



**Caroline County
Department of
Fire—Rescue and
Emergency Management**

**Annual Report
January 1—December 31, 2009**

Overview and Mission

The Caroline County Department of Fire-Rescue and Emergency Management is pleased to provide the following assessment of our 2009 calendar year performance. The material and data listed reference the period of January 1st through December 31st, 2009. The Department continues to be driven by the philosophy of the following mission statement:



To provide the citizens of our county and those who may pass through with the most proficient delivery of fire protection, emergency medical, and disaster related services that can be accomplished by prudently using all resources available to us with special focus on the most valuable resource, "Our People".

Vision Statement

To create a high performance emergency services system to meet the current and future needs of the citizens of Caroline County.

Department Structure



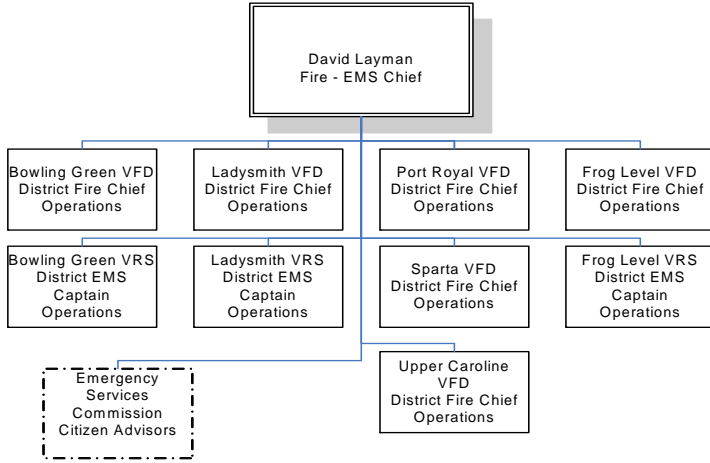
Fire – EMS Chief David Layman

In August 2009, the Department transitioned from a County Director of Fire and Rescue to a single County-wide Fire and EMS Chief [Org Chart 1]. Chief David Layman was hired that same month. He oversees nine volunteer fire and rescue agencies in addition to a career staff of 35 full and part time County employees (excluding part time training center staff) [Org Chart 2].

The Chief utilizes the Emergency Services Commission (ESC) as a citizen advisory group. The ESC helps provide long range planning for fire-rescue issues.

Caroline County

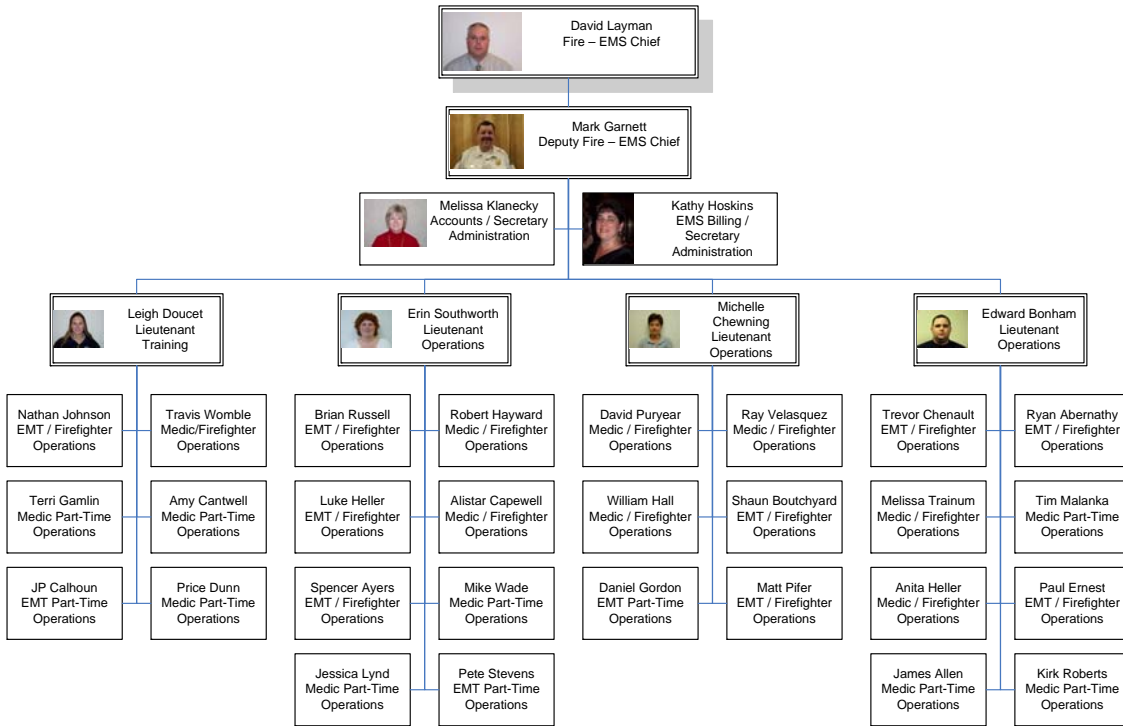
Department of Fire-Rescue and Emergency Management



