



Colonial Heights Fire , EMS and Emergency Management 2017Annual Report

Fire Chief A.G. Moore, Jr.

2017 IN REVIEW

- Services Offered
- Fire Prevention and Emergency Training
- Station Alerting Upgrades
- New Lieutenants promotion
- Retirement

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2017 brought a host of challenges to our Department. None more pressing than the morning of July 16th at approximately 5:55am. The Colonial Heights Communications Center received a 911 call for a house fire in the 300 Block of Virginia Avenue. As units marked enroute, they were notified of a possible elderly gentleman that was trapped inside the house. First arriving units marked on scene and had visible fire showing from the first floor. Colonial Heights Fire Companies along with Chesterfield Fire Companies began attacking the fire and started what is called a primary search of the residence to attempt to locate the trapped victim. Chesterfield Firefighters located the victim on the second floor and started to remove the victim from the structure. They met up with Colonial Heights Firefighter Alan Dodd and turned the victim over to him. Firefighter Alan Dodd took control of the victim and removed him from the fire structure.

Once removed to the yard, advanced life support care was initiated by Firefighter Dodd, and



**A.G. Moore, Jr.
Fire Chief**

other firefighter/paramedics from his shift. Multiple Advanced Life Support and Basic Life Support lifesaving procedures were performed to include airway management and the administration of drugs. The patient was transported to the hospital where after an extensive recovery period was released without any deficits from the fire.

The actions of Dodd saved the life of the elderly fire victim. The additional care provided by Dodd and other members on scene that day allowed for a full recovery from the victims injuries.

For his lifesaving efforts, Firefighter

Alan Dodd received the Richmond Retail Merchants Valor Award and was recognized at a breakfast of 1600 business people back in October at the Richmond Convention Center.

It is the first time in history that a Colonial Heights Firefighter received the Valor Award from the Retail Merchants Association.



**Firefighter Alan Dodd,
Valor Awards
Richmond, Virginia**

OPERATIONS



David Salot

The men and women of Colonial Heights Fire and EMS continue to provide incredible service to our citizens. 2017 was a record year with 5,383 calls for service resulting in 7,462 individual unit responses. The number of calls for service has increased more than 9% in the past 12 months. Over the past 5 years we have experienced a 22% increase in calls for service. 3,945 or 73% of those incidents were medical related, resulting in 3,004 patients transported to area hospitals. There were 27 building fires or fires in buildings that were extinguished limiting total damage to an estimated \$325,470. Five civilians were injured at fire incidents during the year with one of those injuries being life threatening. Fortunately, there were no firefighters injured at fire incidents in 2017.

Colonial Heights has 5 ambulances that travel a combined 70,000 miles annually. Managing the life of this fleet of units is a priority for the department. During 2017 the department received a Rescue Squad Assistance Fund (RSAF) grant providing 80% of the funds to replace a medic unit that has served the citizens of Colonial Heights for over 15 years and has traveled over 200,000 miles. Battalion Chief Wayne Hoover led the project implementing a new ambulance design with the "medic in mind". The new design protects our firefighters by keeping all common medical supplies within arm's reach of the firefighter. This allows the firefighter to stay seated during care and transport of the patient. Additionally, the Horton Occupant Protection System (HOPS) provides a retractable 3 point harness for the firefighter, safely securing the worker in his or her seat while still allowing the ability to reach far enough to provide critical care to the patient during transport.

During the month of December we received preliminary notification that RSAF will be providing 50% grant funds to replace a second medic unit that currently has traveled over 250,000 miles and is 15 years old. The timing of this grant could not be better, since the old medic unit is now permanently

out of service due to a catastrophic engine failure that occurred in December.

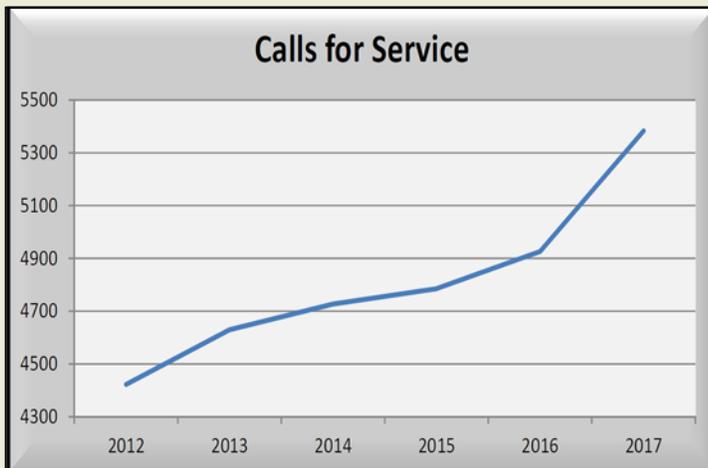
The safety of our personnel continues to be a priority. During 2017 Altria Corporation provided a grant for almost \$30,000 to begin the process of purchasing a backup set of firefighting turnout gear for each Firefighter. This is the start of a project that will take several years to complete. The second set of gear will allow firefighters to put on unsoiled gear after returning from a fire incident while the dirty gear contaminated with carcinogens is cleaned and dried. Without a second set of gear, firefighters must continue to wear their contaminated gear to additional calls until their 24 hour shift is complete.

Another step being taken to protect our firefighters is the transition of battalion chief vehicles to pickup trucks. During 2017 we replaced

the second battalion chief vehicle with the safer pickup. The pickup allows transportation of contaminated firefighting gear in a separated area from the passenger compartment. The battalion chief vehicles that were replaced served our citizens for over 15 years traveling approximately 100,000 miles each.

Colonial Heights Fire and EMS is committed to the continued improvement of the safety and health of our firefighters so they will be ready to quickly and efficiently respond to any emergency in our community.

Lastly, on October 26, 2017 the President of the United States declared the ongoing opioid epidemic a national public health emergency.



Treatment Resources

Colonial Heights CADRE Coalition

MAKING A DIFFERENCE FOR PREVENTION, ONE STEP AT A TIME.

See the reverse side

Chesterfield County Mental Health Support Services

Substance Abuse Services
804-768-7318

District 19 Mental Health Services
804-862-8000

Family Counseling Center for Recovery
804-354-1996

Hallmark Youth Care
804-784-2200

John Randolph Medical Center
804-452-3282

McShin Foundation
804-249-1845

National Counseling Group, Inc.
804-497-4676

New Life for Youth
804-230-4485

NorthStar Community
800-908-2377

Poplar Springs Hospital
804-733-6874

Richmond Intensive Outpatient Program (Resources for Recovery)
804-320-8032

Rubicon
804-359-3255

SAARA Center for Recovery
804-762-4445

Family Intervention Center of Virginia
(804) 677-7728

2017 HIGHLIGHTS



VOLUNTEERS



Donnie Woolard
Volunteer Battalion Chief



Walter Bishop
President



Luke Kissner
Vice President

Do you have what it takes to be a Colonial Heights Fire and EMS volunteer? We are always looking for committed volunteers willing to serve the citizen's of Colonial Heights. You will need to commit to a minimum of 32 hours of service per month as well as attend trainings on the first and third Thursday evenings of each month.

Our Department prides itself on the fact that when a team of firefighters or EMS providers arrive at a home, our citizens are not met by just a career member or a volunteer member, but rather a "professional" firefighter or EMS provider. As professionals we all strive to meet a high standard of expectations our citizens deserve.

