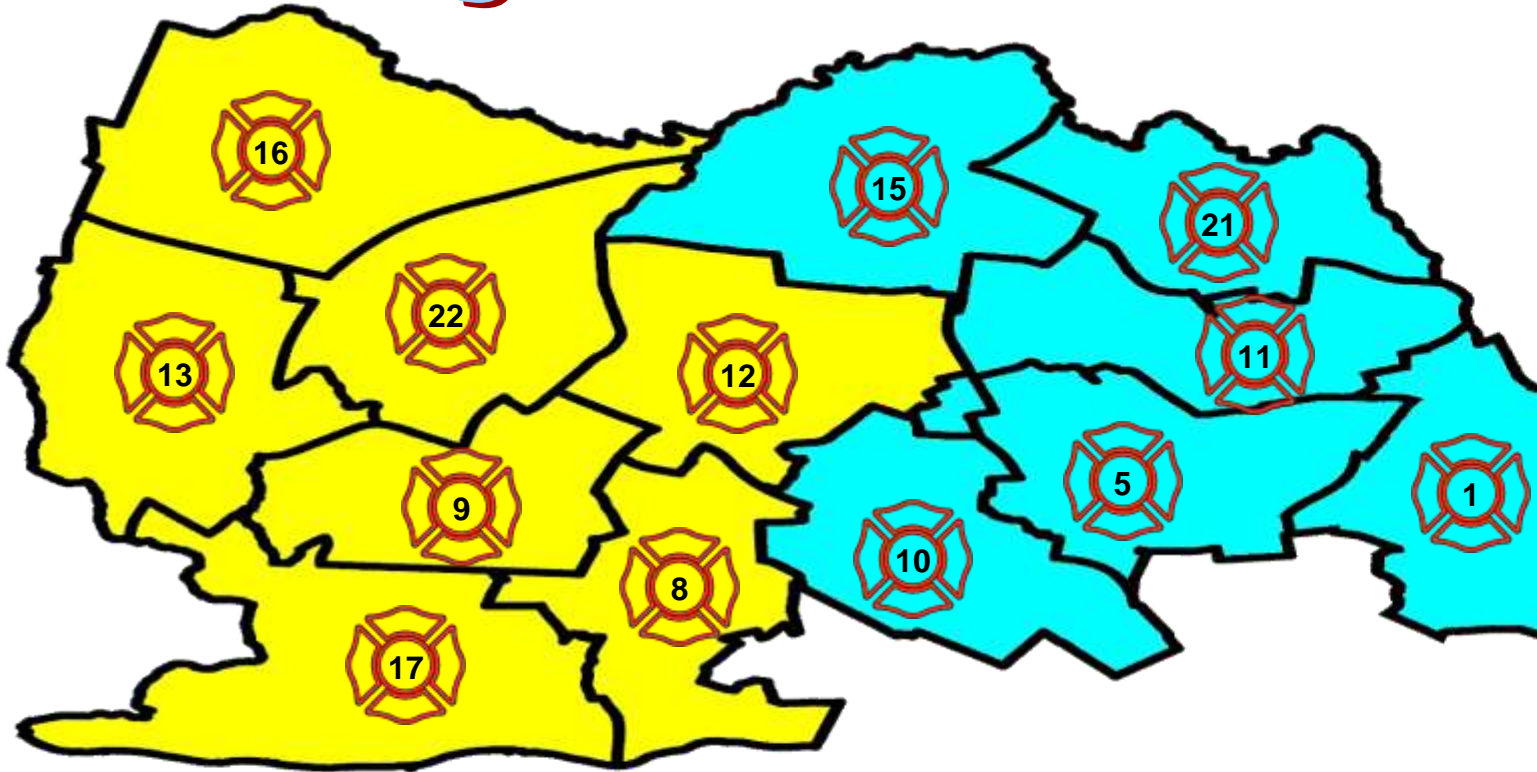
In 2015, the Central Virginia EMS Education Expo offered 65 classes during the two-day event. This extraordinary event offered continuing education credits to EMS providers, law enforcement officers, and nurses at all levels. The success of the Expo is demonstrated by the growth of the event each year. In 2010, 140 participants registered from 60 different agencies around the local area. In 2015, 536 participants registered from 153 agencies around the Commonwealth. The Expo provides an outstanding education opportunity at no charge to the participants. A welcome benefit from the partnership between Bon Secours Health System and Chesterfield Fire & EMS has been the wide range of speakers from around the region. The Expo offered a vendor area for our participants that provided information and hands-on experiences relating to new medical equipment, job recruitment, personal health, networking, and valuable moments of one-on-one education. The 2016 Central VA EMS Education Expo is in the final planning stages with exciting new topics and speakers.

