

COUNTY OF HENRICO
FIRE STATION NO. 11

1754



2014 Annual Report

Henrico County

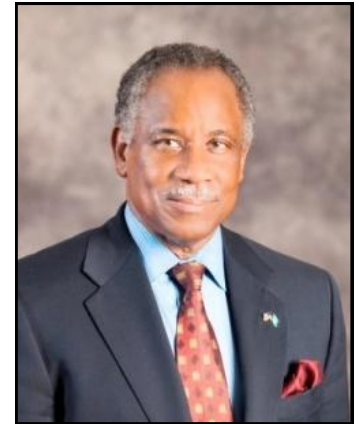
Board of Supervisors



Richard W. Glover
Brookland District



David A. Kaechele
Three Chopt District



Frank J. Thornton
Fairfield District



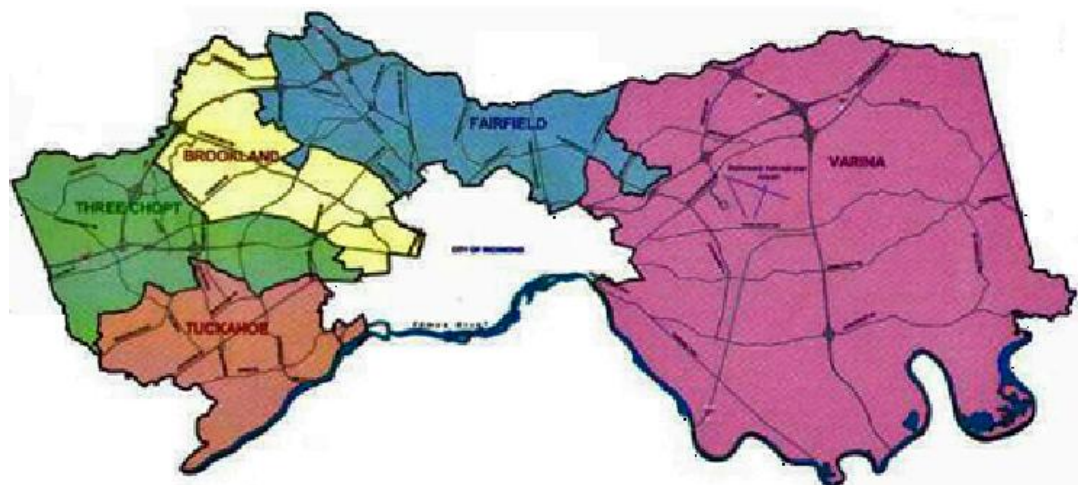
Patricia S. O'Bannon
Tuckahoe District



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 548 men and women of the Henrico County Division of Fire, I am pleased to present the 2014 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.

The Henrico County Division of Fire provides the full range of emergency and community-related services expected of a modern all-hazards response agency. We are proud of our outcomes. During 2014 there were no structure fire fatalities in Henrico County, which is an indication of the significant prevention efforts undertaken by the members of the Division of Fire. With respect to Emergency Medical Services, our focus on the response to sudden cardiac arrest has resulted in very impressive results; at least 27 individuals who suffered cardiac arrest were resuscitated by Henrico Firefighters and survived to be discharged from the hospital. This is just one example of how the Division of Fire, in cooperation with the County's volunteer rescue squads, saves lives in Henrico County.

Our personnel have been actively involved in the Central Virginia All-Hazards Incident Management Team. During 2014 these team members deployed to serve in incident management roles during such complex incidents as Super Bowl XLVIII in New York, wild-land fires in Montana and Oregon, and missing person searches in Charlottesville, Virginia. 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 2014, the Division was awarded more than \$1 million in grants. In addition, our specialty repair shops saved taxpayers an estimate \$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.

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 2014, the Division of Fire responded to 41,759 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.

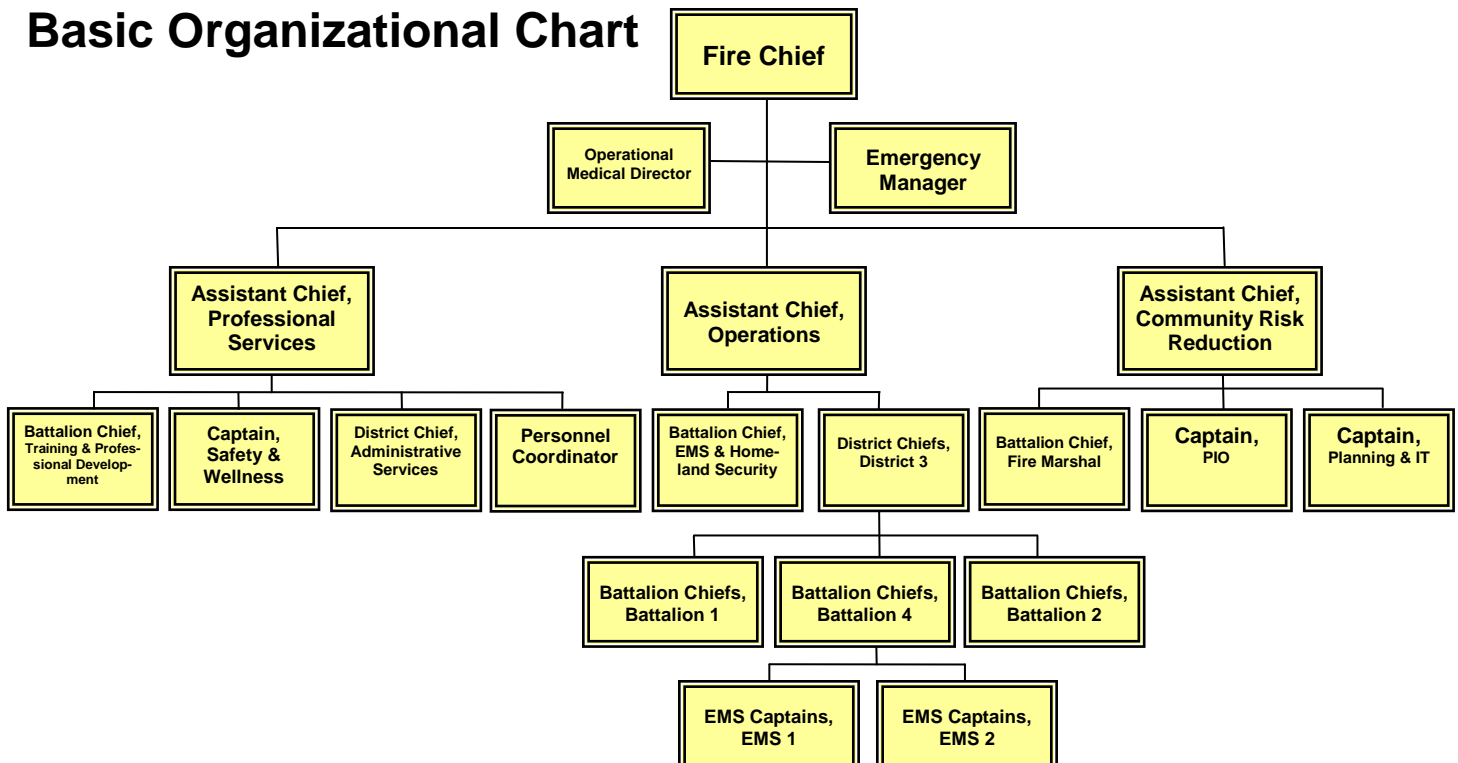
Respect - We will hold in high regard, the diversity within our organization and community.

