

Newport News Fire Department 2015 ANNUAL REPORT



Newport News Fire Department Administrative Offices
2400 Washington Avenue • Newport News, VA 23607

On the web: nnva.gov/fire | Facebook: Newport News Fire Department | Twitter: @NNFire

CHIEF'S MESSAGE

It is my honor on behalf of the members of our "Great" Newport News Fire Department to provide you the 2015 Annual report. We are honored to serve each citizen and visitor in our community and we are very proud to provide the highest level of Fire and EMS services possible. We are committed to excellence and we are focused on providing the best care possible in a quick and professional manner. We understand that providing outstanding customer service is why we exist and this remains the foundation of our fire department's mission.



The Newport News Fire Department is a full service internationally recognized fire department. We are one of twenty six (26) fire departments in our nation to have an ISO 1 classification and to be also Accredited by the Commission on Fire Service Accreditation International. Our service delivery and daily responsibilities include: Fire, Emergency Medical Services, Hazardous Materials, Marine Incidents, Dive team, Bomb team, Technical Rescue, Fire and Life Safety Education, Fire Inspections, Fire Investigations, Pre-Fire Planning, Construction Plans review, Fire and Emergency Medical Training, Airport Fire /Rescue and Emergency Management. The fire department is made up of six Divisions which include Fire Administration, Fire Suppression, Fire Marshal's Office, Fire Training, Emergency Management and Emergency Medical Services. The fire department has an annual budget of \$31,806,849 and responds to approximately 29,000 calls for service.

Our fire department continues to be focused on emergency response, training, education, mentoring and succession planning for the future. In 2015 we identified that over 100 members of our fire department are eligible for retirement today. Our busiest days of the week for emergency responses are Mondays and Fridays. Our busiest times for calls each day are from 12:00 p.m. – 1:00 p.m. and over 60,000 citizens received fire and emergency life-saving education. As a result, quick response, education, succession planning and mentoring of our personnel is a daily activity that all members of our organization must embrace. As leaders in our department were recognize that change is coming, we must be ready for change and we must strive to be great.

As your Fire Chief, I am dedicated to each of you and our "Great" City of Newport News. We are honored and privileged to serve you. We hope that this report is informative and valued by you.

Sincerely,

R.B. Alley III
Fire Chief



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MISSION, VISION, CORE VALUES

MISSION

To appropriately respond to any situation that may threaten life or property while continually advancing community-wide education, prevention, and preparedness.

VISION

Our Community Confident In Its Safety

CORE VALUES

- Leadership Culture
- Community Stewardship
- Universal Opportunity
- Individual Accountability
- Dedicated Professionalism
- Creativity & Innovation



DEPARTMENT OVERVIEW

The Newport News Fire Department (NNFD) is an All Hazards Fire Department consisting of 381 employees, 358 uniformed and 23 civilian personnel, operating from 11 stations and 5 administrative/ support facilities. The annual Operating Budget for the department for FY14 was \$31,806,849. The department operates 3 shifts, staffed with a minimum of 84 personnel on each shift. Operations are divided between two battalions, each of which is managed daily by a Battalion Chief. The department operates 12 Engine/Squads, 6 Ladders, 2 Heavy Rescues, 12 Advanced Life Support (ALS) transport medic units, 2 Battalion Chiefs and 2 EMS Captains daily. Minimum staffing for all fire apparatus is 3 (except for battalion) and for medic units (except for EMS Capt.) it is 2. In addition to Fire and Emergency Medical Services, the department also provides Technical Rescue, Hazardous Materials, Bomb, and Marine Incident Response services both within its borders and regionally. The department has approximately 29,000 calls for service over the last 5 years, with the largest portion of calls being EMS, followed by Other, Special Operations, then Fire calls. The NNFD has been accredited twice through the Commission on Fire Accreditation International and currently has an ISO rating of 1 through the Insurance Services Organization.