### Additional Training:

The Training Section completed two Driver Pump Operator (DPO) schools during 2015. This six day class teaches firefighters how to effectively operate the pump on the fire engine and includes modules on hydraulic calculations, pump operations, drafting, and master stream devices. Two Acting Officer schools were conducted during 2015. This six day class prepares firefighters to serve as a first line supervisor and is the first step towards becoming an officer in the Division of Fire. This class includes topics on communication, leadership, discipline, emergency scene management, strategy/tactics, and concludes with practical application of the skills learned in the classroom. The Training Section in conjunction with the Division of Fire's Hazardous Incident Team developed and delivered an 8-hour Hazardous Materials Refresher class to all sworn DOF members. The Training Section hosted the annual "Basic Truck School", which is a five day class that focuses on the roles and responsibilities of the firefighter assigned to a Special Service Company. This class includes two days of vehicle extrication, two days of fire ground operations, and one day of atmospheric monitoring and rope skills. The Training Section also conducted several Virginia Department of Fire Programs certification courses for Division of Fire firefighter's professional development.



# County Firehouses



## Western District Firehouses



Firehouse 16, 5381 Shady Grove Road



Firehouse 13, 12491 Church Road



Firehouse 9, 9401 Quiocassin Road



Firehouse 22, 3790 Westerre Parkway



Firehouse 12, 3803 West End Drive



Firehouse 8, 8000 Patterson Avenue



Firehouse 17, 110 N. Gaskins Road



Firehouse 19, N Gayton and Kaine Rd **12**

## Northern District Firehouses



Firehouse 15, 3820 Mountain Road



Firehouse 21, 1201 Virginia Center Pkwy



Firehouse 11, 1754 Hungary Road



Firehouse 10, 6313 Horsepen Road



Firehouse 5, 6911 Lakeside Avenue



Firehouse 1, 110 E. Azalea Avenue



Firehouse 7, 2701 E. Laburnum Avenue

**OPENING IN 2017**



Eastern District Firehouses



Firehouse 3, 1310 East Washington Street



Firehouse 6, 4600 S. Laburnum Ave



Firehouse 14, 5210 Technology Blvd.

Firehouse Apparatus:  
20 Engine companies  
5 Ladder truck companies  
3 Heavy Rescue Squads  
15 Advanced Life Support ambulances



Firehouse 2, 2400 Darbytown Road



Firehouse 4, 8112 Strath Road



Firehouse 18, 4410 Darbytown Road



# Facilities and Logistics



## Firehouse 10

Phase I of the rebuild for Firehouse 10 was completed in March of 2015. During this phase firefighters were able to use the kitchen, dorm rooms and bay. Inside the bay was a temporary 60 ft. trailer being used as a makeshift office area, dayroom and dining room. Phase II began with demolishing the old firehouse and construction of the front of the firehouse that contained the dayroom, training room, several offices and the front entrance of the station. Phase II was completed in late October 2015 and firehouse personnel were able to occupy and use the whole firehouse.

## Firehouse 19

In the spring of 2015 the Board of Supervisors approved and awarded a contract to Boarman, Kroos, Vogel Group Inc. Architectural company to design and oversee the building of Firehouse 19. Firehouse 19 will be located at the intersection of North Gayton Road and Kaine Road. This firehouse will be the first of its kind for Henrico County Division of Fire in the aspect of small individual bunk-rooms. In keeping with the county's commitment, Firehouse 19 will be built under the LEED certification. LEED (Leadership in Energy and Environmental Design) is a process that encourages the design and construction of energy-efficient, water-conserving buildings that use sustainable or green resources and materials. Actual construction will take place from the fall of 2016 to the fall of 2017.

## P.R.I.D.E Continues to Expand: From Tee Shirts to Decals

In 2014 Henrico County Division of Fire began the process of changing our patch to the new 2014 design. In 2015, the DOF continued to expand the distribution of our new logo with the printing of the new patch on tee shirts and the installation of decals on all fire apparatus.

