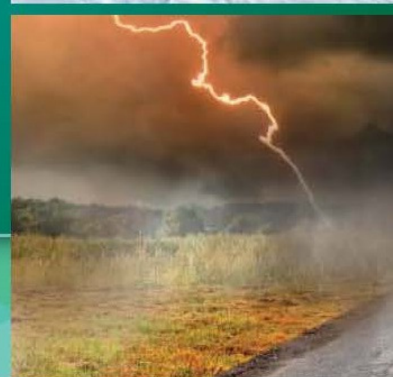


Department of Emergency Services

ANNUAL REPORT FOR THE
CALENDAR YEAR ENDING DECEMBER 31, 2016



Local Roots, Global Reach

ISLE OF WIGHT
COUNTY, VIRGINIA



MESSAGE FROM THE CHIEF

Dear Isle of Wight County Citizens,

It is my pleasure to present to you the 2016 (calendar year) annual report with information about the performance and activities of your Fire and EMS system. In keeping with our Mission, Vision and Values; Isle of Wight County Fire/EMS responders consistently hold true to our mantra of “Delivering Excellence Daily”. Regardless of affiliation, you can rest assured that our members stand ready to assist you and your family should the need arise. In 2016, Fire/EMS crews responded to more than 5,000 emergency calls for service and that number will likely continue to trend upward in future years. As you look around our community, a transformation can be seen as new neighborhoods and developments begin coming to fruition. Increased development and population shifts can create some challenges for emergency services; therefore, it remains imperative upon us to continuously assess our capabilities, challenge our assumptions and measure what we do.

This year, the organization has worked diligently to enhance our ability to capture and analyze response data. Modifications to our Computer Aided Dispatch (CAD) system, developing and publishing monthly incident response reports, and tracking station activity are all examples of our commitment of utilizing data to enhance services. These efforts may seem small; however, I am confident that these efforts will prove beneficial as our community continues to blossom.

In closing, I hope you find the information in this report useful and informative. As your Chief, I cannot express how much I appreciate your encouragement and trust. It is truly an honor to serve this community alongside the outstanding men and women responders of Isle of Wight County and we look forward to another successful year of progress and accomplishments.

Sincerely,

Jeffrey T. Terwilliger

Jeffrey T. Terwilliger



BY THE NUMBERS

There were a total of **5,024** Fire EMS Incidents in 2016

Over **85%** of all incidents were EMS related

Fire EMS agencies responded to **107** mutual aid calls outside of the County

5,866 station responses resulted from calls for service

2,386, or **40.7%**, of all incidents were serviced from Isle of Wight Vol. Rescue Squad

Agencies reported over **107,689** hours of volunteer activity serving the community

Average response time across system - **10** minutes **5** seconds

Total patients transported **2,812** by ambulance

46 - number of cardiac arrest

15 patients, or **33%**, with return of spontaneous circulation after arrest

Crews performed **1,084** 12-Lead EKG's

IV's started in the field - **1,215**

Successfully intubated **25** patients

54 - vehicle fires

Brush fires - **63**

Responded to **241** fire alarms

90 - structure fire incidents



2016 Emergency Services Annual Report



2016 BY THE NUMBERS		
Population Served	(2016 Weldon Cooper center Pop estimate)	37,074
Area Served	(square miles)	319
Municipalities	Isle of Wight County Town of Smithfield Town of Windsor	3
Operating Budget (FY17)		\$4.6 million
Capital Budget (FY17)		\$125,000
Population by Primary (1 st Due) Station Fire Coverage (2010 Census data)	Carrollton Vol. Fire Dept.	8,050
	Smithfield Vol. Fire Dept.	16,401
	Rushmere Vol. Fire Dept.	1,148
	Windsor Vol. Fire Dept.	7,369
	Carrsville Vol. Fire Dept.	2,302
Population by Primary (1 st Due) Station EMS Coverage (2010 Census data)	Carrollton Vol. Fire Dept.	8,050
	Isle of Wight Vol. Rescue Squad	17,549
	Windsor Vol. Rescue Squad	7,369
	Carrsville Vol. Fire Dept.	2,302
Career Staff		23 FT/70 PT
Career Staffing Support	Carrollton Vol. Fire Dept.	24 hours a day/7 days a week
	Isle of Wight Vol. Rescue Squad	24 hours a day/7 days a week
	Smithfield Vol. Fire Department	8am – 5pm/M-F
	Windsor Vol. Rescue Squad	24 hours a day/7 days a week
	Carrsville Vol. Fire Dept.	24 hours a day/7 days a week
Average EMS transport fee billed	\$702 (FY16)	\$702 (projected FY17)
Actual EMS fees collected	\$658,167 (FY15)	\$861,034 (FY16)
EMS record requests	31 (FY16)	40 (projected FY17)
Number of EMS transports	2,827 (FY16)	2,827 (projected FY17)
EMS Subscription Members	7 (FY16)	10 (projected FY17)
EMS Fees (FY17)	Basic Life Support (BLS)	\$450
	Advanced Life Support (ALS1)	\$650
	Advanced Life Support (ALS2)	\$800
	ALS Assessment	\$100
	Loaded Patient Mileage (per mile)	\$11.25
	Subscription Program (per household)	\$60
False Alarm Fees	1 st or 2 nd False Alarm	\$0
	3 rd False Alarm	\$100
	4 th False Alarm	\$250
	5 th and Subsequent False Alarms	\$500



Key Staff

Administration

Chief of Fire and Rescue
Emergency Management Coordinator
Administrative Assistant
Medical Billing Supervisor
Billing Clerk

Jeff Terwilliger
Andrea Clontz
Renee Stallings
Inga Johnson
Sharon Hilton

Fire & Rescue Response - Operations

Carrollton Vol. Fire Department (Station 10) - Chief
Carrsville Vol. Fire Department (Station 20) - Chief
Rushmere Vol. Fire Department (Station 30) - Chief
Windsor Vol. Fire Department (Station 40) – Chief
Smithfield Vol. Fire Department (Station 50) - Chief
Isle of Wight Vol. Rescue Squad (Station 60) - Chief
Windsor Vol. Rescue Squad (Station 70) – Chief
IOW Dept. of Emergency Services - Captain

Tim Nunez
Chris Carr
Brandon Jefferson
Lee Marshall
Jason Stallings
Brian Carroll
Keith Griffin
Bob Flick

Fire & Rescue Response - Support Services

IOW Dept. of Emergency Services - Training
IOW Dept. of Emergency Services - Logistics