Org Chart 1

Caroline Fire and Rescue – Career Division

January 19, 2010



Org Chart 2

Volunteer Departments

Caroline is served by nine volunteer fire and rescue agencies. These include:

- Bowling Green Vol. Fire Dept–Co. 1***
- Ladysmith Vol. Fire Dept–Co. 2***
- Port Royal Vol. Fire Dept–Co. 3****
- Sparta Vol. Fire Dept–Co. 4***
- Frog Level Vol. Fire Dept–Co. 5***
- Upper Caroline Vol. Fire Dept–Co. 6****
- Bowling Green Vol. Rescue Squad**
- Ladysmith Vol. Rescue Squad**
- Frog Level Vol. Rescue Squad**

*** - Fire Company Providing EMS 1st Responder Services**

**** - Fire Company Providing EMS Transport Services**

Emergency Fleet

Caroline Fire and Rescue maintains a fleet of 66 emergency vehicles. Three insurance claims were submitted to our carrier in 2009.

Volunteer Membership

There are currently 241 volunteers in Caroline.

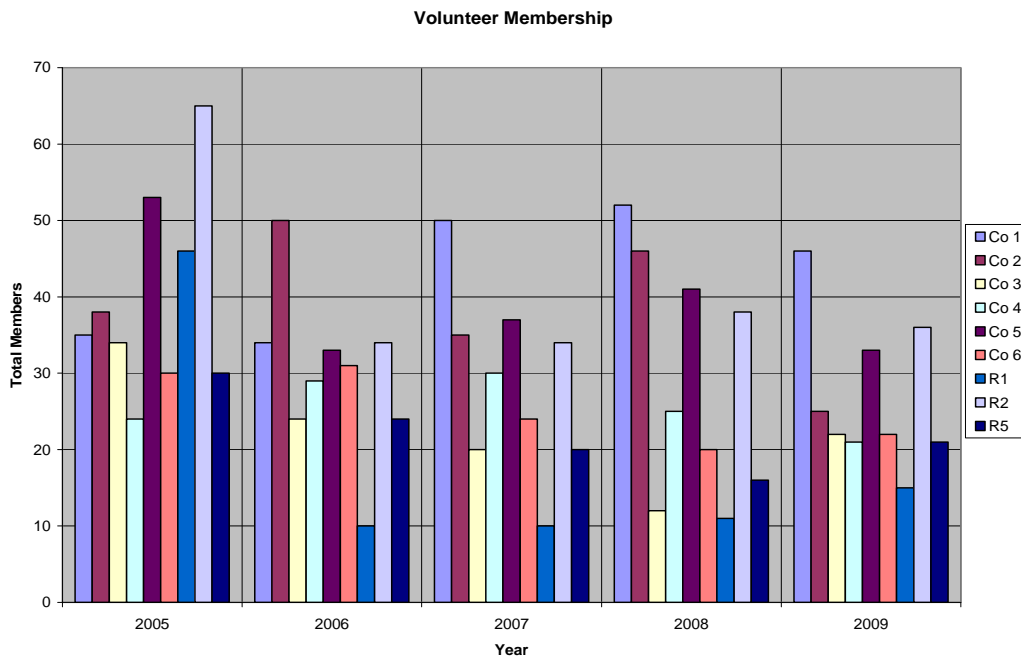


Figure 1

System Statistics

There were 2,053 fire and 3,916 EMS calls in Caroline County for service in calendar year 2009 [Figure 2]. *Note – the CAD system was used for the first time to calculate yearly calls for service in 2006. This software counts EMS and Fire requests for the same incident as two calls for service; therefore, comparison with previous years may appear to be over-inflated. Fire figures include EMS first response calls. EMS units spent 6,317 hours on actual calls. Fire units spent 1,496 hours on actual calls.*