## Cancer Prevention in Firefighters

With the fire service listed as having one of the highest occupational cancer rates, The Henrico Division of Fire began efforts this year to reduce the exposure to elements and carcinogens that have been proven to cause cancer. Several of these initiatives include the purchasing of a second set of firefighting gear for uniformed personnel and providing on-scene personnel decontamination products. The additional sets of gear allows the firefighter to have a clean set to put on while his exposed gear is properly cleaned. This initiative will be phased in over time.





# Fleet Operations

## 2015 Fleet Operations

Henrico Fire placed orders for a number of vehicles during 2015, all of the vehicles were slated as replacements for apparatus currently in the fleet. Some of these vehicles have been delivered and placed in service.

**Utility 5** – In 2015 the original Utility 5 was replaced with a new truck. Utility 5 responds primarily to structure fires to provide clean compressed breathing air for firefighters. The new truck offers a freezer on board to allow us to carry fresh ice, a water tank rated for drinking water for filling water coolers and a little more space to rehabilitate firefighters during an incident. This truck came equipped with a 60Kw generator powered by the chassis motor which supplies electricity to the breathing air compressor and freezer.

**Engine 22** - Engineering for a replacement for Engine 22 was completed in early 2015. This new Pierce Velocity Engine offers many of the same vehicle safety features found in new automobiles, including front and side air bags and electronic stability control. This Fire Engine is equipped with a 1,500 gallon per minute pump, carries 750 gallons of water, space to carry over 2,000 feet of hose and space to carry all the tools and EMS equipment needed at most emergency scenes.

**Truck 22** - A replacement for the original Truck 22 that is a 2004 model was ordered in late 2015. The Division of Fire went through an exhaustive process of reviewing where the primary area the truck would serve, the Cox Road and Broad Street area, and the nature of the growth in this area since the original truck went in service. The new Truck 22 will be equipped with a tighter turning radius. The new Truck 22 will have a 100' aerial ladder with a platform capable of flowing 1,500 gallons of water per minute.

**Ambulances** - EMS continues to be the largest portion of the calls for service; roughly 75% annually. This places a huge burden on 15 ambulances. Throughout 2015 Henrico Fire ordered 4 new replacement ambulances to be built on Freightliner chassis with bodies built by Wheeled Coach in Florida. These ambulances are expected to be delivered by Spring of 2016. In addition to the new ambulances, Henrico Fire will refurbish two of our older ambulances that had reached the end of their service life. This process involves removing the body from the original truck, stripping all the paint before repainting and replacing almost every interior surface with new material. The process of refurbishing these ambulances saves an estimated \$80,000 per unit over the cost of replacement.



# Specialty Teams



## **Hazardous Incident Team (HIT)**

The Henrico County Division of Fire Hazardous Materials Incident Team (HIT) continued to remain busy over the course of 2015, as well as continuing to maintain its Virginia Department of Emergency Management status as a contracted Virginia state response team resource. Last year the team was fortunate to be awarded state grants for equipment and hardware upgrades. Haz-Mat 1, the team's primary communication response unit, is in the process of having all of its communication hardware and software upgraded for enhanced communications within the team as well as outside agencies on emergency response incidents. In addition, the team is in the process of upgrading a number of monitoring devices that we use for detecting a variety of different hazardous materials. The team continues to train with agencies within the county, as well as outside agencies who fall within our state required response area. The team soon hopes to implement a drone to the HIT team to use for safer and more effective reconnaissance missions, that would give an elevated view of a scene and not endanger personnel in the early phases of an incident.

## **Search Rescue Dive Team (SRT)**

The Henrico County Division of Fire Search Rescue Dive Team is comprised of personnel from Firehouse 2 and Firehouse 17. The team is responsible for the ground search mission of lost individuals, flood and swiftwater rescue, dive recovery, along with a marine patrol element that operates 2 small boats that can be utilized in fast moving water and a 32-foot Fire Boat stationed on the lower James River. In 2015 the team responded to 41 calls for service and completed over 4,000 hours of training. Three members of the team, along with two members of the county's technical rescue team completed the Swiftwater instructor course taught through Emergency Response Diving International (ERDI). Five members completed Public Safety Open Water Diver, and four members completed ERDI 1 and 2. The team sent four member to the Search and Rescue (SAR) forum in Hampton, Virginia and four members to the Shipboard Firefighting School in Norfolk, Virginia. We have received a grant for a surface supplied air system for a safer diving environment. Marine Patrol has received from the Marine Incident Response Team new radiological detection equipment designed to detect and monitor radiological material coming in and out of the Port of Richmond. We participated in a multi discipline drill in the summer for three days with the Hazardous Materials, Mass Casualty Incident, and Technical Rescue Teams, completing the Henrico Emergency Exercise (HENEX) drill. The team has begun strengthening our relationship with our ground search partners The Piedmont Search and Rescue Team.





