

PUBLIC SAFETY

Division of Fire

Description

The Division of Fire exists to promote and sustain a superior quality of life in Henrico County through the provision of emergency services. The Division pledges to deliver professional, cost-effective services in a personal, responsive, and innovative manner that will always serve the public's interest. The Division further pledges to develop and maintain a highly effective and competent workforce through education, mentorship, and leadership.

The Division's organizational chart includes three major branches: Professional Services, Community Risk Reduction, and Operations. The Professional Services branch is comprised of Administrative Services, Business Management, Logistics, Personnel, and Training. The Community Risk Reduction branch includes Emergency Management, Planning & Technology, Safety, Code Enforcement, Fire Prevention, and Community Services. The Operations section comprises all fire, rescue, and emergency medical services personnel in the County's twenty fire stations.

The Division of Fire is an all-hazards department with a focus on the protection of life, property, and with a proactive approach to community preparedness. In addition to its traditional role as the provider of fire prevention and protection, the Division is also the

primary provider of Emergency Medical Services, both in terms of first-response and emergency pre-hospital transport. Finally, the Division of Fire operates the regional hazardous materials team and provides technical rescue, ground search, and water rescue.

Objectives

- To minimize the occurrence of fires and other hazards through a strong fire prevention program, through the encouragement of smoke detectors in all occupancies and continued support of the use of fire sprinkler systems.
- To minimize all forms of loss due to fire caused by natural and/or man-made disasters by aggressive property conservation measures and practices.
- To ensure strong, effective, and insightful leadership through all areas of the organization. Strong command leadership shall be demonstrated during all emergencies to ensure effective operations and the best possible outcome for citizens.

Annual Fiscal Plan

| <u>Description</u> | <u>FY11 Actual</u> | <u>FY12 Original</u> | <u>FY13 Approved</u> | <u>Change 12 to 13</u> |
|--------------------------|------------------------|--------------------------|--------------------------|----------------------------|
| Personnel | \$ 42,990,272 | \$ 43,442,604 | \$ 44,803,086 | 3.1% |
| Operation | 4,390,800 | 4,433,782 | 4,611,715 | 4.0% |
| Capital | 1,733,110 | 2,088,200 | 232,345 | (88.9%) |
| Total | <u>\$ 49,114,182</u> | <u>\$ 49,964,586</u> | <u>\$ 49,647,146</u> | <u>(0.6%)</u> |
| Personnel Complement | 539 | 539 | 539 | 0 |

| | Performance Measures | | | |
|--|-----------------------------|-------------|-------------|----------------------------|
| | FY11 | FY12 | FY13 | Change 12 to 13 |
| Workload Measures | | | | |
| Total Calls for Service | 39,120 | 39,871 | 40,622 | 751 |
| Total EMS and Rescue Calls for Service | 29,114 | 30,091 | 31,068 | 977 |
| Fire Incidents | 1,110 | 1,087 | 1,065 | (22) |
| Fires per 1,000 Population | 3 | 3 | 3 | 0 |

- To ensure customers receive the highest level of service and protection by supplying the Division's employees with quality training, equipment, and educational opportunities.
- To work cooperatively with other agencies and organizations (public/private) to ensure the effective operation of the Division of Fire.
- To continually enhance the level of emergency medical service delivery by maintaining a constant awareness of changes in the field and through the utilization of a strong quality improvement process.
- To support the Division's partners in the Volunteer Rescue Squads in recruitment as well as training.
- To implement technology in all aspects of the operation in an effort to aid in administrative decision making, emergency resource deployment, and training.

Budget Highlights

The Division of Fire's approved budget for FY2012-13 is \$49,647,146, representing a net decrease of \$317,440 or 0.6 percent from the previous approved budget. The personnel component increased by \$1,360,482 or 3.1 percent from the previous approved fiscal year. The increase was driven by rising VRS, VRS life insurance, and health care expenditures as well as career development program costs. This increase was slightly offset by the increase in departmental vacancy savings.