Amanda Pulley
Neal Bennett

***Some people spend their whole lives wondering if
they made a difference. Some don't have that
problem.***

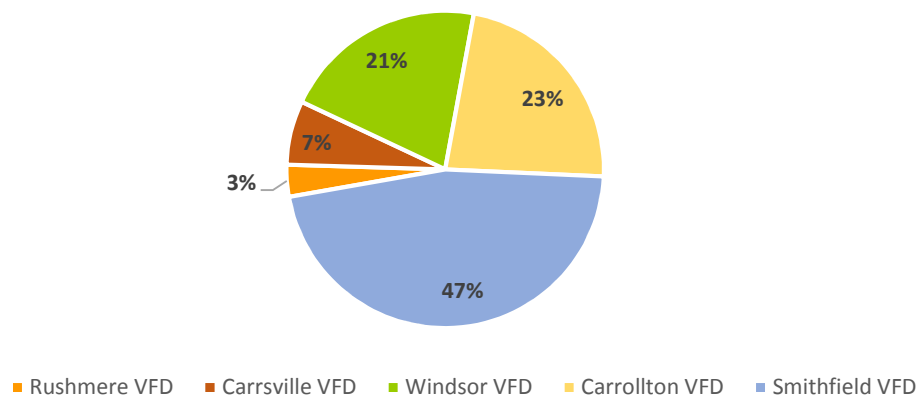
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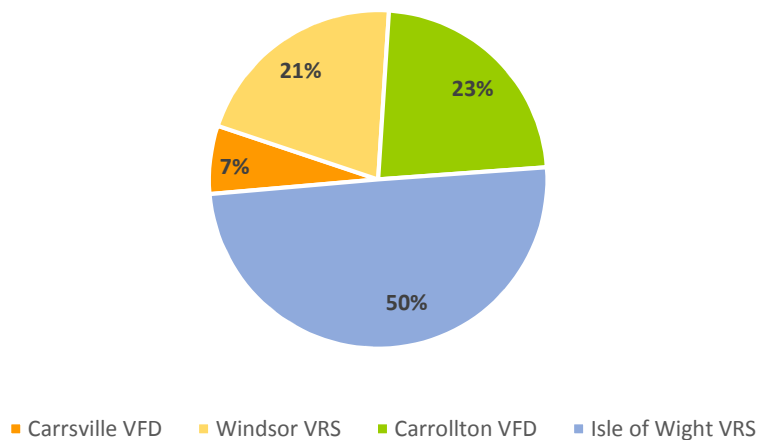
Overview

Fire and emergency medical services (EMS) in Isle of Wight County are through a combined volunteer-career system which includes over 300 volunteer members and approximately 100 career personnel (full- and part-time). We provide basic life support (BLS), advanced life support (ALS), and fire response to all types of emergencies that impact our county. Emergency Services are delivered from 5 independent volunteer fire companies and 2 independent volunteer rescue squads. This combination delivery method is a cost-effective means of providing 24-hour fire/EMS protection to Isle of Wight citizens and visitors.

Fire Coverage
% of Population Covered by 1st Due Station



EMS Coverage
% of Population Covered by 1st Due Station



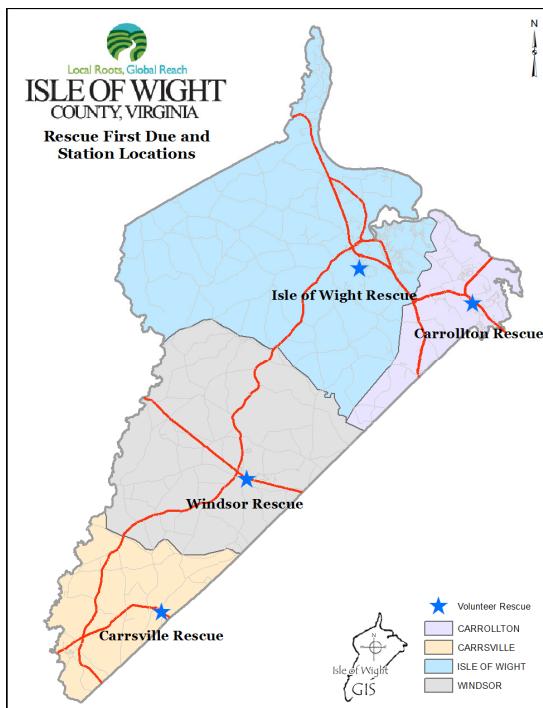
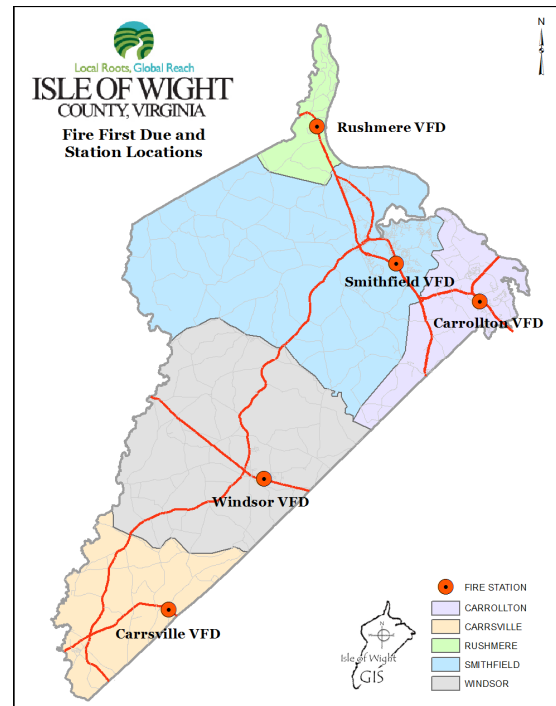


2016 Emergency Services Annual Report



Fire Services in Isle of Wight are provided from 5 Volunteer Fire Departments located across the county:

- ❖ Rushmere Vol. Fire Department
- ❖ Smithfield Vol. Fire Department
- ❖ Carrollton Vol. Fire Department
- ❖ Windsor Vol. Fire Department
- ❖ Carrsville Vol. Fire Department



EMS Services in Isle of Wight are provided from 4 Volunteer Fire/EMS Departments located across the county:

- ❖ Isle of Wight Vol Rescue Squad
- ❖ Carrollton Vol. Fire Department
- ❖ Windsor Vol. Rescue Squad
- ❖ Carrsville Vol. Fire Department



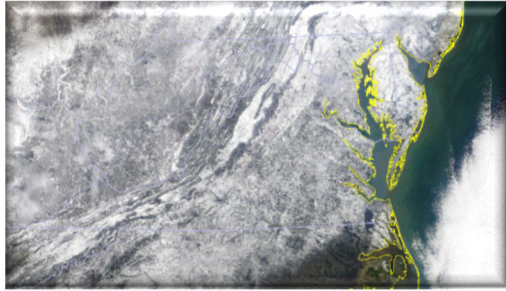
Major Events in 2016

On January 19th, 2016, several of Isle of Wight's volunteer fire/EMS agencies and Department of Emergency Services (DES) staff responded to a fire at Edwards Virginia Smokehouse in Surry. In all, more than 100 firefighters from multiple localities provided assistance. County crews were on scene for more than 14 hours. While no injuries were reported, the offices and processing plant were a total loss.





2016 Emergency Services Annual Report



Near the end of January, most of the Mid-Atlantic and Northeast were impacted by a major snowstorm. Governors from 11 states and the District of Columbia declared states of emergency due to the impending snow storm. Some areas of Virginia reported nearly 40" of snow. While Isle of Wight avoided the blizzard conditions seen to our north and east, we saw a combination of sleet and snow which kept our

accumulations in the 4-6+" range. In addition to the snow, the lingering low pressure system caused tidal flooding issues in the county. Emergency Management provided frequent forecast and situational updates before, during and after the storm to our internal and external partners. County staff and our volunteers also spent several days dealing with the storm and its after affects.

On March 25th, Smithfield VFD and IOW VRS responded to a working structure fire on Mill Swamp Road. The residence was fully involved on arrival; fortunately, the residents were able to evacuate the home with no injuries. As with most working fires in the rural parts of the county, water



supply provided a challenge. Volunteer's from every agency in the county as well as Chuckatuck, Surry, Ivor, and Dendron provided assistance.