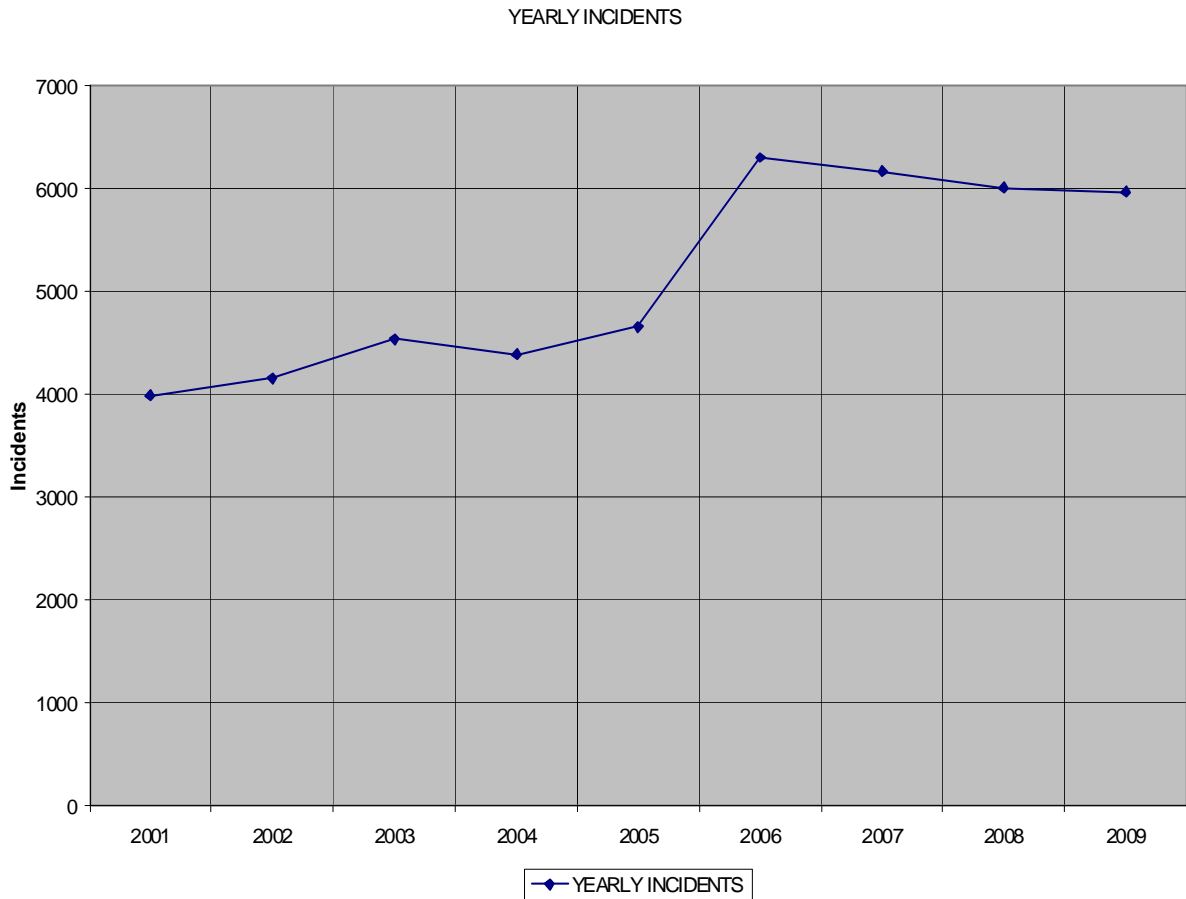


Figure 2

Call Breakdown by Type

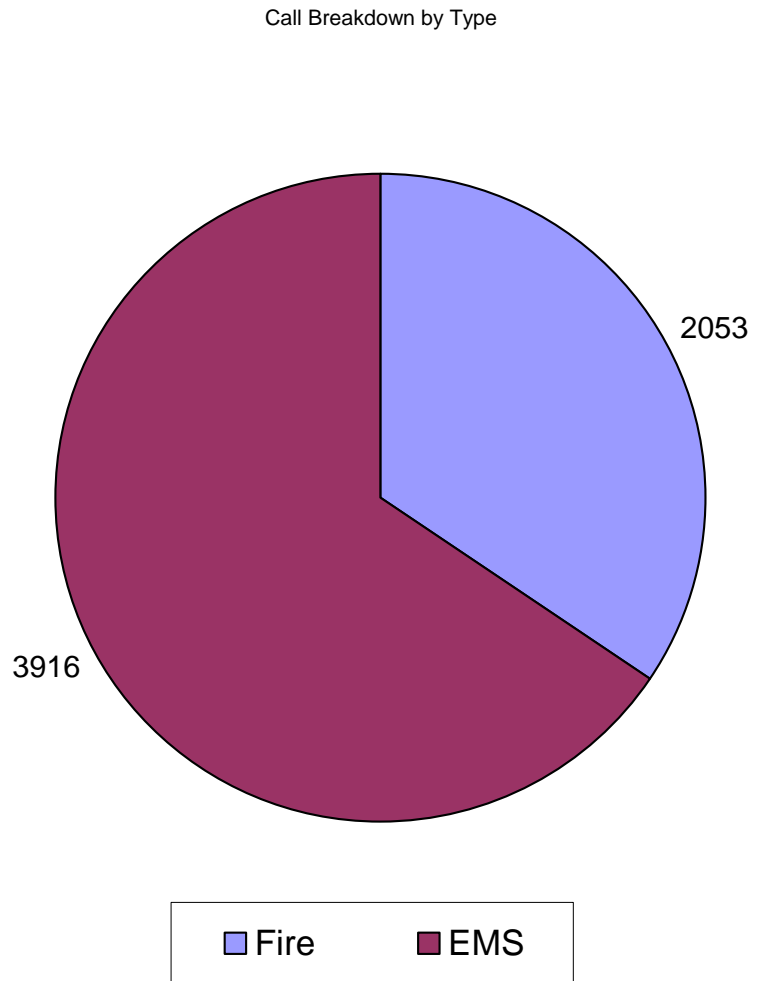


Figure 3

Caroline posts an average EMS response time of 10 minutes and 55 seconds (call dispatch to arriving on scene) and an average Fire response time of 10 minutes and 50 seconds (call dispatch to arriving on scene).