In order to be a firefighter eligible to fight interior fires, each member must be certified by the Virginia Department of Fire Programs. Additionally, each interior firefighter must pass an annual physical ability test that encompasses 9 events that are typical of fire-fighting activities. Finally, all interior firefighters must pass a respiratory fit test for proper breathing apparatus use. Volunteers unable to meet all of these criteria are still allowed to participate in fire-fighting, but may only participate in exterior functions. In order to be a medical provider eligible to provide direct patient care in a leading, role each member must be certified by the Virginia Office of EMS as an EMT, EMT-Intermediate, or EMT-Paramedic. Additionally, each EMS



Drew Comstock
Treasurer



Susan Crane
Secretary



Richard Hubbell
Assistant Secretary

<u>Active Membership</u>	
(32 hours per month Commitment)	
Interior Firefighters	4
EMT Provider	3
EMT Provider/Interior FF	0
<u>Reduced Hour Membership</u>	
(12 hours per month Commitment)	
Interior Firefighter	1
EMT Provider	1
ALS Provider	1
ALS provider/Interior FF	1
<u>Support membership</u>	

Do YOU Have What it Takes?
Volunteer with Colonial Heights Fire and EMS
Contact us at (804)520-9377

A S H I F T



Wayne Hoover
Battalion Chief

STATION 1

Station-1 personnel on A-Shift had a busy and rewarding year. Personnel attended numerous classes, both within the department and from outside agencies. Station -1 had some big changes during the year; in October Lieutenant Kissner was promoted to Battalion Chief and assumed that role on B-Shift. Also in October, Firefighter Gillam was also promoted to Lieu-

tenant and was transferred to Station-2, supervising that company. With the new promotions Lieutenant Pond was moved from Station-2, assuming Chief Kissner's company. Personnel from Station-1 continue to provide the largest percent of Mutual Aid to neighboring jurisdictions. All shift personnel completed CPR, PALS and ACLS recertification during the year.

Lieutenant Pond: Lieutenant Pond supervised the Department Training Division until October of this year until Firefighter Hoke was promoted. He is still a member of the Crater Hazmat Team and completed the required 24 hours of continuing education for the year. He is a member of the Department EMS Committee representing the shift and is in charge of the EMS supply inventory. He attended the Customer Service seminar, hosted by Petersburg Fire, taught by Chief Brunacini. He also attended the

Leadership seminar, hosted by Chesterfield Fire. He continues to supervise and order all EMS Supplies for the Department.

Firefighter Crenshaw: Firefighter Crenshaw continues with maintenance and makes all needed repairs to the Department SCBA. Firefighter Crenshaw traveled to MSA plant, with Chief Bride, to begin the process of the department switching to MSA brand SCBA in February of 2018. Firefighter Crenshaw handles the Image Trend implementation for the department, where he handles all updates and technical questions. Firefighter Crenshaw is also a member of the EMS Committee where he assists with Image Trend issues.

Firefighter Hammack: Firefighter Hammack continues to be an asset

(Continued on page 6)



Lt. Chris Pond
Lieutenant Station 1



Lt. Steven Gillam
Lieutenant Station 2



A S H I F T

(Continued from page 5)

to the department assisting with needed repairs to the units and the stations. He has saved the Department numerous amounts of money with his repairs that have allowed units to remain in service. Firefighter Hammack is a current member of the Crater Regional Hazmat Team and he has completed his 24 hours of continuing education for the year. Firefighter Hammack is also a member of the Crater Regional Technical Rescue Team; he attended Rescue Challenge in May and Seneca Rocks in September of this year. Firefighter Hammack is also the Chairman of the Protective Equipment Committee and handles the issuing and inventorying of all protective equipment.

Firefighter Felts: Firefighter Felts completed the Law Enforcement Academy for Fire Prevention and Investigation. Firefighter Felts continues to work on completing his hours in Prevention, so he can assist with fire inspections and investigations. This academy required that Firefighter Felts was assigned to day work, and attended classes Monday thru Friday. Firefighter Felts, with the help of

Firefighter Comstock, made some repairs to the area at the rear of the station, adding gravel and improving the appearance of the walkway.

Firefighter Clary: Firefighter Clary continues to grow in this new career and he continues to work to improve his skills so he can be a valuable member of the organization. Firefighter Clary has been assigned to Firefighter Hammack and they are working to complete the Department DPO Program, so he can get released to operate Engine-1 and Squrt-1. Firefighter Clary has approximately 4 chapters left to complete.

Below is a list of notable incidents that Station-1 responded to during this calendar year:

On July 3rd Engine-1, Medic-1 and Battalion-2 responded to 214 S. Sycamore Street to assist Petersburg Fire with an apartment fire. There was a fatality at this incident but numerous residents were removed from the building.

On October 24th we responded Mutual Aid to Petersburg for a Structure Fire at E. Bank & Third Street, this

caused major damage to the business.

On November 3rd we responded Automatic Aid to Chesterfield for Structure Fire at 20207 Jarrett Circle. There was significant damage to the kitchen and living room area of the residence.

On November 22nd we responded to 200 S. Valley Road for a Structure Fire. Units encountered heavy fire conditions and major damage was done to the residence.

On December 3rd we responded Automatic Aid to Chesterfield to I-95 North @ MP-58 for a Brush Fire. Once upon scene it was determined that there was approximately 10-12 separate fires that had been set on the side of the interstate. We assisted Chesterfield Fire with four of these fires.

STATION 2

A-Shift Station 2 completed many tasks and assignments throughout a busy 2017. Numerous training classes were attended by the members of A-shift station 2, both within the department and through outside organizations. The shift main-

tained the EMS supply for the department and completed many minor repairs on the units and station as needed.

Lt. Steven Gillam was promoted in October 2017 and was assigned as the company officer to A-shift Station 2. Lt. Gillam completed classes this year including, Fire Officer 3, Fire Officer 4, and Introduction to Technical Rescue modules 1 and 2. Lt. Gillam also attended the Virginia State Fire Convention where he took additional classes.

Firefighter Randy Gryder maintained his position on the Crater Regional Hazardous Materials Team, and attended various training classes associated with that position. Firefighter Gryder maintained the Department's five gas monitors by conducting biannual testing and repairs. Firefighter Gryder is also in charge of maintaining the Department's Zoll X-series cardiac monitors. Firefighter Gryder is currently collaborating with Firefighter Crenshaw to configure the monitors to wirelessly transmit information to our Pre-



B S H I F T



David Kissner
Battalion Chief

2017 was another very productive year for the members of B-Shift. There were many changes in the dynamics of our shift. On July 1, 2017, Battalion Chief John Anderson retired after serving the citizens and our department for over 20 years. We will miss him, and wish him the best in his future endeavors.

Firefighter Stephen Hoke was promoted to Lieutenant on October 18, 2017 and was assigned to the Department Training and Safety division. Stephen started as

a recruit on B-Shift and was assigned to Station 2 for several years. Also in October, Lieutenant David Kissner was promoted to Battalion Chief and assigned to B-Shift. Chief Kissner was originally assigned to A-shift and took over the responsibilities of leading B-shift from Acting Battalion Chief Hines. Lieutenant Hines led the shift in the absence of Chief Anderson and did a great job managing these duties. Lt Horace Hines also coordinated Colonial Heights Fire & EMS, MDA (an organization, formed in 1950, which combats muscular dystrophy) 2017 Fill-The-Boot which exceeded our departments goal set at \$5,000. \$6,712.45 was raised.

B-Shift members attended multiple training classes and seminars this year. Training is a vital part of remaining current and learning new skills in the fire and EMS service. We are very lucky on B-Shift to have members that seek to enhance their abilities and proficiency through training.

Firefighter Krystle Hester completed her training to be eligible to be an Acting Lieutenant under the supervision of her company officer. Acting Lieutenant Hester's training was quickly tested during the Virginia Avenue Structure Fire.