DEPARTMENT HIGHLIGHTS

FIRE CHIEF'S MEDALS



Employee of the Year

Wesley Rogers
Captain



Firefighter of the Year

Stuart Fisher
Master Firefighter



EMS Provider of the Year

Pedro Rieken
Senior Firefighter/Medic

INDIVIDUAL CITATIONS

SFM Nicholas Caughorn

FFM Aaron Hill

FFM Demetrus Petty

FFM Andrew Zysk

Chief Jerry Reed

FFM Cayla Haney

MFS Scott Dye

Capt. Timothy Wojcik

NNPD SGT Matt Overton

NNPD LT J. P. Smith

LT Brian Gleason

MFM Cameron Fletcher

MEDAL OF MERIT

LT Jonathan Cornwell

FFM Patrick Walsh

RETIREES

Capt. John "Pat" Burno

MFF Bruce Ponton

Pamela Yohn

Capt. Robert Paxton

SFM Elizabeth Fleming

Capt. Robert Taylor

FFM Charles Brenneman



PROMOTIONS

CAPTAINS



Sonya Armstrong



Bruce Hagerman, Jr.



David Harper



Douglas Meier



Geoffery Thurman



Timothy Wojcik

LIEUTENANTS



Nicholas Cutkay



Andre Dorsey



Ryan Fleischer



Brian Gleason



Robert Kovacs



Sidney Lucas



Andrew Pribush



Patrick Primeaux



Richard Rilee



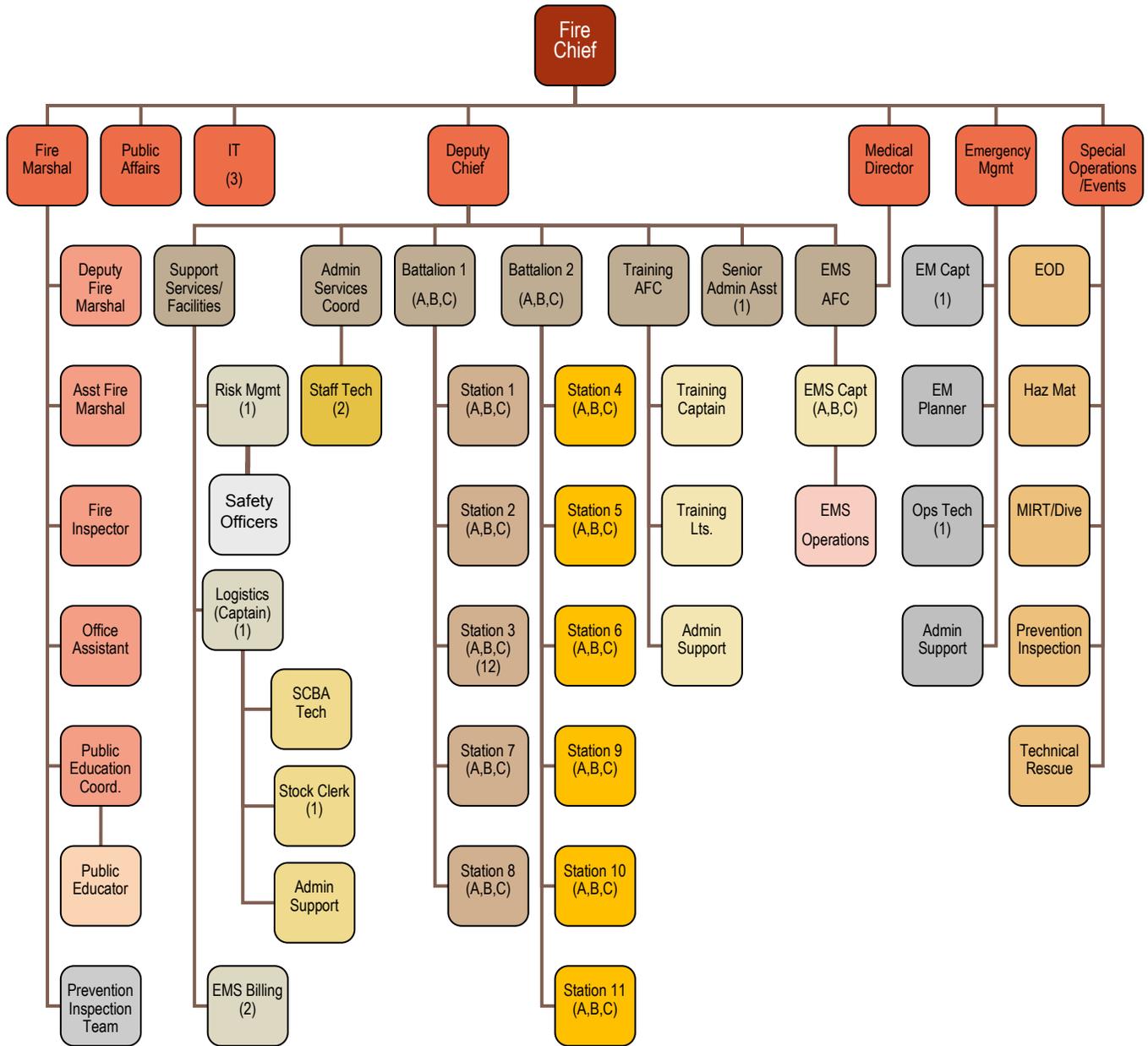
Brandon Shepherd



Travis Veach