**Fire Bike Team**

The Division of Fire Bike Team stayed busy in 2015 staffing 18 events total, including The UCI World Championships bike race. The bike team staffs festivals, NASCAR races, triathlons, and area 5K running/walking events. The team operates in pairs with an EMT and a medic equipped with various medical equipment, including an automatic defibrillator and oxygen. The Bike Team, consisting of 32 Division firefighters, is able to respond more rapidly in venues with large crowds or difficult access areas. All of our supporting logistics, including bike repairs and supplies, are handled by members of the Bike Shop at Firehouse 16.

**Mass Casualty Incident / Special Event Team (MCI/SET)**

Firehouse 15 is home to the Mass Casualty Incident and Special Events Team. The primary role of the Mass Casualty Incident (MCI) team is to provide the Incident Commander with subject matter experts and equipment as it pertains to mass casualty management. The primary role of the Special Events Team (SET) is to provide support for responders and attendees at large events within our Henrico County. The team provides cooling facilities, shelters, and medical care at gatherings expected to be over 2,000 people. Last fiscal year, SET Team staffed 60 different events that had over 150,000 spectators. The MCI/SET team applied for and was awarded two separate grants which will purchase a new all terrain patient transport vehicle and a new Special Events trailer to enhance our patient movement and medical logistical abilities at incidents and events.

**Technical Rescue Team (TRT)**

In 2015 the Technical Rescue Team (TRT) responded to twenty-two incidents within Henrico County. The ability for specialty teams to work together was enhanced as select TRT personnel gained certifications in Hazardous Materials Technician and Swiftwater Instructor. Regional cooperation continued through quarterly drill participation with the TRT assets from Chesterfield County, Hanover County, and the City of Richmond. The team also participated in several drills with the several specialty units of the U.S. Military. TRT continued to provide instructional support for the Virginia Department of Fire Programs vehicle extrication curriculum to those personnel enrolled in The Basic Truck School as well as our recruits. Two TRT personnel were deployed with Virginia Task Force-2 to provide services to several jurisdictions in South Carolina due to the devastation caused by Hurricane Joaquin.



# Specialty Shops

Henrico County Division of Fire (DOF) maintains 25 specialty shops located in the firehouses. These specialty shops repair and maintain equipment used by the fire department. Many of the shops have firefighters trained as certified technicians in the station daily. In many cases, this allows the equipment to be repaired immediately, and at a lower cost. The shops consistently saves the county an estimated \$400,000 annually.

Specialty Shop	Responsible for	Savings
<b>Accountability Shop</b>	Fabricates and designs name tags, award plaques, and unit identification tags.	<b>\$8,900</b>
<b>Annual Compliance Testing</b>	Completes NFPA certification testing of all fire pumps, hoses, ladders, and nozzles.	<b>\$45,725</b>
<b>Chain Saw Shop</b>	Repairs and maintains all chain saws, rotary rescue saws, and reciprocating saws.	<b>\$7,050</b>
<b>CPAP Shop</b>	Repairs and maintains the continuous positive airway pressure equipment.	<b>\$5,000</b>
<b>Decal Shop</b>	Applies Division of Fire decals including numbering, accreditation, and ISO decals.	<b>\$2,000</b>
<b>Electrical Glove Shop</b>	Maintains the gloves used when dealing with electrical hazards on calls.	<b>\$1,110</b>
<b>Electrical Shop</b>	Repairs of electrical cords, adapters, electric positive pressure fans, and cord reels.	<b>\$12,482</b>
<b>Emergency Light Shop</b>	Installs, services, and repairs the warning devices installed on the DOF apparatus.	<b>\$2,000</b>
<b>Fire Extinguisher Shop</b>	Maintains and services dry chemical, CO2 and water can extinguishers.	<b>\$16,061</b>
<b>Foam Shop</b>	Serves as a central distribution point for foam concentrate within the Division of Fire.	<b>\$1,000</b>
<b>Gas Monitor Shop</b>	Maintains atmospheric monitors for fire units and the Hazardous Materials Team.	<b>\$2,000</b>
<b>Heart Monitor Shop</b>	Maintenance of the leased cardiac monitors.	<b>\$1,300</b>
<b>Helmet Shop</b>	Services and replaces the helmets worn by firefighters in the Division of Fire.	<b>\$2,950</b>
<b>Hose and Nozzle Shop</b>	Repairs and maintains the firefighting nozzles used by the Division of Fire.	<b>\$52,000</b>
<b>Hurst Tool Shop</b>	Maintains the vehicle extrication equipment used by the Division of Fire.	<b>\$13,527</b>
<b>MDC Shop</b>	Installs and replaces the Mobile Data Computer (MDC) docking stations in fire apparatus.	<b>\$2,000</b>
<b>Oxygen/Cascade Shop</b>	Refills the medical oxygen used by all of the EMS units in the Division of Fire.	<b>\$25,000</b>
<b>SCBA Shop</b>	Maintains and repairs Self-Contained Breathing Apparatus (SCBA) equipment for the division.	<b>\$56,861</b>
<b>Sew Shop</b>	Repairs the firefighter protective gear and do special projects as needed.	<b>\$8,007</b>
<b>Small Engine Shop (SES)</b>	Repairs and maintains the small gas powered equipment used by the Division of Fire	<b>\$59,909</b>
<b>Stretcher shop</b>	Performs maintenance and repairs to stretchers and stair chairs used on Division of Fire ambulances.	<b>\$19,250</b>
<b>Suction / Small Light Shop</b>	Repairs and maintains the portable lights and suction units used by firefighters.	<b>\$20,560</b>
<b>TIC Shop</b>	Maintains the Thermal Imaging Cameras (TIC) on all apparatus.	<b>\$21,426</b>
<b>Tire Chain Shop</b>	Maintains the tire chains used for snow and ice for fire apparatus.	<b>\$2,500</b>
<b>Welding Shop</b>	Build and repairs projects for the Division of Fire.	<b>\$6,800</b>