The operating component is forecasted to increase by a net difference of \$177,933 or 4.0 percent from the previous approved budget. The lease/rent of equipment increased by \$266,647 to reflect the new

Defibrillator Lease Program. The County will not own the units and the new contract will allow the County to have standardized units throughout the Division. It is important to note that funding of \$40,000 is included for additional operating costs associated with the replacement of Fire Station #7 and Fire Station #9 as well as the renovation of Fire Station #10 and Fire Station #13. A total of \$65,883 was reallocated from capital to cover various other operations within the Division. Although this component experienced an overall increase, it is important to note that there were several reductions as well. A reduction of \$74,650 was made as a result of the department's budget reduction strategy to reduce expenditures by streamlining services and increase efficiencies. In addition, this decrease also reflects the County-wide adjustment in technology replacement totaling \$119,947.

The capital component is forecasted to decrease by \$1,855,855 or 88.9 percent from the previous approved budget. It is important to note this component previously included funding for the apparatus replacement program at a total cost of \$1,500,000 which is now being captured in the capital budget. A total of \$266,647 was reallocated to the operating component to cover the new Defibrillator Lease Program and the remaining \$65,883 was reallocated to cover various other operations within the Division. In addition, funding of \$23,325 was removed from the capital component as a budget reduction strategy. It is important to note that there are several items that are currently forecasted within the remaining capital budget of \$232,345.

The capital component also includes Emergency Medical Services (EMS) Equipment Enhancement Program funding in the amount of \$76,600. Funding for this program was created in FY2004-05 at an annual cost of \$96,000, which allowed for the annual replacement of defibrillators. Beginning in FY2012, the Division initiated a multi-year lease of defibrillators. This lease program will provide a

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reliable inventory of defibrillators, which in turn will allow the Division to utilize its EMS enhancement funds on much-needed replacement of stretchers and other patient care equipment. The approved funding of \$76,600 will satisfy this need.

Outside of these replacement plans, funding of \$98,050 is provided for various types of firefighter equipment. Also, funding of \$57,695 is included as a part of the ongoing plan to refurbish the fire stations as well as the maintenance and refurbishment of the Division's Administrative offices.

In FY2012-13, the Division of Fire will focus on expanding the quality of existing programs as well as continuing to provide a consistently high level of service to the citizens of the County. Examples of these programs include enhancing firefighter safety, streamlining training delivery, and a continued priority towards community services.

During 2011, the Division's Office of Emergency Management (OEM) assisted with numerous county-wide emergencies, including responses to snows in January, wildfires in February, a 5.8 magnitude earthquake, and Hurricane Irene in August. The OEM also coordinated training to maintain the County's NIMS compliance in 2011 by offering training for 418 students using instructors from the Division of Fire and the Division of Police. The Division coordinated numerous Homeland Security grants offered by the Virginia Department of Emergency Management, including regional grants to help augment emergency shelter staff, enhance domestic animal sheltering capacity in an emergency, and enhancing communications capability in the County's emergency operations center (EOC).

Enhancing community preparedness continues to be a priority for the Division of Fire. This includes distribution of emergency action plan templates for businesses and licensed care facilities in the County and the review of more than 40 emergency action plans throughout the year for these licensed facilities. Staff members have worked to help develop regional information sharing platforms with similar agencies to include outreach campaigns such as "Be Ready Henrico!", hurricane preparedness week, tornado awareness week, winter preparedness month, and "Resolve to be Prepared in 2012". The Division of Fire, the Division of Police, and the Health Department collaborated to offer the first annual

Central Virginia Disaster Survivor Day. This training, which was held concurrently with six other localities and was sponsored through the Central Virginia Urban Area Security Initiative (CVUASI), focused on hazard awareness and preparation efforts citizens can take before an emergency.

Adding to the more than 450 citizens and business members who have completed Community Emergency Response Team (CERT) training since 2002 are 18 County employees who completed one of the four CERT classes that were offered in 2011. The Division of Fire firmly established its "Fire Corps" program, which includes a volunteer cadre of instructors and volunteers to help with information sharing. CERT and Henrico Amateur Emergency Radio Service volunteers assisted in the County's EOC during Hurricane Irene. The Division continues to enhance the Citizen Corps Program efforts by expanding the training opportunities available to the five Citizen Corps programs by providing ongoing training to Citizen Corps volunteers across the County to augment shelter staff during disasters, and actively participating with the Central Virginia Volunteer Organizations Active in Disaster (CVVOAD).

