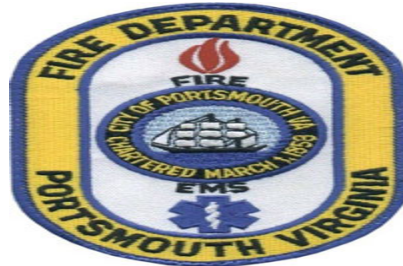


City of Portsmouth
Fire Rescue and Emergency Services

“Focus on the Community”



End of the Year Report
January 01, 2010 through December 31, 2010



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Mission Statement

Mission of Portsmouth Fire, Rescue and Emergency Services is to protect the lives and property of the citizens and visitors of the City of Portsmouth against fire, sudden medical emergencies, hazardous materials incidents, and natural or man-made disasters.

Values

Service Excellence

We do all we can to insure the best possible service to our internal and external customers through smart, well trained, humble, dedicated, competent, hard-working, SAFE members. We are active participants in the communities where we live and work.

Embrace Diversity

We are dedicated to reflecting and respecting diversity throughout our organization. Recognizing the value of diversity helps us to work together as a team to better serve our community.

Integrity and Honesty

We value the public's trust and are committed to honest and ethical behavior. We hold ourselves accountable and have a personal commitment to the organization and community. Self discipline is the foundation for managing behavior.

Teamwork

We seek out and value the input and opinions of members at all levels of the organization. Teamwork is the building block which drives the department's labor/management process. We work with others as a team to cooperate locally, regionally, and nationally to improve service to the public and maintain a safe and effective work environment. We believe that members have a responsibility to mentor others.

Innovation

We recognize the value of change in meeting the ever-evolving needs of our customers and members. We are committed to seeking out effective methods and progressive thinking toward growth. We recognize the value of ongoing education and training.

Honor and Respect

We are a fire department family. We are committed and accountable to each other because our lives depend on it. We value each member in our organization. We respect those who came before us and will strive to make the organization better for those who follow.

Communications

We believe communications is essential to the cohesiveness of our organization. We are committed to providing effective and responsive means of communications throughout the organization and community.

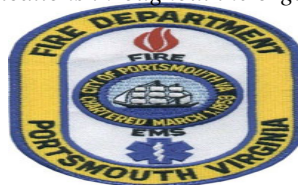


Table of Contents

	<u>Page #</u>
Emergency Response Summary	4
Emergency Response Time	5
Public Outreach & Fire Prevention Activities	6
End Year Accomplishments	7





Emergency Response Calls

<u>Incident Type</u>	<u>Total</u>
Fire	594
Over Pressure Explosions (no fire)	33
Emergency Medical Calls	12,698
Hazardous Condition (no fire)	437
Service Calls	905
Good Intent Calls	1127
False Alarm & False Call	914
Weather	4
Special	16
<u>Total Calls:</u>	<u>16,728</u>



Emergency Response Times

Total Incident Count: 16,728

Total Medical Calls: 12,698

Total non-medical Calls: 4,030



Average Response Time for
Medical Calls:
DECREASED by 0.36%



Average Response Time for
Fire Calls:
DECREASED by 3.11%

Public Outreach & Fire Prevention Activities



***Public Outreach and
Fire Prevention Programs
have increased by a
staggering 200%***



End Year Accomplishments

During Calendar year 2009 through 2010, the Portsmouth Fire, Rescue, and Emergency Services made get strides towards its quest of modeling this organization as World Class. With a strong commitment to excellence and a foundation grounded on exemplary Customer Service, the department is proud of its growth. Listed are some of the highlights and accomplishments broken down by respective division:

Administration

- ❖ Acquired the procurement for: 5 new Apparatus (Fire Trucks) to include 4 Engines and 1 Quint; 3 new Medical Ambulances; and 2 Battalion Chief Command Vehicles. These new additions will increase the response capabilities of the department thus making the City and its citizens safer.
- ❖ Remodeled Fire Stations 7, 9, and 10, making them more gender friendly while enhancing the quality of life of the men and women who proudly wear the title as Firefighters!
- ❖ Increased community involvement to include painting houses and adopting an annual holiday family through Social Services who received a host of toys and clothing for the children within the family.
- ❖ Fire Chief writes monthly print media articles within the Virginia Pilot which provides citizens with safety tips and informative fire prevention literature.
- ❖ Developed and implemented bi-annual Building and Apparatus Inspections to maintain consistency and rectify noted deficiencies throughout departmental equipment and/or customer service sites (Fire Stations).



- ❖ Conducted the departments first S.W.O.T Analysis which indentified current Strengths, Weaknesses, Opportunities, and Threats.

Support Services

- ❖ Two members of the department became nationally certified as Incident Safety Officers and Health & Safety Officers according to National Fire Protection Association (NFPA) 1521. These individuals also received the train-the-trainer certification, which affords them the ability to train other organizational members.

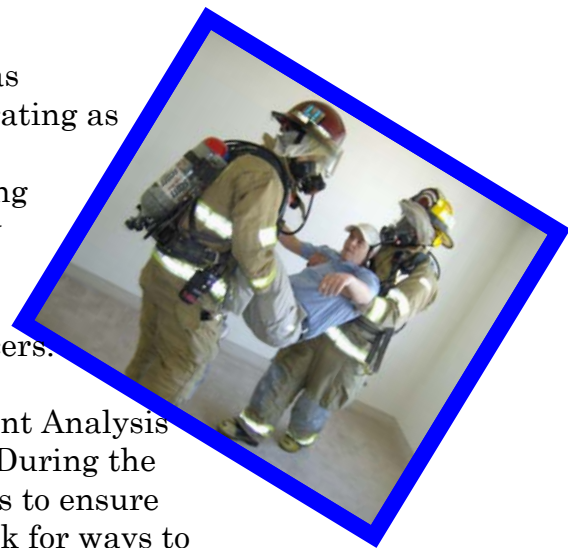


- ❖ A company skills evaluation program was established in accordance with the National Fire Protection Association (NFPA) standards, which afforded the capability to measure personnel effectiveness and proficiency in an array of different firefighting techniques.