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.

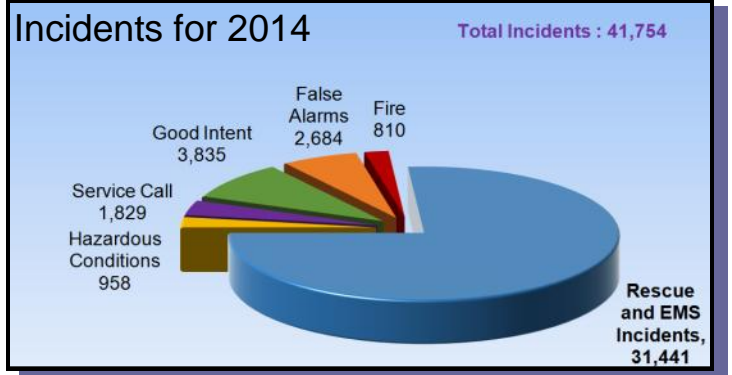
Empathy - We will support, understand and meet the needs of our organization, and the community in a compassionate manner.

Division of Fire Basic Organizational Chart

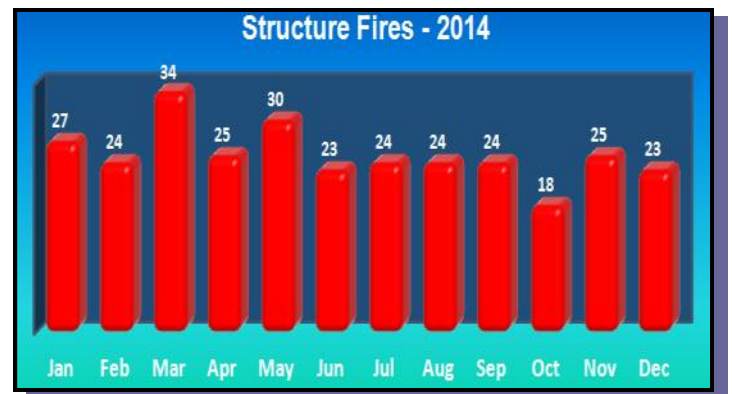
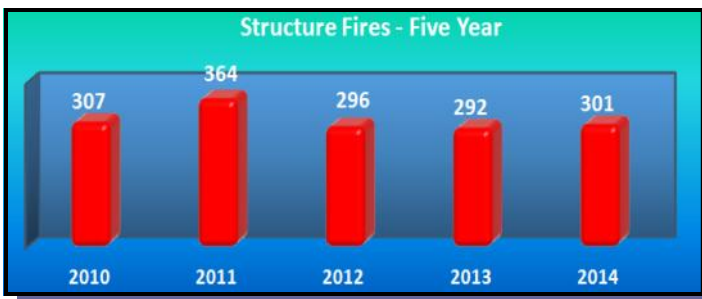


2014 Statistics

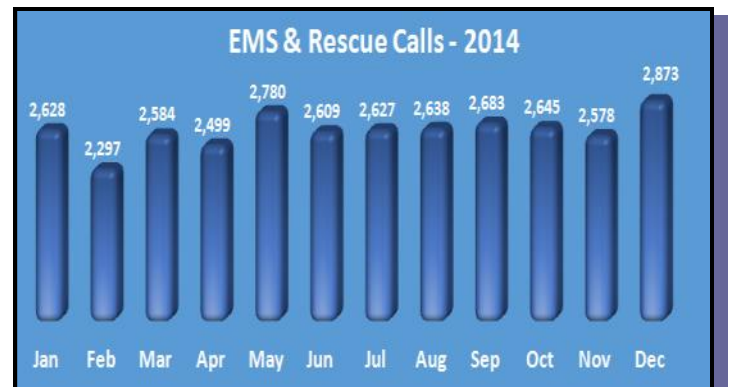
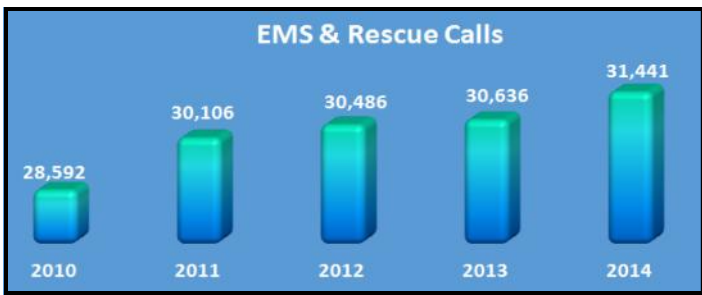
Incident Type	# of Incidents
Rescue and EMS Incidents	31,441
Good Intent Call	3,835
False Alarms & Calls	2,684
Service Call	1,829
Hazardous Conditions	958
Fire	810
Special Incident Type	121
Overpressure Explosion, Overheat- No Fire	60
Severe Weather & Natural Disaster	16
Total	41,754



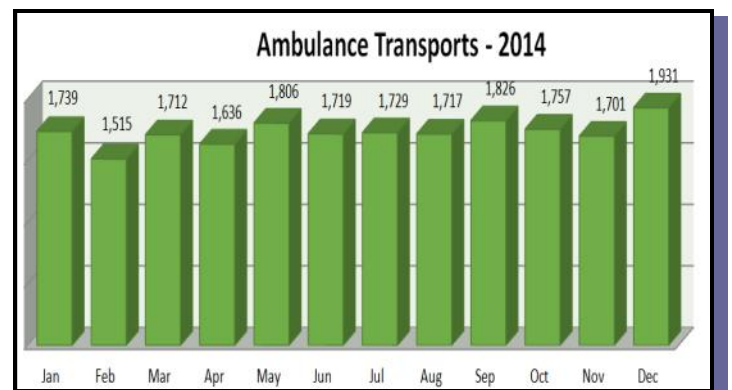
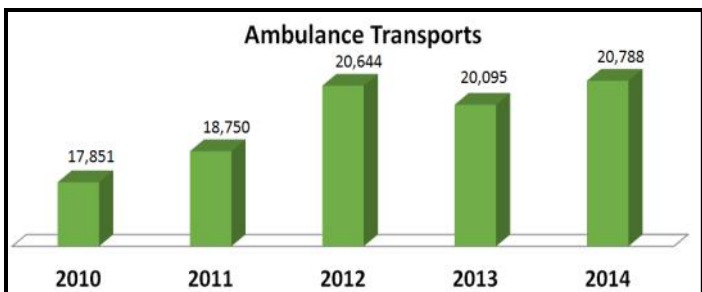
- ◆ Data Source : RedNMX (NFIRS Data Program)
- ◆ Data Includes only Division of Fire Responses (excludes volunteer rescue squads data)



- ◆ Data Source : RedNMX (NFIRS Data Program)
- ◆ 2014 data shown



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



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- ◆ 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 2014. The Division of Fire responded to over 40,000 calls for service protecting the lives and property of county residents. The expertise and professionalism of Division personnel is often requested across the state. The two incidents below provide examples of the level of service delivered every day by Division of Fire personnel.