ORGANIZATIONAL CHART

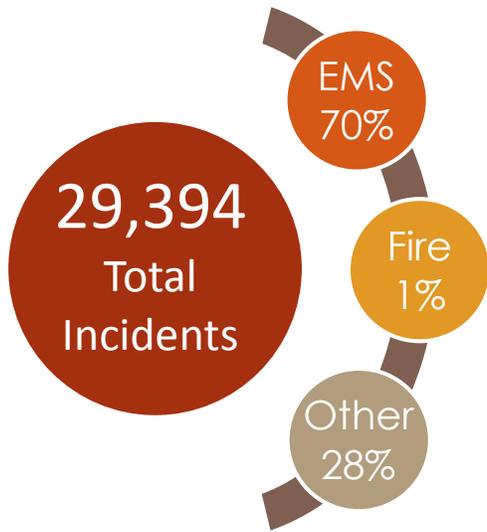


FIRE STATION INFORMATION

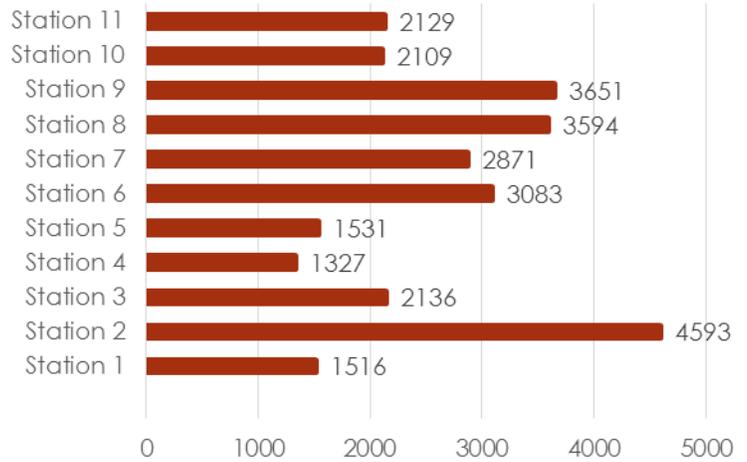
Station Number	Address	Year Built	Resources
1	200 34 th Street Marine Incident Response Team	1998	Engine (Squad) Aerial Tower EMS Capt. Medic Unit Dive Van
2	2303 Wickham Avenue Technical Rescue Team	1985	Engine Aerial Ladder Medic Unit Rescue
3	10454 Jefferson Avenue	2013	Engine Aerial Ladder Medic Unit Battalion Chief
4	13561 Jefferson Avenue	1988	Engine (Squad) Medic Unit High Water Veh.
5	17300 Warwick Boulevard	2005	Engine (Squad) Medic Unit
6	685 Oyster Point Road Hazardous Materials Team	1995	Engine (Squad) Aerial Ladder Medic Unit Battalion Chief HazMat Vehicles
7	5844 Marshall Avenue E.O.D. Team	1973	Engine (2) Medic Units (2) EOD Vehicles
8	531 J. Clyde Morris Boulevard	1958	Engine Medic Unit
9	14417 Old Courthouse Way	1958	Engine Aerial Ladder Medic Unit
10	12455 Warwick Boulevard Technical Rescue Team	1979	Engine Aerial Tower Medic Unit Rescue EMS Capt.
11	1000 Bland Boulevard	2009	Engine (Squad) Medic Unit



