



Department of Emergency Services

ANNUAL REPORT
CALENDAR YEAR ENDING
DECEMBER 31, 2018



ISLE OF WIGHT
COUNTY, VIRGINIA

Local Roots, Global Reach



MESSAGE FROM THE CHIEF

Dear Isle of Wight County Citizens,

The mission of the Isle of Wight County Department of Emergency Services (DES) is to provide Safety, Security and Peace of Mind through the preservation of life and property. It is my honor to present the 2018 DES annual report and to highlight some of the activities that our outstanding responders performed in the fulfillment of our mission.

Some of our 2018 highlights include: creation of an appointed Fire and Rescue Advisory Board, a volunteer battalion officer program, installation of power load stretchers for front-line medic units, creation of a fire/EMS honor guard, a regional volunteer fire academy, additional standard operating guidelines, the near completion of the public safety radio project, placing two new medics in service (Carrollton VFD and Isle of Wight Vol. Rescue), and capital funding for a new heavy rescue vehicle (Windsor VFD) and brush truck (Carrsville VFD). Additionally, our agencies partnered with Isle of Wight County Schools for fire drills and continued collaboration for active threats. For the first time in many years, in preparation for Hurricane Florence, DES stood up shelter operations, activated the County's Emergency Operations Center (EOC) and coordinated operations with our various emergency partners. These activities serve only as a snapshot of the great work performed by our volunteer and career members in 2018 - it's been quite a year! Isle of Wight County is blessed to have such a wonderful cadre of dedicated public safety responders that help us secure our place as "A community of CHOICE committed to excellence".

As we begin our 2019 journey, I encourage you to take the opportunity to stop by one of our fire stations or rescue squads to chat, take a tour or maybe consider joining our awesome team! On behalf of your Isle of Wight County fire/EMS responders, I would like to thank each of you, our citizens, elected officials and county administration, for your continued trust and support. Regardless of the situation, our members stand ready to serve with excellence!

Until next time- Stay Safe,

Jeff Terwilliger



BY THE NUMBERS

There were **5,567** Fire/EMS Incidents in 2018

Incidents increased by **336** or **6.4%**

Over **84.7%** of all incidents were EMS related

Fire/EMS agencies responded to **111** mutual aid calls outside of the County

6,681 station responses resulted from calls for service

Station responses increased by **602** or **9.6%**

Average response time across system - **9** minutes **20** seconds

2,986 Patients transported by Ambulance

Patient transports increased by **132** or **4.5%**

960 - number of blood glucose checks

Crews performed **1,385** 12-Lead EKG's

IV's started in the field - **1,446**

35 - vehicle fires

Brush fires - **63**

Responded to **229** fire alarms

108 - structure fire incidents



2018 Emergency Services Annual Report



2018 BY THE NUMBERS		
Population Served	(2018 Weldon Cooper center Pop estimate)	37,492
Area Served	(square miles)	319
Municipalities	Isle of Wight County Town of Smithfield Town of Windsor	3
Operating Budget (FY19)		\$4.54 million
Capital Budget (FY19)		\$685,000
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/67 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	\$691 (CY18)	\$691 (projected CY19)
Actual EMS fees collected	\$937,293 (CY18)	\$860,000 (projected CY19)
EMS record requests	50 (CY18)	40 (projected CY19)
Number of EMS transports	2,974 (CY18)	3,000 (projected CY19)
EMS Fees (FY18)	Basic Life Support (BLS)	\$450
	Advanced Life Support (ALS1)	\$650
	Advanced Life Support (ALS2)	\$800
	Loaded Patient Mileage (per mile)	\$11.25

Your job is not to judge. Your job is not to figure out if someone deserves something. Your job is to lift the fallen, to restore the broken, and to heal the hurting.

– Unknown



Key Staff

Administration

Chief of Fire and Rescue
Emergency Management Coordinator
Office Administrator
Medical Billing Supervisor
Billing Clerk

Jeff Terwilliger
Andrea Clontz
Renee Stallings
Inga Johnson
Sharon Hilton

Operations

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

Chief Tim Nunez
Chief Chris Carr
Chief Brandon Jefferson
Chief Lee Marshall
Chief Jerry Hackney
Chief Brian Carroll
Chief Keith Griffin
Captain Bob Flick
Captain Greg Parsons

Don't give up. We've all gone home in tears. We've all second-guessed why we do what we do. We've all felt like failures at times. We've all wanted to quit at some point. Just remember: You save lives, you comfort the sick. You can't expect that to be easy.