# Safety and Wellness



## Work Performance Evaluation (WPE)

The Henrico County Division of Fire recently completed the Work Performance Evaluation for 2015. The 2015 WPE was held in its new home at the former Best Plaza building. 488 sworn personnel were evaluated during six weeks with 98% (n=476) successfully completing the event at or below the established benchmark time of 8:44. An overall improvement of 3% was noted over last year's performance, representing an additional 11 Division members that were able to meet the benchmark time from the previous year.

## Virginia Fire Chiefs Association Best Practices In Fire Service Health And Safety Awards

On Saturday, February 21, 2015, during the Opening Ceremony of the Virginia Fire Chiefs Association's Virginia Fire-Rescue Conference (formerly the VFCA Mid-Atlantic Expo and Symposium), two departments were recognized as recipients of the Virginia Fire Chiefs Best Practices in Fire Services Health and Safety Award. Those departments were the Hampton Division of Fire and Rescue and the Henrico County Division of Fire. This year's award winners each demonstrate a strong organizational commitment to the health, safety, wellness, and welfare of their members. Henrico County Division of Fire was recognized for their Work Performance Evaluation Program.

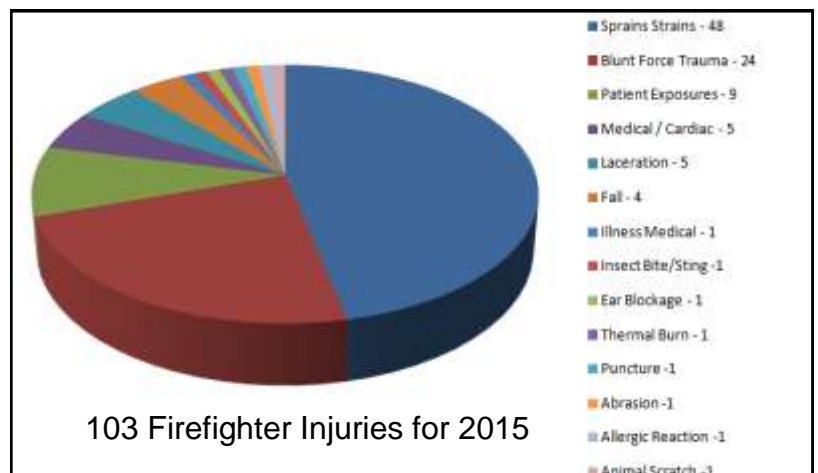


Fire Chief Tony McDowell is accepting one of the Best Practices in Fire Service Health and Safety Awards from Chief David Layman and President/Chief David Hoback.

