

# Henrico County Division of Fire



**2013**  
**Annual Report**

# Henrico County

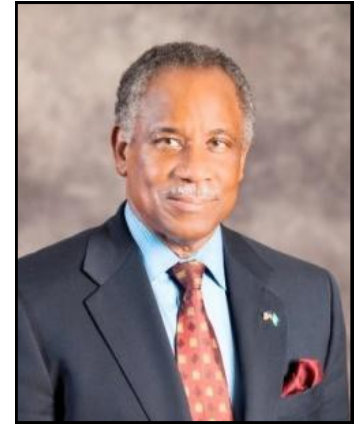
## Board of Supervisors



Richard W. Glover  
Brookland District



David A. Kaechele  
Three Chopt District



Frank J. Thornton  
Fairfield District



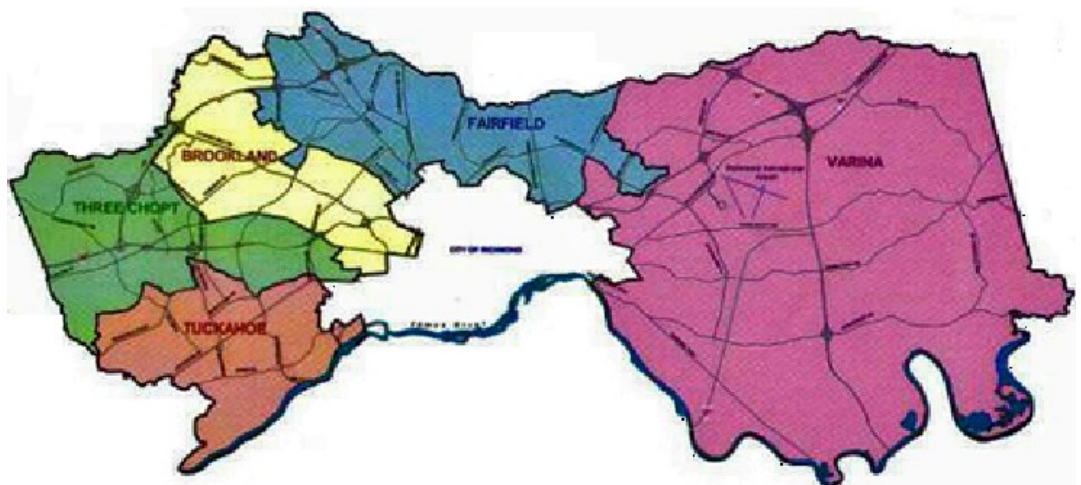
Patricia S. O'Bannon  
Tuckahoe District



Tyrone E. Nelson  
Varina District



County Manager  
John A. Vithoukas







COMMONWEALTH OF VIRGINIA  
**COUNTY OF HENRICO**

DIVISION OF FIRE  
*AN INTERNATIONALLY ACCREDITED FIRE SERVICE AGENCY*



Dear Henrico County Citizens,

On behalf of the over 540 men and women of the Henrico County Division of Fire, I am pleased to present the 2013 Annual Report. Throughout the pages of the following report, you will find a summary of the activities of the various sections of the Division of Fire.



During 2013 Henrico Fire received its fourth re-accreditation by the Commission on Fire Accreditation International (CFAI). The Division has been accredited by the CFAI since 1998. As part of this effort, the Division researched, designed, and implemented a comprehensive Community Risk Assessment and Standard of Response Cover (SORC) model for resource deployment. We also created and implemented the automated "Emergency Fire Dispatch" protocols, which reduced the number of "full assignment" structure fire responses by fifty percent, while simultaneously ensuring an effective response force is dispatched to actual structure fires.

The Division of Fire was awarded "Outstanding EMS Agency" by the Old Dominion EMS Alliance in 2013. As another indication of the outstanding EMS providers we have in the Division, we continued to maintain cardiac arrest survival rates three times higher than the national average.

The Division of Fire has received a \$320,000 Federal Port Security grant to fund the purchase of a new fire boat that will serve the Port of Richmond and the Lower James River.

The Division is partnering with the Department of Defense and VCU on the "Pre-hospital Use of Plasma for Traumatic Hemorrhage" (PUPTH) study. In 2014, we will begin the trial of administering plasma in the trauma setting to critically injured patients transported by our Fire Medic Units.

Finally, during 2013 we completed the construction of three new fire houses: Gayton (firehouse 13), Regency (firehouse 9), and Glenwood Farms (firehouse 7).

This is truly an exciting time for the Division of Fire. We take pride in our unique calling to fulfill the needs of our customers in the community we share.

Respectfully submitted,

Fire Chief  
Anthony E. McDowell

# Division of Fire

## Henrico County Overview

In 2011, Henrico County celebrated its 400th Anniversary. Henrico County has good reason to honor its motto: "*Proud of Our Progress, Excited about Our Future.*" Henricus (later Henrico) was established in 1611 by Sir Thomas Dale and other explorers, 80 miles upriver from Jamestown. In 1634, Henrico was established as one of eight shires, or counties. Some 300 years later, in 1934, Henrico County transitioned to a county manager form of government with an elected board of supervisors.

- The County's total area is 244.12 square miles, of which 233.70 square miles encompass actual land area.
- Henrico County is home to a diverse population of 314,932 of Virginia's 8,185,867 residents according to the 2012 Census.
- Henrico County is situated along the northern and eastern borders of Virginia's capital city, Richmond.
- Henrico County is bordered by Charles City County, New Kent County, Hanover County, Goochland County and the City of Richmond.
- Henrico County is only one of a handful of communities in the United States with accredited Fire, Police, and Sheriff's Departments.
- The County Manager, John Vithoulkas, also serves as the Director of Public Safety.



## 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 beginning 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 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 3 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 Fiscal Year 2012/2013, the Division responded to 41,269 emergency incidents.