This map [Figure 4] shows the distribution of EMS calls in Caroline for 2009. *Note – due to the scale used to represent the entire County, some call markers overlap, especially in more highly populated areas.*

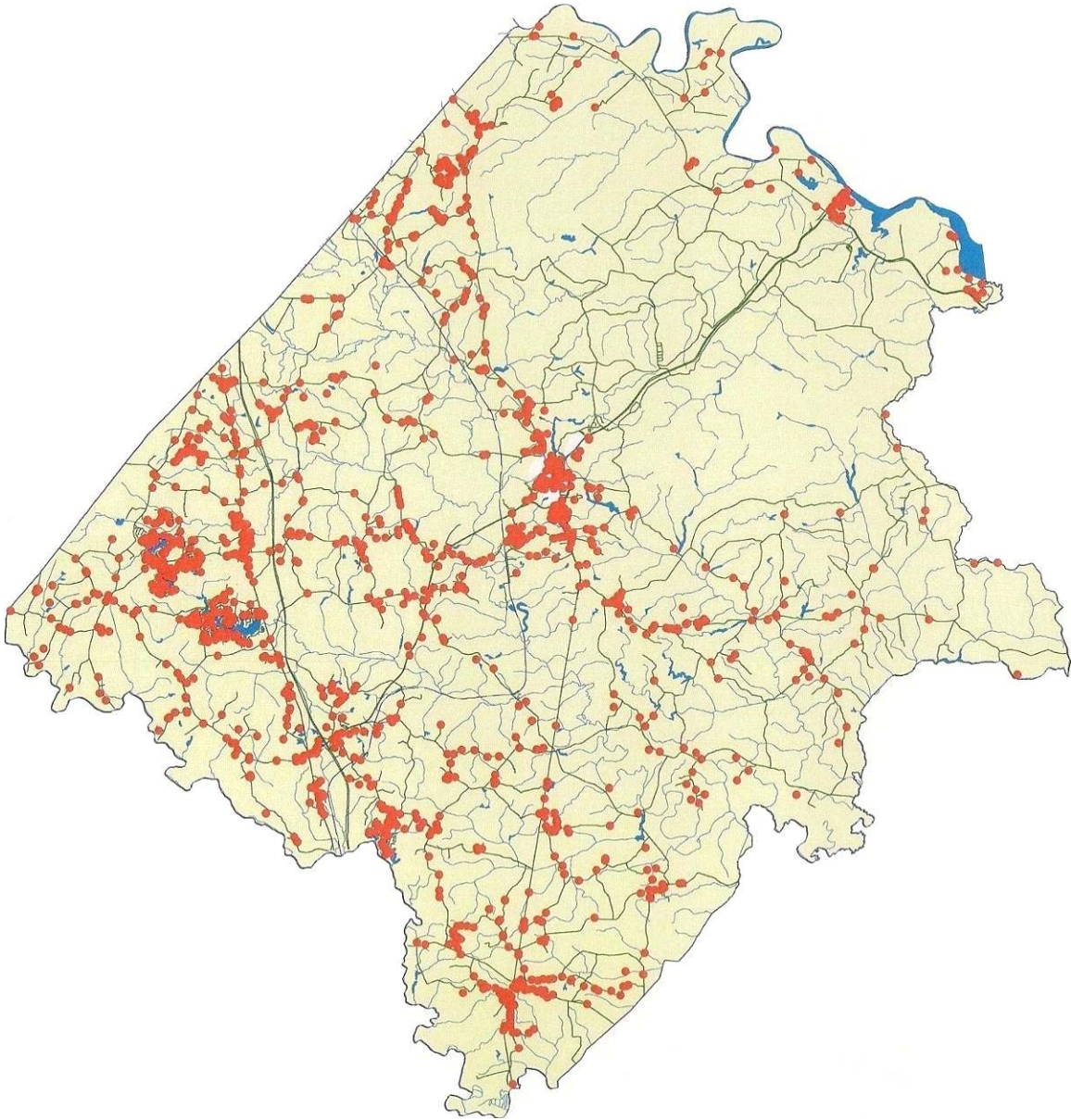


Figure 4

This map [Figure 5] shows the distribution of Fire calls (including EMS 1st response calls) in Caroline for 2009. *Note – due to the scale used to represent the entire County, some call markers overlap, especially in more highly populated areas.*