Ice Rescue:

The Henrico Division of Fire responded to the area of 5940 Queens Thorpe Court for an eight year old female trapped beneath the ice in a pond behind this address.

Firefighters arrived to find chaos and would-be rescuers and bystanders attempting to rescue the girl. The victim was spotted in an unresponsive state beneath the surface of the ice. Time was of the essence and the firefighters chose to perform a dangerous rescue prior to the arrival of the water rescue team.

Firefighters reached the edge of the pond where a decision was made to commit to a rescue forcing firefighters to break through the frozen surface of the pond to reach the victim. Firefighters had to fully submerge themselves in the freezing water in order to make the last few feet to the victim.

The victim was accessed and pulled to the shoreline. Firefighters then carried the victim in their arms through 300 yards of marshland to the awaiting fire medic unit.

These firefighters committed to the water in order to make a rescue, well aware of the dangers and the odds stacked against them.

The eight year old female patient was resuscitated and after many months of treatment made a full recovery.

Missing Person Search:

The Virginia Department of Emergency Management contacted the Central Virginia Incident Management Team on September 18th for assistance with managing a missing person search in the City of Charlottesville.

Members of the Henrico Incident Management Team, as part of the Central Virginia All Hazards Incident Management Team, deployed to the Charlottesville Command Post on September 19th to begin the planning process for a search involving untrained volunteers. The County of Henrico sent five personnel on September 19th, six personnel on September 20th, and three personnel on September 21st.

The Henrico Incident Management Team provided incident management team members from the Sheriff's Department, the Division of Fire, and the Health Department. The operation was deemed a success with comments provided by state and local officials on the efficiency and expertise demonstrated by Henrico Incident Management Team personnel.

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:** The Fire Extinguisher Training is designed familiarize employees of Henrico County with the proper use of fire extinguishers.
- **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 evacuation drills and make recommendations on how to make the drills more efficient and effective.



Senior Safety Calendar

In 2014 the Community Risk Reduction Section produced a Senior Safety Calendar. The 18-month calendar contained fire prevention and safety information on a monthly basis and was printed and distributed to seniors in Henrico County. The calendar was also made available in an electronic format free of charge by CD and as a download on our web page.



National Night Out / Summer Heat

In 2014 teamed up with Henrico Police for the first Summer Heat event on August 2nd and the annual National Night Out event on August 5th. During the Summer Heat event Henrico Fire displayed apparatus and did live demonstrations from the HazMat Team, Search and Rescue Dive Team, Technical Rescue Team, Fire Prevention, Emergency Management, and Fire Explorers. During the National Night Out events throughout the county Henrico Fire attended 63 neighborhood events in the county and contacted 3,117 people sharing fire prevention and safety information.

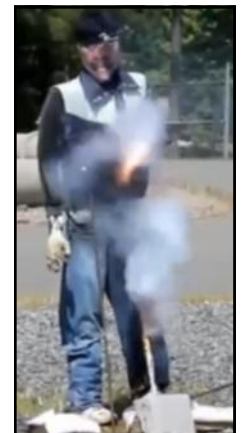


Fire Prevention Month

October 2014 was Fire Prevention Month. For this month efforts were heightened in spreading the fire prevention message. This year Henrico Fire received assistance from the students at Hermitage Technical Center with supplies for the month. The students designed and printed the four foot by eight foot safety message banners that were displayed in front of each fire house in the county. On the kick-off day of Fire Prevention Month, students from the school assisted the firefighters at Fire House 11 with hanging the first banner. The students also printed fire prevention flyers for the firefighters. During the month, Henrico firefighters attended 181 events for a total of 13,805 contacts and 940 firefighter hours.

Fire Safety Demonstrations

Throughout the year the Community Risk Reduction Section hosted events and demonstrations to promote fire prevention and safety throughout the County. During the spring we hosted the first Firefighter Cook-Off to kick off National Preparedness Month. During the summer we hosted a fireworks safety demonstration. In October and December we partnered with AAA to host Halloween and Christmas Safety events.



Human Resources and Professional Development

Spring Evolutions:

In the spring of 2014, the Division of Fire (DOF) completed county wide scenario based training that focused on individual firefighter techniques during a Mayday. Some of the key topics covered were air management techniques, crew resource management, downed firefighter packaging and removal, commanding the mayday, and treating injured firefighters during a prolonged mayday scenario. A total of 488 sworn members completed this training resulting in a 96.6% completion rate, totaling more than 3,000 training hours devoted to this training.



The intent of the Spring Evolutions 2014 was to deliver safe and consistent training to all sworn members on mayday operations. The focus of this training was on managing the mayday and locating, removing, and treating injured firefighters. This training occurred in two, four-hour blocks of instruction each day, over the course of thirteen days. All sworn members fit for duty were required to participate in Spring Evolutions.

The Instructor Cadre for Spring Evolutions 2014 consisted of members of the Training Staff, members of the Mayday Cadre, and select DOF members with specific skills sets in Mayday operations, and advanced rescue techniques. DOF members received classroom and hands-on training covering all aspects of the program, including a review of the command doctrine, managing the mayday procedures, approaching and removing downed firefighters, lifting and moving heavy objects, and treating/transporting downed firefighter to ensure a safe training environment and a consistent training message was delivered on a daily basis.

EMS Expo:

In 2014, the Expo offered 63 classes. Most of these classes were 90 minutes; however there were many classes that were delivered over multiple sessions. The success of the Central VA EMS Education Expo is demonstrated by the growth of the event. In 2010, 140 participants registered from 60 different agencies around the Commonwealth. In 2014, 443 participants registered from 122 agencies. 80% of the registered participants attended the event.



Unique to the Expo, our instructors are prepared with many different skill levels, certifications, and experience. A welcome benefit from the partnership between Bon Secours Health System and Chesterfield Fire & EMS has been the diversity of the availability of speakers from not only the Richmond area, but an extended service area.