# Organization

## 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.

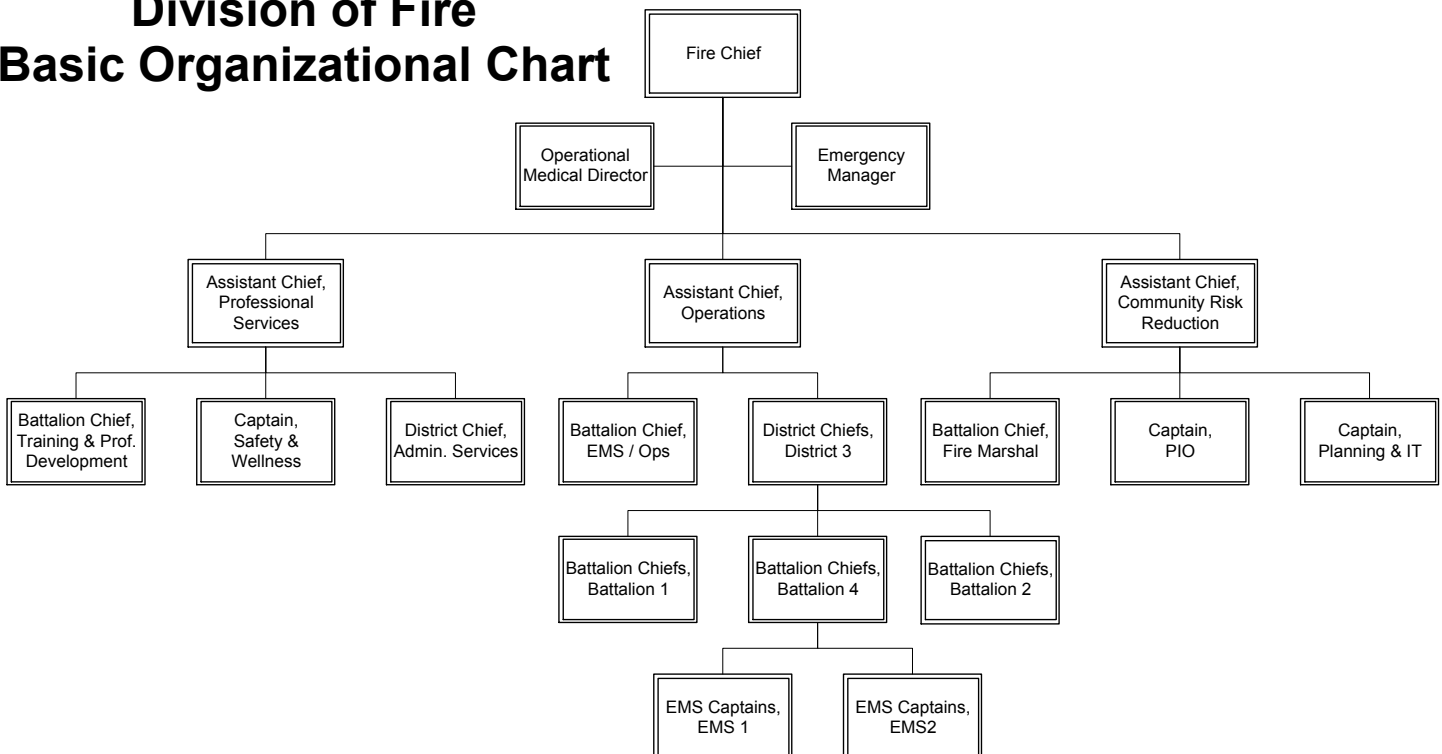
**Respect** - We will hold in high regard, the diversity within our organization and community.

**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.

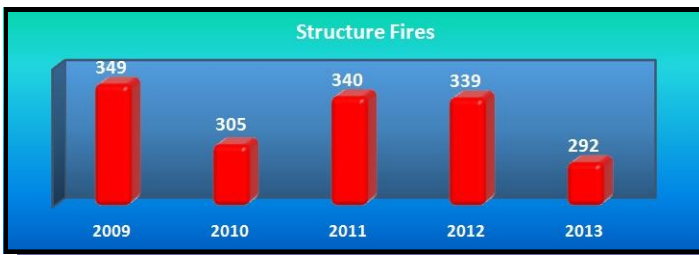
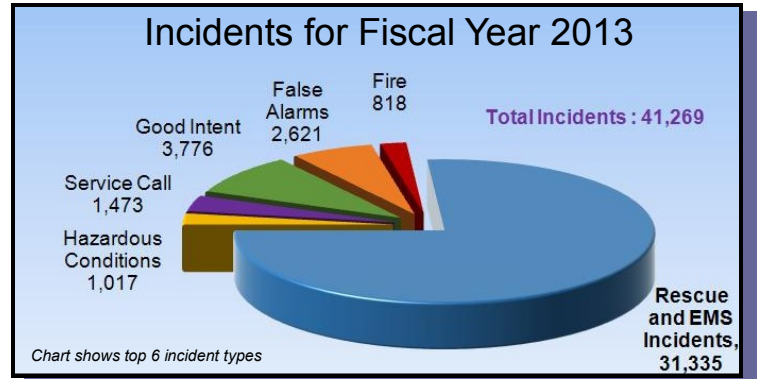
## Division of Fire Basic Organizational Chart



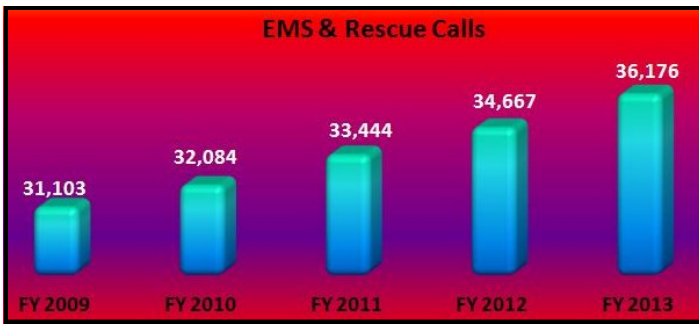
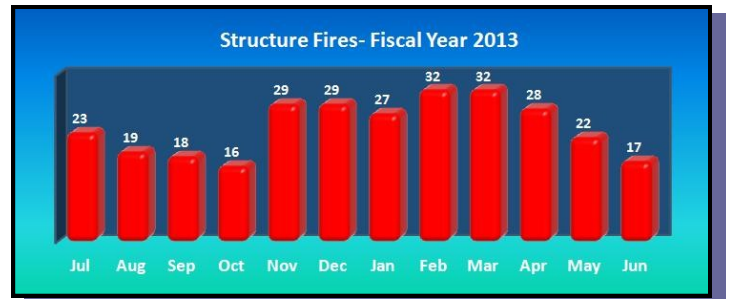
# 2012 / 2013 Statistics

Incident Type	Incidents
Rescue and EMS Incidents	31,335
Good Intent Calls	3,776
False Alarms & False Calls	2,621
Service Calls	1,473
Hazardous Conditions - No Fire	1,017
Fires	818
Special Incident Type	159
Overpressure Explosion,Overheat	50
Severe Weather & Natural Disaster	20
<b>Total</b>	<b>41,269</b>

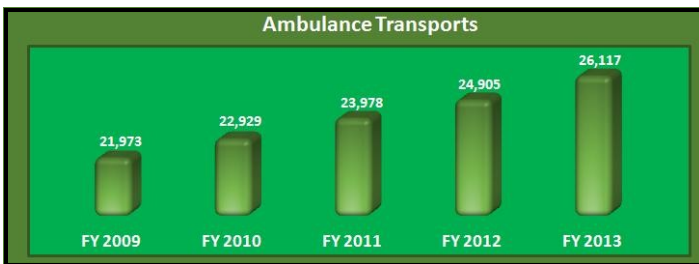
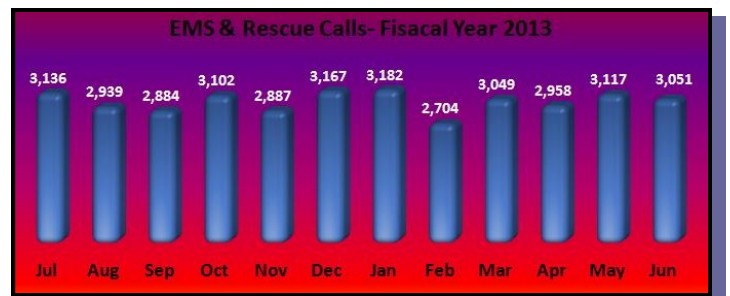
- ◆ Data Source : RedNMX (NFIRS Data Program)
- ◆ Data Includes only Division of Fire Responses (excludes volunteer rescue squads data)



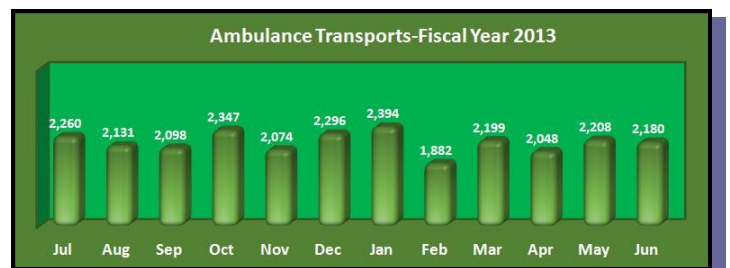
- ◆ Data Source : RedNMX (NFIRS Data Program)
- ◆ Fiscal Year data shown



- ◆ Source: Darwin (CAD Data Warehouse)
- ◆ Includes both Division of Fire and Volunteer Rescue Squad Responses



- ◆ Source: Darwin (CAD Data Warehouse)
- ◆ Includes both Division of Fire and Volunteer Rescue Squad Responses





# Operations



The Varina District has a new resource to serve our citizens. The Division of Fire identified a growing need for additional services in the Laburnum Avenue and Darbytown Road area. This advanced life support ambulance responds from Fire Station 2 and is part of the Search and Rescue Team.