The Division of Fire's award was for the annual Work Performance Evaluation (WPE) designed to ensure each member's ability to carry out essential job functions. Members unable to meet the benchmark time received professional multi-disciplinary support in areas such as nutrition, physical fitness evaluation, and individualized fitness program development.

## Firefighter Injuries

During 2015 the Division of Fire had 103 reported injuries, a decrease of 17 from 2014. The majority of these injuries were strains and sprains (48). Blunt trauma injuries represented (24), and patient exposures were a distant third with (9) injuries reported.



# Planning and Technology

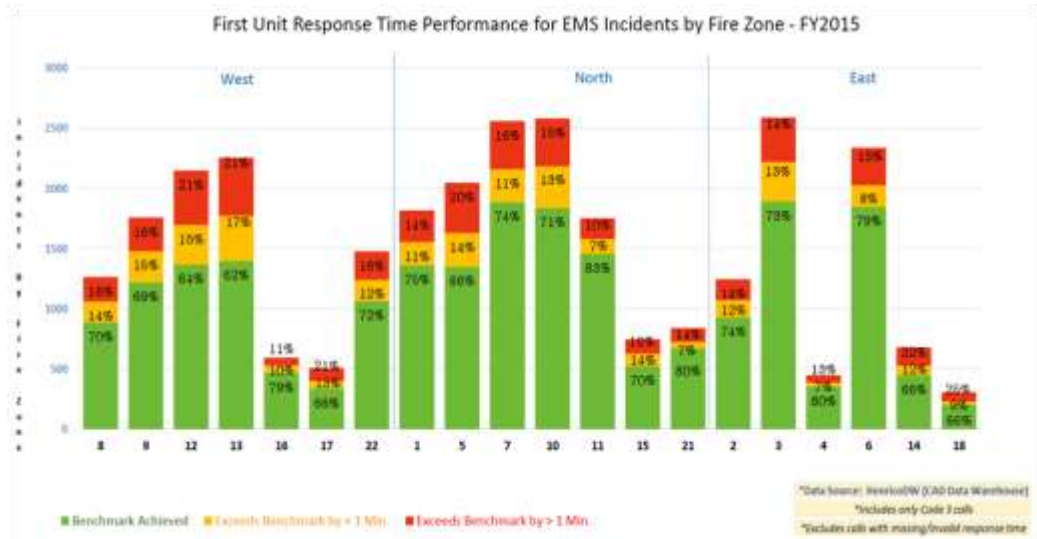


The Fire Planning and Information Technology Section directly supports the mission of the Division of Fire. It does so by installing, maintaining, and replacing all computer hardware used by the Division. This section helps emergency responders efficiently serve the community. During 2015, the computers located in Henrico's firehouses were replaced with new computers. This section also ensured the Division's compliance with its international accreditation standards. Henrico Fire's accredited status shows the community that the Division is committed to continually improving its outstanding level of community service. During 2015, this section updated the Division's Continuous Improvement Strategy which serves as the Division's roadmap to success. The Fire Planning and IT team continued to administer the various electronic databases associated with the Division's technology needs during 2015. These databases allow the Division to efficiently track and manage how well its programs are serving the community.

Geographic Information Systems are being used successfully to aid the Division in reaching its goals. GIS provides invaluable spatial analysis that enables the Division to effectively solve problems and make better decisions. GIS was successfully used to track emergency responders deployed at both NASCAR events at RIR and the UCI World Championships bike race during 2015.

The Planning Section has provided numerous analytical reports in the past year. These analytical reports have been instrumental in allowing the Division to achieve its response time benchmarks and to forecast future needs of the Division. From a community standpoint, these response time benchmarks represent how quickly and efficiently the Division of Fire responds to emergency situations. This section also serves as the liaison between the Division of Fire and the Henrico Emergency Communications Center (ECC). Having a formal relationship between the Division of Fire and the ECC has proven to be extremely beneficial to improve the level of emergency response. Another vital task completed by this section is the monthly submission of Fire and EMS reports to the state and national databases.

During 2015, this section also maintained the Division of Fire's webpage which allows the community to stay connected with the Division of Fire. The Fire Planning and Information Technology section continues to work on these and other projects to support the current and future needs of the Division of Fire.



# Fire Marshal's Office



The Fire Marshal's Office has ten sworn Fire Marshals and one civilian member. The civilian member is a certified Fire Protection Engineer, who is responsible for ensuring that site development, new construction and alteration projects comply with local ordinances and the Virginia Fire Prevention Code. During 2015 the Fire Protection Engineer reviewed 507 plans.