2016 Emergency Services Annual Report



On August 9th, Carrsville VFD responded to a CSX train derailment within the International Paper mill complex. It is common for rail traffic to pass through the large industrial complex. Five well cars, carrying 11 intermodal containers of mixed freight, derailed from the track and some toppled over onto railcars on a secondary track which were there to service the mill operations. There were no environmental hazards and no one was injured during the derailment. CSX took the lead on the cleanup process and had the tracks cleared and open for traffic early the next morning.



August 10th,
Smithfield VFD and
IOW VRS
responded to a
working structure
fire on Astrid
Street. Carrollton
VFD and Rushmere
VFD also provided
assistance on scene and backfill support for Smithfield VFD during the fire.

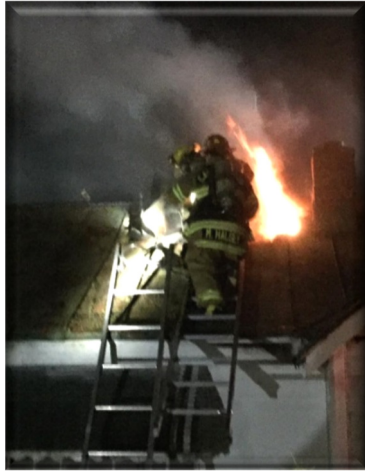


Hurricane Hermine made landfall on the west coast of Florida on September 2nd and then hugged the east coast as a tropical storm until heading off the coast near the Outer Banks as a post-tropical cyclone on September 3rd. Isle of Wight was spared the worst of Hermine's damaging winds and rain, but did see around 1,700 without power and 3-5" of rain across the county. The most significant impact from Hermine was tidal flooding, which closed a number of roadways in the county for several tide cycles.





2016 Emergency Services Annual Report

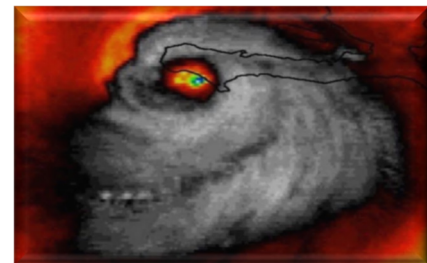


September 16th, just before midnight, Smithfield VFD, Rushmere VFD and IOW VRS were dispatched to a working residential structure fire on Mill Swamp Rd. While the structure was known to be vacant, a search was conducted to confirm that no one was inside and the fire was brought under control with no injuries. Carrollton VFD and

Surry VFD also provided assistance on the fire.



The end of September, Hurricane Matthew became the first Category 5 Atlantic Hurricane since Hurricane Felix in 2007. After making a deadly march through the Caribbean as a major hurricane, Matthew skirted up the Florida coast and made landfall on the U. S. mainland just north of Myrtle Beach, S.C. as a Category 1 hurricane on October 8th. This made Matthew the first hurricane to make landfall north of Florida in the month of October since Hurricane Hazel in 1954.



Mathew then reemerged into the Atlantic and transitioned into an extra tropical cyclone before turning more seaward just south and east of the Outer Banks on October 9th. While Isle of Wight was once again spared the worst of the



hurricane impacts, because the tropical system interacted with another coastal low nearly on top of the county, Isle of Wight and most of Hampton Roads experienced significant rain and tidal flooding from the storm. Most of Isle of Wight saw 5"-8" of rain with isolated locations receiving 10" or more. This, on top of heavy rains in September, lead to significant flooding issues especially in the southern end of the county. During the worst of the storm, nearly every roadway in



2016 Emergency Services Annual Report



the county was impacted. Two residences and two commercial businesses in the county suffered major damage from the storm. Another 20 properties were identified with minor or moderate damages. Total private damages were estimated at over \$730,000. In addition to private damages, Isle of Wight County reported nearly \$100,000 in damages and costs associated with the storm. The VPI Extension agent estimated crop losses at more



than \$1.5 million dollars. VDOT estimated more than \$355,000 in repairs to damaged county roads.

October 11th, Rushmere VFD and IOW VRS were dispatched a working garage fire. The structure was fully involved when the responding units arrived. Smithfield VFD also provided assistance on the call.





December 10th, Carrsville VFD was dispatched to a plane crash near the Franklin Municipal Airport. The occupants of the plane were out of the aircraft when the first responders arrived on scene. Windsor VFD and Franklin Fire also provided assistance on the call.



***Your profession
is not what brings home your weekly
paycheck, your profession is what you're put
here on earth to do, with such passion and
such intensity that it becomes spiritual in
calling. — Vincent Van Gogh***



Administration

In addition to providing supplemental career fire/EMS response staff, the Department of Emergency Services (DES) manages the County's EMS recovery program, the Emergency Management program, and provides additional support for our volunteer response partners.

The Chief of Fire and Rescue is tasked with ensuring the consistent delivery of fire and EMS services throughout the county. In addition to a number of other administrative functions, the administrative assistant provides support services to the entire DES, handles payroll and payable processing, and maintains the DES website.

Emergency management staff assists with emergency/disaster preparedness through the provision of training, and the development and updating of plans that prepare the County government to support its citizens during various types of emergencies. Emergency management also coordinates response and relief efforts with agencies such as FEMA, the Commonwealth of Virginia, the Sheriff's Office, volunteer fire and EMS agencies, the Department of Social Services, the American Red Cross and other local, regional, state and national agencies and organizations that serve our citizens during times of disaster.

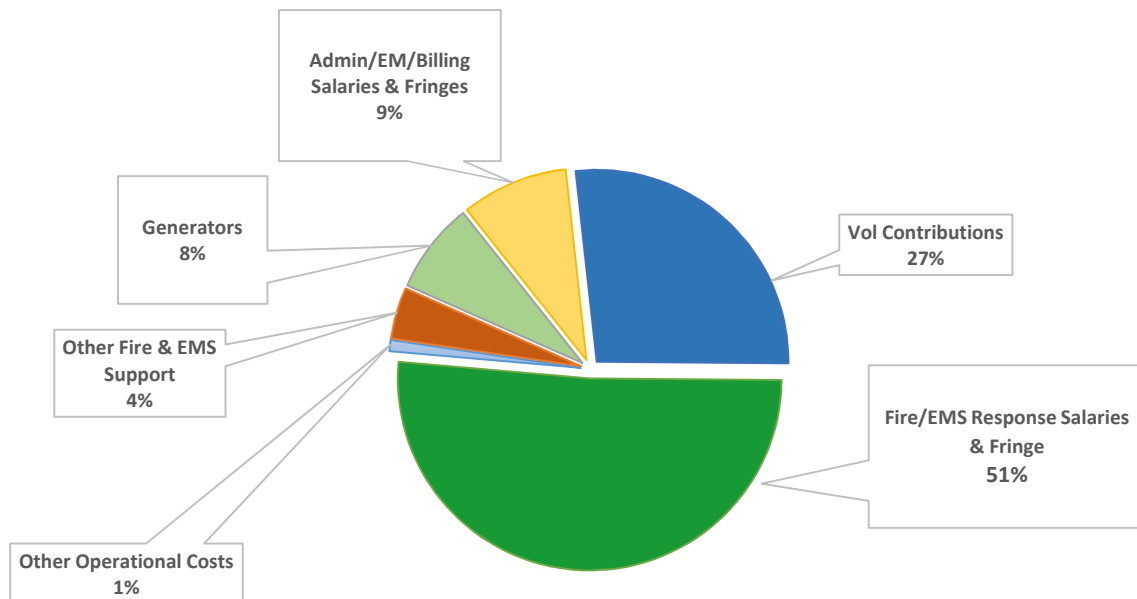
The EMS revenue recovery program continued to be a successful endeavor for the county in 2016. Revenue for FY17 was projected at \$760,000 during the budget process. Billing staff also provides customer service for patients with questions, performs follow-up on unpaid claims; and maintains and post payments to patient accounts. This division also provides software management and support for the fire and EMS electronic reporting software.