The Division of Fire has deployed an additional command officer to the field. This position is the EMS Battalion Chief (Battalion 4).

- The EMS Battalion Chief provides supervision to the emergency medical service system within the County of Henrico.
- The position is responsible for the coordination of all special operations teams including the hazardous materials team, the technical rescue team, the search and rescue team, and the mass casualty incident team.
- This chief officer also serves as the Division of Fire's primary liaison to the Police Division.

The addition of this chief officer allows the Division of Fire to expand our command and control capabilities. The Division of Fire has adopted a "command team" concept that utilizes crew resource management concepts. This team development will allow for the utilization of all resources, mentoring of Division personnel, and the safe mitigation of incidents.

Teamwork requires command officers to cooperate in order to accomplish common goals. The very nature of fire service work requires that people work in groups to accomplish tasks. The addition of this command officer allows specific command teams to be established at the onset of an incident, providing a more effective command presence.



# Community Services

The Henrico County Division of Fire attempts to get its fire prevention / fire safety messages out to our customers in many ways.

- **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.
- **Summer Blast and Teen Scene** presents our safety messages throughout the summer to participants in programs sponsored by our Parks and Recreation department and at various county libraries in October [Fire Prevention Week / Month].
- **A Firefighter is your Friend:** The Community Services Firefighter and actual suppression personnel from around the county dress out in protective firefighting gear so children can see what is worn and learn why firefighters wear such things. Reducing fear among our youngest and most vulnerable customers [pre-schoolers] is our goal here. We also attempt to educate them about smoke alarms [Fire Safety Sam] and what to do when they alarm: Go outside!
- **Senior Fire Safety Program:** This presentation emphasizes the things seniors need to pay special attention to in order to avoid fire related problems in the home. Our older residents are another high risk group. They are often members of established groups that meet regularly at local churches.
- **Fire Extinguisher Training Program:** Fire Extinguisher Training for Employees of Henrico County. This is a familiarization program NOT a certification program.
- **So you want to be a Firefighter...** We speak to students about the profession of Firefighting.
- **Safety / Health fairs:** We accept invitations to these events and answer questions and hand out literature.
- **Stations Tours:** Our suppression personnel educate our customers at our Fire Stations. They answer questions, show off our apparatus, and hand out literature.
- **Fire Drills:** We are sometimes invited to observe fire drills and make recommendations on how to make the drills more efficient and effective.



The Community Services section of the Henrico County Division of Fire promotes fire safety through community education. In fiscal year 2013 the community services section has been able to contact more than twenty-one thousand citizens in the county. The Community Services section coordinates the following services to the citizens of Henrico County:

- Daycare Visits
- Fire Station Tours
- Festivals
- Educational Programs

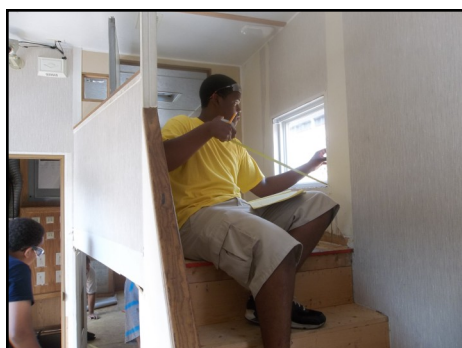


## The Kids Safety House

The Kids safety house went into service in 1997 and has played a huge role in fire prevention training ever since. This unit has accommodated hundreds of thousands of citizens of every age over the past 16 years. By 2012, the Kids Safety House was in poor condition and showing its age.

In 2013 Henrico Fire met with the coordinators of the Building Trades Summer Program being held at Highland Springs Vocational School. This program is for juniors with an interest in construction. The participants work with experienced carpenters, electricians, and other tradespeople on specific projects. The program coordinator looked at our safety house and accepted the refurbishment project for the summer program.

The safety house received a complete interior and exterior face lift. The walls were taken down and all of the electrical was updated. New walls were installed with a washable wall surface to make cleaning easier. New carpet and ventilation systems were installed. The gas heat system was removed and an electric system was installed. The outside was stripped and new siding was installed. Finally a new graphics package completed the safety house.



## 4th Grade Education Program

The Community Services section spent the summer of 2013 working with Henrico County Public Schools to develop the new 4<sup>th</sup> grade website. The website is now up and running and being used by our 4<sup>th</sup> grade fire education instructors. For over 20 years the department has been teaching 4<sup>th</sup> grade out of a book. We are now incorporating the classroom technology into our program. We have created programs that will allow instructors to use the Promethean Boards as well as allow the students to participate at home. This program was also designed to allow us to collect important data on the home safety survey and gives a format to design home escape plans.



Program	Contacts	Program Hours
4th Grade Program	9267	1450
Engine Demo / Fire Safety Talk	2097	49
Fire Extinguisher	125	9
Fire Safety Talk	1207	45
Jr. Firefighter	6904	295
Kids Safety House	1167	43
Other	2105	40
Senior Program	1509	78
Station Tour	170	11
Summer Blast	1390	27
Water Wagon	990	19
<b>Grand Total</b>	<b>26931</b>	<b>2066</b>

# Human Resources and Professional Development

## Human Resources:

- New Hiring Process began in November 2012
- Approximately 1,500 applications were received
- CPAT process completed.
- Promotional processes began and completed with over 44 promotions made in 2013

## Recruit School

- Recruit academy number 62 began in early fall 2012, and completed in early spring 2013
- 24 students
- The course entailed the delivery of EMT, FFI/FFII, and Hazardous Materials Awareness and Operations, EVOC and Mayday
- Recruit academy number 63 began in September 2013 with 26 students

## Acting Officer School

- Acting officer school (6 days x 20 students) = 960 hours

## Truck Basic School

- 5 day Course
- 48 Hours of Attendance per student
- 24 Students (3 from each special service)
- 1,152 total training hours

## EMS Recertification

### Basic Life Support Continuing Education

- 10 sessions
- 17 students per session
- 3 days per session
- Total of 4,080 training hours

### Advanced Life Support Continuing Education

- 15 sessions
- 17 students per session
- 3 days per session
- Total of 6,120 training hours







### Live Fire training

- Spring Evolutions
- Scenario based training in a live fire environment
- 21 days, 2 sessions per day.
- All division members participated.

### Central VA EMS Expo

In March of 2013, Henrico County Division of Fire's Training section, Bon Secours Health Systems, and Chesterfield Fire and EMS partnered to deliver the fourth annual Central VA EMS Expo. This year the symposium had 386 registered participants that received classes in medical, trauma, personal safety, legal issues, ethical issues, just to name a few.