Fire Marshals are accountable for fire inspections, origin and cause, explosives and environmental crime investigations. The Fire Marshal's staff is certified in NFPA 1031 and NFPA 1033, environmental crimes, post blast investigations and law enforcement powers through the Virginia Department of Fire Programs.

The Fire Marshal's staff and district personnel carry out fire prevention inspections at businesses, public assemblies and educational occupancies. The inspection process is one approach used to educate the community in fire safety with the overall goal of code compliance. There were over 4,700 fire safety inspections, permits and certificate of occupancies issued during 2015.

The Fire Marshal's staff conducted 134 origin and cause fire investigations in 2015. These included structure fires, vehicle fires, field and brush fires, outside fires and bombing incidents. 52 fires were determined to be incendiary in nature with 22 incidents being cleared by arrest or exception, yielding a 42% arrest/cleared by exception record. The Fire Marshal's Office works cooperatively with various insurance investigators, Henrico Police sections, State Agencies, County and Commonwealth Attorneys to bring justice in arson/bombing and environmental crimes.



# Awards and Recognitions



## **Congressional Fire Services Institute Excellence in Fire Service-Based EMS Award**

In April of 2015, Members from Henrico County Division of Fire, Henrico County Board of Supervisors, and the Henrico County Manager, John Vithoukas accepted the 2015 Congressional Fire Services Institute (CFSI) Excellence in Fire Service-Based EMS Award at the annual CFSI Caucus Dinner in Washington, DC. This award recognizes best-practices in emergency medical services (EMS). The award recognizes the long-term commitment of Henrico County in supporting Department of Defense (DOD) missions. Henrico Fire regularly partners with a variety of DOD units including the United States Marine Corps, the United States Army, and the Virginia National Guard. This award is the result of the County leadership's support for the EMS system and many years of effort on the part of Henrico County firefighters and partnering military units and reflects the long-term commitment of Henrico County in developing innovative and creative methods to support our nation's warriors and improve civilian prehospital care.

## **American Heart Association's Mission: Lifeline EMS Recognition Award**

In 2015, Henrico County Division of Fire received the American Heart Association's Mission: Lifeline<sup>®</sup> EMS Silver Award for implementing quality improvement measures for the treatment of patients who experience severe heart attacks. Mission: Lifeline's<sup>®</sup> EMS recognition program recognizes emergency responders for their efforts in improving STEMI systems of care and improving the quality of life for these patients. Agencies that receive the Mission: Lifeline<sup>®</sup> Silver award have demonstrated at least 75 percent compliance for each required achievement measure for the entire year, and treat at least eight STEMI patients for the year.

## **2015 Military Veteran Firefighter of the Year award**

In June of 2015, Lieutenant Randy Shelton with Henrico County Division of Fire received the 2015 Military Veteran Firefighter of the Year award from the Veteran of Foreign Wars Post 6364. The award was presented by Post Commander James M. Dunham. Lieutenant Shelton has been a member of the Division of Fire for thirteen years and also served as a Sergeant in the United States Army Reserve from 1998 – 2006. During his service he served in Guatemala, Kuwait and Iraq and was awarded the Army Achievement Medal, Army Reserve Component Achievement Medal, National Defense Service Medal, Armed Forces Reserve Medal with M Device, Global War on Terror Expeditionary Medal, Humanitarian Service Medal, Army Service Ribbon, and Reserve Component Overseas Training Ribbon.

## **2015 Achievement Awards from the National Association of Counties (NACo)**

In 2015, Henrico Fire was recognized for our outstanding projects and partnerships by receiving five National Association of County achievement awards. In total the County of Henrico received 24 NACo awards in 2015 and a Best in Category honor for an internship program that has provided valuable work experience for dozens of high school and college students since 2013. Henrico County Division of Fire received NACo awards for the following programs:

- Teen Summer Fire Academy
- Hermitage Career and Technical Emergency Medical Technician Course
- Amateur Radio Emergency Services Program
- Field Training Medic Program
- Teen Community Emergency Response Teams, Shared with Henrico County Public Library and Henrico Fire





### **Wayne Greenwood Mentorship Award**

This award is given to a firefighter who demonstrates the outstanding qualities of informal leadership over the course of their career. Recipients of this award have positively impacted Division members through their effective mentoring abilities, and have earned the respect of his/her peers by consistently demonstrating extraordinary professional knowledge and skills. Recipients must have a minimum of 20 years of service with the Division of Fire. The 2015 recipient of the Wayne Greenwood Mentorship Award is:

#### **Firefighter Scott M. Lafoon**

Scott Lafoon is a 25 year member of the Division of Fire and is currently assigned to Fire Station 12 B shift. Scott has had a diverse career with previous assignments at Fire Stations 7, 10, 4, 13, and, 22. Scott has been involved in many developing programs within the Division of Fire to include the implementation of the County's first Tele-Squirt pumpers and Squad Special Service units, along with being a member of the first "NFPA 1403" burn team and SOG Committee. While at Fire Station 10, Scott worked with members of the Chief's Advisory Committee in updating the response maps from the 1970's to the twenty-first century. Over the last decade of Scott's career, he has worked to develop and train numerous peers as special services operators. His extensive experience, calm demeanor and head on approach to problem solving has made Scott a mentor to others.

### **Michael Holder Leadership Award**

The Michael Holder Leadership Award is a Career achievement award and is presented to a Division Officer, who demonstrates the outstanding qualities of formal leadership over the course of their career. Recipients of this award have positively impacted Division members through effective leadership, and have earned the respect of his/ her peers by consistently demonstrating extraordinary professional leadership, knowledge and skills. Recipients must have a minimum of 20 years of service with the Division of Fire to be eligible. The 2015 recipient of the Michael Holder Leadership Award is:

#### **Lt. Miles W. "Billy" Garrett, Jr.**

Billy Garrett is a 30 year member of the Division of Fire and is currently assigned as a Lieutenant to the Fire Marshal's Office, serving as the East End Supervisor. Highlights of Billy's career include being a member of the Hazardous Materials Team from 1989-2000, where he was certified as a Hazardous Materials Specialist. Also in 2004, Billy received a personal commendation for his actions on a water rescue during Tropical Storm Gaston. With his current position in the Fire Marshal's office, Billy has obtained certifications as a Fire Investigation Technician and is a graduate and adjunct instructor of the Virginia Fire Marshal's Law Enforcement Academy. Billy obtained the requirements for the Certified Fire Investigator program through the IAAI.

### **Community Services Medal**

The Community Services Medal is awarded for successful performance of continuous, dedicated and professional community service. The 2015 recipient of the Community Services Medal is:

#### **Firefighter Kevin M. Jones**

FF Kevin Jones joined Henrico Division of Fire in July 2002. In December 2002, Kevin taught his first class for the 4th Grade Fire Safety program and has been one of the most active 4th Grade Fire Safety instructors in the Division of Fire. For the past 13 years he has taught a minimum of 4 schools; the past 6 years he had as many as 9 schools. During this time he has also been a mentor to over a dozen new 4th Grade instructors. Kevin has Virginia Department of Fire Programs instructor & train-the-trainer certifications in Communications with Children, Public Fire & Life Safety Educator Specialist and Juvenile Fire Setter Intervention Specialist. Kevin has also been involved with the Henrico Fire Explorer program for the past 11 years. In 2008, Kevin took over the program as Lead Post Advisor and continues in this position today. With his guidance, the explorers have had a very successful community outreach program to include participating in the home safety surveys, home smoke alarm installations and the Boy Scouts of America merit badge instruction in Emergency Preparedness, First Aid, and Fire Safety. Kevin truly has a love for fire prevention education and community service.

# Promotions



Henrico County Division of Fire was proud to make the promotion of twelve fire officers during the 2015 Calendar year. These promotions included an Assistant Chief, a District Chief, two Battalion Chiefs, two Fire Captains, and six Fire Lieutenants.



## Promotions to the rank of Assistant Chief - Operations October 2015



Alec W. Oughton



## Promotions to the rank of District Chief November 2015



Christopher H. Buehren



## Promotion to the rank of Battalion Chief November 2015



Will Aiken



Jeff Powell



## Promotions to the rank of Fire Captain November 2015



Barney Bolter



Jim Courtney



## Promotions to the rank of Fire Lieutenant April 2015



LeeRoye Moore



Patrick Varga

## November 2015



Price Dunn



Randy Jarrell



Lee Meanley



Brian Morgan



# Henrico County Division of Fire

P.O. Box 90775  
Henrico, VA 23273-0775  
(804) 501-4900  
(804) 501-4642 Fax  
Email: firedept@henrico.us



*Accredited by the  
Commission on Fire Accreditation International since 1998*

*We Are*

**ISO CLASS 1**

**2015**



**HENRICO FIRE**