The Central VA EMS Education Expo offered a vendor area for our participants to interact with the vendors. This area was very popular and provided information relating to new medical equipment, job recruitment, personal health, networking, and valuable moments of one-on-one education.



Recruit School

- Recruit Academy 63 completed in early 2014 with graduation in March (5,693 training hours)
- Recruit Academy 64 began with graduation scheduled in Jan. 2015 (over 5,000 training hours)
- Both recruit schools entailed the delivery of EMT, FFI/FFII, and Hazardous Materials Awareness and Operations, EVOC and Mayday



Human Resources:

- New Hiring Process began in December 2014.
- Approximately 1,100 applications were received.
- Promotional exams for all ranks, to include assessments and interviews
- Promotional processes began and completed with 13 promotions made in 2014.

Officer In-Service

- Four sessions during the 2014 year.
- Engaging all Lt's and above at the officer level
- Classes covered topics such as Target Solutions, Cancer in the Fire Service, Command Doctrine, Spring Evolutions After Action Report, Recruitment and Retention, Fire Chief's vision and other misc. topics.

EMS Training

- Basic Life Support Continued Education over 3,000 training hours for 138 students.
- Advanced Life Support Continued Education over 2,000 training hours for 130 students.
- Other EMS training to include PALS, ALS training, Intranasal protocol, ACLS renewal program, AHA all totaling over 6,000 training hours.
- EMT for Recruit Academy 3,000 training hours.

Instructor I class

- 10 students.
- 486 training hours.

Career Development

- Career Development Program interviews (60)
- Career Development Program testing
- Probationary firefighter exams

The "Basic" School

The Division of Fire hosted a Special Service School in the fall of this year. This format replaced the "Truck School" of years past. "The Basic School" focused on the core fundamentals that are required of the jump seat position on any special service company within the Division.

The course outline covered the following topics:

- VDFP Vehicle 1 certification
- Forcible Entry
- Ventilation
- Search and Vent Enter Search
- Ground Ladders and Ladder Rescue Systems
- Stokes Basket Evolutions.

A special thank you to the cadre for the "Basic" School as there was a lot of planning and preparing for this event. There were 22 students who completed the course totaling between them and the Instructors 1,338 Instructional hours.



Safety and Wellness

Work Performance Evaluation (WPE)

The Henrico County Division of Fire has recently completed the Work Performance Evaluation for 2014. 490 sworn personnel were evaluated during four weeks with 95% (n=465) successfully completing the event at or below the established benchmark time of 8:44.

In the first year, an overall improvement of 8% was noted, representing an additional 39 Division Member that were able to meet the benchmark time of 8:44 from the previous year.



Firefighter Fitness Program

The "Fire Fit" Class was developed and delivered to assist those members unable to meet the WPE benchmark time.

Near Miss Reporting

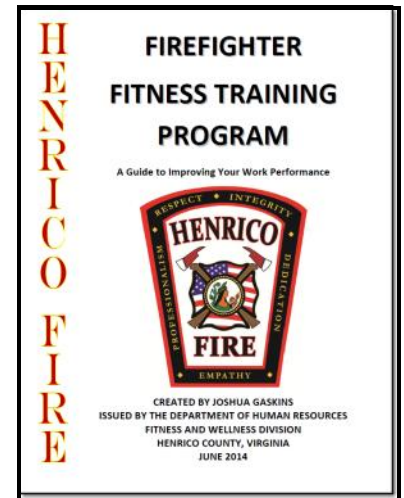
- Working Regionally with IAFC National Near Miss Reporting System to improve the system and reporting process.
- Regional Safety Officer's Group designed a Regional Occurrence/ Near Miss Reporting Draft document form and process for Metro Operations Chief's Group.

Public Access AED Program

- Developed a county wide Public Access AED Program.
- Funded by the County Manager.
- Purchasing 20 units per year to update, add and maintain our County AED's.
- Have purchased 20 and are currently ordering 20.

Firefighter Safety Stand Down

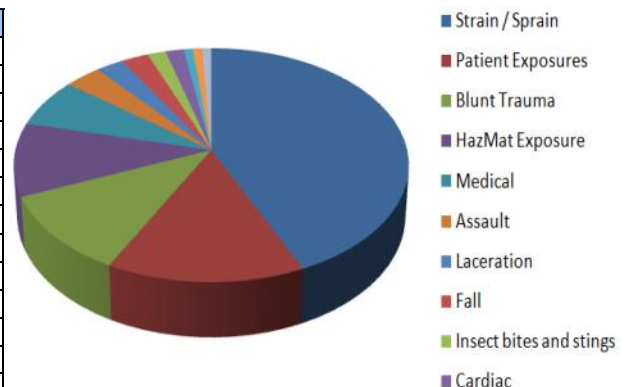
Beginning on June 21, 2005, fire departments across the nation took time out of their day to review NIOSH line of duty death reports, fire ground safety issues, and health and wellness concerns as part of the first Firefighter Safety Stand Down. In 2007, the Firefighter Safety Stand Down was expanded 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. 2014 Safety Stand Down focused on lost/trapped mayday operations at the individual level. Delivered by Battalions and District Chiefs in the district.



Firefighter Injuries

For 2014 the Division of Fire had 118 reported injuries. The majority of these injuries were strains and sprains (51). Patient exposures and blunt trauma injuries were a distant second (17) and third with 13 injuries reported.

Type of Injury	Number
Strain / Sprain	51
Patient Exposures	17
Blunt Trauma	13
HazMat Exposure	12
Medical	8
Assault	4
Laceration	3
Fall	3
Insect bites and stings	2
Cardiac	2
Ear Blockage	1
Hypothermia	1
Thermal	1



Office of Emergency Management (OEM)

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.

During 2014, Henrico County recertified its status as a Storm Ready County in partnership with the National Weather Service and became a Weather Ready Ambassador. Storm Ready is an acknowledgement from the National Weather Service of the many methods in place to ensure that citizens are aware of weather threats and are able to receive emergency weather information in a timely manner. Being a Weather Ready Ambassador shows the County's commitment with the National Oceanic and Atmospheric Administration (NOAA) to improve our readiness, responsiveness, and overall resilience against extreme weather and environmental hazards.



Henrico County also maintains strong relationships with our state, federal, and private sector partners. Throughout the year, the County engaged in training, exercise, and information sharing sessions with the Virginia Department of Emergency Management (VDEM) and Federal Emergency Management Agency (FEMA), as well as Virginia State Police, Department of Social Services, and Henrico Schools. Through partnerships with the Police Division, we held several full-scale training exercises to practice response and recovery procedures.