Firefighter Andrew Lyles attended the Introduction to Technical Rescue Program; this class was a prerequisite for him to enroll in other Technical Rescue classes in the future. Firefighter Lyles also attended a Child Safety Seat recertification class and is currently enrolled in a Paramedic Class through Southside Community College.

Firefighter Terry Schane continued to be an active member of the Crater Regional Technical Rescue Team and attended multiple monthly trainings. Firefighter Schane completed training in Confined Space II, which was the follow up to previously acquired training on Confined Space emergencies. Firefighter Schane attended the annual Rescue Challenge



Troy Allen
Lieutenant Station 2



Horace Hines
Lieutenant Station 1



B S H I F T

which was located in Virginia Beach, where he and other Technical Rescue members competed against other teams from Virginia. Firefighter Schane also became the interim president of the Crater Regional Team, working with the other team officers and making key decisions related to team business.

Firefighter Andrew Tatum completed several training programs this year to include Water Egress training on the James River, Introduction to Technical Rescue, Mayday Technician, Response to Aviation Incidents & Machine Rescue. Firefighter Tatum also represents our department as a Flight Medic on Medflight 1.

Firefighter Alan Dodd completed Virginia Fire Programs Officer III & IV, and is currently enrolled in a Paramedic course that is slated to finish in the summer of 2018. Firefighter Dodd also joined the Crater Regional Technical Rescue team.

Firefighter Joshua Whitten obtained certification as a Child Safety Seat Technician allowing him to educate the public on the proper procedures for installing car safety seats. Firefighter Barrett, Newlon and Whitten continue to work towards obtaining Driver Pump Operator status and we look forward to them accomplishing this goal.

Firefighter Barrett returned to work on July 31, 2017 following knee surgery from an injury received at a structure fire (Christmas Day 2016). Welcome back Benjamin!

With the ever increasing amount of stress that is placed on Department members, stress management is a detrimental part in finding balance with work and everyday personal issues. Two members of B-Shift obtained certification in Peer Stress Management. Firefighters Gerry Petet and Firefighter Alan Dodd attended training to form a local Stress Management

Team, which was formed to assist staff with stress related issues.

Throughout the year many members serve on different committees to provide new ideas and techniques. Firefighter Hester, Firefighter Petet and Battalion Chief Kissner are the B-Shift representatives for the EMS committee. Colonial Heights Fire & EMS has partnered with several agencies and community colleges to provide field precepting of Intermediate and Paramedic students. B-Shift has spent a significant amount of time precepting these students along with providing a safe professional atmosphere for their learning. Firefighter Hester was one of three preceptors that were nominated for the preceptor of the year award that is selected in January of 2018. Several of the student preceptors applied and were accepted as new volunteer members in the department. The professionalism of the preceptors and the time spent with each student during training is evident.

B-Shift members responded to multiple Fire & EMS incidents throughout 2017. With the heroin-opiate crisis that is affecting America, B-Shift responded to multiple drug overdose incidents, some with multiple patients. Shift members were responsible for multiple life saves due to excellent advanced life support care and rapid response times. The shift responded to I-95 for a motor vehicle crash with 10 patients needing transport to the hospital. The regional Mass Casualty Incident Response Plan was implemented and all patients were quickly triaged, treated, and transported with the assistance of mutual aid response. B-Shift also responded in December to Southpark Mall for a shooting inside the mall. The first arriving units quickly located the patient inside the mall with an active bleed. The patient was quickly treated and transported to VCU, and the patient survived his injuries.

B-Shift responded to back to back structure fires on July 16, 2017. The first fire was located on Cameron



C S H I F T



Craig Bride
Battalion Chief

C" Shift experienced a successful 2017. There was one on the job injury that resulted in loss of time.

The shift responded to three substantial structural fires with the largest occurring at 3211 Bermuda Ave in March. The shift responded to multiple vehicle and brush fires and investigated and extinguished hundreds of other fire type calls. The most substantial EMS incidents included multiple child-births, multiple infant cardiac arrests, multiple heroin overdose calls, and other types of successful suicides. A life save occurred during a cardiac arrest call on March 28 after Lt Grundler, Firefighter Winn, Firefighter K. Smith, Firefighter Albiston and Firefighter Turner administered lifesaving ALS care to a citizen, who was able to leave the hospital after 30 days. The most "abnormal" call of the year was a 12 year old child trapped inside of a sofa bed whom the fire department worked 15 minutes to remove from the internal components of the couch. The child was not injured, however the story was picked up by the national

media, and broadcast globally on Daily UK. Many emails and customer comment cards were humbly received from citizens recognizing outstanding service throughout the year.

Fire and EMS Training occurred weekly. Non-assigned building tours were completed at Publix, Keystone Tractor, Hampton Inn, Cookout, and Wagstaffs. Numerous public education programs were conducted. Outside of the City training included Child Safety Seat Update, Incident Safety Officer Training, Traffic Incident Management Training, Paramedic recertification, Chief Brunacini's Unified Command Symposium, Chief Viscuo's Step Up and Lead; sponsored by Chesterfield Fire & EMS, VDFP Instructor I, Elevator Rescue with Petersburg Fire, VDFP Officer I, Instructor I, Reducing cancer in firefighters symposium in Petersburg, Rescue Challenge 2017 in VA Beach, and Seneca Rocks West VA Crater Regional TRT Training.

FF's Winn and Murphy were cleared to drive and pump all fire apparatus during the spring. The shift participated in the MDA



Kris Pawlick
Lieutenant Station 1

"Fill the Boot" campaign to assist with Muscular Dystrophy, The Oaks of Dunlop Farms Chili Cook-Off and annual Volleyball Tournament, the City's Citizen Academy's Fire & EMS demonstration night, and the Spirit Ride Ceremony; to promote the move over law on the highways. The health and wellness of the "C" Shift fire family was also a blessed with overall good health. Lt. Grundler returned to work from multiple surgeries occurring in 2016. Lt. Pawlick became a father of three; welcoming baby daughter Collette Elizabeth into the world on November 28. FF Kevin Smith received his BSN from Liberty University. FF E. Harrison was married and is an expectant father. City years of Service awards were received by Lt. Grundler (25 years), Chief Bride (20 years), Firefighter Harrison (10 years), Firefighter Albiston (5 years), and Firefighter Glascock (5 years).



Patrick Grundler
Lieutenant Station 2



TRAINING

Colonial Heights Training Division Team Members**Stephen Hoke**

In 2017, the Colonial Heights Fire Department participated in over 1,100 hours of training throughout the year. Most of these training classes included in-house education by on shift personnel taught by Field Training Officers and Company Officers. Field Training Officers handle a large portion of the EMS training on shifts. FTO's are usually senior members of the department and are able to use their knowledge and experiences to teach the rest of their shift. Topics can range from policy and procedure review, legal and ethical issues in EMS and even cover more advanced topics like 12-lead interpretation.

In 2017 the training division underwent another change in leadership. Due to a need in Communications, the past Training Lieutenant had been assigned to managing dispatch for the city. This caused the responsibilities of the Training and Safety Division to be shared among multiple members of the department. I would

like to take this opportunity to thank BC Eric Albert, BC Craig Bride, BC Wayne Hoover, Lt. Kris Pawlick, Lt. Chris Pond, and FF Deborah Rose for their help in sharing the responsibilities of this position while (previously Lt.) Eric Albert helped manage communications. While all tasks have not returned to the position, we are working to reorganize and prioritize the tasks that are returned to the new Training Officer. I would also like to thank all the FTO's and Company Officers for their assistance in ensuring training was being completed without it being specifically assigned. Several members of our department went above and beyond and received certifications to expand their skills. Firefighter Alan Dodd and Lt. Steven Gillam obtained their Officer III and Officer IV certifications. These classes require the student to create budgets, policies, procedures as well as create forward thinking plans for procurement and execution of advancements to their fictional fire department. FF Joey Hammack also received his Officer II certification. Many of our members completed additional training to become field preceptors for Paramedic Programs for schools throughout central and southern Virginia including John Tyler Community College and Virginia Commonwealth University. Staff completed their yearly renewals for CPR and also completed renewal courses for Advanced Cardiac Life Support and Pediatric Advanced Life Support from

the American Heart Association with the help of instructors and nurses from Southside Regional Medical Center. The department also maintains approximately 15 Child Safety Seat Technicians who throughout the year completed renewal programs and/or participated in child seat safety events in the area.