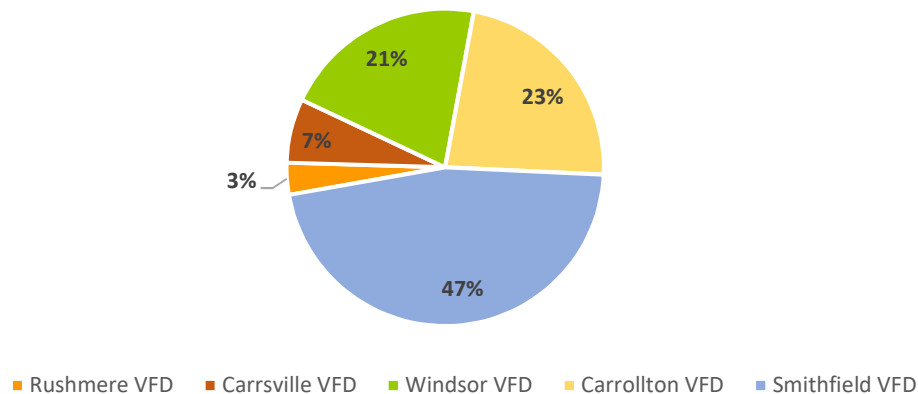
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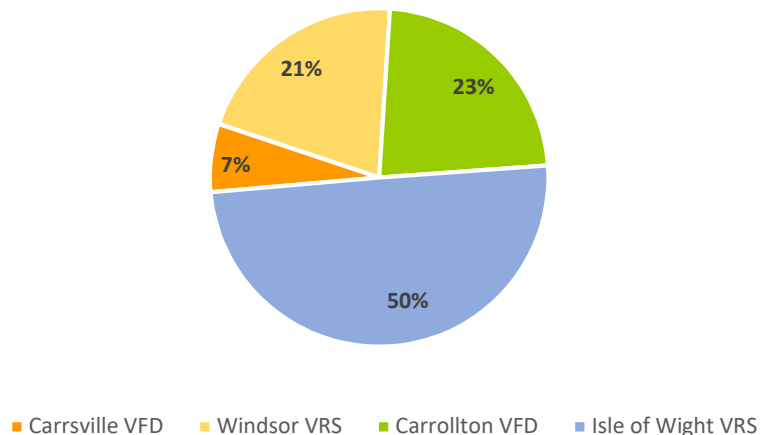
Fire/EMS System Overview

Fire and emergency medical services (EMS) in Isle of Wight County are provided 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



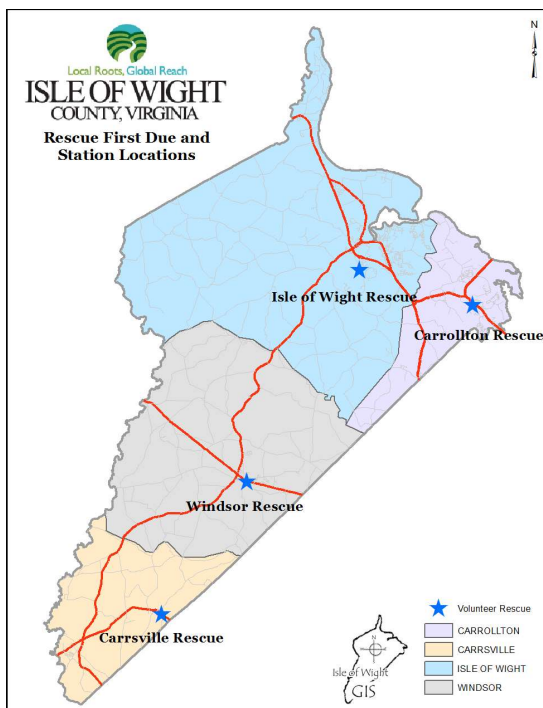
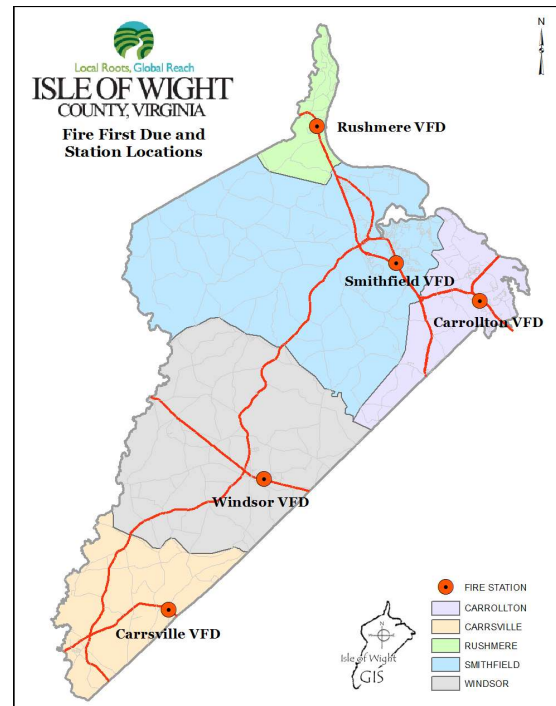


2018 Emergency Services Annual Report



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



Administration

In addition to providing 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, in collaboration with our volunteer agencies, is tasked with ensuring the consistent delivery of fire and EMS services throughout the county. In addition to many administrative functions, the Office Administrator 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.