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

- Community Emergency Response Team (CERT) classes for adults and for teens
- Ongoing training for CERT participants
- Community talks and information sessions
- Regional Survivor Day sessions in Henrico in concert with twenty-four other localities in Central Virginia. Participants received training directly from OEM, Henrico Health Department, Henrico Fire, Henrico Police



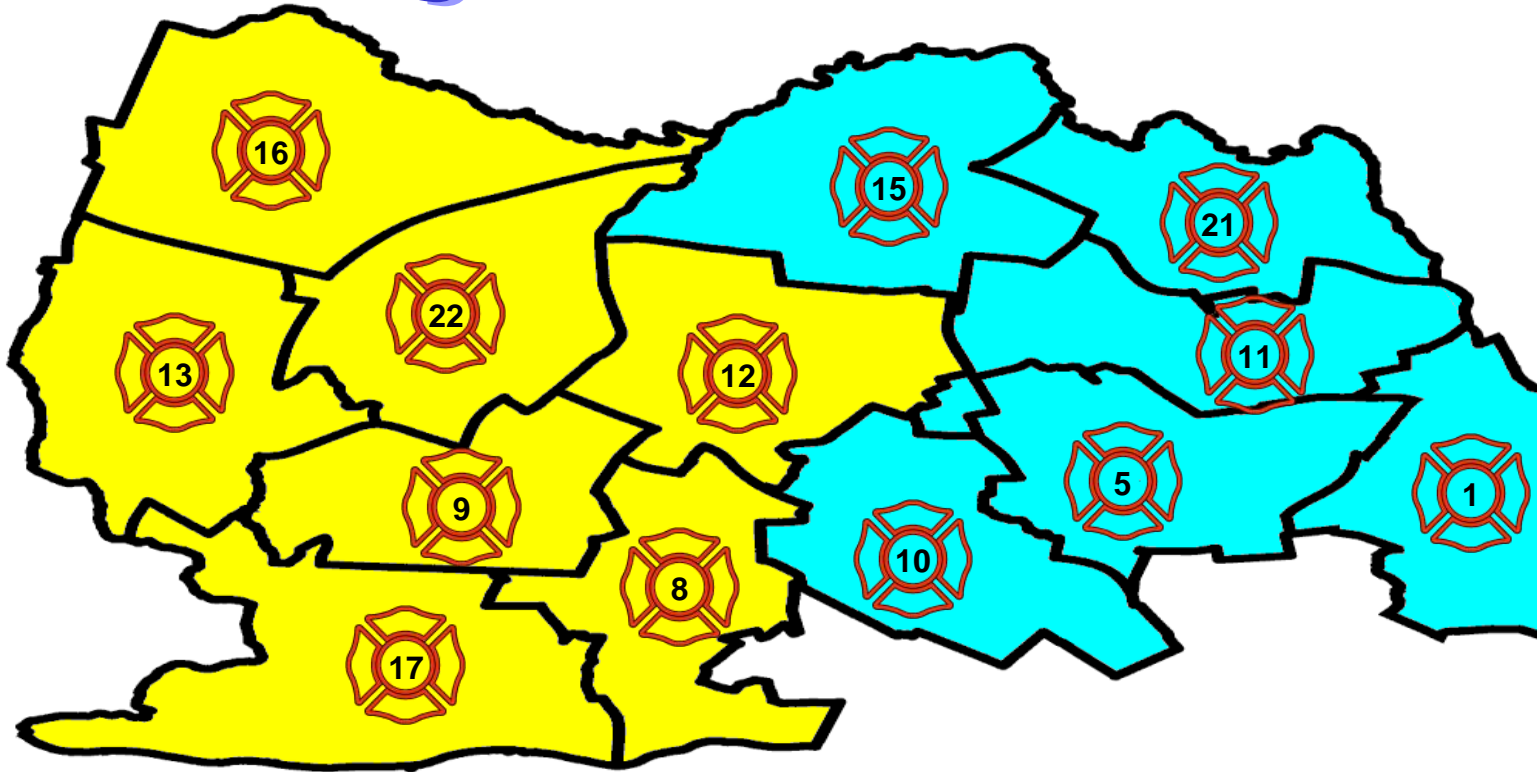
Henrico County Division of Fire continues to encourage residents to sign up for emergency alert notifications on our Henrico Code Red system, where they can receive life-safety information on their home or work phone, cell phone, or email accounts. This information can help us share information on evacuation, 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 www.henricoalert.org.

Henrico Fire continues to maintain an active role in regional activities

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



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



11,302 Sq. ft.
 Cost of
 \$4,500,000
 LEED: Silver



**Glenwood Farms Firehouse 7
 Grand Opening March 15, 2014**

**Regency Area Firehouse 9
 Grand Opening May 17, 2014**



11,000 sq. ft.
 Cost of
 \$3,800,000
 LEED: Seeking Silver



Station 10 Construction

- Estimated Finish Date is July 1, 2015.
- Estimated cost 4.5 Million
- Gross Square Footage 12,060
- 3 Drive Through Bays, Mechanical Mezzanine, Overnight accommodations for 15 firefighters, Engine, Ladder Truck, in addition it will include additional area for 3 more vehicles. New Station Alerting System, designed to achieve a LEED Silver Certification.
- Modern design, Energy Efficient.
- Old station construction date May 19th, 1962
- Old station square footage 4,215 square foot



New Station 10 design



Construction early 2014



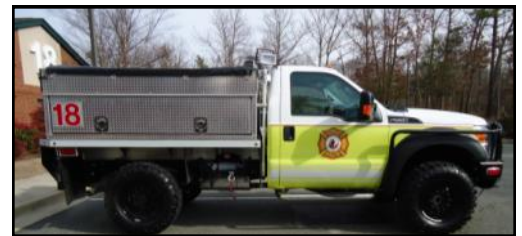
Construction late 2014

Fleet Operations



2014 Fleet Operations

- During 2014 the Division of Fire purchased two Pierce Velocity Engines stationed at Firehouse 13 and 3.
- Fire Medic 13 was refurbished - M2 Freightliner chassis.
- Brush 18 - Ford F550, 227 Gal Water, 10 Gal Foam, 245 GPM Pump.
- New Fireboat 2 - 32 foot Munson Fireboat (grant funded).



Logistics

- Recruit School: 16 Recruits: Uniforms, Personal Protective Equipment (PPE)
- District: 90 set of PPE and 100 bunker boots
- Increased promotions over the past two years increased number of dress uniforms.
- Support the Volunteer Rescue Squads of Henrico with EMS supply purchasing and acquisition
- Logistical support for 2 race events at Richmond International Raceway.
- Purchased King Vision Laryngoscopes for field (grant funded).
- Oversee the logistical needs of 525 firefighters and 20 fire stations, Administration, and Training for the Division of Fire

New Henrico Fire Patch

In 2014 Henrico County Division of Fire began the process of changing our patch to the new 2014 design. The process of the new patch began in 2013 when Chief Tony McDowell announced a contest to all of the firefighters to design a new patch that reflected who we are today as a department. When all the entries were in it was difficult to select just one. The uniform committee decided to use elements from 14 different entries and create a single design. The new patch combines familiar elements from the old patch like the shape and Pocahontas in the center with some traditional fire department elements like the maltese cross and crossed pike head axes. Around the perimeter of the new design are the words: Professionalism, Respect, Integrity, Dedication, and Empathy (PRIDE). PRIDE is a key portion of Our Values and Our Mission statement and made a fitting final touch to the patch design.