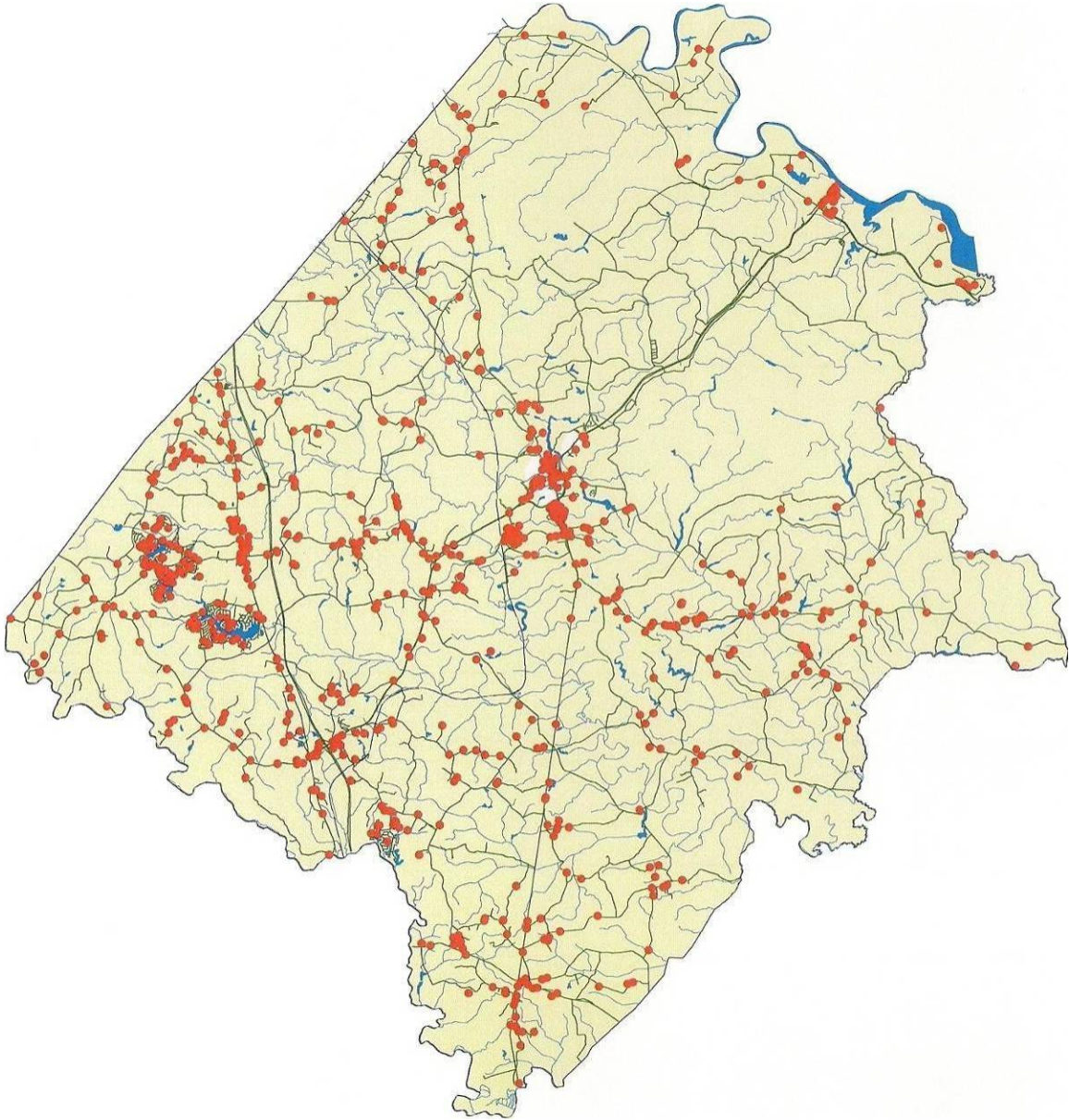


Figure 5

The chart [Figure 6] below shows the distribution of EMS calls by day of the week.