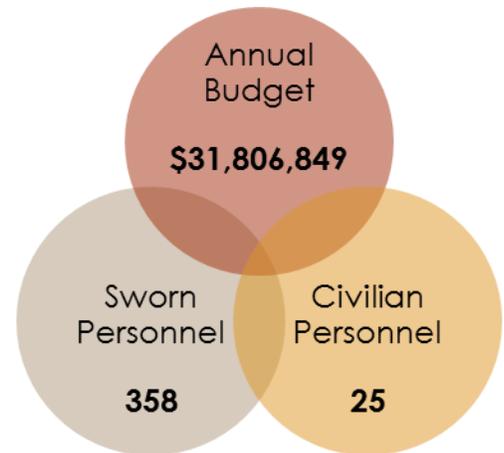
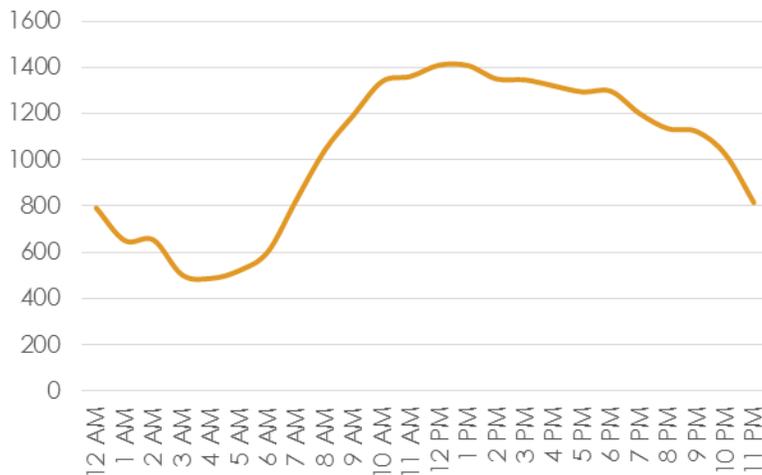
VITAL STATISTICS



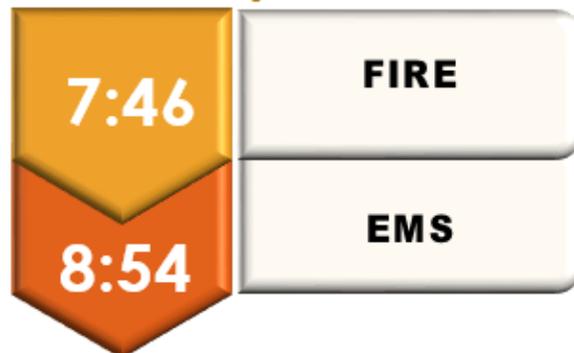
Incidents By Station



Incidents By Time of Day



90% Response Time





28,540

Calls Received



20,721

EMS Calls



304

Fires Extinguished



12

Water Rescues



54,502

People Reached Through Education



64

Car Seat Installations



146

Kid's Fire Safety Programs



191

Smoke Alarms Installed



ACCREDITATION AND ISO

Accreditation

The Newport News Fire Department received its first accreditation from the Commission on Fire Accreditation International (CFAI) in 2008 and was re-accredited through CFAI in 2013. The accreditation process is a continuous improvement process that fire departments voluntarily undertake as a process to achieve organizational excellence according to industry best practices. In order to receive accreditation, the department created a Strategic Plan, a Standards of Cover demonstrating how the department deploys resources, and demonstrate performance according to 253 performance indicators. Third party assessors then visited the department to validate the documentation and performance. Annually a Compliance Report is submitted to CFAI to show the department is continuing to meet performance objectives as well as addressing weaknesses that may have been identified by the outside assessors.

ISO

In 2014 the Newport News Fire Department participated in an evaluation by the Insurance Services Organization (ISO), which is typically conducted every 10 years. In 2015 the department was awarded a Class 1 designation by ISO which is the highest grade a fire department can receive. ISO evaluates and grades municipal fire departments throughout the country on their ability to provide fire protection within their community. ISO uses what is known as the Fire Suppression Rating Schedule (FSRS) to evaluate the department's station locations, training of personnel, apparatus and equipment, the community's water supply and the 911 call center. Once the evaluation is complete, the department and the community are awarded a class rating between 1 and 10. A Class 1 generally indicates that the department and community demonstrated superior performance in most categories and a Class 10 generally indicates the department did not meet the minimal requirements set forth by ISO. The class ratings awarded by ISO are used by insurance companies to establish insurance premium rates for residential and commercial properties within the community. A low ISO rating is generally favorable for lower insurance premiums.

The Newport News Fire Department is one of less than 40 fire departments nationwide to hold both International Accreditation and a Class 1 ISO rating.