With the design process reaching an end the process of replacing the old patches with the new one begins. As any department or company realizes, when “rebranding” is done it involves more than just a patch on the sleeve of uniforms. We will be beginning the process with the uniforms and apparatus. As an initial purchase we will be ordering 10,000 uniform patches for shirts, coats, and dress uniforms. This initial purchase will give us a minimal number, per person of new items and is expected to take up to a year to complete. The Division of Fire continued to save money during the process by having the firefighters remove the old patch from uniforms themselves and going out to national bid for the purchase of the new patch.

Specialty Teams



Hazardous Incident Team (HIT)

As the Virginia Department of Emergency Management's designated regional hazardous materials response team for Central Virginia, the Henrico Hazardous Incident Team provides a significant resource for both Henrico County and the Commonwealth. Responsible for addressing major chemical releases, assisting with large transportation incidents, and providing capabilities for Weapons of Mass Destruction (WMD) incidents, the team has continued to safeguard the region against the ever-present threat of both accidents and attack since its establishment in 1981. Over the past year, HIT members have trained with industry and response partners throughout the region to ensure increased readiness to address these complex emergencies in a manner that helps protect life, critical infrastructure, property, and the environment. Several members have traveled outside Virginia to attend advanced WMD training in New Mexico, Alabama, and Nevada. Henrico HIT members have also traveled to Colorado to receive training on preparedness for crude oil emergencies and worked with CSX Transportation and the Central Virginia Incident Management Team to conduct preparedness drills throughout the Richmond area.

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. Through a 2013 Port Security Grant Henrico Fire was able to purchase a 32 foot Munson Fireboat with 1500 gpm fire pump. The team purchased four DUI Dry suits. Training for the team included swift water operations, Joint TRT/SRT Swift Water Training Pipeline, four members attended the United States Coast Guard SAR Forum which included training in sonar, night navigation, seamanship, and a large scale SAR exercise. We also sent 5 members sent to Port of Virginia Marine Firefighting School. In total, the SRT had 4,624 hours of training during 2014. During the 2014 fiscal year the SRT had 51 calls for service.





Fire Bike Team

The Division of Fire Bike Team stayed busy in 2014 staffing many different events. In addition to the usual NASCAR races and festivals, an increasing number of 5K running/walking events were handled. 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 is able to respond more rapidly in venues with large crowds or difficult access. All of our supporting logistics, including bike repairs and supplies, are handled by members at Station 16.

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

Fire Station 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 functions at large events within our Henrico County. The team provides cooling facilities, shelters, and medical care at gatherings expected to be over 2000 people. The team works with the Office of Emergency Management and other County Departments in providing support to Mass Gatherings. Notably, the team is deployed to Innsbrook for concerts, mass gathering events at Richmond International Raceway and supports other federal, state and local events within Henrico County.

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 31 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. For CY2014, TRT responded to 4 incidents of building collapse/comprise and 5 incidents of heavy vehicle/machinery entrapment.



Specialty Shops



Henrico County Division of Fire (DOF) 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 \$400,000 annually.

Accountability Shop - The Accountability Shop fabricates and designs name tags, award plaques, and unit identification tags for the Division of Fire. The station utilized approximately 175 man hours over the past year, resulting in a savings of \$8900 to the DOF.

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. Utilizing Division of Fire personnel in lieu of outside vendors result in a cost savings of an estimated \$45,725 annually.

Chain Saw Shop - 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. 141 hours were spent by Fire Station 21 personnel working in the Chain Saw Shop repairing equipment which saved \$7,050 in county funds.

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 with savings of \$1,110 for the County.

Electrical Shop - The Electrical Shop this year handles requests for repairs of electrical cords, adapters, electric positive pressure fans, and cord reels with new electrical cord and electrical ends. The shop used 200 man-hours for a savings to the County of \$12,482 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. 100 extinguishers were serviced; 50% receiving hydro testing; the other half receiving basic service. The shop completed approximately 250 man hours of service this year. The Fire Extinguisher Shop saved the County approximately \$5,750.

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 maintained over thirty 4-gas monitors assigned throughout the Division as well as well as numerous other 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. The Heart Monitor Shop showed an estimated savings of \$1,300 with 208 man hours invested.

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 152 man hours of service with a cost savings to the County is \$3,800 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, with 450 to 500 man-hours devoted to shop activities each year, consistently saves the County an estimated \$51,977 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. Annually they do preventative maintenance on 38 Hurst tools; preventive maintenance on generators and repair an average of 10 units per year for a cost savings to the county of \$13,527.

Mobile Data Computer (MDC) Shop - The MDC Shop personnel 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 1,984 oxygen bottles. This required 576 man hours from the station personnel, but saved the county an estimated \$26,190.

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. 571 hours spent on the SCBA repairs; 350 hours on mask repairs and 2 hours on bottle repairs. They also perform 554 fit tests annually and annual flow tests. This shop saved the county \$55,331 over the past year.

Sew Shop - The sew shop repairs the firefighter protective gear and do special projects as needed. They spent 180.5 hours on repairs and projects. The shop had a cost savings of approximately \$8,007.

Small Engine Shop (SES) - The small engine shop repairs and maintains the small gas powered equipment used by the Division of Fire. Over the past year firefighters have spent approximately 192 man hours in the shop for a savings \$11,909 in repair. If lawn care was contracted out, the cost would be at least \$48,000 annually.

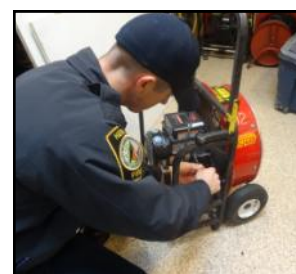
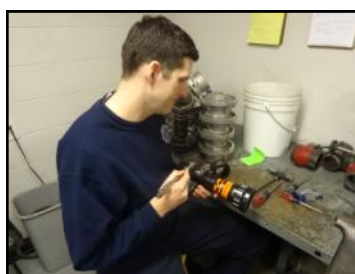
Stretcher shop - The Stretcher Shop continued preventive maintenance and making repairs to many of our first line stretchers and stair chairs. The shop supplied all stretchers with shoulder harness restraints, providing added safety and security for both our customers and providers. The Stretcher Shop is staffed with certified technicians saving the Division \$13,250 by doing semi-annual inspections of our equipment. The shop used over 400 hours to service equipment.