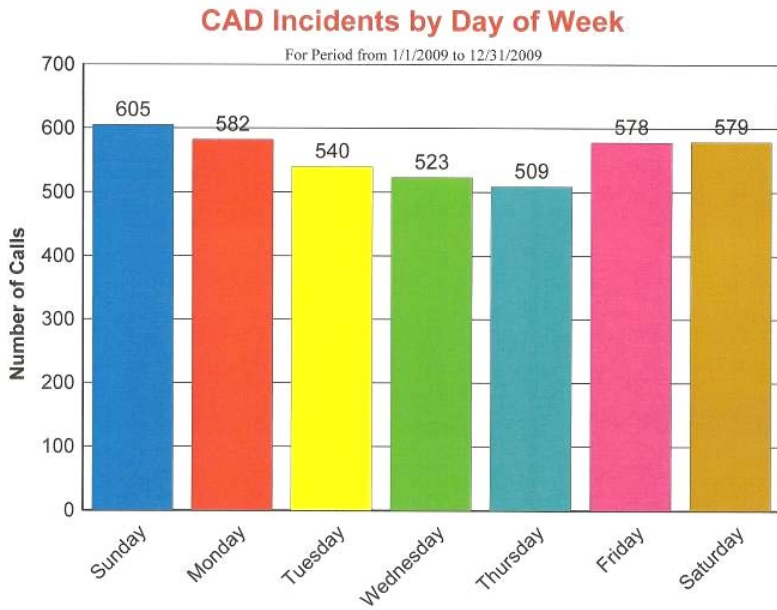


Figure 6

The chart [Figure 7] below shows the distribution of Fire calls (includes EMS 1st response) by day of the week.

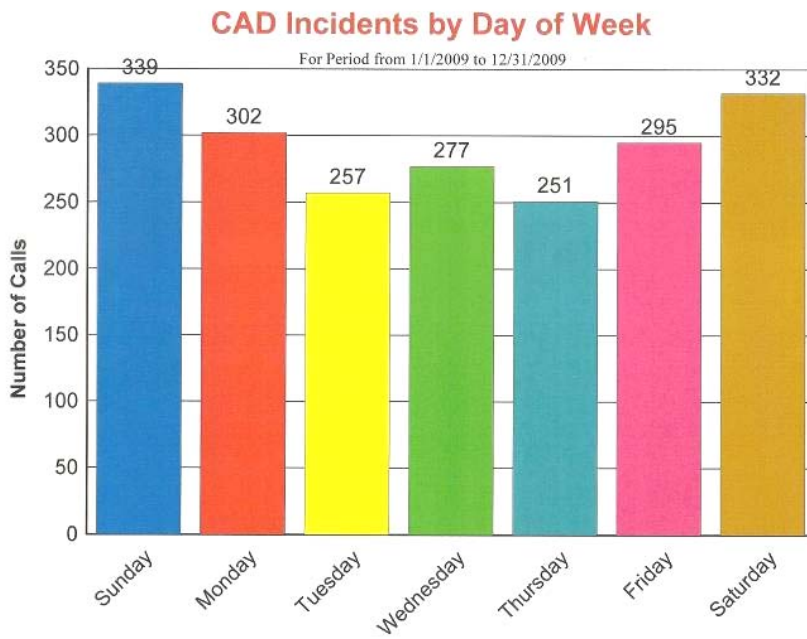


Figure 7

The chart [Figure 8] below shows the distribution of EMS calls by time of day.

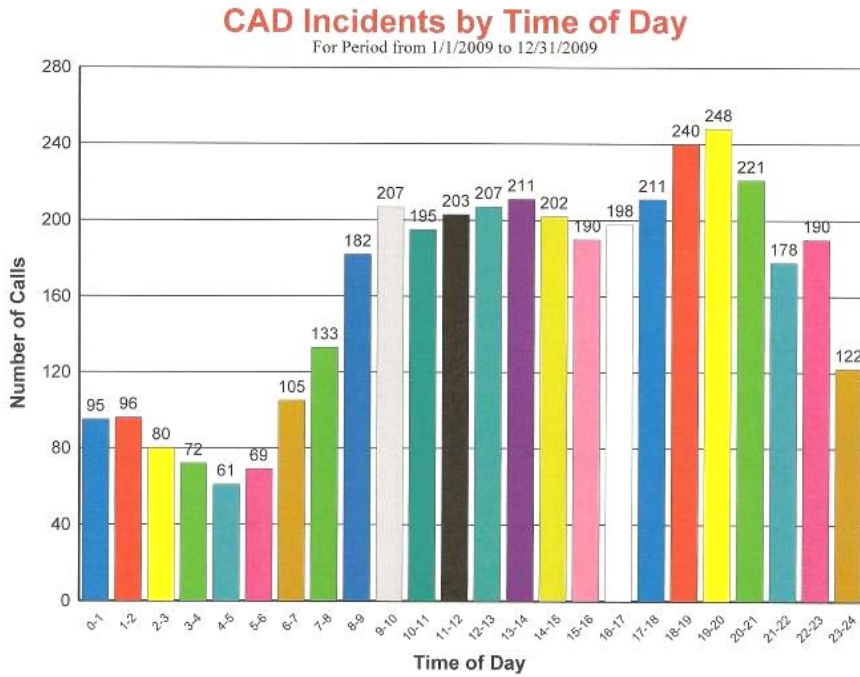


Figure 8

The chart [Figure 9] below shows the distribution of Fire calls (includes EMS 1st response) by time of day.