As with every agency and organization, human resources are the most valuable assets, and the Newport News Fire Department is no different. While sworn personnel make up the largest component of personnel, non-sworn or civilian personnel perform many vital jobs daily such as payroll, accounts payable, purchasing, human resources administration, and emergency medical services billing in addition to the many other administrative functions. Personnel, such as the breathing apparatus repair technician, help the department save money by performing repairs in-house avoiding long out of service times and costly third party costs.



Sworn Employees		FT
Fire Chief		1
Deputy Chief		1
Assistant Chief		1
EMS Chief		1
Fire Battalion Chief		8
Fire Captain		40
Fire Lieutenant		31
Master Firefighter Specialist		16
Master Firefighter Medic Tech		14
Master Firefighter		17
Master Firefighter Medic		11
Senior Firefighter Medic Tech		1
Senior Firefighter Medic		88
Firefighter Medic		87
Firefighter Medic Recruit		41
Vacancies		0
Total		358

Civilian Employees	FT
Acct Asst – Sr	1
Admin Asst II – Admin	2
Admin Asst II – Training	1
Admin Asst II – FM	1
Admin Asst II – EOC	1
Admin Services Coordinator	1
Deputy Coord – Emerg Mgmt	1
Emergency Operations Planner II	1
Emergency Operations Tech	1
Fire Prevention Inspector II	3
Fire Public Education Coord	1
Fire Public Educator	1
Information Technology Analyst	3
SCBA Technician	1
Staff Technician	2
Supply Assistant II	1
Vacancies	2
Total	25