DES has an operating budget of \$4.6M for fiscal year 2016-2017 (FY17). In FY17, over \$1.18M of operating budget is allocated for direct funding contributions to the County's 7 volunteer fire and EMS agencies. The volunteer agencies are also funded by donations, fundraisers, and grants acquired by the respective departments.

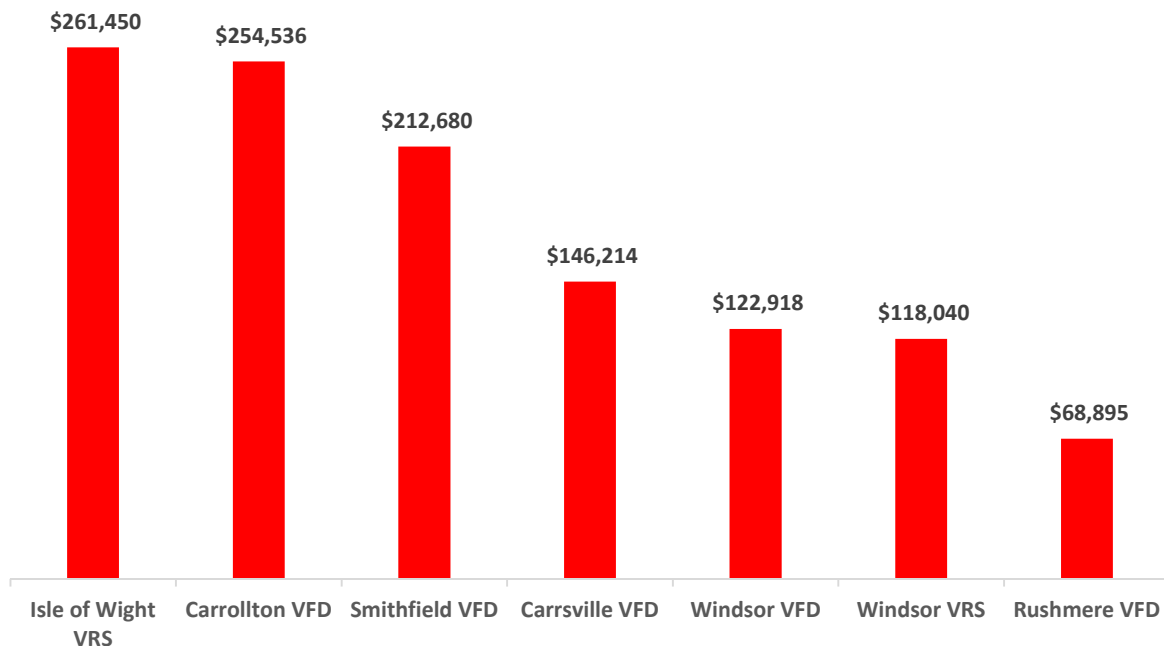
For accounting purposes, in addition to internal departmental costs, annual funding (including contributions) for the volunteer fire and EMS departments, emergency generators, and fire/EMS related state and regional dues and fees are included in the DES operating budget. Capital budget funding in the amount of \$125,000 for a medic unit was also allocated in FY16-17 capital budget. The capital funds will be used to match a Virginia Office of EMS Rescue Squad Assistance grant acquired by DES to assist with funding for the medic unit.



FY17 DES Budget by %



FY17 Volunteer Contributions by Dept.





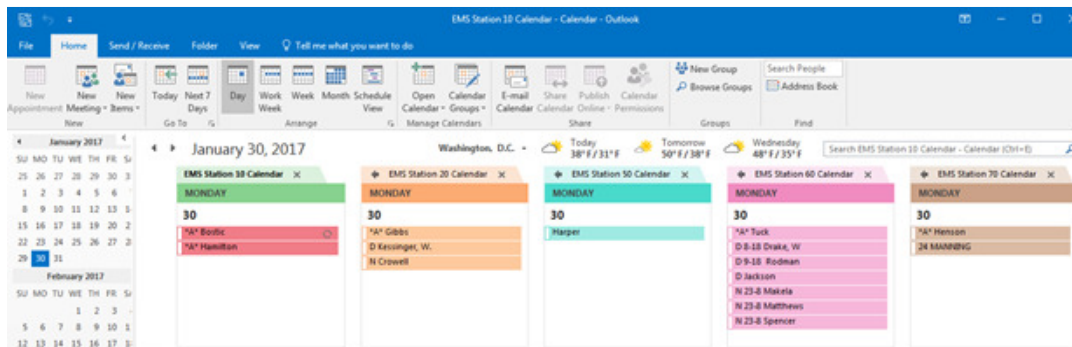
2016 Emergency Services Annual Report



Highlights

Online Staffing Calendar

In 2016, an online Staffing Calendar was implemented to track and coordinate daily staffing to include part-time availability, volunteer participation and leave status of assigned members. The online staffing calendar significantly streamlined the process of determining the availability of part-time staff and making assignments at the various stations. The calendar is also utilized as a check and balance for payroll records and provides real-time situational awareness of staffing levels.



Virginia Fire Services Board – Isle of Wight Fire and EMS Study

The County received the Virginia Fire Services Board’s “Report of Findings and Recommendations: Isle of Wight Fire and EMS Study” report in February 2016. The study was requested by the Isle of Wight County Board of Supervisors in order to analyze several areas of responsibility within the County’s fire and rescue services. The Study Committee was comprised of representatives from the Virginia Fire Services Board, the Virginia Department of Fire Programs, the Virginia Department of Forestry and the Virginia Office of Emergency Medical Services. Each of the County’s 7 volunteer fire and EMS agencies as well as the Department of Emergency Services and Central Dispatch provided input. The report is intended to provide guidance for Isle of Wight County Board of Supervisors and its fire and rescue stakeholders to build on what is working well, while observing opportunities for improvement.

The findings and recommendations are organized into five working themes to include:

- ❖ Organizational and Operational Development,
- ❖ Communication,
- ❖ Training,
- ❖ Budget and Administration, and
- ❖ Delivery of Services.

A full copy of the report can be found on the Emergency Services page of the County’s website at: <http://www.co.isle-of-wight.va.us/emergency-services/download/Isle-of-Wight-County-Fire-and-EMS-Study.pdf>.



Standard Operating Guidelines (SOGs)

In 2016, the review, enhancement and development of SOGs remained an ongoing process. This year a number of revised/new SOGs became effective, including SOGs on:

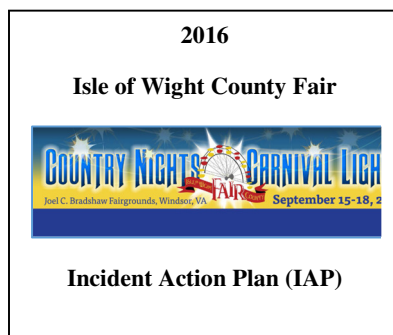
- Shift Trades
- Leave Request
- Notification of Legal Infractions
- Handling Complaints
- Notification of Senior Staff
- Medical Evaluations – Physicals
- Uniforms and Personal Appearance

State & Regional Leadership

The Chief of Fire and Rescue serves on the Virginia Fire Chiefs Association Board of Directors, the Board of Directors of the Tidewater Emergency Medical Services (TEMS) Council, and the Hampton Roads Fire Chiefs Association.