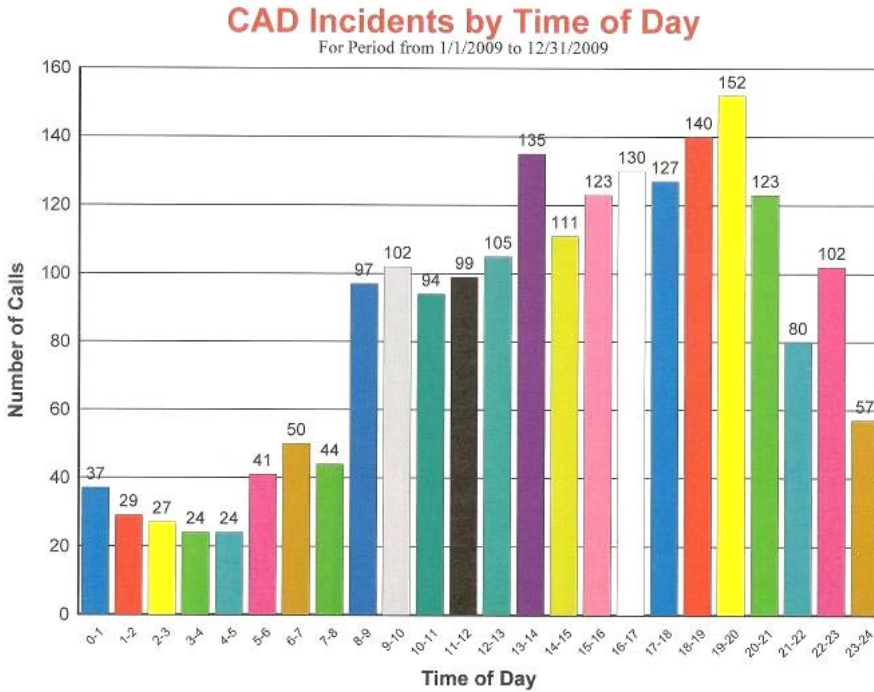


Figure 9

Career Statistics

Career providers responded to 3,413 requests for service in 2009 [Figure 10].

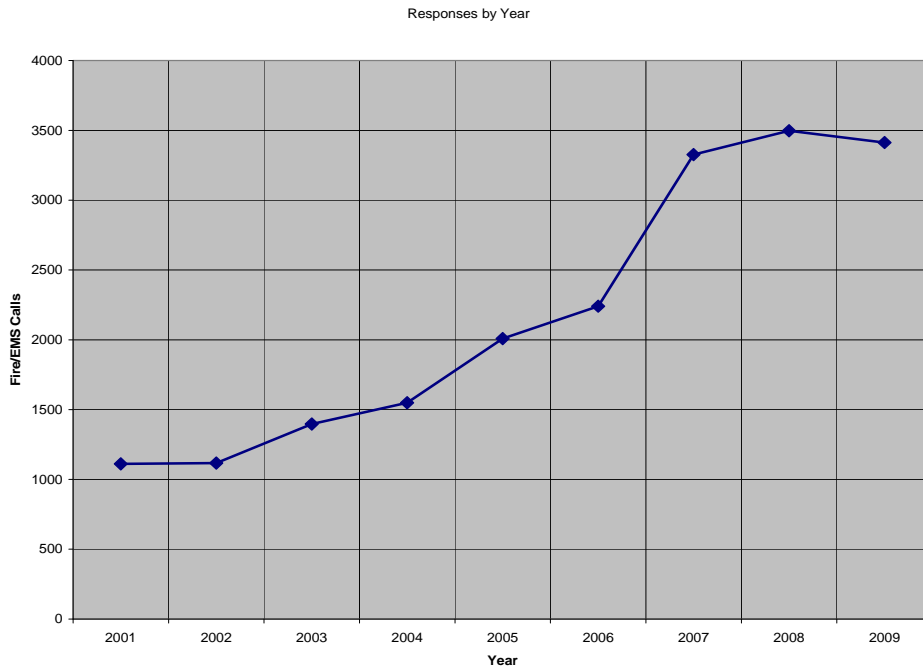


Figure 10

Training Programs

Caroline County Department of Fire – Rescue and Emergency Management is very proud of the training programs that it has helped bring to its internal and external customers. The Department continues to maintain an American Heart Association BLS Community Training Center (CTC) for the benefit of the community. Additionally, the Department continues to support first aid training through the American Safety and Health Institute (ASHI).

In 2009, Caroline's CTC provided CPR and First Aid training for 750 students.

Department personnel strongly value the benefits of continuing education. Training sharpens current skills and fosters new knowledge. We are very proud to report that full time staff completed 3,731 hours of training in 2009.