These classes were taught by 69 physicians, nurses, firefighters, attorneys, police officers, and EMS providers. Over 113 EMS agencies were represented at the EMS expo. The Central VA EMS

Expo also offers a large number of vendor booths. These booths provided information on new equipment, job recruitment, personal health, and networking with others. The vendor booths also provided many opportunities for short one-on-one training sessions. Med-flight flew in and offered a tour of their helicopter and educated providers on safe landing zone practices. Bon Secours showed off their Critical Care Transport Ambulance to the participants. All of this education is always provided to the participants free of charge.

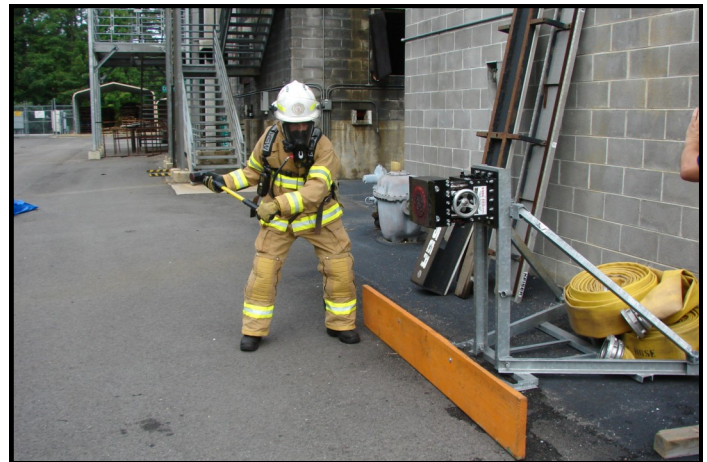




# Safety and Wellness

## Work Performance Evaluation (WPE)

During the spring and summer of 2013 the Henrico County Safety and Wellness section designed and tested the new Work Performance Evaluation (WPE) to be used in the fall of 2013. Captain Daniel Hamilton and his lead proctor cadre designed the course, set up the WPE, and tested the new program. The Henrico WPE is modeled existing validated WPEs. The WPE will give the Division of Fire a good picture of the physical fitness level of the Division of Fire and aid in improving the fitness and wellness of Division members.



## Firefighter Safety Stand Down

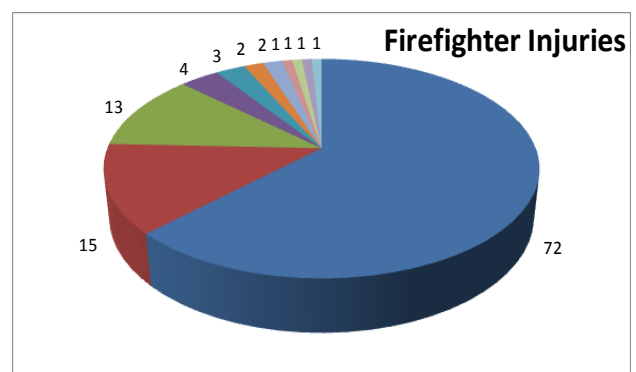
Beginning on June 21, 2005, fire departments across the nation took time out of their day to review NIOSH line of duty deaths reports, fire ground safety issues, and health and wellness concerns as part of the first Firefighter Safety Stand Down. In 2007, the Firefighter Safety Stand Down was expanded to a week-long event that included EMS personnel as well, which allowed departments to include all of their members in the safety training. That year, the Stand Down was organized under the theme of "Ready to Respond"; since then, an overarching theme has continued to drive the week's activities. In June of 2013, the Division participated in the Firefighter Safety Stand Down "Saving our Own... An Inside Job". The 2013 International Fire/EMS Safety and Health Week (June 16-22) supports Life Safety Initiative #13: Firefighters and their families must have access to counseling and psychological support.



## Firefighter Injuries

For 2013 the Division of Fire had 124 reported injuries. The majority of these injuries were strains and sprains (72). Blunt trauma injuries were a distant second with 15 injuries reported.

Type of Injury	Number
Strain Sprain	72
Blunt Trauma	15
Patient Exposures	13
Overexertion	4
Thermal	3
Cardiac	2
Chemical Exposures	2
Allergic Reaction	1
Animal Bite	1
GLF Sprain Strain	1
GLF Wrist Fracture	1



# Office of Emergency Management (OEM)

The Henrico Fire protects citizens and businesses of Henrico County by promoting awareness and helping everyone be better prepared for emergency situations. Henrico Fire works with County agencies to help coordinate resources in large scale disasters, and offers training to staff ranging from general disaster preparedness for their homes, to being ready in the workplace and in-depth training for the County's Emergency Operations Center.



Henrico Fire offers numerous outreach programs to help citizens become better prepared:

- Community Emergency Response Team (CERT) classes
- Ongoing training for CERT participants
- Community talks and information sessions
- Regional Survivor Day sessions in Henrico in concert with nine other localities in Central Virginia.
  - ⇒ Participants received training directly from OEM, Henrico Health Department, Henrico Fire, Henrico Police
  - ⇒ Citizens talked to many volunteer groups such as our Fire Explorer Post, Medical Reserve Corps and Fire Corps representatives, and our Henrico Amateur Radio Cadre



The Henrico Fire continues to encourage residents to sign up for emergency alert notifications on our Henrico Code Red system, where they can receive life-safety information to their home or work phone, cell phone, or email accounts. This information can help us share information on evacuation, shelter-in-place, boil water notices, or missing adults/children in a quick manner. The system is free and easy to sign up for at [ww.henricoalert.org](http://ww.henricoalert.org).

Henrico Fire oversees the Henrico Citizens Corps Program. These five programs support daily operations of Fire, Police, and Health, and can help in times of emergency as well. This includes funding for:

- Henrico CERT
- Henrico Fire Corps program
- Police Division's Volunteers in Police Services
- Police Division Neighborhood Watch groups
- Health Department Medical Reserve Corps.

Henrico Fire also oversees:

- Fire Explorers program - allows teens to learn more about being a firefighter and get hands on experience.
- Citizen Fire Academy - engages residents to talk with, learn from, and try out many of the operations of the DOF.