The emergency management staff is active on a number of regional and state committees. In 2016, the Emergency Management Coordinator (EM Coordinator) served as the Chair of the Hampton Roads Emergency Management Committee (HREMC), is a member of the Hampton Roads All Hazard's Advisory Committee (AHAC), and is a member of the State's Hurricane Evacuation Coordination Committee.

County Fair IAP



A formal Incident Action Plan (IAP) was in place for the 2016 Isle of Wight County Fair. The fair has continued to grow in popularity over the last several years and the 3½ day event now hosts around 30,000 attendees each year. Due to the increase in size and complexity of the fair, it was necessary to have a formal incident action plan. The IAP provides a detailed overview of fair operations, predetermines actions to take before and during the fair in response to an emergency or otherwise hazardous condition, and a communications plan.

***What we do for ourselves dies with us.
What we do for others and the world remains
and is immortal.***

— Albert Pine



Website update

Staff continued to work to make the DES portion of the County's website more informative, user friendly, and easier to navigate in 2016. As a result, there has been an increased number of web visits and staff has received calls from citizens that have found the information provided helpful in answering questions. During 2016, the DES pages (<http://www.co.isle-of-wight.va.us/>) of the county's website were accessed more than 11,745 times. Information on the County's burn restrictions continued to be the most commonly accessed information, closely followed by the department's Standard Operating Guidelines (SOGs) and links to the County's volunteer fire/EMS agencies. The newly added section for employees was also accessed frequently in 2016.



Imagetrend Elite 3 Implementation

After nearly 6 months of implementation effort, the County's patient care reporting software, the Virginia State Rescue Bridge (Imagetrend) system, was converted to Elite 3, a cloud-based, combined fire and EMS system in December. Elite 3 is the State mandated software for patient care reporting. Elite 3 also enhances patient care by allowing receiving hospitals to access patient information seamlessly via a real-time interface with their Hospital Bridge software. DES staff also provided training for EMS providers on the new reporting system as part of the implementation process. The County's state fire reporting will be migrated to Elite 3 in March 2017.

EMS Subscription Program

The County offers an EMS Subscription Service program to help residents and those who work in the county defray out-of-pocket expenses, such as health insurance co-payments and deductibles, when they need emergency ambulance transportation. For only \$60 a year, a subscriber may enroll all family members of his or her household in the program. A residential subscription may also include family members of the subscriber listed on the application who reside in assisted living or nursing facilities located in the county. Subscribers will not be billed for transportation services not covered by insurance under the EMS Revenue Recovery Program.



Training



FEMA | *Emergency Management Institute*

In August, the Emergency Management Coordinator, Andrea Clontz, completed the National Emergency Management Advanced

Academy, the Federal Emergency Management Agency's flagship program for emergency management advanced leadership and management skills using a whole community approach. The Advanced Academy consisted of four week-long classes, three 4-hour distance learning sessions and a research project.

In September, Inga Johnson, Medical Billing Supervisor, and Sharon Hilton, Medical Billing Clerk, completed their National Academy of Ambulance Coders (NAAC) Certified Ambulance Coders recertification requirements in Middlebury, Vermont.



***This is where you define yourself.
This is where you remove the "I Can't".
This is where you laugh, cry, sweat and bleed.
This is where you find your brothers.***

— Kim Fitzsimmons

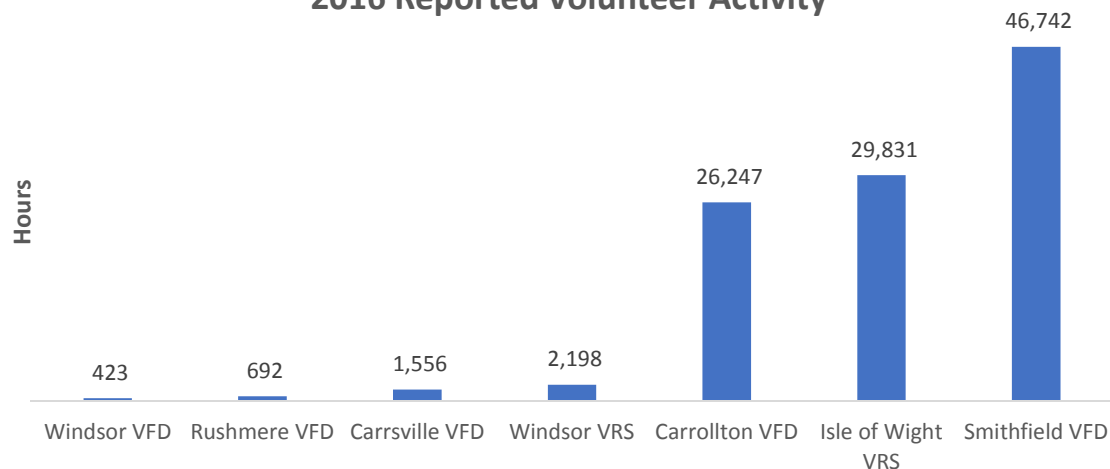


Operations – Fire & Rescue Response

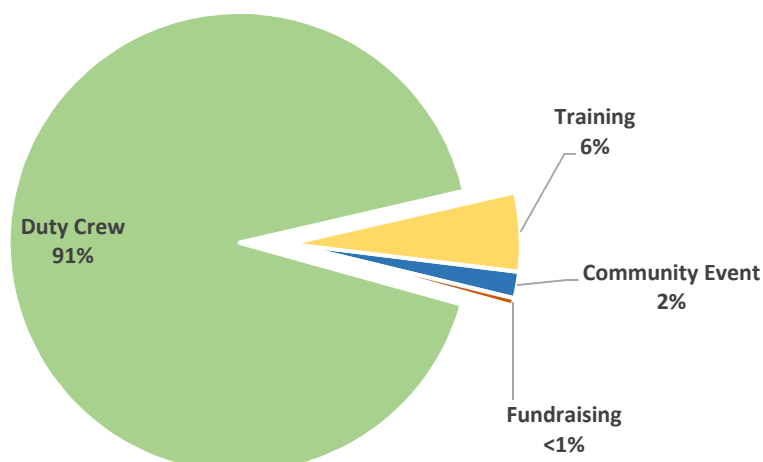
The Fire and Rescue Response division is composed of both volunteer and career members. These providers work collectively to ensure the delivery of high quality fire/EMS services to Isle of Wight County citizens and visitors. Each station has a volunteer chief that provides direct oversight for the activities of his or her station and response district. In addition, a career fire/EMS officer provides direct supervision for assigned career personnel.

Each Station Chief, or designee, along with the County Chief of Fire and Rescue comprise the Isle of Wight County Fire Rescue Association which develops system-wide policy and procedures. In addition to emergency response, stations provide duty crews, participate in training, fundraising events and numerous other community activities. In 2016, the Fire and Rescue Response division responded to over 5,000 emergency calls for service resulting in over 5,800 individual station responses. Additionally, in 2016, over 100,000 activity hours were logged and reported by county volunteers. (Note: Volunteer activity is based on 2016 activity reported by the volunteer agencies as of February 2, 2017.)