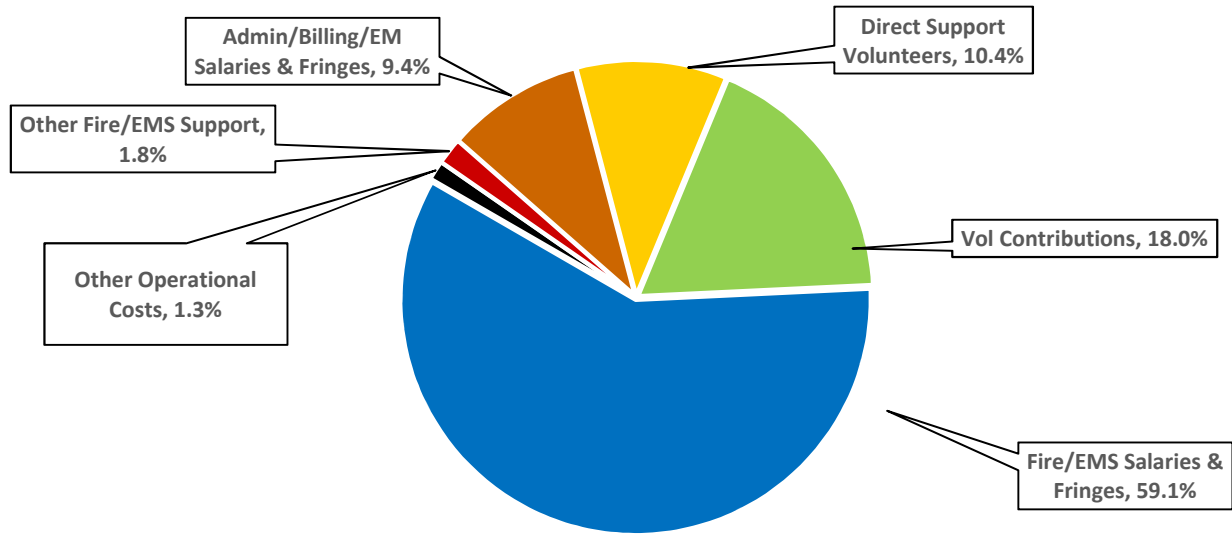
The EMS revenue recovery program continued to be a successful endeavor for the county in 2018. Revenue for fiscal year 2018-2019 (FY19) was projected at \$860,000 during the budget process. Billing staff also provides customer service for patients with questions, performs follow-up on unpaid claims; and maintains and post payments to patient accounts. This division also provides software management and support for the fire and EMS electronic reporting software.

For accounting purposes, in addition to internal DES departmental costs, annual funding (including direct contributions) for the volunteer fire and EMS departments, and fire/EMS related state and regional dues and fees are included in the DES operating budget. DES has an operating budget of \$4.54M for FY19. In FY19, over \$1.28M of the operating budget was allocated for direct contributions to the County's 7 volunteer fire and EMS departments. In addition to the direct contributions, more than \$471,000 was budgeted for volunteer department telecommunications, utilities, insurance, medical supplies and personal protective equipment (PPE). The volunteer agencies are also funded through donations, fundraisers, and grants acquired by the respective departments.

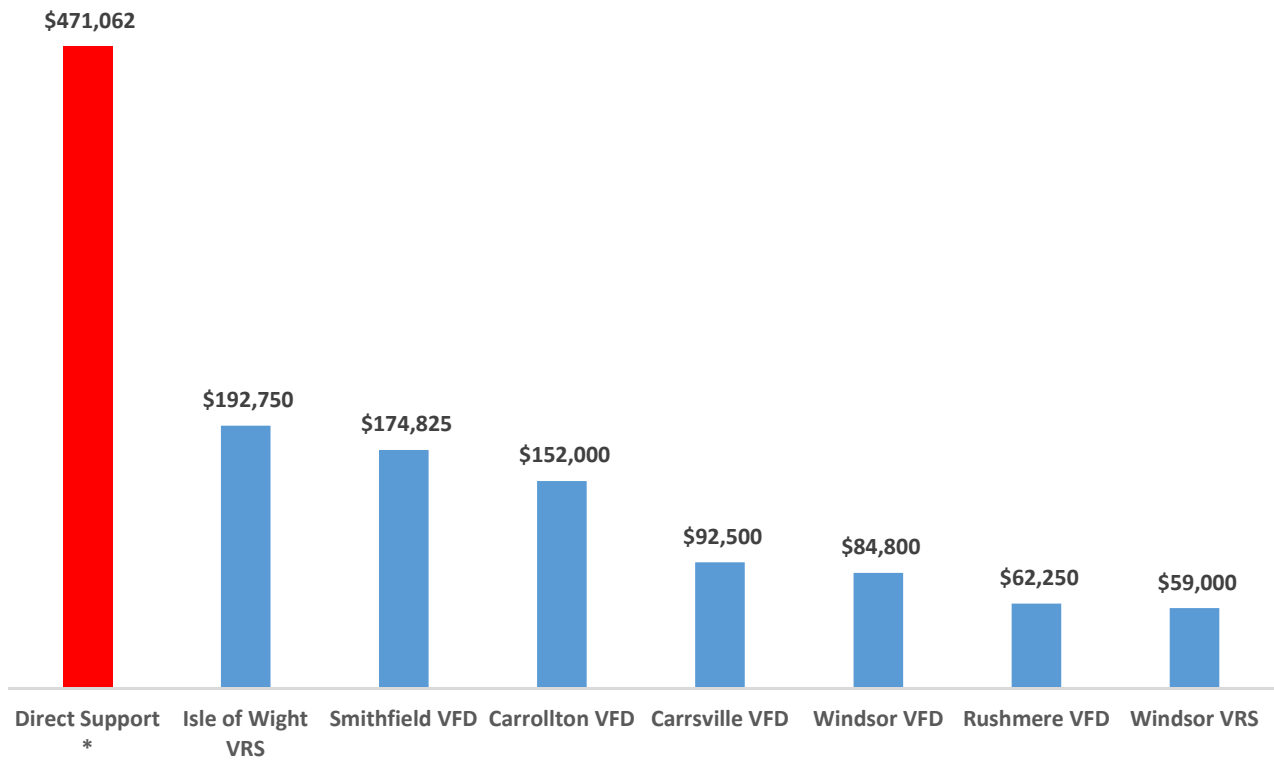
Capital budget funding in the amount of \$625,000 was approved in FY18-19 capital budget for the replacement of Windsor Vol. Fire Dept.'s heavy rescue truck and Carrsville Vol. Fire Dept.'s brush truck. Additionally, \$60,000 capital funding was included for a fire/EMS facility assessment to determine space needs and facility requirements. Following the assessment, funding will be programmed in future capital improvement programs to address recommended improvements of facilities.