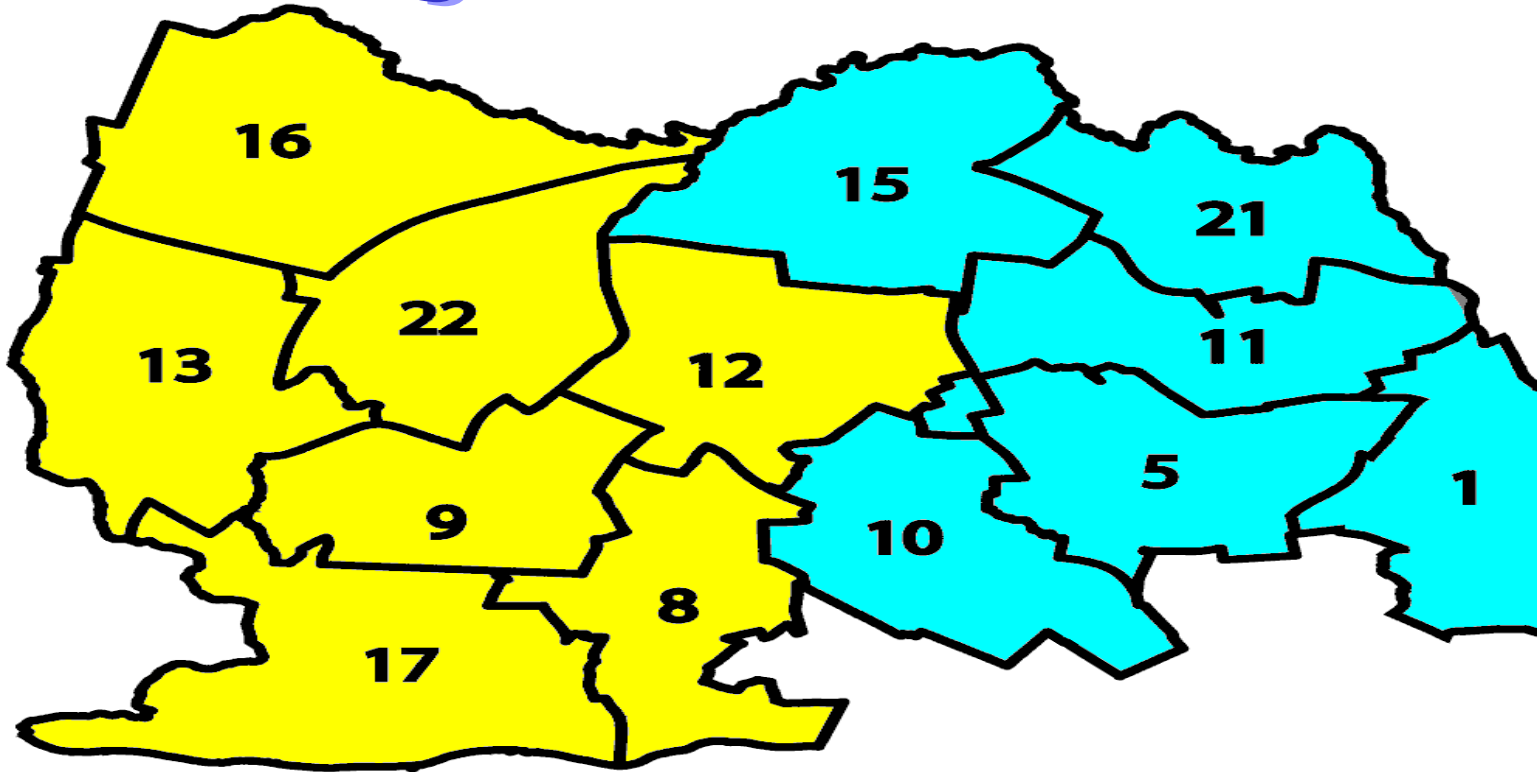
Henrico Fire continues to maintain an active role in regional activities

- Central Virginia Emergency Management Alliance
- Central Virginia All-Hazards Incident Management Team

The Henrico Fire Deputy Coordinator of Emergency management also represents the region with federal partners in serving as the Vice-Chair for the FEMA Region 3 Regional Advisory Committee.



# County Fire Stations



## WESTERN DISTRICT FIREHOUSES



**Firehouse 16**, 5381 Shady Grove Road



**Firehouse 13**, 12491 Church Road



**Firehouse 9**, 9401 Quiocasin Road



**Firehouse 22**, 3790 Westerre Parkway



**Firehouse 12**, 3803 West End Drive



**Firehouse 8**, 8000 Patterson Avenue



**Firehouse 17**, 110 N. Gaskins Road

## 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

**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



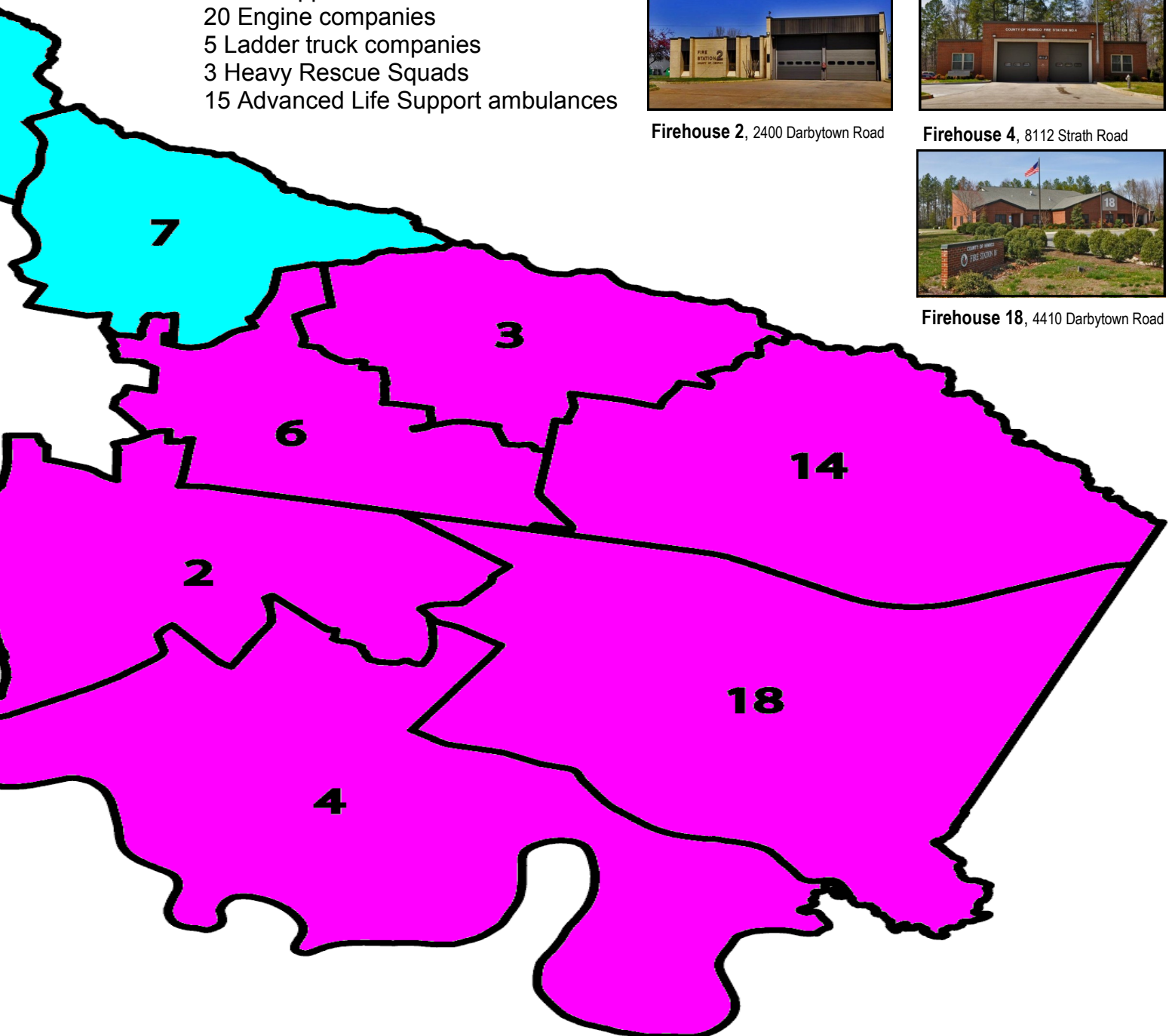
**Firehouse 2**, 2400 Darbytown Road



**Firehouse 4**, 8112 Strath Road



**Firehouse 18**, 4410 Darbytown Road





# Capital Improvement



## Construction Activities:

- Gayton Firehouse 13: Renovation 8,753 sq. ft. Cost of \$3,908,000 LEED: Gold
- Glenwood Farms Firehouse 7: Re-build 11,302 Sq. ft. Cost of \$4,500,000 LEED: Seeking Silver (Opened Fall 2013)
- Regency Firehouse 9: Re-Build 11,000 sq. ft. Cost of \$3,800,000 LEED: Seeking Silver (Opened Fall 2013)
- Grand opening for Firehouse 7 and Firehouse 9 scheduled for early 2014

## Logistics

- Recruit School: 25 Recruits: Uniforms, PPE
- District 85 set of PPE and bunker boots
- Support the Volunteer Rescue Squads of Henrico with EMS supply purchasing and acquisition



**Station 9** is located on Quiocassin Road. Station 9 is a 3 bay drive through station that houses Engine 9, Fire Medic 9 and Attack Pumper 9.