Additionally, the Office of Emergency Management will be adding a new volunteer program in collaboration with the Division of Police's Animal Police Unit. The Henrico County Community Animal Response and Resource Team (HCARRT) will offer additional volunteers and resources to the domestic animal section of the County's emergency shelters, and will offer an avenue to collaborate and coordinate volunteer efforts in an emergency, in addition to offering information to the public on disaster preparedness for animals.

The Division will continue the commitment to maintain its international accreditation status, first received in FY1998-99, reaccredited in FY2002-03, and reaccredited for the third time in FY2007-08. The Division of Fire was the first internationally accredited fire service organization in the State of Virginia and the ninth in the world. It is important to note that as of 2011, there are only 141 fire service organizations in North America that are currently accredited.

Firefighter safety and health continues to be a top priority of the Division. Proper equipment and

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apparatus is vital to the safety of the firefighter and the FY2011-12 budget continues to allocate resources to ensure a systematic replacement approach. Funding of \$177,400 is included within the existing approved budget for replacement turnout gear for firefighters as part of the on-going replacement plan. In addition, funding in the amount of \$77,600 is included for maintenance and repairs of self-contained breathing apparatus (SCBA). These efforts will continue to provide the Division's personnel with the best available personal protective equipment.

Streamlining and enhancing training has been a continuing goal of the Division. In FY1999-00, the Division was able to accomplish Self Certification in cooperation with the Commonwealth of Virginia Department of Fire Programs. The Division recertified in the fall of 2007 under that agreement and with the National Board on Fire Service Professional Qualifications. The ability to plan, develop, and deliver training programs under the guidance of self certification gives the Division greater flexibility and creativity in the training section. Since FY2004-05, the Division of Fire's Training section has conducted more than eleven Recruit Academies, putting more than 200 new employees through an eighteen to twenty week Basic Firefighter Recruit Academy.

The Division continues to provide specialized services to the citizens of Henrico. These services include, but are not limited to the following: the Hazardous Incident Team; Search and Rescue Team; Technical Rescue Team; the Emergency Medical Services Program; Emergency Preparedness Enhancement Program; the Fire Recovery Program; Fire Corps; Citizen's Fire Academy; CERT (Community Emergency Response Team); Fire Prevention Associate Program; and the Fourth Grade Fire Education Program. All of these programs allow the Division to meet its mission, goals, and objectives.

The Division continues the joint Emergency Medical Services (EMS) response effort with the volunteer

rescue squads. In FY2012-13, \$218,625 of General Fund support will provide medical supplies, gasoline, and insurance premium payments for the three volunteer rescue squads located in the County. This is in addition to \$218,625 in "Four for Life" funding from the Commonwealth of Virginia, which flows through the Division's budget and is paid to the volunteer rescue squads in order to reimburse them for qualifying expenses. Between the "Four for Life" and general fund support, over \$436,000 is provided to the three volunteer rescue squads.

The Division continues the specialty repair shops by assigning firefighters to these shops in addition to their normal duties. The shops repair and maintain equipment at a lower cost and with less down time than if the County had to purchase these services from an outside vendor. There are twenty-eight of these specialty shops and examples include the Hose and Nozzle shop, SCBA shop, Oxygen shop, Hurst Tool shop, Small Engine shop, and the CPAP (Constant Positive Airway Pressure) shop.

In FY2012-13, the Division will continue its efforts with the Henrico Marine Patrol. The primary goal of this program is to provide emergency services to the marine community within the jurisdiction of the County. The Marine Patrol utilizes a C-Hawk vessel for year round response and several inflatable boats for shallow and white water response. There are no full time dedicated Marine Patrol personnel and response is accomplished by utilizing on-duty fire personnel or by implementing a call back of the Search/Rescue Dive team.

The Division expects to continue to face a number of challenges over the coming years. Some of these challenges include a growing population; additional EMS calls for service as the population continues to age; turnover of personnel due to many reaching retirement age; and the building of Urban Mixed Use developments. The Division continues to plan for these challenges and will meet the increasing service demands presented by these challenges.