County-Wide Education and Training

The Department of Fire and Rescue was pleased to facilitate/support/coordinate the following countywide fire and EMS courses:

- Firefighter I - 99 hours
- Firefighter II - 40 hours
- Hazardous Materials Operations - 32 hours
- EMT – Basic (HS Program) - 121 hours
- EMT – Basic - 121 hours
- Officer II - 32 hours
- EVOC - 16 hours
- REMS ALS Skills - 12 hours
- CPR Instructor - 20 hours
- PHTLS Class - 16 hours
- MCIM I - 8 hours
- Basic Pump Operations - 16 hours
- Mayday, Firefighter Down Awareness - 6 hours

Caroline County Volunteer and Career agencies partnered with the Virginia Department of Fire Programs to offer our 15th annual regional fire school. Our 2009 school enrollment totaled 346.

Community Outreach

The Department conducted a number of community outreach programs in 2009. These included displays and participation at the CHS Career Day, Bowling Green Harvest Festival, Caroline County Fair, National Night Out, Ft. A. P. Hill Open House, Upper Caroline VFD Open House, Cooperative Extension Senior Health & Fitness Day, Bicycling for Safe Communities, Frog Level Fall Festival & Parade, Macedonia Community Day, Caroline Middle School Career Day, Ladysmith Heritage Day. Caroline also conducted the 911 for Kids program in County grade schools.



2009 Fire and Rescue Awards

The Department held its annual Awards Ceremony in the fall of 2009. It recognized the hard work of many dedicated volunteer and career providers in Caroline. Chief James Gray, Jr. with the Hampton Fire Department and Virginia Fire Chief's Association, served as this year's key note speaker.



Career staff members pose for a group photo, following the 2009 awards ceremony.

Emergency Management

The Chief, Deputy Chief, and staff spend many hours training and planning for events as part of our Emergency Management program. We successfully met the 2009 standards for compliance with the National Incident Management System (NIMS). Caroline declared two local emergencies in 2009 in response to winter storms. The County also participated in the 2009 Coalition Warrior Interoperability Demonstration drill with Dahlgren Naval Weapons Station, King George County, and Charles County, MD and the 2009 North Anna Dam Failure drill. Caroline conducted preplanning for the 2009 Virginia State Fair. Staff also prepared and updated pandemic flu plans and coordinated emergency responder H1N1 vaccinations.

Milestones and Accomplishments for 2009

With support from the County Board of Supervisors, the Department is pleased to list the following major accomplishments for calendar year 2009:

- Hiring of a County Fire and EMS Chief.
- Secured grant funding for 13 new "Toughbook" computers for EMS reporting.
- Update the County Pandemic Flu plan and coordinated emergency responder vaccinations.
- Implemented Continuous Positive Airway Pressure (CPAP) program on all ambulances.
- Participated in the 2009 Coalition Warrior Interoperability Demonstration (CWID) drill.
- Participated in the 2009 Lake Anna Dam Failure drill.
- Received grant funding for a new fire extinguisher trainer, N-95 flu respirator masks, and a presentation smart board (all without a local taxpayer match).
- Developed and implemented a new volunteer recruitment and retention Facebook page.
- Coordinated and delivered the fall fire and rescue awards ceremony.
- Addressed fire code issues through county burn code and fire works permit modifications.

- Coordinated fire and rescue Will and Life Planning program for responders.
- Restructured and supported the 15th annual Spring Regional Fire School.
- Conducted 911 for Kids program.
- Reorganized the Department to include modification to the role of the Emergency Services Commission.

Outlook for 2010

Working with the County Board of Supervisors, Emergency Services Commission, and our dedicated volunteer and career Fire and EMS providers, the Department looks forward to implementation of these important mission goals and projects:

- Establish great community trust in the event of a disaster.
 - Reorganize the Local Emergency Planning Committee to become an active community resource.
 - Initiate the development of a Fire Prevention/Risk Reduction Courtesy Building Inspection Program to be delivered to the business community by career and volunteer staff.
 - Actively participate and represent Caroline County Emergency Services in the planning process for the 2010 Boy Scout Jamboree.
- Reduce response times.
 - Develop a transition program for career providers to staff and operate fire apparatus.
 - Conduct a comprehensive review of current Fire-Rescue dispatch policies. Update policies as needed and initiate the implementation of “unit dispatch” standards
- Establish inventory of small equipment needed for each department.
- Develop five-year equipment plan for all volunteer companies and career staff.
 - Develop and update a record management system for all County apparatus and vehicles. Initiate the development of standardized vehicle / apparatus specifications.
- Build consensus among all volunteer companies and career staff.
- Initiate the development and implementation of a centralized purchasing program to support career and volunteer operations.
- Revise our training program to include development of a records database for all responders and conduct a training needs assessment.
- Conduct a comprehensive review and initiate updating all Standard Operating Procedures.
- Develop a plan for the implementation and transition to a county-wide EMS license and revenue recovery system.
- Develop and implement bulk purchase program for EMS and janitorial supplies with an emphasis on cost savings and fiscal responsibility.