**Station 7** is located on Laburnum Avenue. Station 7 is a 3 bay drive through station with Engine 7 and Fire medic 7 being housed there.



# Fleet Operations



## Fiscal Year 2013 Fleet Operations

- During the fiscal year the fleet had 3 ambulances total in the re-chassis program.
- One ambulance was completed during fiscal year 2013.
- Two additional ambulances were recently completed in fiscal year 2014.
- New Truck 12 went into service.
- Engines 12 & 15 went into service the beginning of fiscal year 2013.
- The Fleet Section also worked with the Apparatus Committee to develop specifications for competitive pricing of Engines.





# Specialty Teams



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

The Hazardous Incident Team (HIT) provided 27 hazardous materials emergency responses in the past year. These calls included petroleum spills, suspicious packages, hazardous chemicals, and other call types. The HIT successfully maintained the requirements set forth in the contract it has with VDEM as a Regional Response Team. In order to maintain these requirements, thousands of hours of specialized training were performed. The HIT trained with numerous regional agencies including the 34<sup>th</sup> Civil Support Team, Hanover Fire, Goochland Fire, and Virginia State Police. Several HIT members traveled out of town to attend unique hazardous materials training events in New Mexico, Virginia Beach, Alabama, and Yorktown. The HIT uses funds provided by the Commonwealth of Virginia to support its operations as provided in the state contract. The Commonwealth of Virginia provides \$30,000.00 annually to fund this team.

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

The Search Rescue Dive Team has had several improvements to equipment and training for both the Search Team and the Marine Patrol. The SRT purchased a DIB swift water rescue power boat, four DUI dry suits, and a Cataraft (Light weight paddle craft) for swift water applications. Training for the team included 30 members in swift water operations, 2 personnel in large animal rescue (TLAER), 4 members in the United States Coast Guard Search and Rescue Forum, and one member in Marine Firefighting at Norfolk's Naval Firefighter School. Acquisition of night scope and A.L.S. System (Grant Funded) was also made. In total, the SRT had 2,249 hours of training during 2013. During the 2013 fiscal year the SRT had 38 calls for service, which included 10 marine patrol calls and 28 search calls.







### **Fire Bike Team**

The bike team was formed to enable the Division of Fire to respond in a more efficient and effective manner to emergencies at events, which cover a large area, but have limited apparatus access due to crowds, lack of roads, or geographical features of the area. The Bike Team is regularly deployed at events such as NASCAR Sprint Cup races. The team currently has forty members. During 2013, the bike team purchased two replacement bicycles and had 73 total man hours in team support, including bike repair, equipment preparation and scheduling. Based on 44 man hours dedicated to maintenance and repair, the bike team showed a cost savings of \$2,200 for the Division of Fire. The bike team is seeing increased requests for special events, particularly 5K running races, and has a potential use for ground searches.

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

The primary role of the SET is to provide support for functions at large events within the county. The team provides cooling facilities, shelters, and medical care at gatherings expected to be over 2000 people. The western shelter utilized 150 man hours and was deployed 4 times. The special events trailer deployed four times for 108 man hours.

### **Technical Rescue Team (TRT)**

The Technical Team responds to extraordinary or highly dangerous rescue situations such as collapsed structures, high-angle rope rescue, confined space rescue, trench rescue and vehicle accidents that involve difficult victim entrapment. The team is comprised of 34 highly skilled members who receive hundreds of hours of advanced training. In addition to weekly training, the team participates in a number of other large-scale training events including Rescue Challenge, which is a scenario-based, four-day, multidiscipline event that provides real-world problems, and evaluates the team's capabilities.





# Specialty Shops



Henrico County Division of Fire maintains 25 specialty shops housed in the fire stations. 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 save the County an estimated \$200,000 annually.

**Accountability Shop** - The Accountability Shop was successful in completing 600 tags (new employees, replacement for current employees, and command boards). We also fabricated and designed the award plaques for the promotional/award ceremonies for the Division. The station put in approximately 150 man hours over the past year in design, fabrication and training.

**Annual Compliance Testing (ACT) Team** - The ACT Team completed NFPA certification testing of all fire pumps, hoses, ladders and nozzles operated by Henrico County Division of Fire. This consisted of roughly 35 pumps, 110,000 feet (21 miles) of hose, 200 ground ladders, and 200 nozzles. Henrico Fire Department became the first fire department known to complete NFPA's new 1964 standard on nozzle testing. Utilized Division of Fire personnel in lieu of outside vendors resulting in a cost savings of an estimated \$23,000 annually.

**Chain Saw Shop** - The Chain Saw Shop continued to provide excellent internal customer service during the past fiscal year. The Chain Saw Shop successfully repaired and maintained all chain saws, rotary rescue saws, and reciprocating saws within the Division while also serving as the central distribution point for pre-mixed small engine fuel. Hundreds of hours were spent by Fire Station 21 personnel working in the Chain Saw Shop repairing equipment which saved thousands of dollars in county money.

**CPAP Shop** - The Continuous Positive Airway Pressure (CPAP) Shop maintains the CPAP equipment for the Fire Medic units in the County. CPAP machines are used in the treatment of difficulty breathing emergencies like congestive heart failure or asthma. The CPAP shop used approximately 100 man hours for an approximate cost savings of \$5,000.

**Decal Shop** - This shop is currently installing vehicle designation numbers on the roofs of the EMS Supervisors vehicles. Other work recently completed included assisting getting the new Battalion 4 vehicle identifying decals installed.

**Electrical Glove Shop** - The Electrical Glove Shop maintains the gloves used when dealing with electrical hazards on calls. The Electrical Glove Shop had 10 man hours for maintenance issues of gloves.

**Electrical Shop** - The Electrical Shop this year handled 20 requests for repairs of old pigtail adapters, 5 requests to repair the electric positive pressure fans, and 2 requests to repair old cord reels with new electrical cord and electrical ends. The shop used 200 man-hours for a savings to the County of \$11,000 annually.

**Emergency Light Shop** - The Emergency Light Shop installs, services, and repairs the warning devices installed on the DOF apparatus. This includes sirens, siren speakers, LED and strobe warning lights. The shop also stocks a variety of the special hardware and bulbs for this equipment.

**Fire Extinguisher Shop** - The Fire Extinguisher shop continues to maintain all dry chemical extinguishers, CO2 extinguishers and water can extinguishers. We continue to claim any dry chemical powder we can to help reduce our spending. The shop has approximately 250 man-hours this year. The Fire Extinguisher Shop saved the County approximately \$5431. The Fire Extinguisher Shop has trained three new NFPA 10 certified personnel.