We had many volunteers obtain certifications in Firefighter I and Firefighter II as well as Emergency Medical Technician-Basic. Volunteers are provided training with the career personnel while pulling duty on shift and are provided with bi-monthly training on both Fire and EMS topics. Two of our volunteers were able to secure full-time employment as Firefighter/EMTs. One was hired by Hanover Fire Department and the other hired here at Colonial Heights.

Finally, we had 3 new career personnel hired and to round out our year these new recruits started on December 27th and will go through a 14 week recruit

school where they will obtain Firefighter I, II, EVOC, and Hazmat Awareness and Operations. We also have 5 career firefighters currently enrolled in an Intermediate to Paramedic bridge program through VCU and SVCC and are due to finish in 2018.

Last but not least the Training Division was able to obtain a heavy duty and high output fog machine for training in zero visibility scenarios for fireground search and rescue training. The nontoxic and adjustable smoke adds a degree of realism to training scenarios to ensure our firefighters are adequately prepared for a real scenario while maintaining a safe and controlled training environment.



FIRE MARSHAL'S OFFICE



Joe Boisseau
Deputy Fire Marshal

Fire Marshal's Office
Report Year 2017

Highlights:

The Virginia Fire Marshal Academy brought in subject matter experts from across Virginia to review the course and testing materials for both the Fire Inspector 1031 and Fire Investigator 1033. These committees are tasked with enhancing these programs and making sure that Fire Programs is meeting the recognized national standards. J. Boisseau was one of the experts selected and one of the only that is on both committees.

Firefighter R. Felts was one of 30 students to complete the Virginia Fire Marshal Academy Law Enforcement Training in November 2017. The academy was held for 10 weeks at Fort Pickett in Blackstone. The training requires 100 percent attendance and must obtain a 100 on every quiz and test. R. Felts next step is to complete field training to put what he learned in the academy to safely and effectively working in the field.

Battalion Chief D. Woolard continued to enjoy volunteering to assist the Fire Marshal's Office. He conducted 41 fire inspections focusing on Charles Dimmock Parkway and Southgate Square. Several

of these properties were inspected for the first time.

Inspections:

There were 178 properties or businesses that were inspected or received a notice of violation. There were 79 properties that submitted alternative fire protection system reports, 66 fire alarm reports, and 47 fire sprinkler system reports. Of these 17 systems had issues that needed to be corrected to bring the fire protection system into compliance.

The office conducted 19 site inspections to assist the Building Official's Office with compliance with building and fire codes prior to issuing a certificate of occupancy.

There were 3 commercial properties that had done work without obtaining the proper permits from Building Inspections.

The owner of 107 Carroll Ave was found guilty in General District Court of all six fire code violations. The judge imposed a fine of \$2,500 on each charge and order the property condemned. The residents were then allowed 30 days to move out. Once that was completed, the power was disconnected to prevent future tenants. As of 2017, the owner still has not moved forward to correcting the building and fire code violations.



Front 107 Carroll Avenue



Electrical Hazards 107 Carroll Avenue



Abandoned Oil Tanks 107 Carroll Avenue

There were 5 properties that were found vacant and unsecured. Majority of these were found more than once and a notice of violation was sent to the owner. One of these required the Fire Department to immediately secure the property because of the hazard it posed.



Deputy Fire Marshal J. Boisseau continued to work with Planning and Engineering reviewing proposed developments for compliance the Fire Code and the Fire Department.

The office notified 10 businesses to obtain a City business license.

FIRE MARSHAL'S OFFICE



Discarded Smoking Materials

quest was for an accidental fire with injuries to both occupants and one arson fire.

Hazardous Materials:
The department responded to 40 various hazardous materials releases. The top two hazardous materials were:
16 – Natural Gas
12 – Gasoline

There were 39 calls for hazardous materials release and after conducting a scene investigation nothing was found.

Crater Regional Hazardous Materials Team was activated 5 times.
4 – Petersburg
1 – Prince George

There was one large commercial fire in Petersburg requiring Crater Regional and the State Hazardous Materials Teams assistance to control and contain petroleum run off from fire ground operations.

Deputy Fire Marshal J. Boisseau was one of the leads for the Regional Hazardous Materials Technician Course hosted by Richmond and Chesterfield.



HMT Students PPE and Detection Skills

The Virginia Hazardous Materials Specialist Association has asked J. Boisseau to be on the 2018 Conference and Training Committee.

Public Educations:
J. Boisseau continued to be the Safety Seat Coordinator for the City. This year the City had a seat check audit from the Department of Health.

This year the department did 63 seat checks.
A Shift – 21
B Shift – 13
C Shift – 23
Fire Marshal's Office – 6



Toys-R-U's Donating Child Safety Seat

The department did 52 smoke detector checks or installations. This doesn't include the numerous detectors installed after a call for service.

There were 21 public educations or stations tours conducted.
A Shift – 5
B Shift – 7
C Shift – 5
Fire Marshal's Office - 4

12 – Cases were cleared by arrest;
9 – Adults arrested
6 – Juveniles arrested

One criminal case involved the illegal disposal of used tires on Riveroaks Dr. After executing a criminal search warrant, the final count was 497 used tires on the property. The owner pleaded guilty in court. He was required to remove the tires, show that the tires were properly disposed of, and comply with the fire code and all zoning regulations.



Illegal Tire Disposal

An arson fire on the eve of Thanksgiving caused major damage to a home. The occupant was arrested the same evening after confessing to the crime. The office assisted Petersburg with 3 fire investigations with one case leading to the arrest of a possible suspect. Hopewell received assistance 1 time for a possible arson fire. The office received assistance from Chesterfield Fire Marshal's Office 2 times. One re-



NEW EMPLOYEES / RETIREMENTS



New Employee



New Employee



**Retired
Battalion Chief**



**Retired
Shift Supervisor
Julie Groat**

THANK YOU FOR YOUR SERVICE!

EMERGENCY MANAGEMENT



Beverley Brandt
Emergency Manager

2017 Emergency Management Annual Report

The City of Colonial Heights Office of Emergency Management continues its mission to mitigate, prepare, respond and recover from emergencies by educating the public against potential

threats to the City. Emergency Management monitors weather threats and participates in conference calls with the Virginia Department of Emergency Management and the National Weather Service. Reports of potential threats are sent to department directors and employees who would respond to the Emergency Operations Center keeping everyone informed on potential impacts, using social media, and the City website to inform citizens.

Emergency Operations Plan

Every locality is required to have an Emergency Operations Plan and according to Virginia Law every four years the City's EOP must be reviewed, updated and approved by City Council.

2017 marked the year for our compliance of the EOP. What is an Emergency Operations Plan? The EOP is the legal and organizational basis for emergency and disaster operations in the City of Colonial Heights. It assigns broad responsibilities for each government agency and support organizations for disaster mitigation, preparedness, response and recovery. This is a long process involving each of the City department's review and approval of their responsibility during a disaster. The EOP was adopted by City Council on December 12, 2017, ensuring the City is in compliance and ready for a disaster.