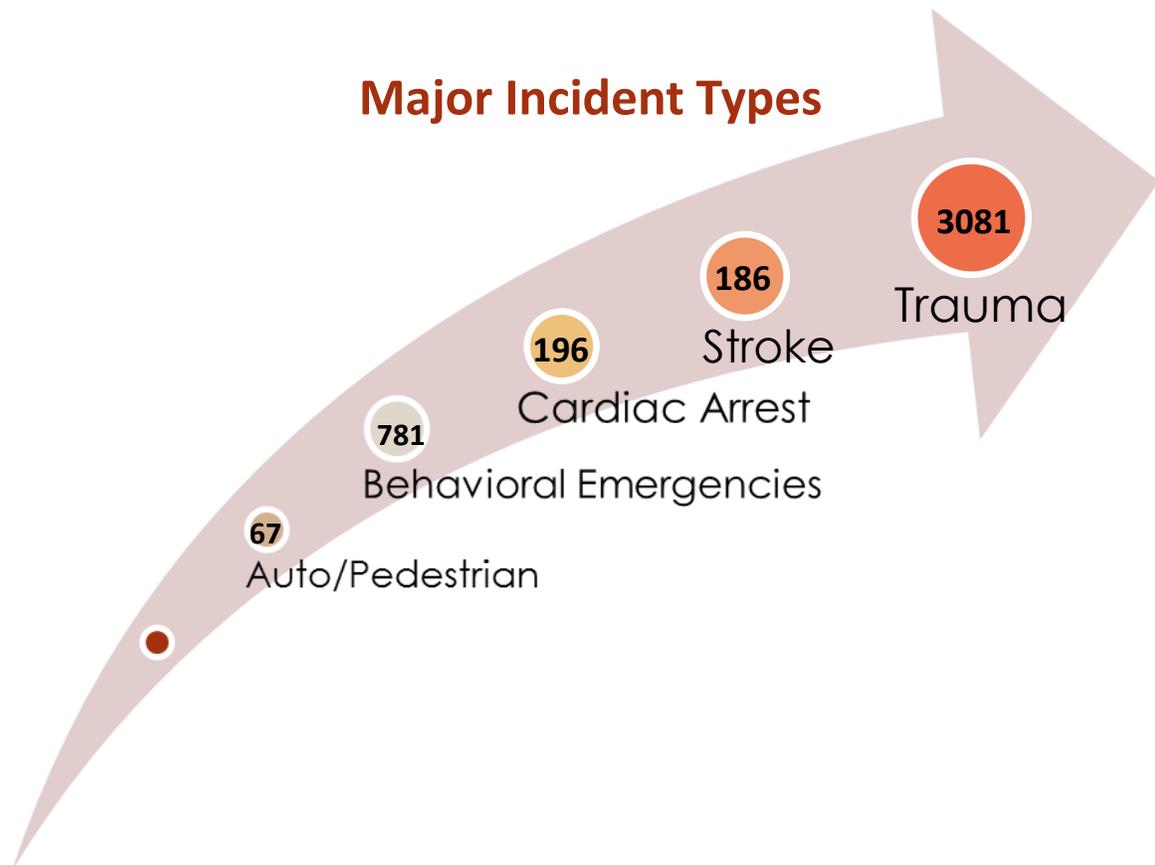
OPERATIONS

The Operations Division is the largest division of the department and has the most contact with the community, whether through public education events, smoke detector installations, inspections, or responding to calls. Operations consists of Fire, Emergency Medical Services (EMS), and Special Operations which is separated into the Bomb team, Hazardous Materials Team, Marine Incident Response Team and Technical Rescue Team. Providing multiple operational components allows the department to respond to most any call for service without delay or relying on outside resources, while maintaining the ability to continue to respond to other calls. The goal of operations is to provide effective and efficient response to every call for service, whether it is in Newport News or in support of our neighboring departments.



The Newport News Fire Department's Emergency Medical Services (EMS) division is one of the busiest on the Peninsula, responding to over 20,000 emergent and non-emergent calls annually. The department strives to maintain a progressive and proficient service, providing annual refresher training for employees, purchasing state of the art equipment, and adopting industry best practices in pre-hospital medicine. Annually, the department seeks out grants to fund everything from heart monitor upgrades to ambulance purchases in order to remain responsive to the community needs. Quite frequently we hear from the community, "I only need an ambulance, why did a fire truck come?" Well, the answer is simple. Sometimes fire trucks are closer to calls, and responding them allows the department to provide medical services quicker. Sometimes it is because the nature of the call may require additional personnel.

Major Incident Types



FIRE

Despite improvements in fire and building codes, prevention programs, and public education, fire remains a significant risk to the community. In order to help reduce the risk to the community, personnel assigned to stations frequently assist the Public Education Bureau with school programs, public education displays, and smoke detector installations. The department strives to maintain a progressive and proficient Fire Division that utilizes current and best practices firefighting techniques. As an accredited department, we continually update policies and procedures, evaluate firefighting effectiveness through post incident analysis, continually train as fire companies, and evaluate response effectiveness through data analysis. Utilizing effective budgeting, fire department personnel respond to calls in the community with well maintained, up to date fire apparatus, personal protective equipment, breathing apparatus, and firefighting tools.



Explosive device response emergencies, and the mitigation of these incidents, are a specialty function performed by the Newport News Fire Department for the citizens of the City of Newport News. Explosive device responses are a complex undertaking, and considerable knowledge and resources are required to cope with these types of emergencies. Such incidents may ultimately require the integration or coordination of several internal, as well as external, agencies. The Newport News Fire Department Hazardous Device Team (Bomb Squad) has generally become the lead agency during the crisis management portion of the emergency incident.



5

Explosive Bomb Removals



22

Bomb Scares



HAZ-MAT

The department's Hazardous Materials (Haz-Mat) team provides specialized response capabilities to nuclear, chemical, and biological emergencies in Newport News and the Peninsula as regional response team. The team is part of the Virginia Department of Emergency Management's (VDEM) statewide Haz-Mat assets and receives partial funding from VDEM to pay for training, equipment replacement and maintenance and response reimbursement. The Haz-Mat team provides rapid response to incidents in Newport News, minimizing impacts to both the environment and the residents.



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Haz-Mat Responses



The Marine Incident Response Team (MIRT) was developed to respond to emergencies in the city's pools, retention ponds, lakes, drainage culverts, as well as the 30 miles of shoreline on the James River and Hampton Roads harbor. Team members are trained rescue swimmers, divers and boat operators capable of operating small rigid hull boats and the department's fire boat to respond to any waterborne emergency. The MIRT works to ensure that inland and open waterways are safe for all residents and visitors to enjoy for all recreational activities.

In 2015, team members participated in the Public Safety Dive Conference, the Search and Rescue (SAR) Forum, and the Shipboard Symposium.

3 Water/Ice Related Rescue

1 Surf Rescue

6 Watercraft Rescue

2 Search for Person in Water



TECHNICAL RESCUE

The fire department's Technical Rescue Team (TRT) provides specialized equipment and trained personnel to respond to complex rescue situations for the City of Newport News, and upon request of various agencies and surrounding jurisdictions with whom the city maintains memorandums of understanding (MOUs). The team has the ability to perform high-angle rescues, vehicle extrications, trench collapse rescues and rescues within confined spaces. The fire department is a participating agency for FEMA Urban Search & Rescue VA-Task Force 2 that is based out of the Virginia Beach Fire Department. FEMA US&R Virginia Task Force 2 has 72-persons available for national missions on a moment's notice.