**Foam Shop** - The Foam Shop serves as a central distribution point for foam concentrate within the Division of Fire. The foam concentrate is stored at Fire Station 21, and is distributed to other stations throughout the County as needed.

**Gas Monitor Shop** - The Gas Monitor Shop successfully maintained over thirty 4-gas monitors assigned throughout the Division as well as well as numerous of the gas monitors used by the HazMat Team. These monitors are necessary pieces of equipment that detect the presence of harmful gas vapors. These monitors require constant maintenance and calibration to maintain their accuracy and reliability.

**Heart Monitor Shop** - The Heart Monitor Shop activities are continued maintenance of the leased cardiac monitors, and placed Battalion 4's monitor in service. The Heart Monitor Shop showed an estimated savings of \$8,320 with 208 man hours invested. This year all stations and shifts received a three hour training class on the new cardiac monitors for a total of 1500 man hours.

**Helmet Shop** - The Helmet Shop has handled all requests for all replacement helmets due to the 10 year in service life, new issues to new recruits, new issues of recruits going from orange to yellow helmets, all issues due to promotions or damage. The Helmet Shop handles all requests for decals due to transfers or promotion and any part replacement and repairs required. The Helmet Shop has documented approximately 150 man-hours in the last budget year, with an approximate 150 manhours. The cost savings to the County is \$3750 annually.

**Hose and Nozzle Shop** - This year the Hose and Nozzle Shop identified performance issues with the Division's automatic nozzles. The Hose and Nozzle Shop continued the handline nozzle upgrade program on all first-line engines. The Hose and Nozzle shop, with 450 to 500 man-hours devoted to shop activities each year, consistently saves the County an estimated \$37,500 each year in labor costs alone. The Hose and Nozzle Shop separated the scrap metal generated from the shop and sold it by weight to a recycler during a peak-price times.

**Hurst Tool Shop** - The Hurst Tool Shop maintains the vehicle extrication equipment with normal service and maintenance for the Division of Fire.

**Mobile Data Computer (MDC) Shop** - The MDC Shop personnel successfully replaced the MDC docking stations in all DOF apparatus during the past year. Personnel spent many hours checking antennas, replacing MDC power supplies, and changing entire docking stations. This specialty shop has saved the county thousands of dollars in repair bills and hundreds of hours of apparatus out of service time.

**Oxygen/Cascade Shop** - The Oxygen Shop refills the medical oxygen used by all of the EMS units in the Division of Fire. Over the past year the Oxygen Shop filled 1,521 oxygen bottles. This required 175 man hours from the station personnel, but saved the county an estimated \$15,000.

**SCBA Shop** - The Self-Contained Breathing Apparatus (SCBA) Shop provides for the maintenance and repair of all related SCBA equipment and breathing air for the division. The most recent item being implemented is conversion of all SCBA from the 2,216 bottles to 4,500 high pressure bottles. This is being phased in over a four-year implementation plan.

**Sew Shop** - The Sew Shop had approximately 41 separate requests; some included multiple items within the request. The shop also repaired 16 sets of turnout gear. The shop used 180.5 total man hours for a cost savings of approximately \$6,300.

**Small Engine Shop (SES)** - This past year, in cooperation with General Services, the SES was able to update our equipment cache with the purchase of new lawn equipment for all new station rebuilds. Over the past year fire-fighters have spent approximately 192 man hours in the shop for a savings \$10,000 in repair. If lawn care was contracted out, the cost would be at least \$50,000 annually.

**Stretcher shop** - The Stretcher Shop continued preventive maintenance and making repairs to many of our first line stretchers and stair chairs. The shop supplied all stretchers with shoulder harness restraints, providing added safety and security for both our customers and providers. The Stretcher Shop is staffed with certified technicians saving the Division \$10,500 by doing semi-annual inspections of our equipment. The Stretcher Shop began replacement of our older stretchers with new motorized models that have proven to reduce on-the-job injuries associated with back and knee overexertion.

**Suction / Small Light Shop** - The Suction / Small Light Shop repairs and maintains the portable lights used by fire-fighters and suction units. This shop saves the County \$8,500 annually.

**Thermal Imaging Camera (TIC) Shop** - The TIC Shop maintains the TIC's that we currently have on all apparatus. They are currently working on the purchase of smaller, more lightweight TIC models to add to each special services unit. Hopefully two per unit. The minimum amount that the county saves is \$16,000 annually.

**Tire Chain Shop** - The Tire Chain Shop continued maintenance on the tire chains in the DOF inventory. Estimated savings to the County was \$1,295 with 36 man hours invested.

**Welding Shop** - During the past year, received a significant facilities upgrade. During this process, the shop continued to meet the needs of the Division of Fire working, on six projects for an estimated cost saving of \$3,500 annually.



# Planning and Technology

## New Technology for the Field

Apparatus Mobile Data Computers (MDCs) and docking stations were replaced. This has resulted in increased reliability and GPS recommendation capabilities. Additional MDCs have also been deployed for the ready-reserve fleet (E81, E91).

## Incident Management Team

The Henrico Type 4 IMT was developed to meet the growing need for a multi-disciplinary approach to managing incidents within Henrico County. Henrico County may implement the HIMT to manage large-scale incidents of any type. These may include, but are not limited to, severe storms, civil disturbances, acts of terrorism, major fires, EMS, hazardous materials, technical rescue activities, active shooter, public health events, or any pre-planned event of any type or scale. The HIMT mission and program is supported by the Fire Chief, Police Chief and County Manager.

## Accreditation

During the 2012 / 2013 fiscal year, the planning section prepared for CFAI reaccreditation. The Division of Fire was accredited for the fourth time in August 2013.

## Emergency Communications Center (ECC) Liaison

Responsibility for the ECC liaison was transitioned to Captain Powell and Lieutenant Baynard. Through a new relationship, the Division now helps to instruct both Fire and EMS dispatching courses for the Communications Officer Training Academy. Lieutenant Bolter and Firefighter Lathrop achieved certification as Emergency Medical Dispatch Instructors.

## Continuous Improvement Strategy

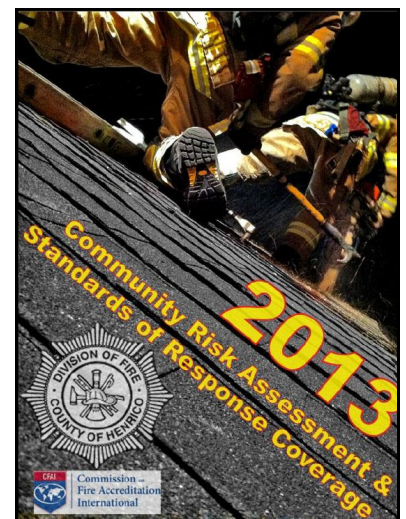
Division members developed and implemented the first phases of the 2013-2018 Continuous Improvement Strategy, after meeting with internal and external stakeholders.

## Standards of Response Coverage (SORC)

The Division implemented many SORC changes, helping to “right-size” our response and ensure fire ground staffing was timely and appropriate. This included a comprehensive review of how the Division analyzes risk and adjusts its response programs to meet the needs of the community.