- ❖ Members of our Fire Marshal's Office and the Training Division were trained through FEMA to evaluate damages during natural disasters, thus allowing faster assistance from federal and state agencies in critical times.

- ❖ An annual workshop entitled: Women in the Fire Service, was successfully established to promote and encourage women within the fire service. The goal is to create an environment where women can come together, share stories, and build lasting relationships while acquiring essential tools from a panel of distinguished, leading professional women within in the public safety industry.

- ❖ A comprehensive Incident Safety Officers program was established to help insure that our personnel are operating as safely as possible on emergency scenes. A nationally certified Incident Safety Officer responds to all working structure fires as well as all other complex emergency incidents. To help facilitate this, all of our Battalion Chiefs assigned to Operations, as well as their Aides, have been nationally certified as Incident Safety Officers.



- ❖ A program has been created where formal Post Incident Analysis (PIA) is conducted following all significant incidents. During the PIA, an analysis is conducted of our business practices to ensure effectiveness, reinforce positive performances, and look for ways to

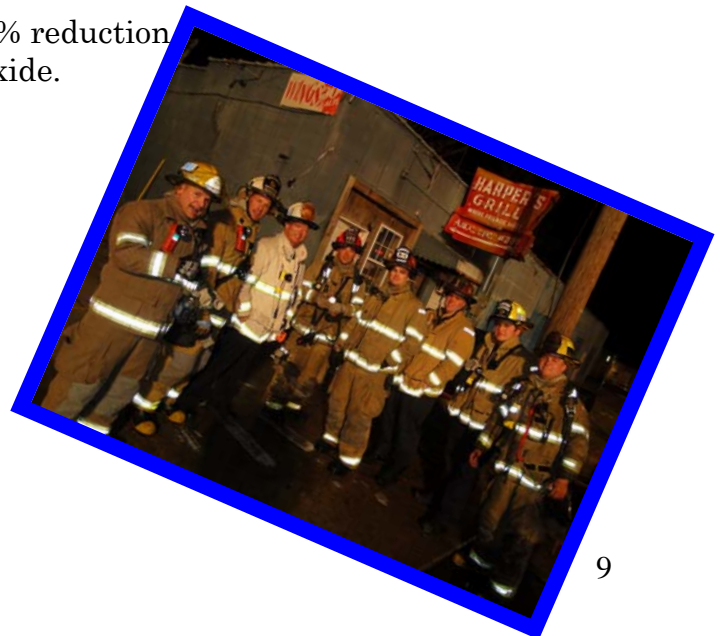
continuously improve our service delivery to our citizens.

- ❖ An Officer Preparatory Course has been developed, and is provided to all newly promoted officers. This course includes training in areas such as customer service and leadership. It also focuses on policies and procedures that are essential to any new officer. This course is designed to provide the necessary tools needed to allow these individuals to operate effectively in their new position.
- ❖ The department has completed 25,684 recertification and continuing educational hours. Thus enhancing the skill level of organizational members.
- ❖ Over 270 smoke detectors have been installed in citizens' homes through the departments Smoke Detector Installation Program. This program has gained regional recognition and as a result The departments has received varies donations of smoke detectors from local businesses and organizations.



Operations

- ❖ Two organizational members were certified as members of the Virginia Task Force-2 Team (Haz-Mat).
- ❖ The department initiated a new public outreach which conducts Home Safety Surveys to help citizens resolve safety problems before they become emergencies. Citizens can contact the Fire Marshal's office or visit the department website and sign up of an inspection. 164 home safety surveys have been created this year.
- ❖ The department experienced a reduction in fire deaths due to structural fires by 50%.
- ❖ The department experienced 100% reduction in deaths due to carbon monoxide.



Emergency Medical Services

- ❖ The department partnered with Tidewater Community College (TCC) to initiate the departments first Emergency Medical Services (EMS) Educational Assistance Pilot Program which offers tuition assistance to interested organizational members seeking to advance in their Emergency Medical Services certification. This initiative will increase the level of Emergency Medical Technicians (EMT'S) currently in the system which allows for an increase dispatch of Advanced Life Support (ALS) providers on each emergency call.
- ❖ Implemented the first Emergency Medical Bike Team, which is frequently dispatched to large scale events to quickly respond in the occurrence of a medical emergency



Emergency Management

- ❖ National Oceanic and Atmospheric Administration (NOAA) radios were made available to all city departments.
- ❖ Developed and adopted a new Emergency Operating Plan (EOP) which establishes (3) additional annexes.
- ❖ Developed and implemented a new mass communication system for emergency outreach.
- ❖ Started the installation on a new generator for Lakeview Elementary, which currently serves as a special needs shelter during emergency situations.
- ❖ Developed and implemented National Incident Management System (NIMS) Training and Tracking Program for the City of Portsmouth.



*As always, it is an HONOR to continue to
SERVE...*

Portsmouth Fire Rescue and Emergency Services
*Would like to thank the following for making this a remarkable
year:*



*The Honorable Mayor and Members of City
Council*



*Mr. Kenneth L. Chandler,
City Manager
&
The Executive Leadership Team*

Additional thanks to the Administrative Team:

*Master Firefighter Richard Long
Daphney Jenkins
Marissa Jones
Susan Branch
Assistant Fire Marshal Tracy Outlaw
Dennice Southall*