23

Extrication from Vehicle

1

Extrication from Machinery



The Newport News Fire Training Bureau is responsible for providing all fire and emergency medical services (EMS) for newly hired and incumbent department personnel. The bureau delivers programs developed by the Virginia Department of Fire Programs (VDFP) and the National Fire Academy (NFA). All of the initial EMS training is delivered through a partnership with Tidewater Community College (TCC) and annual or in-service is delivered through a partnership with Riverside Regional Medical Center (RRMC). The training center campus houses classrooms, offices, a four story training tower, and a two story live burn building as well as various specialized training props. The goal is to ensure that department personnel receive and maintain the most current training according to accepted standards.

2015 Accomplishments

- Hired 16 Firefighter/Medic Recruits in January, and 24 additional in December
- Hosted and graduated Tidewater Regional Fire Academy Class 153 with recruits from Newport News, Hampton, and James City County
- Hosted EMT-Basic and EMT-Intermediate courses for recruits and civilians through TCC
- Held 8 recertification courses each for: ACLS, ITLS, and PALS
- Conducted a joint recruit training day with NNPD recruits and TRFA 153 recruits
- Applied for and received a Flashover Simulator grant from VDVP for \$48,795

Hosted various classes to include: EMT-Paramedic recertification, Live-Fire Training, ACLS-Instructor, ITLS-Instructor, PALS-Instructor, BLS-Instructor, Active Shooter, Airway Management, "No Notice" EMS Training, and two Citizens' Fire Academies.



FIRE MARSHAL

The Newport News Fire Marshal's Office is a multi-faceted bureau responsible for enforcement of the Virginia Statewide Prevention Code within Newport News. Consisting of seven sworn and five non-sworn staff members, the bureau conducts all commercial fire inspections, plans reviews, fire cause and determination investigations and joint inter-agency enforcement activities. The bureau inspectors are augmented by station personnel for the purposes of conducting commercial fire inspections and code enforcement.

4,201 Fire Inspections

33 ABC Inspections

73 Site Plan Reviews

100 Environmental Studies

135 Fire Investigations

32 Cases Cleared by Arrest



The Public Education Bureau is responsible for the development and delivery of Public Education programs to residents of all ages, communities and businesses in Newport News. In addition to the many public events and displays coordinated with station personnel, the Public Education Bureau also coordinates the Newport News Fire Department's Smoke Detector Program and child safety seat installations. The bureau also provides seasonal safety messages for the community as well as community updates through social media. In 2014 the Public Education Bureau delivered a total of programs 929 and reached 33,291 people.