Suction / Small Light Shop - The Suction / Small Light Shop repairs and maintains the portable lights used by firefighters and suction units carried on our ambulances. Last year the shop used 208 firefighter hours and repaired 138 units. This shop saves the County \$20,560 annually.

Thermal Imaging Camera (TIC) Shop - The TIC Shop maintains the cameras that we currently have on all apparatus. There are 34 Bullard TIC cameras that require annual maintenance or repair. The minimum amount that the county saves is \$21,426 annually.

Tire Chain Shop - The Tire Chain Shop provides maintenance on the tire chains in the DOF inventory. Estimated savings to the County was \$2,534 with 39 man hours invested.

Welding Shop - During the past year the welding shop worked on 6 projects for the district. The shop has an estimated cost saving of \$4,375 annually.

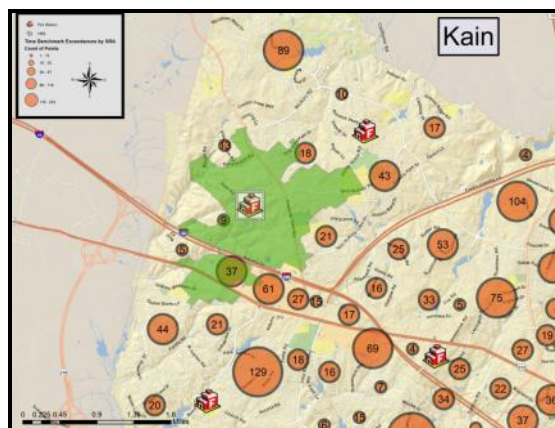
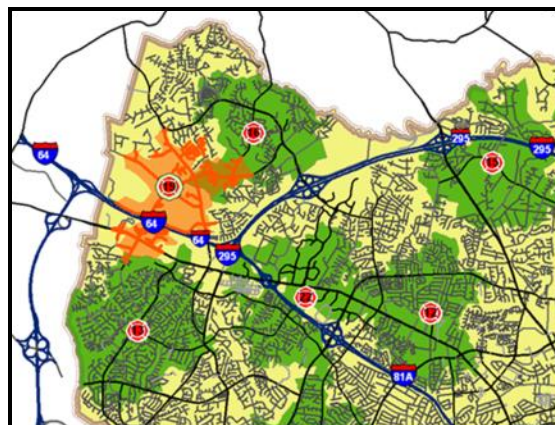


Planning and Technology

The Fire Planning and Information Technology Section has been busy supporting the mission of the Division of Fire.



- This section continues to install, maintain, and replace all computer hardware used by the Division. This includes all mobile data computers (MDC's), desktop computers, laptop computers, printers, scanners, and other hardware.
- Personnel in this section handle numerous IT Helpdesk requests each day. The Division of Fire currently utilizes over 335 computers.
- During 2014, an extensive field trial was conducted to determine the feasibility of using tablet-style computers for field operations.
- Another successful project for this section was the initiation of GoPro cameras on fire apparatus to record fire scene activities.
- This section continues to monitor the Division's compliance with its international accreditation objectives. The 2014 Annual Compliance Report was submitted to the Commission of Fire Accreditation International.
- Another objective of this section is to manage the Division's Continuous Improvement Strategy.
- The Fire Planning and IT team continues to administer the various electronic databases associated with the Division's technology needs including Work Performance Evaluations, apparatus mileage tracking, and many others.
- 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 during the past year.
- This section successfully developed a technology solution to implement electronic pre-planning for mobile data terminals.
- The Division of Fire's Technology Strategy was developed as a comprehensive document to help guide the Division's technology future.
- This section represented Henrico Fire at the ESRI Federal Users' Conference. This section has provided numerous data analyses in the past year. These data analyses have been instrumental in allowing the Division to achieve its response time benchmarks and to forecast future needs of the Division.
- 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.



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 members and one civilian employee. The civilian employee is a certified Fire Protection Engineer, who is responsible for ensuring site development, new construction and alteration projects comply with local ordinances and the Virginia Fire Prevention Code. 400 Plans were reviewed in 2014.

Sworn personnel consist of one Chief Fire Marshal (Battalion Chief), one Deputy Fire Marshal (Captain), two Lieutenants and six Assistant Fire Marshals. The Fire Marshal's staff is sworn to perform fire inspections, origin and cause, and 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 conducted 139 Origin and Cause fire investigations in 2014. This included structure fires, vehicle fires, field and brush fires, outside fires and bombing incidents. 85 of these fires were determined to be Incendiary in nature with 35 incidents being cleared by arrest or exception, yielding a 41% 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.

The Fire Marshal's staff and district personnel carry out fire prevention inspections within businesses, public assemblies and educational occupancies. The inspection process is used to primarily to educate the business community in a personal format while identifying fire hazards and to bring those hazards into code compliance. There were over 4,200 fire safety inspections conducted during 2014.



Awards and Recognitions



Celebration of Life

On Sunday February 9, 2014 Henrico County Division of Fire held our first Celebration of Life ceremony. The Division of Fire partnered with the volunteer rescue squads, Bon Secours Health Systems and HCA Healthcare in



this endeavor to promote a true sense of community working together for our patients. 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%. In 2014, the Division responded to 585 cardiac arrests. Of those arrests where treatment was given, 82 were resuscitated or 14%. The national average is only about 11.4%. For the first Celebration of Life, 198 Life-saver Awards were presented to 152 firefighters.



2014 NACo Awards

Every year the National Association of Counties (NACo) awards counties for innovative programs that modernizes the county government and increases services to county residents. The NACo achievement awards are given in 21 different categories including environmental protection, information technologies, health, and many more. 2014 is the 45th

year that NACo has done the Achievement Awards Program. For the ninth straight year, Henrico County earned more awards than any other Virginia County. Only three other counties in the nation earned more awards than Henrico County and Henrico County has just a fraction of the population with fewer than 325,000 citizens in population than the other counties. Since 1987, Henrico County has earned 504 NACo Achievement Awards. In 2014 Henrico County received 26 Achievement Awards for programs of nine general government agencies. This year the Division of Fire received a total of seven NACo Achievement awards with one of those being shared with another county agency. The NACo Achievement Awards that Henrico Division of Fire received this year were:

- *After the Fire*
- *Central Virginia EMS Expo*
- *Intelligent Response: Data-Driven Fire Hazard Evaluation*
- *Re-Launch of the Henrico Fire Safety House*
- *The Basic Special Services School*
- *Work Performance Evaluation*
- *Preparing for the Future: Promotional Process Feedback Program (Joint award with Department of Human Resources)*

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 2014 recipient of the Wayne Greenwood Mentorship Award is:

Firefighter William Roberts

- William Roberts began his career with the DOF in July of 1987
- William has worked for years on the ACT team, HazMat Team, and TRT.
- William traveled to Florida as part of a task force to combat forest fires.
- He has been directly responsible in the past couple of years for Station 18's pumps being tested and all the hose being tested at the station.