Grant Awards

In 2017, the City received a total of \$77,732 grants

funds and continues to close-out pending grants. The Local Emergency Management Program (LEMPG) received \$7,500 to be used to fund a portion of the Emergency Managers salary. Colonial Heights Fire & EMS was awarded \$17,813 from Firehouse Subs for five battery powered ventilation fans. These fans have improved firefighter safety by quickly removing toxic gases from structure fire environments as well as from turnout gear following structural fires. The Hazardous Materials Team received \$59,844 for decontamination equipment. The Virginia Department of Emergency Management conducted a desk audit of 4 grants the City had been awarded. The audit went well with a



EMERGENCY MANAGEMENT

request for additional procedural documentation. These four grants have been closed.

Statewide Tornado Drill

On March 21, 2017, at 9:45 a.m. the City of Colonial Heights participated in the Annual Statewide Tornado Drill. Eight City locations and five schools were prepared for this drill. The National Weather Service sent a tornado warning “test” along with alert tones on the NOAA weather radios which triggered the drill to begin. City employees put their training into play meeting in their designated areas. School children and faculty moved into the hallways crouched down in a “drop, cover and hold” position. The After Action Report (AAR) revealed that participants received an overall good rating on their shelter in place emergency plans. The report revealed that emergency lighting is needed in the vaults in City Hall. Last year’s AAR revealed that city weather radios needed to be replaced, which we were able to do through a regional grant.

Community Emergency Response Team (CERT)

2017 was a good year for the Colonial Heights Community Emergency Response Team (CERT). This year the team assisted state and local part-

ners by volunteering enabling agencies to exercise their plans; assisting Police and Fire with Drug Take Back and Child Safety Seat Installation events; CPR/First Aid recertification; and quarterly continuing education training. A regional CERT exercise was held on December 5th in Chesterfield County. Six localities participated in this exercise giving them the opportunity to refresh their medical skills. From their training to their service projects, our CERT team is a valuable asset to our City and they are always ready to help us. In June a full CERT class was conducted graduating fifteen students. The classes held included: Introduction to CERT, Disaster Preparedness, CPR/First Aid, Terrorism, Search & Rescue, Triage, and Disaster Psychology ending with a final exercise. Each student received their CPR, First-Aid certification and their CERT Certification.

Exercises

Emergency Management participated in several exercises this year. On May 2nd Colonial Heights participated in the State VERTEX exercise. The scenario was a terrorist attack on a Dominion Energy transmission station affecting power outages for several days in the City. A Level 2 activation of the Emergency Operations Center with Police and Fire working through several possible problems. On June 23rd the Virginia Healthcare Coalition conducted an Infec-

tious Disease Tabletop exercise at Johnston-Willis Hospital. The purpose was to walk through a large infectious disease scenario in Central Virginia. Numerous players participated including Emergency Management, Fire, EMS, hospitals, Police and Health Department. On September 30th the Chesterfield Health District conducted a successful full-scale mass vaccination exercise at Colonial Heights Middle School. In addition to providing residents with a way to receive flu shots, the exercise also allowed the Health District and the Medical Reserve Corp to partner with Colonial Heights Emergency Management, Fire & EMS, Police, CERT and the Schools. On August 8th, Colonial Heights partnered with Chesterfield County to conduct a “Prepare Because You Care” training and exercise with healthcare facili-

ties in the two jurisdictions. This gave healthcare facilities an opportunity to complete the new Centers for Medicare and Medicaid Services (CMS) regulations for emergency preparedness and to be more prepared at their facilities for a major emergency. On November 11th the Virginia Department of Emergency Management conducted a tabletop Family Assistance Center (FAC) exercise with Region 1.



COMMUNICATIONS



Lieutenant Eric Albert
Communications

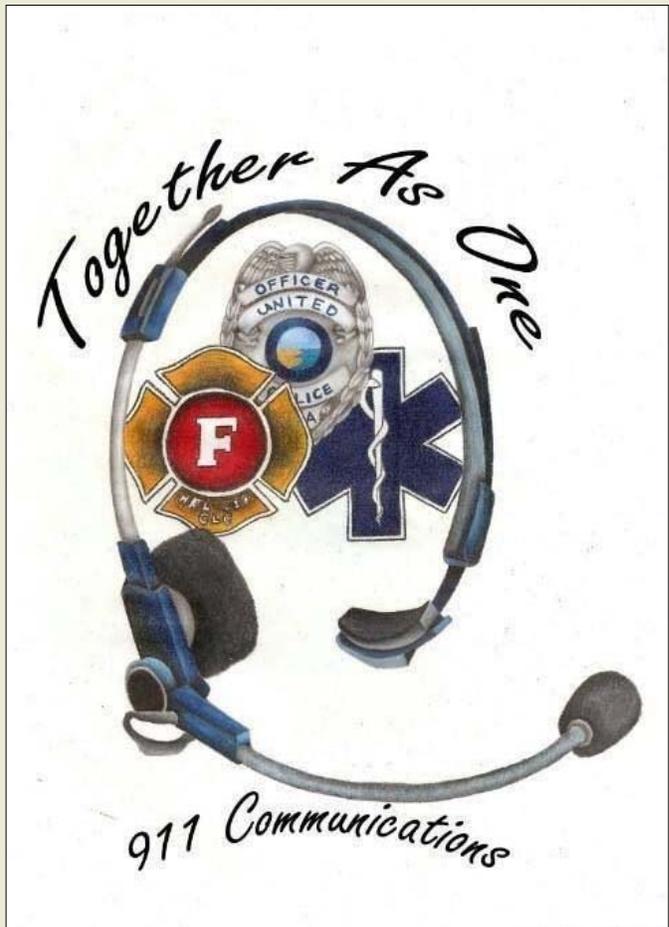
COMMUNICATIONS

The Colonial Heights Emergency Communications Center (CHECC) continues to lead the city in updating services to meet Next Generation technology that provides enhanced Public Safety 911 and Radio services. Many of the projects started in 2013 continue to be implemented to include GIS, Text to 911, and the replacement of our existing 800MHz Public Safety Radio system to a new P25 compliant radio system. One piece of Next Generation 911 is Geographic Information System (GIS) address points and mapping. Verizon is no longer supporting the existing 911 infrastructure and Master Street Address Guide (MSAG) and will be removing all legacy telephony equipment. The Voice over Internet Protocol (VoIP) environment will rely on local GIS information to relay 911 calls to the correct 911 Emergency Communications Center. With the 2015 and 2016 Virginia Wireless Board grant for GIS, the city has been able to create a more robust GIS

database to be used by 911 and other city departments. Much more work must be completed on this front and will need continued support to maintain accurate records for 911 routing off calls.

The Emergency Communications Center continues to receive Text to 911. This is also another part of Next Generation 911. Text to 911 is a technology that is growing among the Deaf and Hard of Hearing Community that is replacing Teletypewriters (TTY) and Telecommunications Device for the Deaf (TDD) when contacting 911. It is also an option for contacting Emergency Services when making a phone call could be dangerous. Text to 911 is not a replacement for calling 911, calling 911 is always the recommended way to contact Emergency Services. The texting feature on your phone was not designed for time sensitive communication, so your request for help may be delayed in your phone provider's network before being handed off to a 911 network. The communications center began accepting Text to 911 in August of 2015.

The City of Colonial Heights participates with the County of Chesterfield on a regional radio system that dates back to 2001. The regional radio system, also known as the Capital Region Radio System, encompasses several jurisdictions to include Henrico, Richmond, Hanover, Capital Region Airport Commission, Chesterfield and Colonial



Heights. The radio project is also considered a Next Generation project as legacy type radios are being replaced with hand held computers that look much like their old radio predecessors, however they have increased capabilities living in an Internet Protocol Network. The Next Generation Radio Project is expected to last well into 2021 with Battalion Chief Albert continuing to manage the daily challenges to keep the project on schedule providing feedback to our regional partners and consultants.