*Internal Stakeholder Group*





# Fire Marshal's Office



The Fire Marshal's Office consists of ten (10) staff members, and one (1) civilian employee. The civilian employee is a certified Fire Protection Engineer, who is responsible for examining and evaluating Plan of Developments, site plans, fire protection systems and specification for compliance with applicable County and State fire codes. Sworn personnel consist of one (1) Chief Fire Marshal (Battalion Chief), one (1) Deputy Fire Marshal (Captain), two (2) Lieutenants and six (6) Assistant Fire Marshals. The Fire Marshal's Office staff is appointed to perform fire inspections, origin and cause, explosives and environmental crime investigations. The Fire Marshal's Office staff are trained in NFPA 1031, NFPA 1033, environmental crimes, post blast investigations, and law enforcement to give each sworn member police power. The Fire Marshal's staff conducts origin and cause investigations and fire code violations. Personnel are available 24 hours a day, 365 days a year. The Fire Marshal's Office provides and receives a high level of support and cooperation from other agencies when performing origin and cause investigations. Over 200 fire investigations were conducted during 2012-2013 fiscal year.

Fire Department personnel conduct fire prevention inspections within businesses, public assemblies and educational occupancies. The inspection process is used to primarily educate the business community in a personal format while identifying fire hazards, and to bring those hazards into code compliance. There were over 4,000 fire safety inspections conducted during 2012-2013 fiscal year.





# Awards and Recognitions

The Division of Fire recognizes employees and members of the community each year for outstanding achievements. On May 23rd the 2013 Annual Awards and Recognition Ceremony was held to honor individuals with the following awards and commendations:

## Life Saver Award

The Life Saver Award is presented to any Division member or group for actions highly attributable to, and responsible for the saving of someone's life. No personal risk prerequisite is required for this award. Because of the aggressive training initiatives, and the changes that have taken place in the science of resuscitation, the County of Henrico, Division of Fire has seen an increase in the number of "saves" that we obtain. In 2007 the Division of Fire responded to 446 cardiac arrests. Of those, 28 were successfully resuscitated in the field, only 6%. Conversely, in 2012, the Division of Fire responded to 523 cardiac arrests. Of those, 76 were successfully resuscitated, an increase to 14%. In 2013 the Division has responded to 557 cardiac arrests. Of those arrests where treatment was given, 70 were resuscitated, or 13%. The national average is only about 11.4%. Because of the overwhelming number of successful resuscitations, there will be a separate awards ceremony for those receiving the Life Saver Award in the winter of 2014. Those given on May 23, 2013 were just a sampling of the teamwork that goes into a successful resuscitation.

### Life Saver Awards received on May 23, 2013

For the actions on the call for service  
on February 27, 2013:  
Captain James Mellon  
Lieutenant Glenn Campbell  
Firefighter Karter Baker  
Firefighter Hartley McMillen  
Firefighter Michael Nagy  
Firefighter Christopher Ray  
Firefighter Charles Smith Jr.

For the actions on the call for service  
on April 15, 2012:  
Captain Daniel Hamilton  
Captain Eugene Gerald  
Firefighter F Susan Caskie  
Firefighter John Gibrall  
Firefighter Eric Lauer  
Firefighter Kenny Schools

## Personal Commendation Award

Presented to any Division of Fire member for meritorious service during an emergency incident.

For the actions on the call for service on  
March 13, 2012:  
Lieutenant Buddy Barnes  
Firefighter Darryl Broughton  
Firefighter Grayson Elam

For the actions on the call for service on  
December 11, 2012:  
Firefighter Daniel Reed  
Firefighter Kevin Maughan

For the actions on the call for service on  
February 1, 2012:  
Firefighter Nick Krajacich



### **Wayne Greenwood Mentorship Award**

The 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 2013 recipient of the Wayne Greenwood Mentorship Award is:

#### **Firefighter Chris Craft**

- Chris started his career in Henrico Fire on February 13, 1991 at the age of 20
- He achieved the rank of Eagle Scout at the age of 17 in the Boy Scouts of America.
- Served as mentor to firefighters at Station 18 and Station 3.
- His modeling of this behavior has a profound impact on junior firefighters, senior firefighters, and officers.
- He is at the forefront of training evolutions, seeking out new techniques and teaching time honored techniques to junior firefighters.
- Chris operates at an extremely high level on calls for service, insuring citizens in need of the Division's help, receive top quality service.



### **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 2013 recipient of the Michael Holder Leadership Award is:

#### **Lieutenant Buddy Barnes**

- Lt Barnes has 23 years of experience with the Division almost half of that as a Lieutenant.
- He has served in all three districts during his career, working on all types of apparatus.
- He was assigned to Station 1, and was a founding member of the HTR team.
- He has served as a medic at Station 3 and 15.
- He has been a member of the HIT team for many years at Station 21 and Station 11.
- Lt. Barnes has the perfect balance of "old school" foundation to go along with his knowledge of the latest firefighting and rescue tactics.
- He leads by example, never delegating a task he is not willing to do himself.



### **Community Services Medal**

Awarded for successful performance of continuous, dedicated and professional community service

The 2013 recipient of the Community Services Medal is:

#### **Firefighter Lisa Butler**

- Lisa has been with the Division for 23 years.
- Lisa has taught 4<sup>th</sup> Grade Education for over 20 years.
- She takes teaching very personally.
- She is passionate about teaching. She teaches as if these children were her own.





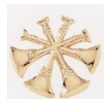
# Promotions

Henrico County Division of Fire was proud to make the promotion of Forty-five fire officers, during the period of December 2012 through October 2013. These promotions included a new Fire Chief, two Assistant Chiefs, two Division Chiefs, seven Battalion Chiefs, thirteen Fire Captains, and twenty Fire Lieutenants.



## **Promotion to the Rank of Fire Chief - October 2012**

Anthony E. McDowell



## **Promotions to the rank of Assistant Chief - December 2012**

Andrew Baxter Assistant Chief - Administration

Mike Cox Assistant Chief - Operations



## **Promotions to the rank of District Chief - May 2013**

David Nuckols District Chief - Adm. Services

Kevin Bartal District Chief - B shift



## **Promotions to the rank of Battalion Chief**

E. Stanley Langford - July 2012

Chris Buehren - June 2013

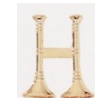
"Cricket" Gerald - June 2013

George Lane - June 2013

Alec Oughton - October 2013

Doug Reynolds - October 2013

Gary Samuels - October 2013



## **Promotions to the rank of Fire Captain**

Mark Cumashot - March 2013

Jeff Farmer - March 2013

Carlton King - March 2013

Jeff Powell - March 2013

Daniel Rosenbaum - March 2013

Scotty Southall - March 2013

Vernon Crumpler - June 2013

Taylor Goodman - June 2013

Greg Nuckols - June 2013

John Walls - June 2013

Joe Green - October 2013

Kenny Ray Stone - October 2013

Billy Tucker - October 2013



## **Promotions to the rank of Fire Lieutenant**

Bryce Grissom - February 2013

Bruce Ivey - February 2013

Garreth Overstreet - February 2013

Stephen Pignatello - February 2013

Randolph Shelton - February 2013

Jason Wood - February 2013

Jason Carneal - March 2013

Mike Crawford - March 2013

Hayden Foster - March 2013

Ben Martin - March 2013

Chris Nicholson - March 2013

Scott Sutton - March 2013

Agee Bryant - June 2013

William Cheeley - June 2013

Patrick Sheehan - June 2013

Zach Zellner - June 2013

James Heller - September 2013

Greg McKee - September 2013

Robert Owens - September 2013

Rob Rowley - September 2013

## **Promotions to Administrative Assistant**

Laura Cleveland - March 2013

## **Promotions to Management Specialist I**

Robin Sullard - March 2013



PUBLIC SAFETY







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