DES FY19 Budget Breakdown



FY19 Volunteer Contributions and Direct Support



*Direct Support includes: telecommunications, utilities, insurance, medical supplies, EMS service contracts, and PPE.



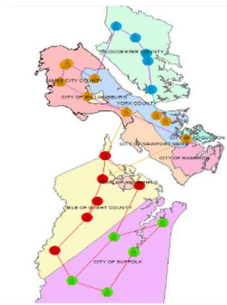
Highlights

Standard Operating Guidelines (SOGs)

During 2018, efforts continued to develop, review, and enhance SOGs. For the first time, the Fire and Rescue Association in conjunction with the Chief of Fire and Rescue developed several standardized operational SOGs that dealt with incident safety and coordination that all the county's fire/EMS departments have adopted. The SOGs that were developed/revised in 2018 include:

Fire and Rescue Association Guidelines: <ul style="list-style-type: none">➤ Working Fire Protocol	Emergency Services Administrative and Operational Guidelines: <ul style="list-style-type: none">➤ Volunteerism➤ Medical Supply Requisition
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Radio System Upgrade Project



This year, Isle of Wight saw the finalization of much of the major capital project to upgrade the County's failing VHF Public Safety Radio Communications to a new 800MHZ system that meets the current industry standards for a public safety radio system. During 2018, the 4 primary-communication tower sites and the tower at the Emergency Communications Center (ECC) that serve as the communications backbone of the system were completed.



In addition, the new 911 dispatch center was completed, and dispatch moved into the new center in December. The station alerting systems at the fire/EMS stations were installed. Fleet maps for the new radio system were completed and portable and mobile radios were ordered, and radio programming began.



In December, the initial radio coverage testing was conducted and showed excellent coverage results across the county. The final coverage testing will be conducted in 2019 once the trees leaf out. The Smithfield

Police Department was the first public safety organization to go live on the new system in December. The remainder of the county's public safety organizations (fire/EMS/law) went live in January 2019. A few remaining project items will be finalized in



2019, including an additional radio tower at Rushmere Volunteer Fire Department that will complete the connection between the Isle of Wight/Suffolk system to the James City/York/Gloucester/Poquoson system – providing dynamic, redundant backup for the 2 systems, and the completion of the renovations in the ECC.



Battalion One Program

In June, Carrollton Volunteer Fire Department, Isle of Wight Volunteer Rescue Squad, and the Smithfield Volunteer Fire Department entered into an agreement to provide a 24-hour duty officer in their collective run area. This position, designated by the call sign “Battalion One”, is staffed by a chief level officer, or approved captain, from one of the three participating volunteer agencies. Battalion One is automatically dispatched on a host of nature codes where command and control functions could possibly be staffed. In addition to answering calls for service, Battalion One is also responsible for ensuring that the represented stations are adequately staffed during major incidents - using station transfers and mutual aid if necessary; acting as the first point of contact for the represented agencies if personnel issues arise; and is responsible for handling the initial investigation of accidents involving volunteer personnel from the represented agencies.

Power Load Lift/Stretcher Project

In August, the Board of Supervisor’s approved a \$58,256 grant match to accept an equal amount of funding under the Virginia Office of EMS, Rescue Squad Assistance Grant Program, and provided an additional \$120,000 of funding to upgrade the County’s front-line ambulances with complete power load systems and power stretchers. EMS providers are at great risk for back injury and trauma during the loading and unloading phase of the call. The installation of the power load system makes patient loading and unloading safer for both providers and patients.