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 2014 recipient of the Michael Holder Leadership Award is:

Battalion Chief George Lane

- George Lane began his career with the DOF in September of 1987.
- Chief Lane has been involved with a wide range of activities like the Vindicator nozzle project, Thermal Image Camera Shop development, the Captains Operational Group, and the Operational Action Team.
- Chief Lane is a true officer and should be a mentor to everyone in the Division for his loyalty, integrity and leadership. He will do whatever he can to help anyone and do the right thing.



Community Services Medal

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

The 2014 recipient of the Community Services Medal is:

Firefighter Jon Reinmuth

- Jon is certified as a Fire and Life Safety Educator and is a former athletic Trainer at the College Level. His educational background has allowed him to easily connect with our citizens and his students.
- Jon truly has a love for public education. Jon continually looks for new community groups to spread his message of life safety. He has developed plans for new programs, enhanced current programs, and finds ways to add groups to his already crowded schedule.



Valor Awards

This year at the 25th Annual Valor Awards four Henrico Firefighters were honored for their efforts in 2014. Lieutenant Jason Carneal was awarded for rescuing an elderly neighbor from a house fire while off duty. Firefighters Todd Stacy, Jonathan Jarrell, and Michael Bassett were awarded for their efforts in saving 10 year old Destiny Harris from a frozen pond.

Destiny was at the award ceremony to help make the presentations to the firefighters. For the 25th Valor awards 250 previous recipients were invited to attend including retired Lieutenant Brian Ramsey and Captain Mark Cumashot.



Promotions

Henrico County Division of Fire was proud to make the promotion of thirteen fire officers, during the 2014 Calendar year. These promotions included a District Chiefs, a Battalion Chief, four Fire Captains, and seven Fire Lieutenants.



Promotions to the rank of District Chief September 2014



Eugene "Cricket" Gerald



Promotions to the rank of Battalion Chief December 2014



J Bryan Myers



Promotions to the rank of Fire Captain June 2014



Jackson P. F. Baynard



B. Scott Kincaid

December 2014



Scott J. Archibeque



Ronald J. Thomas



Promotions to the rank of Fire Lieutenant June 2014



Phillip J. Lathrop



Joseph R. Powers



Michael D. Roth

December 2014



Daniel J. Cramer



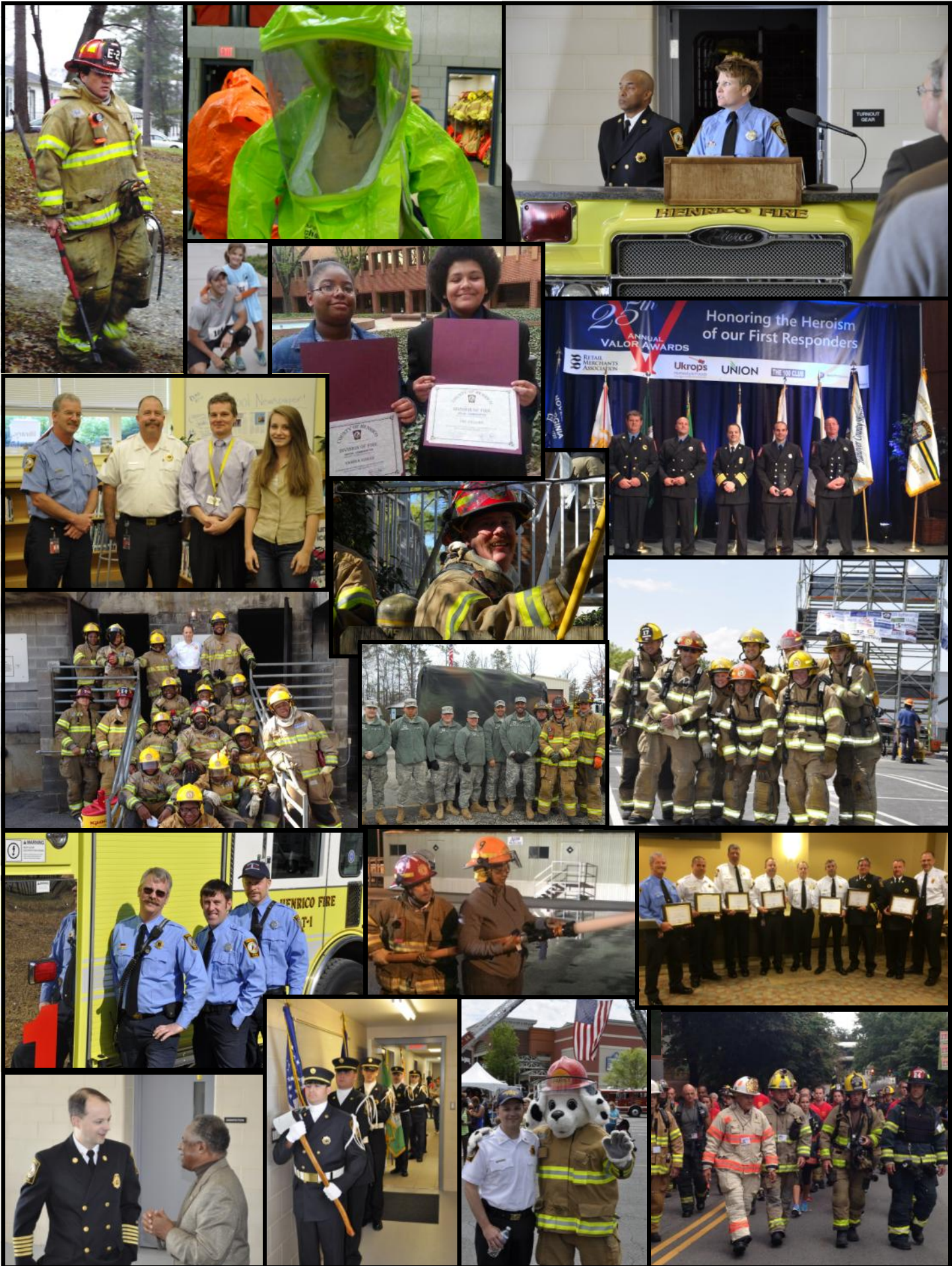
Christian H. Kitchen



Joseph K. Mooney



Kevin M. Pond



Firefighters take a break and regroup after extinguishing two structure fires on a property off of Hungary Rd in Henrico's West End.
March 2014
Photo by Assistant Chief Andrew Baxter



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Commission on Fire Accreditation International since 1998*