



ANNUAL REPORT 2018

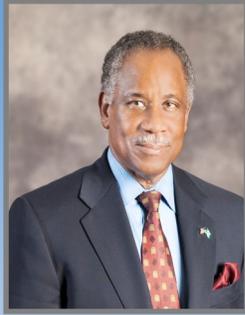


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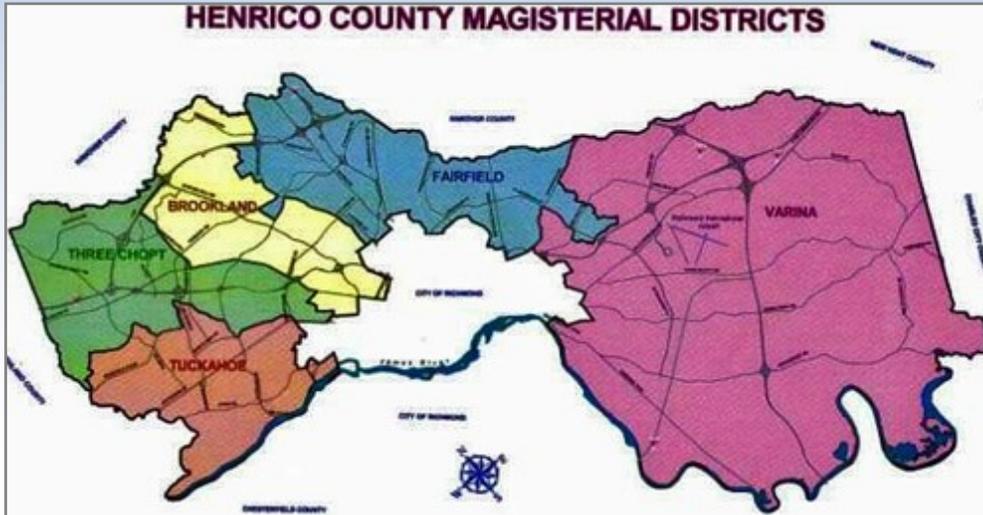
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Dear Henrico County Citizens:

On behalf of the dedicated members of your Henrico County Division of Fire, it is my pleasure to provide you with the 2018 annual report. This year has been a year of significant transition for the Division of Fire. Chief Tony McDowell was selected to serve this county as the Deputy County Manager of Public Safety; a promotion that left a critical vacancy in the fire chief's office. I am humbled, and consider it quite a privilege, to have been selected to serve this great community as your new fire chief. You have my commitment to focus on PRIDE, our core values of professionalism, respect, integrity, dedication, and empathy. We will also continue to work to strengthen our internationally-recognized emergency services and our relationship with the community we proudly serve.

Growth was a common theme in 2018. Our members responded to over 48,000 calls to assist our community of more than 325,000 residents. This represents an increase of over 6,000 calls, since 2014 and has outpaced the addition of facilities and personnel. Despite this growth, your firefighters and emergency medical technicians continue to work tirelessly to protect lives and property in Henrico County - and they are second to none.

Being "second to none" is not simply a claim. In 2018, Henrico Fire was awarded reaccreditation for the fifth consecutive period. As an internationally accredited fire department for two decades, the Henrico Division of Fire has the honor of being the third-longest accredited fire department in the world. Henrico Fire was also the first county fire department to be both internationally accredited and hold an Insurance Services Office (ISO) rating of "Class 1." The members take PRIDE in this accomplishment, but remain committed to continuous improvement, good stewardship, and accountability.

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

Respectfully submitted,

Alec Oughton

Fire Chief

Henrico County Fire Statistics



County Population
327,898



Workforce
596 total-570 sworn-26 civilian



Firehouses
21

Calls For Service

	Fire	EMS	Other*	Total
2018	734	35,953	11,364	48,050
2017	745	35,753	10,661	47,159
2016	791	35,037	10,916	46,744
2015	773	33,314	10,553	44,639
2014	810	31,441	9,503	41,754

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

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

Professionalism

Respect

Integrity

Dedication

Empathy

It is our mission:

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

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



Fire Losses and Saves



A total of \$322,689,659 worth of property was placed at risk by fire in 2018. Although the county and its residents experienced \$5,820,387 worth of structural losses and \$2,044,143 worth of contents lost such as personal belongings, Henrico firefighters saved \$314,825,129 worth of that property.

	Fires	Structure Fires	Structure Fire Fatalities
2018	732	235	1
2017	741	237	6
2016	788	250	5
2015	773	263	2
2014	809	297	0



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

In 2018 the Henrico Fire Smoke Alarm Initiative:

1,736 homes visited that had been identified as at risk for needing a smoke alarm.

807 homes received smoke alarm installations.

1,364 individual alarms installed to ensure adequate protection in homes.

HIGH QUALITY MEDICAL RESPONSE



New Basic Life Support Ambulances

Changing community needs require fresh solutions. The largest growth in calls for service for Henrico Fire has been for medical complaints that are not urgent in nature such as a sprained ankle or flu like illness. These calls need to be answered but can keep our advanced life support ambulances from going to more critical calls such as a stroke or a heart attack. Beginning in July 2018, we staff two basic life support ambulances on weekdays to help handle the less urgent calls.

133: The number of times in just 5 months that an Advanced Life Support ambulance was able to respond to a critical call in its area because a lower acuity call was already being handled by one of our new BLS ambulances.

Emergency Medical Dispatch

Every emergency response begins in the Emergency Communications Center or 911 Center. This year, Henrico County invested in new systems for Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD). These systems use nationally researched and validated questions to help 911 operators get the information they need to ensure that we are sending the right resources to calls for help, making sure that we send fire and EMS units to calls where they are needed and don't send them where they are not.