Hurricanes Florence

In September, while actual impacts turned out to be minimal, Hurricane Florence long-range forecasts posed a near worst case scenario threat to Hampton Roads and triggered significant emergency preparation measures. The County’s Emergency Management staff began issuing advisories to department heads and other key partners on Sept. 7th. Department heads began diligent preparations for Florence impacts on Sept. 10th. An all hands briefing on Florence was conducted with department heads and outside response partners to review preparation status and discuss any open issues or concerns. Isle of Wight declared a state of emergency Sept. 10th. After much deliberation, the County Fair which was scheduled to open just as the impacts of Florence were forecast to reach the area was cancelled.



There is no higher honor than to be given the responsibility to care for another human being.

-Richard K Schachem



2018 Emergency Services Annual Report



Governor Northam ordered the first ever mandatory evacuation from Hampton Road's Evacuation Zone A in anticipation of Hurricane Florence impacts. Based on 2010 census data, Zone A in Isle of Wight includes 785 multi- and single-family residences and 865 residents. We opened an emergency shelter at Windsor High School – the first time the county had staffed an emergency shelter since Hurricane Irene in 2011.



Squad Celebrates 50 years



In September, Isle of Volunteer Rescue Squad celebrated their 50th Anniversary. Isle of Wight Volunteer Rescue Squad began officially serving the citizens of Isle of Wight County in July 1968 with 13 members, providing standard first aid services utilizing a hearse for medical transport and has grown to an agency of 75 volunteer members with five fully-equipped ambulances and other apparatus. Throughout its 50-year history, Isle of Wight VRS has remained committed to preserving lives and property through the provision of high-quality emergency medical services.

Fire and Rescue Advisory Board

The Board of Supervisors appointed a Fire Rescue Advisory Board comprised a primary member and alternate from each of our seven volunteer agencies and the Department of Emergency Services (DES). The purpose of this body is to provide a formally-documented, functional structure that ensures input from volunteer and career stakeholders is provided and considered during the policy making and review processes for fire EMS system related items. This is intended to keep stakeholder representatives engaged in an integrated, county-wide fire and rescue system.

New Apparatus

In 2018, 2 new ambulances were put in service. In August, Isle of Wight Volunteer Rescue Squad took delivery of a new medic unit. The new medic replaces Medic 61.





2018 Emergency Services Annual Report



In October, Chief Nunez and Chief Terwilliger oversaw the dedication of a new medic unit at Carrollton Volunteer Fire Department. The new medic replaces the existing Medic 10. In a nod to the traditions of the past, when firefighters had to push their apparatus back into the station, crewmembers pushed the new Medic 10 into the bay at the end of the program.



Sponsored Fire Academy



In 2018, DES partnered with Southampton County to sponsor a Regional Volunteer Fire Academy. Students attending this class included IOW County volunteers and career staff, Franklin career staff and volunteers from Southampton and the City of Suffolk. New members were certified at the Firefighter I and II, Hazmat Awareness and Operations levels. This collaborative effort is envisioned to continue annually; providing a standard platform for future members to obtain basic firefighter training. Volunteers and career members



throughout the County and neighboring jurisdictions supported this effort and provided instruction and hands on assistance. Our 2019 Academy is currently underway.



Without community service, we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop.

-Dr. Dorothy Height

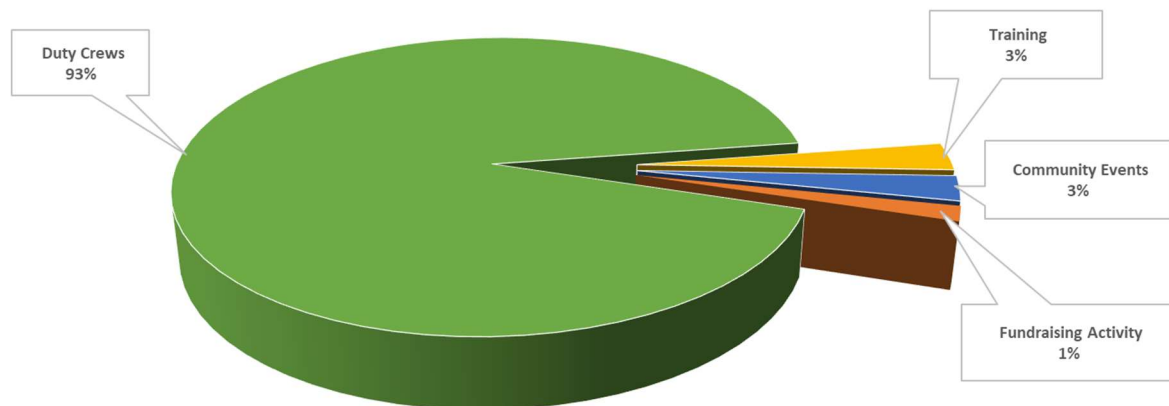


Operations – Fire & Rescue Response

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 2018, the Fire and Rescue Response division responded to over 5,500 emergency calls for service resulting in over 6,800 individual station responses. In 2018 numerous hours were logged and reported by county volunteers. (Note: Volunteer activity is based on 2018 activity reported by the volunteer agencies as of February 15, 2019.)