The Colonial Heights Emergency Communications Center houses all warrants and protective orders issued in the city. Our center enters and validates all entries. At present we have 644 outstanding warrants and 84 active protective orders. Each and every one of these papers is entered into the Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC) system with all available information on the subject. Information is obtained through Department of Motor Vehicles (DMV) records and criminal histories. All

HELP 9-1-1 HELP YOU!



- GIVE YOUR LOCATION
- STAY ON THE LINE
- ANSWER ALL QUESTIONS



COMMUNICATIONS

2017 911 Calls

Wireline 911	5,636
Wireless 911	10,165
Total	15,801

In total, 77,697 phone calls were processed by dispatch personnel, along with the processing and entering of 3,856 criminal warrants

entries are required to be accurate to the letter. Every three years the State Police completes an audit on all entries for accuracy. Failure to maintain accuracy on all entries can cause the locality to lose their VCIN/NCIC license. During 2016 the State Police sent a team in to audit our records and gave us a perfect score. Supervisor Julie Groat led the effort and oversaw the audit with the assistance of all the staff as warrants were checked, double and triple checked for accurate entries in-between audits. I want to say great job to all my staff for an excellent audit. Supervisor Julie Groat retired



on 4-1-2017. I want to thank her for the years of service she provided the city and setting an excellent example to our staff. She always told me she wanted to go out while at the top of her game and the perfect VCIN audit was the icing on the cake. During 2017 monthly validations continue to be completed and forwarded to VCIN. These monthly validations take numerous hours to complete each month. Each warrant needs to be cross checked with all available proofs that were used for the entry. The monthly list is compiled of warrants, protective orders, stolen vehicle, articles, guns, and stolen plates that were entered on the month from the prior year. Part of this list is forwarded to records and the Police Department to confirm if articles have been recovered or the entries can be cleared or removed. Denise Chandler is also instrumental in assisting with the audit. Through the year she is responsible for making sure the Commonwealth Attorney Purge is completed. This purge is completed quarterly and clears up our files of warrants that have expired. Denise also assists in the actual audit which took place during 2016. Denise and Julie both have an eye for detail and have done a great job reviewing records. The shifts continue to be committed to accurate data entry and look forward to future audits with excellent results. The center processed a total of 77,697 phone calls in 2017. The center received 10,165 Wireless 911 calls

and 5,636 Wireline 911 calls for a combined total of 15,801 emergency 911 calls. The center also answered 4,493 calls from the police department lobby phone. The above phone calls generated 44,540 calls for service to be dispatched for Public Safety and Non Public Safety Departments. The center also processed and entered 3,856 warrants and 383 protective orders.

In total ECC personnel attended 66 classes that accounts for 322 hours of continuing education training to maintain EMD and dispatch proficiency. Minimum Certifications for Telecommunicator's include Basic Dispatch, VCIN, CPR, EMD, and Incident Command training. This totals over 80 hours of initial training. After taking on the responsibilities of managing the center in July 2011, I am very happy with the progress we have made in delivering services to the city in a very professional manner. Our quality improvement/quality assurance program insures we are continuing to improve on how we do business on a daily basis. None of this could have been accomplished without the support of my four shift supervisors. The retirement of Supervisor Julie Groat left a vacancy for a Supervisor position. This vacancy was filled by a Julie Groat apprentice, Valerie Canfield. I am very fortunate to have been able to promote all 4 of my supervisors and feel we have the best management team in the CHECC that we have ever

had. I also feel very fortunate that I was also promoted to rank of Battalion Chief in 2017 with the direct responsibility of managing the Communication Center. The team that has been created through these promotions has embraced technology and change along with taking great pride and ownership of the CHECC. All of the communications staff takes great pride in the work that they do and set a great example for others to follow. The following are reports from each of the four shifts in the CHECC.



HELP 9-1-1 HELP YOU!

- GIVE YOUR LOCATION
- STAY ON THE LINE
- ANSWER ALL QUESTIONS



COMMUNICATIONS



A Shift Supervisor
Elizabeth Gegenheimer

A Shift

A Shift continued to excel in the year 2017. Although changes within the shift occurred throughout the year, the level of professionalism never decreased. Telecommunicator Ashley Rainey joined the shift in early spring after being released from training. She completed her first year with the agency and has finished all necessary training to include cardiopulmonary resuscitation (CPR), Emergency Medical Dispatcher (EMD), and Virginia Criminal Information Network (VCIN) classes. She has also been instrumental in updating current forms used within the center to create more efficient workflows.

Acting Supervisor Melissa Setterholm assisted the department in a short term shift change during a co-worker's maternity leave. She also takes it upon herself to keep our local record system regarding protective orders updated and is currently finishing up guidelines to assist with training new employees.

Supervisor Gegenheimer continued to assist with both VCIN & CPR training classes within our agency as



B Shift Supervisor
Valerie Canfield

well as at Crater Criminal Justice Academy located in Prince George County. She also facilitated this year's EMD class for recent hires. She attended both radio classes as well as GIS (geographical information systems) to assist the department with forthcoming technology.

A shift assisted police patrol and investigations divisions in early fall with locating a suspect throughout multiple states over the course of approximately 8 hours. Staff quickly gained locations information through speaking with cell phone companies. After gaining locations, contact was made with multiple law enforcement agencies through the VCIN/NCIC system in an attempt to stop the individual. While this one incident required much attention throughout our shift, we also handled multiple other calls and requests from other citizens, officers, and fire personnel.

B Shift

In 2017 B shift said goodbye to one of our mentors who after 23 years decided it was time to retire. After the retirement, our center



C Shift Supervisor
Chad Bosserman

experienced several different changes including hiring new employees, promotions, shift changes and thousands of calls for service. Being the newest supervisor, I was challenged with being assigned 2 newly released dispatchers as well as senior dispatcher Chandler who brings over 15 years of experience and knowledge to share. Although half of my shift is new that doesn't stop the calls that pour in daily and I couldn't be prouder of my coworkers for their dedication and strive to be the best.

December 2nd this past year was no different than any other Saturday. Just after lunchtime every emergency line lit up with callers stating that there was a shooting inside of our mall. Working that day along with me was dispatcher Lynch, a 1 year employee, and dispatcher Allen, a less than 1 year employee. As phone calls poured in endlessly, police, fire and EMS were dispatched in record time. Dispatcher Lynch himself worked 3 fire tac channels alone while trying to answer as many 911 calls as he could, while Dispatcher Allen dispatched, updated, and logged all police traffic at the same time she an-



D Shift Supervisor
Brenda Santini

swered numerous 911 calls; a skill that takes years to master. This same day my shift had already worked an accident with an entrapment as well as an accident with an overturned vehicle on the interstate. I believe B shift has more than proven that we can handle any situation that comes our way, and although there is still a lot to learn, I couldn't be prouder of all my coworkers. We all look forward to whatever 2018 holds instore for us.

C Shift

2017 was the year of excitement, achievements, new members to CHECC and high priority calls. In July, CHECC welcomed Telecommunicator M. Lowe to the team. Lowe came to CHECC with prior 911 Telecommunicator experience and was cleared on all dispatch positions after exceling through the department's training program. Throughout the year, each Telecommunicator completed weekly continuing education to stay updated on the current practices of 911. In March, Telecommunicator Murdaugh completed the Emergency Medical Dispatch (EMD) certification allowing her to give vital

COMMUNICATIONS

and sometimes lifesaving pre-arrival medical instructions to 911 callers.