The AutoPulse Difference

When a patient's heart has stopped, high quality CPR is critical to keep their blood moving until their heart can be started again. The best CPR, performed under ideal conditions, is only about 30% as effective as a healthy heartbeat. This year, we placed AutoPulses on all of our ambulances. AutoPulses use a band that wraps around a patient's chest to squeeze them more efficiently than CPR. This creates blood flow about 60% as effective as the patient's own heartbeat. Localities around the country have seen an increase in patient survival when using the AutoPulse and Henrico is excited to see how these devices help our patients.

So much more than fire trucks and ambulances



Specialty Services

Henrico Fire continues to operate highly trained teams that provide services in technical rescue, hazardous materials management, marine operations, and drone deployment. Our teams answer many calls for service and the spring 2018 flooding in central Virginia were responsible for some of the calls. (Left) Firefighters perform a rescue after a car was swept off the road by rising flood waters. This is also an important reminder for drivers not to try to cross roads covered in water. Turn around, don't drown!

Maintenance and Repair

(Below) A firefighter works in the division's sew shop completing repairs to a firefighter's protective gear. The division operates several such shops to perform maintenance and repair on equipment instead of sending it out for someone else to do it. This gets the equipment back in use faster and saves money.



Regional Partners

Henrico maintains great working relationships with our neighbors so that we can give and receive assistance in times of need. (Above) The Technical Rescue Team helps rescue a dog from a well in Goochland County.

Community matters

The local firehouse has a long, proud history as a fixture in neighborhoods across America.

Likewise, for many, the shiny red fire-truck is a symbol of everything that is great about being part of a community. Henrico Fire is re-establishing ourselves as a commu-



nity centered fire department. Our firehouses are being upgraded with the names of the communities they proudly serve and are part of. Our fire trucks are starting to wear those names as well and are also getting another noticeable change. All of our new trucks are being painted with the red that our residents know and love.



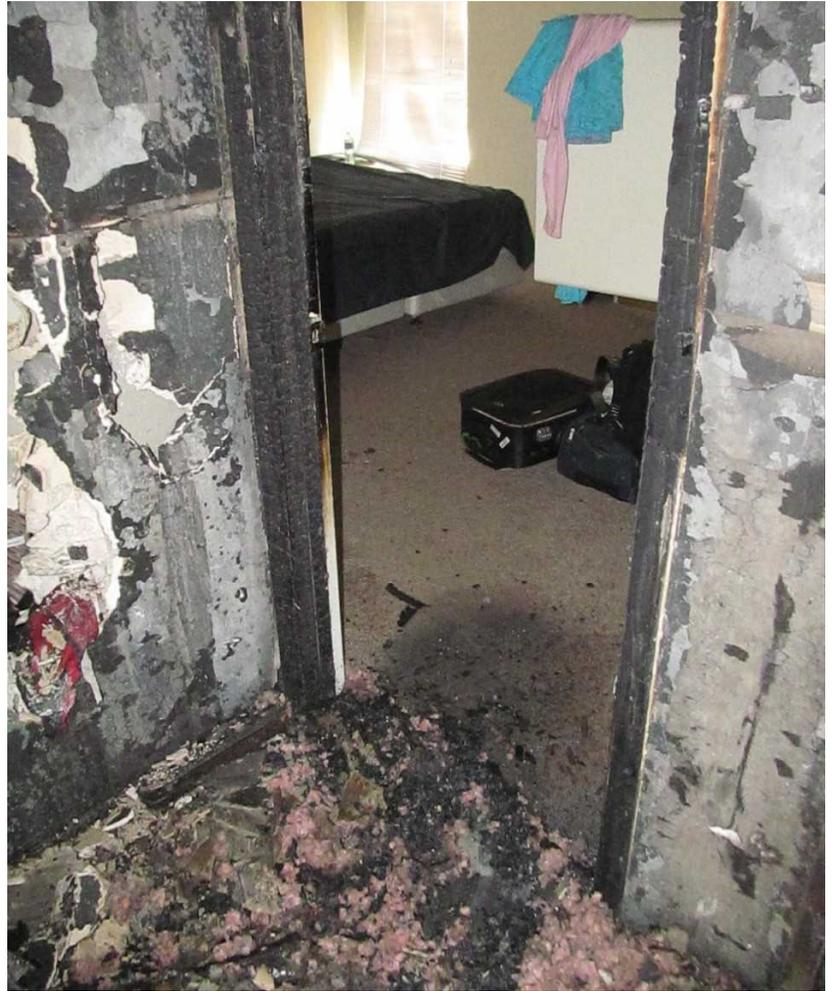
We remain committed to our investment in one of Henrico's most precious resources, children. We continue to partner with other agencies in the Achievable Dream Academy at Highland Springs Elementary School where children are offered a brighter future through a program that promotes engage-

ment and self-esteem. Learn more at <https://henricoschools.us/elementary-schools/achievable-dream-academy/>. Children are also more likely to be hurt by fire so we have our Junior Firefighter program and Fourth Grade Education program. The Junior Firefighter program ensures that children in Henrico schools get very basic fire life safety knowledge in either first, second, or third grade. The Fourth-Grade program ensures that every fourth-grader gets information about fire prevention and escape planning.

Protect your family and friends from fire.



Close doors when you go to sleep. A closed door will slow the spread of smoke and fire to give you time to escape. In the picture above, the door on the left is the closed door leading to the hallway. The picture to the right is taken from the heavily damaged hallway looking back into the undamaged bedroom.



Working smoke alarms save lives during home fires.

Test yours every month. Test them today!

Help us communicate with you better.

Take the survey at

<https://www.surveymonkey.com/r/P335Y5G>



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