How Volunteer Hours Were Spent

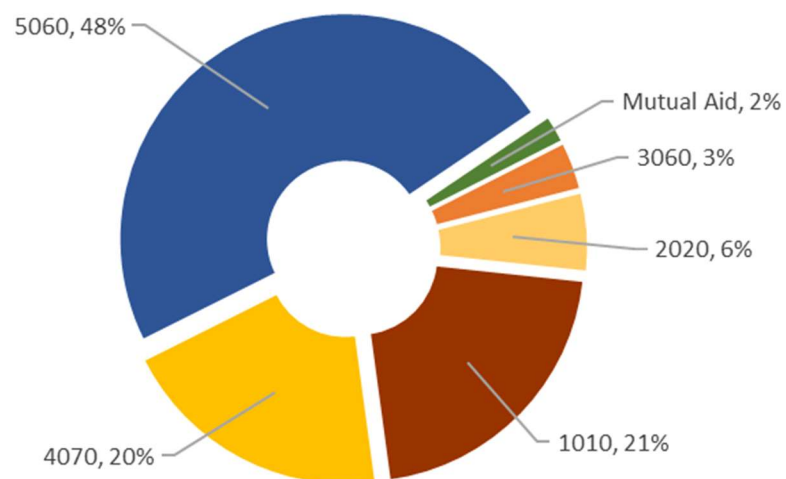
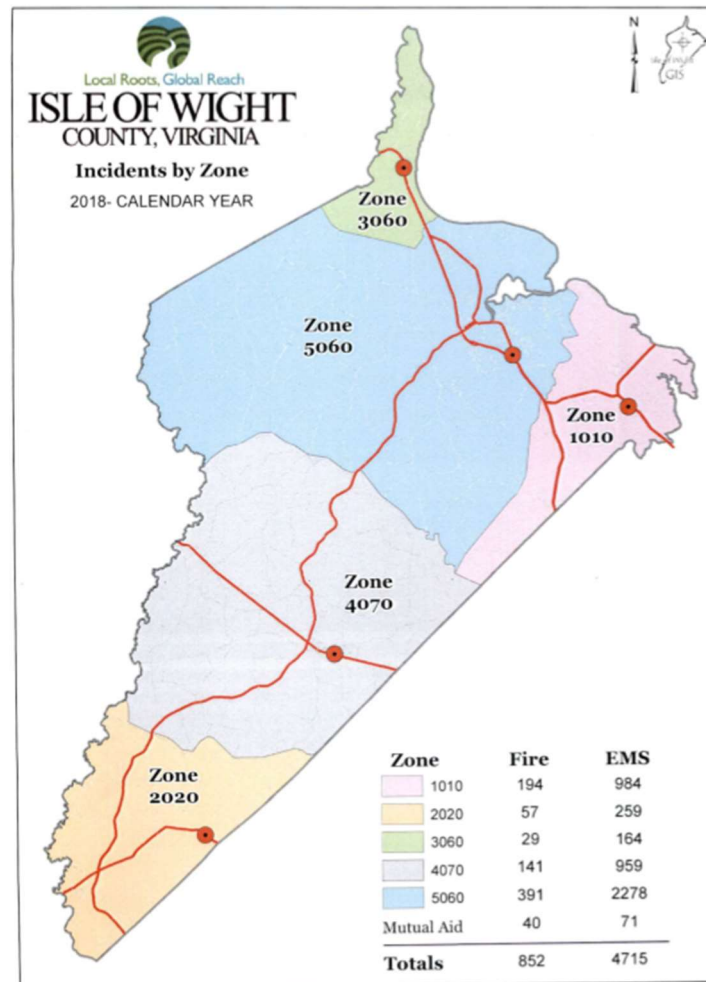


For me, I am driven by two main philosophies: know more today about the world than I knew yesterday and lessen the suffering of others. You'd be surprised how far that gets you.