In 2017, C-Shift handled numerous high priority calls that included multi-agency responses, major traffic collisions, critical missing persons, robberies and structure fires. In August, CHECC received a fire alarm activation from a local hotel on E. Roslyn Rd. Arriving CHFD units located an active fire in a room within the hotel, smoke throughout the hotel floor and one known patient. This incident required a multi-agency response and numerous requests for CHECC to handle. This incident was a perfect example where C-Shift was able to effectively handle requests in a timely manner, while working as a team to monitor a hectic radio, and still answer incoming emergency calls for service. Also in August, CHECC answered a 911 open line where the Telecommunicator could only hear what sounded like an active domestic in a vehicle. The Telecommunicator immediately recognized this as an emergency and through updating the phone was able to track the vehicle on I95 where Chesterfield intercepted and provided Law Enforcement and EMS care. Overall, 2017 was an exciting year for C-Shift. The shift was presented with numerous situations that required the team to work together to achieve successful outcomes.

D Shift

2017 brought about a lot of change for the folks of "D" squad. "D" squad lost their long time communications supervisor of 20 years to retirement, and I was tasked

with filling her shoes! After spending much of my 20 year career on day shift, I quickly realized night shift was a whole different world than I remembered 14 years ago.

Throughout the year my shift has been tasked with many challenges and we have successfully conquered each one. I am always proud of the work my shift produces, but none more so than the night of December 26th around 21:30 hours when we received a frantic call from a young woman who stated her mom was suicidal and could not be found. The only clue as to her whereabouts was that she was probably going to be near water. After countless calls by dispatch in an effort to make contact with the young mother by calling her, numerous attempts to ping her cell phone location, checking every body of water in our city, and making multiple calls back and forth to Chesterfield, Petersburg, Prince George, and Hopewell her car was spotted by Sgt. Foster at the Dutch Gap boat landing. After breaking the car window and pulling her from the vehicle unconscious, the young woman was taken to a nearby hospital. A week later she would come to meet the officers who worked so tirelessly to find her and thank them for saving her life. This is only one of many life and death situations my shift has faced and met with success.

As proud as I am of my squad, this kind of dedication and talent is not unique to my shift alone. Every dispatch shift in this department is manned with people who show up every day "ready". We are always heard but seldom seen,

needed by many, but recognized by few, the first to get the story and the last to know the ending. 2018 will bring with it new people and new challenges, and I have no doubt Colonial Heights Communications will be just as successful as years before!



OPERATIONAL DATA

<u>Apparatus</u>	
Ambulances	5
Telesquirts	2
Pumper/Engine	1
Quint/Aerial	1
Heavy Rescue/Pumper	1
Brush Truck	1
Haz-Mat Response Trailer	1
Water Rescue	2
Utility Vehicle	1

<u>Hospital Transports</u>	
Southside Regional	2,095
John Randolph	242
Tri-Cities Emergency Room	224
CJW Chippenham	218
VCU Health Systems	113
CJW Johnston Willis	45
Bon Secours St. Francis	43
St. Mary's	12
Veterans (McQuire Hospital)	6
Henrico Doctors Forest	4
Memorial Regional Med Center	2

<u>Mutual Aid</u>		
	<u>Rec.</u>	<u>Prov.</u>
Chesterfield EMS	29	3
Chest EMS first Resp.	0	87
Chesterfield Fire	51	15
Dinwiddie EMS	2	4
Fort Lee EMS	43	3
Fort Lee Fire	0	1
Hopewell EMS	2	7
Hopewell Fire	0	1
Petersburg EMS	5	91
Petersburg Fire	8	18
Prince George EMS	6	7
Prince George Fire	3	0

<u>Response Data</u>	
Total fires	69
Building Fires/Fire in Building	27
Vehicle Fires	19
Trash/Rubbish/Brush Fires	21
Other Fires	2
EMS Incidents	3945
Haz-Mat/Hazardous Conditions	144
Spills/leaks/Haz-mat	39
Down or low hanging wire	38
Electrical Problems	45
Other	22

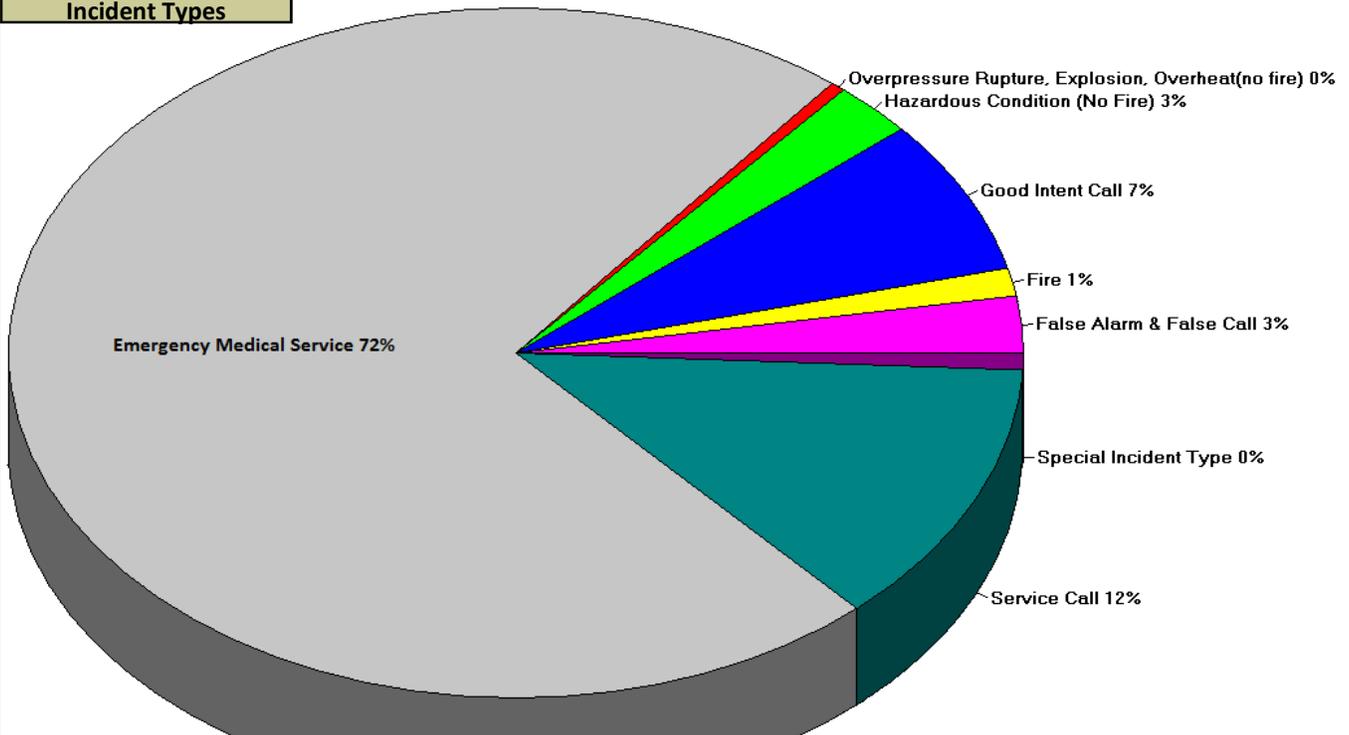
<u>EMS Response Quality Control</u>	
(EMS Emergency Incidents that did not meet our standard of 9 minute response time)	
No delay	3,434
No local units available	22
Out of district response	21
I-95 response	10
Difficulty locating incident	8

Response Times

Fire units arrived on scene in less than 9 minutes on **93.2%** of emergency incidents. The average response time was **5:40** minutes .