2016 Reported Volunteer Activity

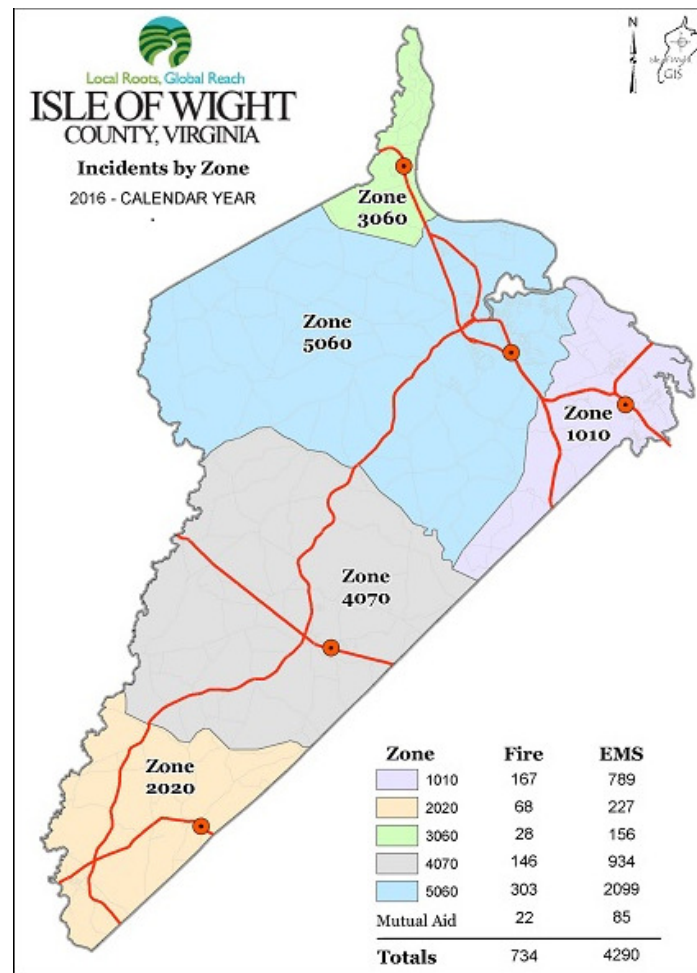


How Volunteer Hours Were Spent

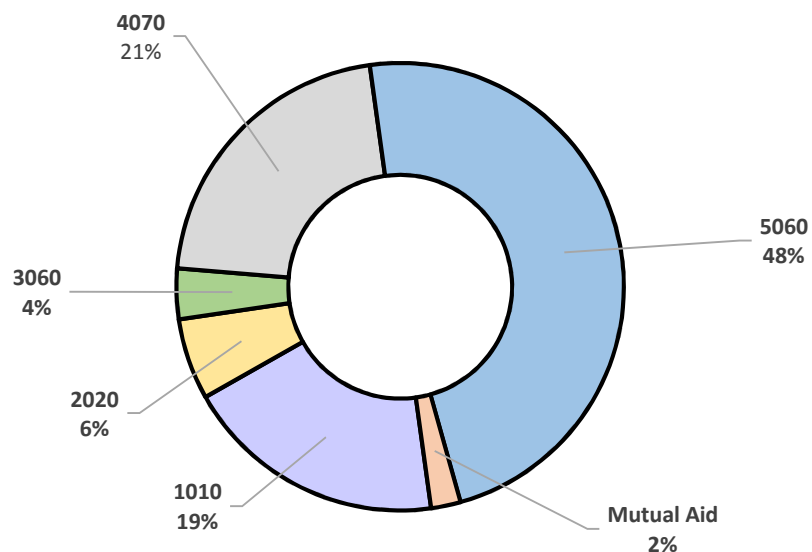




Incidents by Zone

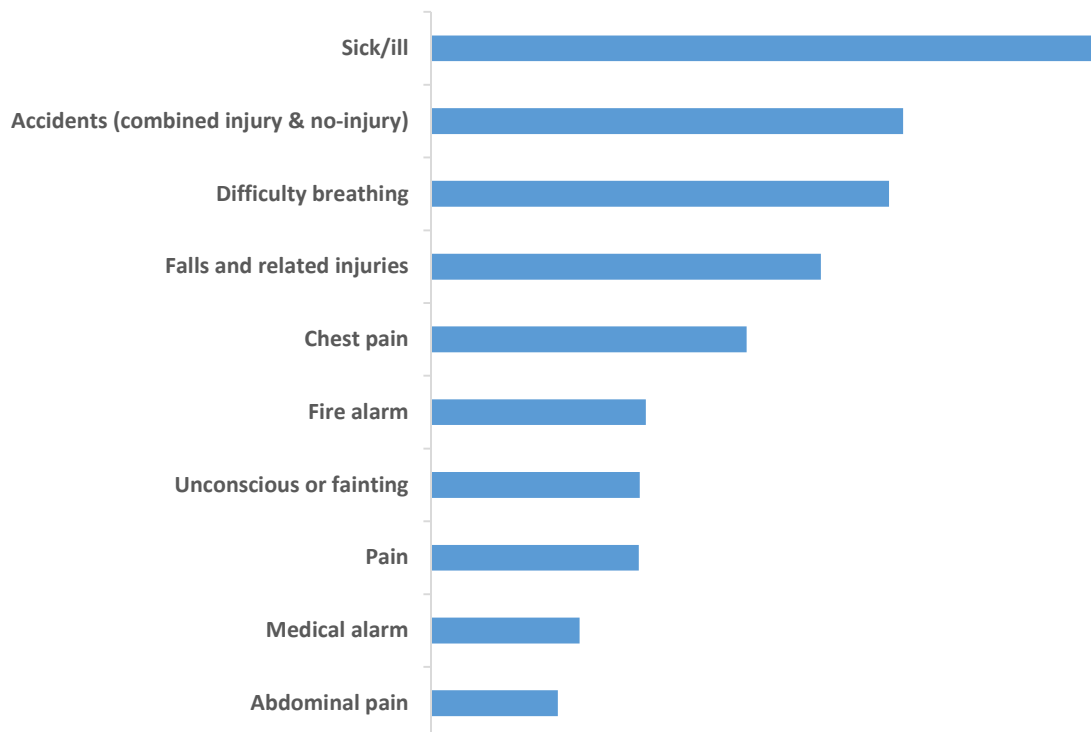


Incidents by Zone

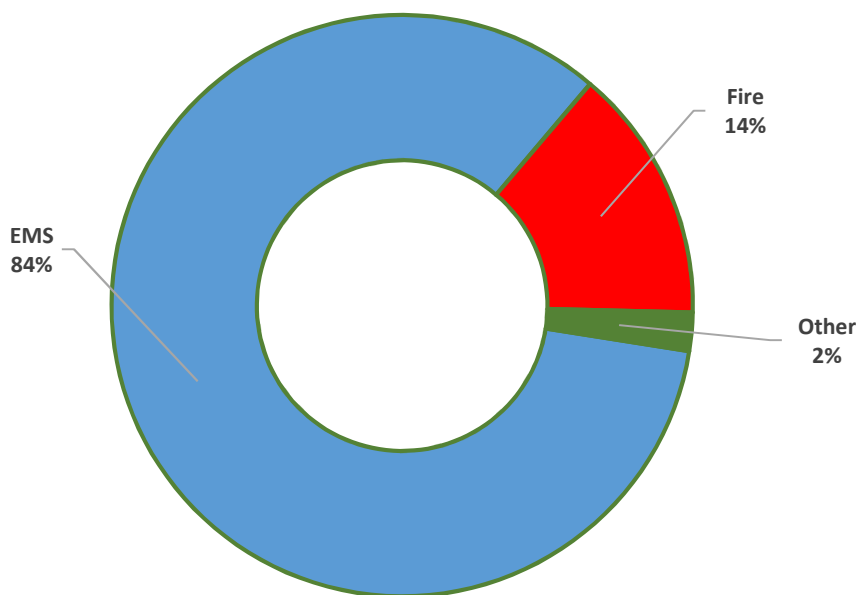




Top 10 Incidents by Nature Code



Response Type

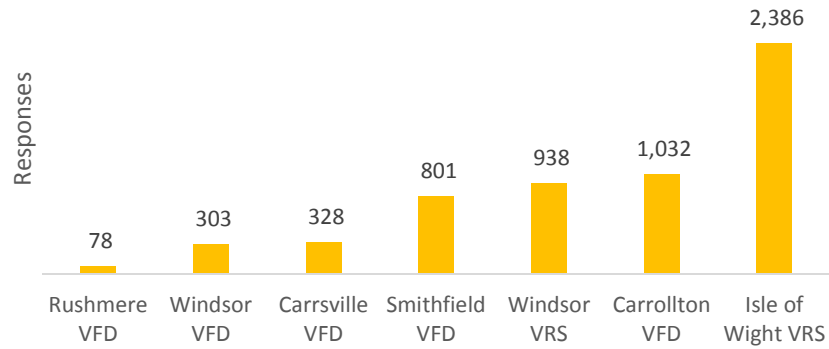




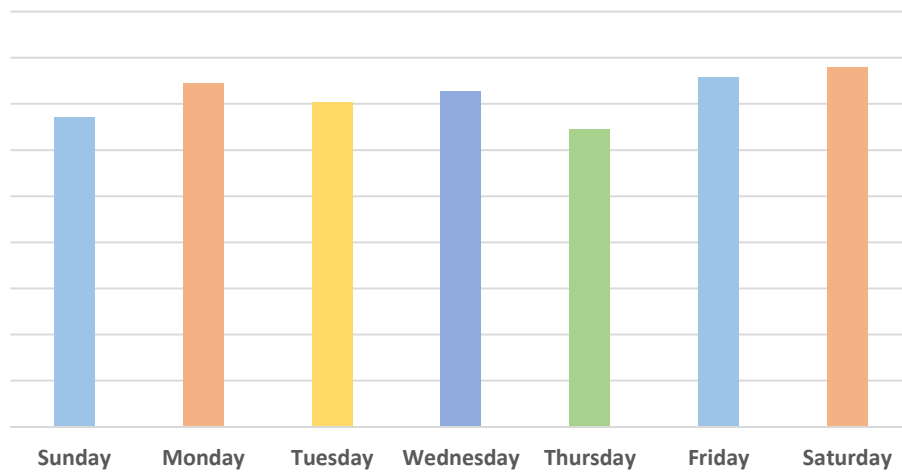
2016 Emergency Services Annual Report



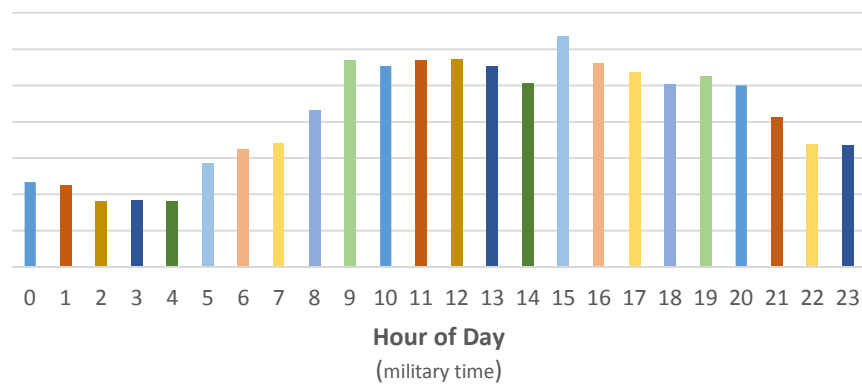
Station Responses



Response Volume by Day of Week



Incidents by Time of Day





Highlights

Emergency Medical Dispatching (EMD) implemented

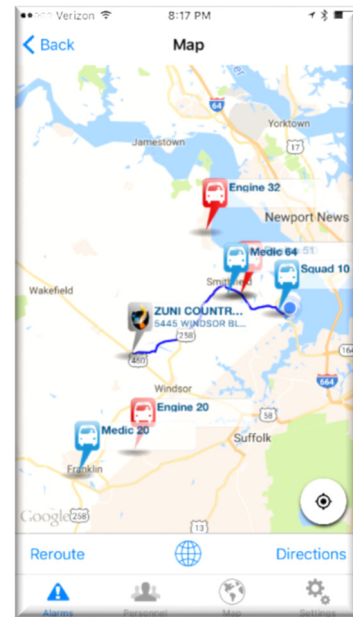
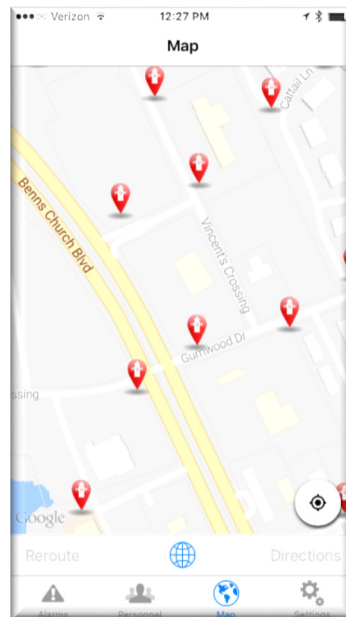
During 2016, DES assisted the County's Emergency Communications Division (e911 dispatchers) with the implementation of Emergency Medical Dispatching (EMD). EMD is a systematic approach to handling medical calls. Under the EMD protocol, e911 dispatchers use Tidewater Emergency



Medical Services (TEMS) approved EMD guide-cards to quickly narrow down the caller's type of medical or trauma situation, so as to better dispatch emergency services and provide quality instruction to the caller before help arrives. A comprehensive EMD program can reduce agency liability by providing thorough and consistent dispatch instructions and can help meet the growing public expectation that when citizens call 911 appropriate medical care will be provided as quickly as possible.

Active 911 deployment

In 2016, Active 911 was deployed across the fire/EMS system. The implementation allows for improved situational awareness with incident mapping, hydrant locations and preplanning of target hazards. Active911 also allows response efforts to be monitored in real time. The Active 911 implementation also allowed the discontinuation of a number of expensive Computer Aided Dispatch (CAD) software licenses. Active 911 has been installed on the county's front-line fire/EMS apparatus and for a nominal fee, each member can download and utilize the Active 911 application.





Employee Safety Fair

Emergency Services sponsored several activities at the County's Employee Safety Fair this year, including a hands on fire extinguisher usage training station.



CPR Classes

In 2016, DES provided 16 CPR training and certification classes to 55, deputies/police officers, volunteer fire/EMS providers and other county employees.



Rushmere VFD 25 Years of Service



Rushmere VFD celebrated 25 years of service to the citizens of Isle of Wight in January 2016. Throughout its 25-year history, Rushmere has remained committed to preserving lives and property through the provision of high-quality fire services. Herman Jones, Mary "Lois" Powell, Hubert Bradby, Bobbie Romig, Rudolph Jefferson, Jeremiah Jefferson, and LeClara Bowen were honored by Rushmere Volunteer Fire Department for 25 years of service at the anniversary celebration.