- Neil deGrasse Tyson



Incidents by Zone

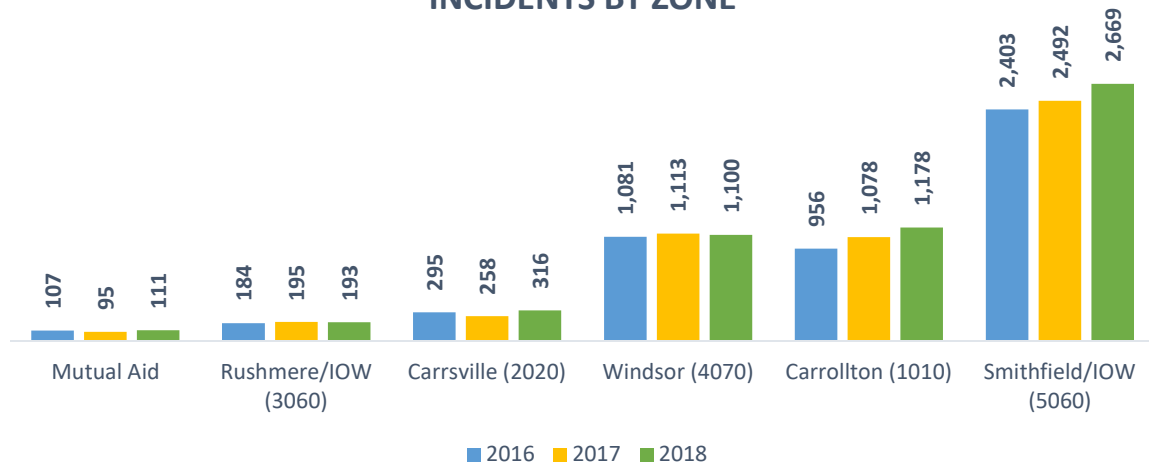




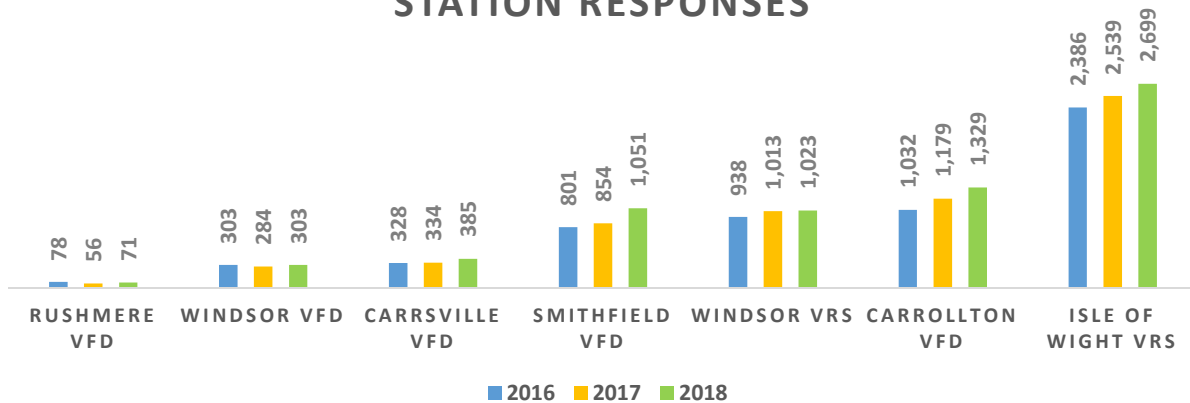
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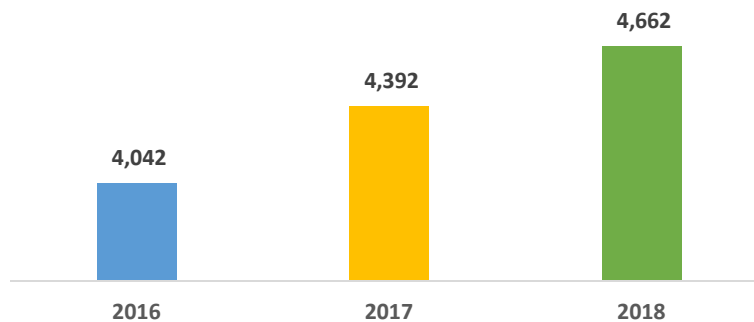
INCIDENTS BY ZONE



STATION RESPONSES



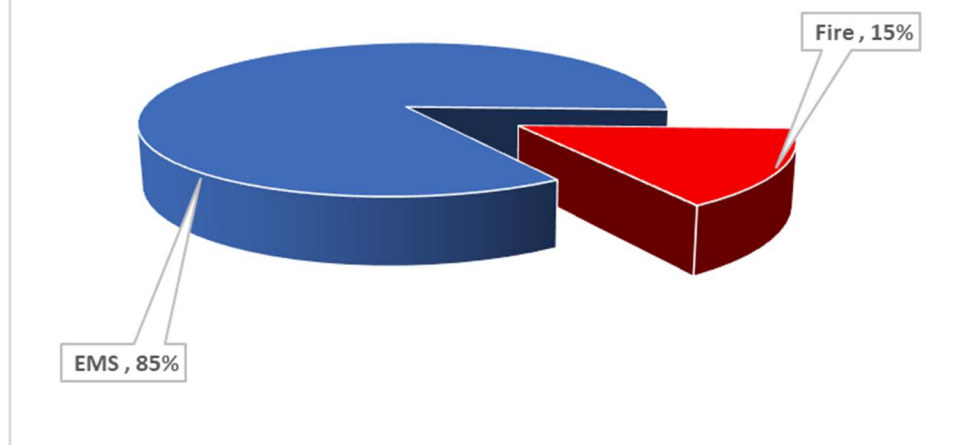
Department of Emergency Services (DES) Responses* (Career Staff)