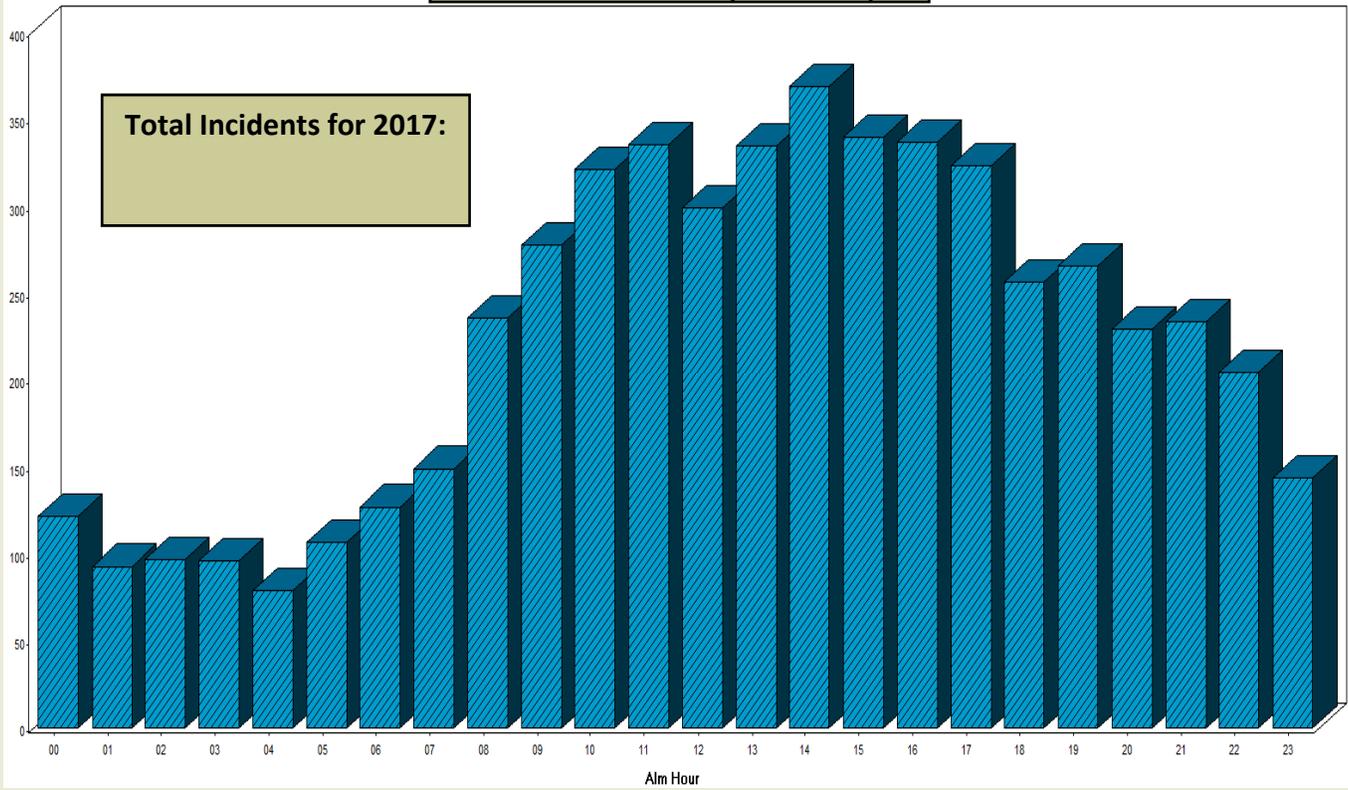
EMS units arrived on scene in less than 9 minutes on **96.9%** of emergen-

Incident Types

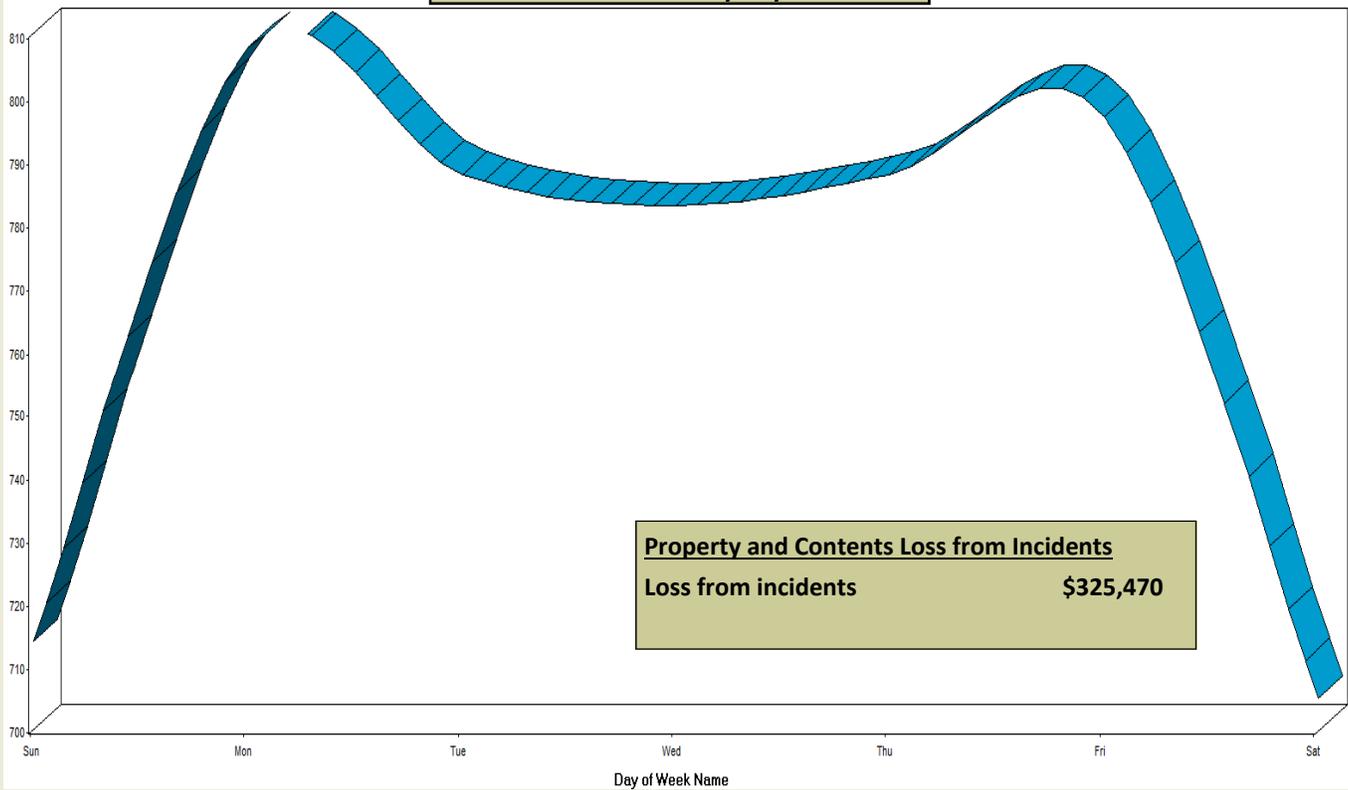


OPERATIONAL DATA

Number of Incidents by Hour of Day



Number of Incidents by Day of Week



PROUDLY SERVING THE CITIZENS,
BUSINESSES, AND GUESTS OF
COLONIAL HEIGHTS!

"Our Mission is to promote fire safety, fire prevention, and health safety in the community, as well as to perform fire suppression, rescue, emergency medical services, and emergency services to the citizens, workers, and visitors in Colonial Heights and surrounding communities who shall summon our assistance."