Herman Jones

Volunteer Awards

Bryon Jones was named Rushmere VFD's 2016 Firefighter of the Year because of his hard work and dedication. Even after a hard day at work, Bryon often stops by the station still in his work clothes to see if anything needs to be done. Bryon shows up for training and calls and is always ready to work. He can often be seen cleaning to ensure the station is well maintained.



Bryon Jones



2016 Emergency Services Annual Report

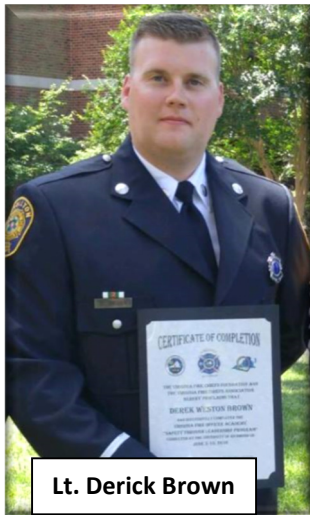


Training Accomplishments

Lieutenant Derick Brown from Carrollton Volunteer Fire Department and John Buttrick from Smithfield Volunteer Fire Department completed the Virginia Fire Officer Academy hosted by the Virginia Fire Chiefs Association in June at the University of Richmond. The goal of the Virginia Fire Officer Academy is to develop the future leaders of Virginia's Fire and Emergency Services by providing them with fundamental ethical leadership skills through an approach that focuses on personal accountability, ownership, education, and safe practices in Virginia's fire and emergency services organizations.

Domonique Key, a Rushmere VFD member, completed Firefighter II. Three members of Rushmere VFD, Byron Jones and Kenneth Parker, Roiberg III, completed an Emergency Vehicle Operations Course (EVOC) with Surry VFD.

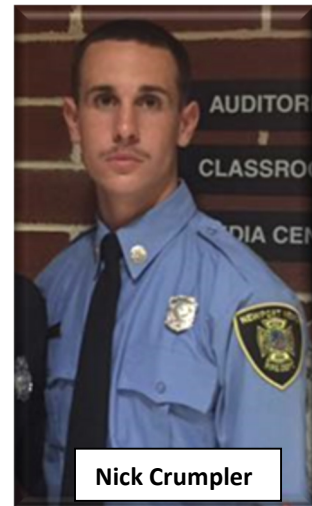
In May, Nick Crumpler, a Smithfield VFD member, completed the Newport News Fire Department Training Academy.



Lt. Derick Brown



John Buttrick



Nick Crumpler

New Full-time Staff

The Department of Emergency Services hired one new full time employee in 2016.

Fire Medic II - Robin Price
FT Hire Date: 10/1/2016
(Temporary FT)





Fleet Changes

Smithfield VFD added a “new to them” tractor driven aerial, “tiller”, truck to their fleet in April.



Carrsville Volunteer Fire Department purchased and put a new tanker in service in August.



Carrollton VFD's replacement tanker arrived in December. After a few weeks of training and outfitting, it should be in service by January 2017.



***Service is not doing what's required of us,
service is doing more than what is required of us.***

— Simon Sinek



2016 Emergency Services Annual Report



Training

Members spent many hours training on vehicle extrication and stabilization. Motor Vehicle Accidents are the most frequent type of call for service for our fire departments.





2016 Emergency Services Annual Report



Members participated in a number of hands on and classroom trainings.





2016 Emergency Services Annual Report



In March, Smithfield VFD hosted its 5th Annual Truck Company Operations training class. Firefighters from across the state attended the class.



Carrollton VFD hosted a joint live training burn in November. The departments sometimes get to burn “donated” structures for training.



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In November, IOW VRS held its annual mock training day with VCU's LifeEvac and Smithfield VFD. The training allows their current EMT-B students got to get hands training via a mock multi-vehicle crash (MVC) and to observe the inner workings of how different departments work together.





Other Community Support

Once again in 2016, the Windsor Volunteer Rescue Squad (WVRS, Station 70) coordinated EMS coverage for the County Fair and Seafood Fest. During the course of the 4 days, volunteer EMS providers from all of the County's volunteer EMS agencies provided medical services at the fair. In addition, for the first time, the Western Tidewater Medical Reserve Corp (MRC) augmented the volunteer EMS support by helping to staff the first aid tent at the fair. Members from Windsor Volunteer Fire Department provided fire support at the fair.



Each year the departments provide fire and EMS coverage for football games and other special events held around the county.

Smithfield and Windsor VFDs provide standby support for the County's annual firework displays held in the two towns.

For a number of years, Carrollton VFD has participated in the Boy Scout camp held at Nike Park, by soaking the scouts.



*We make a living by
what we get, but we
make a life by what
we give.*

- Winston Churchill



2016 Emergency Services Annual Report

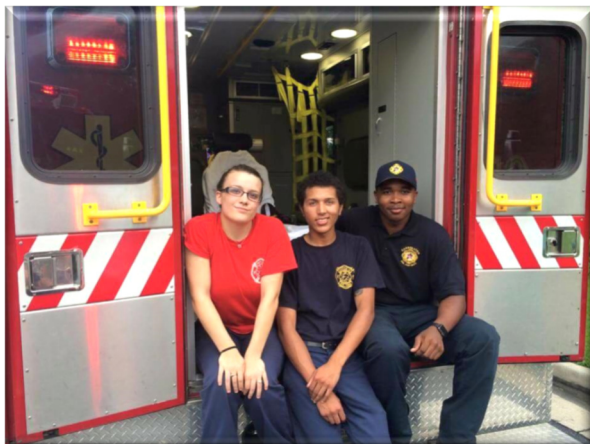


Outreach to the children of the community is a focus of all the departments. Members participate in safety days at the local elementary schools and the national night out programs across the county.



***To do more for the
world than the
world does for you,
that is success.***

- Henry Ford





2016 Emergency Services Annual Report



Christmas 2016



Santa rested up after spending time visiting children at the Carrollton VFD



Santa toured neighborhoods in Smithfield in the bucket of Smithfield VFD's Truck 50



Santa made several stops in the Rushmere VFD area and also went to several nursing homes for a visit.



Santa caught a ride on Windsor VFD's Engine 40 during the Windsor Christmas Parade

Smithfield VFD gave Santa a ride during the Smithfield Christmas Parade.



IOW VRS was also represented in the Smithfield Christmas Parade



IOW VRS's Ladies' Auxiliary decorated the Station for Christmas



2016 Emergency Services Annual Report



Fundraising

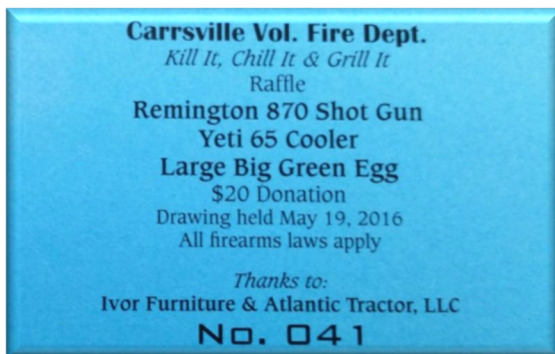
Each year, the volunteer agencies hold a variety of fundraisers.



Rushmere VFD's Forte Jazz Concert
Photo Credit: Paul L. Newby II



Carrollton VFD's Fire House Blue Grass Concerts



***Volunteers do not necessarily have the time;
they have the heart. -Elizabeth Andre***

Note: Information was requested from each volunteer fire/EMS agency for inclusion in the annual report. Information was included from all of the volunteer departments that responded to the request.