54,502 Students/Citizens Reached

368 Programs Delivered

146 Fire Safety for Children Programs

11 Fire Safety for Seniors Programs

138 Apparatus Displays

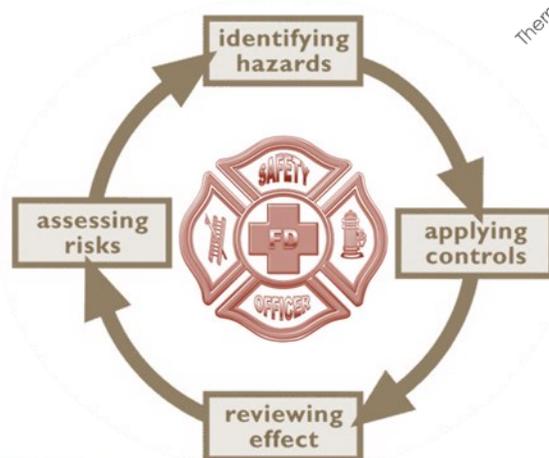
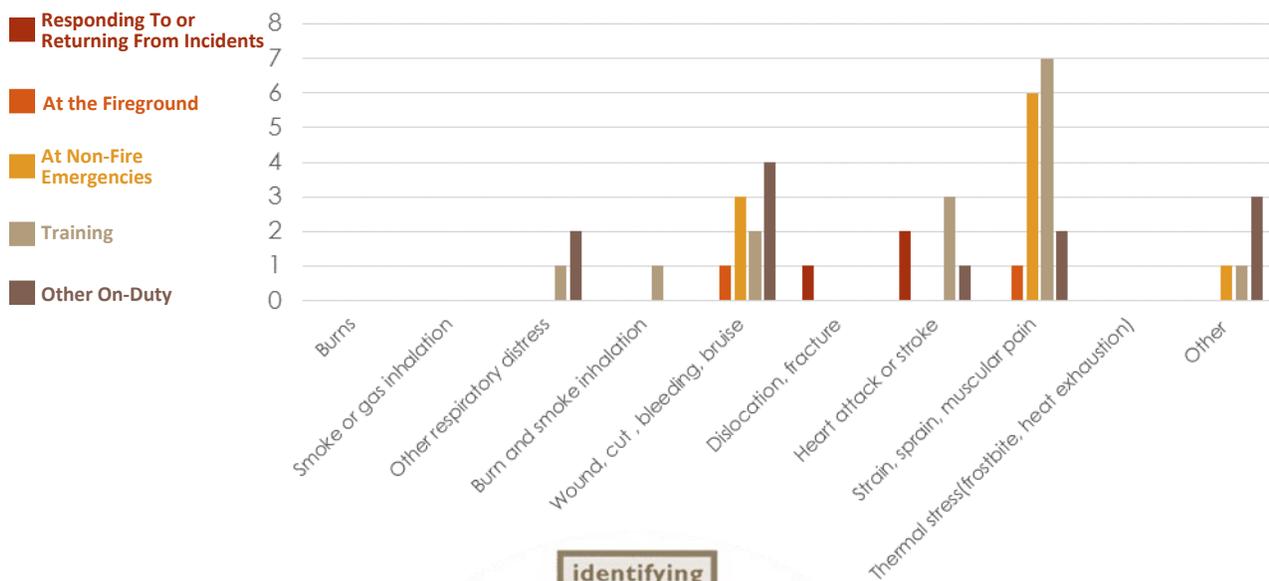
74 Fire Station Tours



RISK MANAGEMENT

Risk Management is responsible for the overall health and safety concerns of the department, employees, and residents. Some of the duties of the office are filling the Safety Officer role during working incidents, management of the Infection Control Plan, accident and injury reporting/investigations, facility and equipment inspections, as well as department wide risk management functions. Risk Management and the department faced some significant challenges in 2014 with the national concerns of the Ebola outbreak, as well as an increase in residents creating hoarding and unsafe living conditions. Working in concert with many agencies and individuals, Risk Management created response plans to be implemented by the Operations Section when responding to these types of incidents. Throughout the course of handling regular duties, a total of 132 facility safety inspections were conducted, and 69 employee injury/ illnesses were documented, in addition to conducting presentations for Company Officer in-service, National Traffic Incident Management course and completing the annual update for the department Infection Control Plan.

Injury Statistics

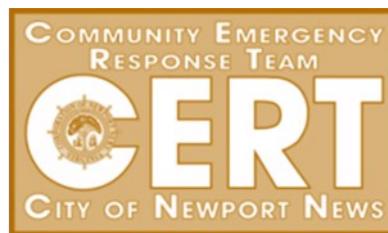


EMERGENCY MANAGEMENT

The city's emergency management system is operated by the Fire Department's Division of Emergency Management (DEM) and addresses legal and administrative requirements pertaining to emergency management, and coordinates direction and control to the Virginia Department of Emergency Management (VDEM) in the Emergency Support Functions. The Division of Emergency Management provides staff support to the Emergency Management Director (the City Manager) in large scale emergency situations, and advocates emergency preparedness within the community. The goal of the Department of Emergency Management is to identify hazards impacting the community, develop response and mitigations plans and coordinate the response to natural and man-made disasters.

2015 Accomplishments

- Supported several active shooter exercises throughout the year including the *Hero's Challenge* full-scale exercise at Busch Gardens.
- Recruited, assigned, and managed over 1000 volunteers for the inaugural *One City Marathon*
- Trained 200 immigrant refugees in disaster preparedness, fire safety, and first aid.
- Awarded grants totaling \$82,573.00 for Citizen Preparedness, Enhanced Mass Care Shelter Operations, and Law Enforcement/Fire MCI and Active Threat Training Support.
- Trained 12 new CERT members, conducted a full-scale exercise involving 75 CERT members and coordinated and oversaw 2000 volunteer hours totaling almost \$50,000 in donated hours.



FIRE STATION MAP