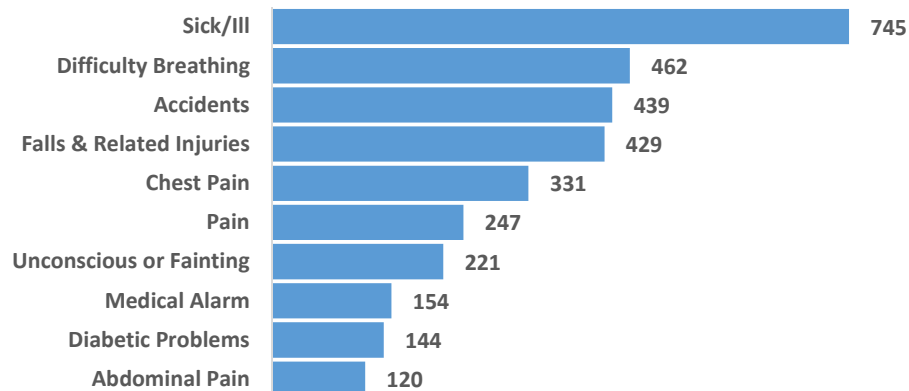
**Based on Image Trend Incident Data*



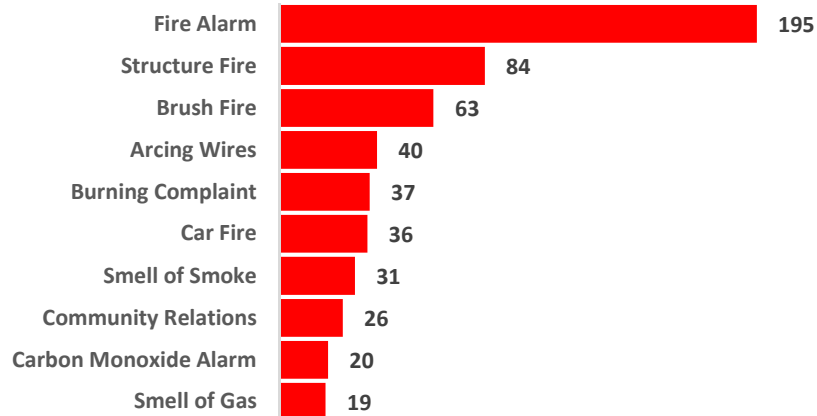
2018 Responses by Incident Type



Top 10 EMS Call Types



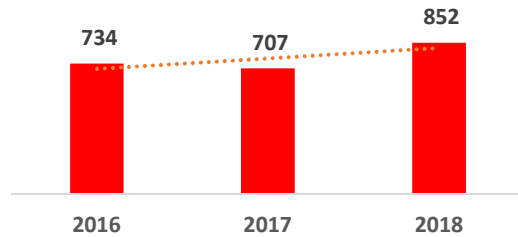
Top 10 Fire Call Types





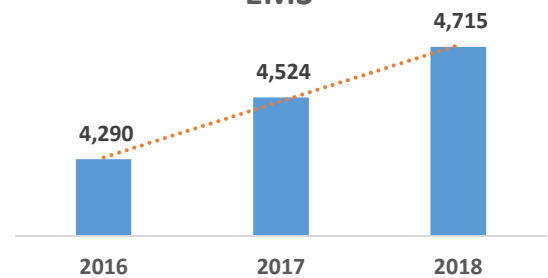
Incidents by Zone 3-Year Trend

Fire



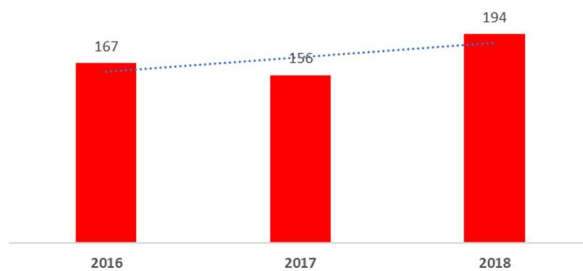
3-year change = +118 incidents

EMS



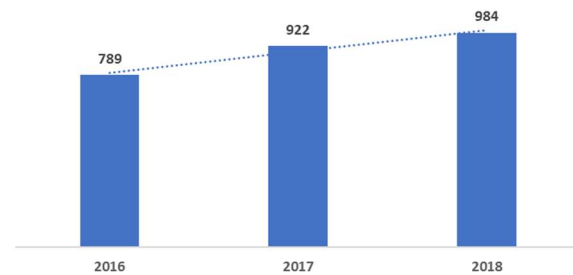
3-year change = +425 incidents

Carrollton (1010) - Fire



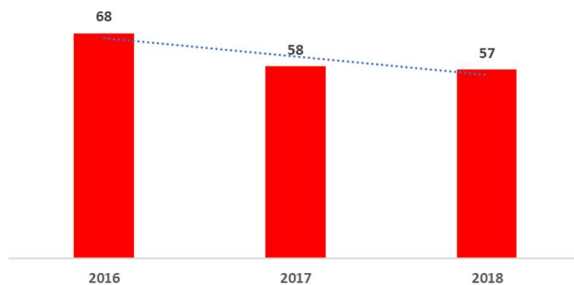
3-year change = +27 incidents

Carrollton (1010) - EMS



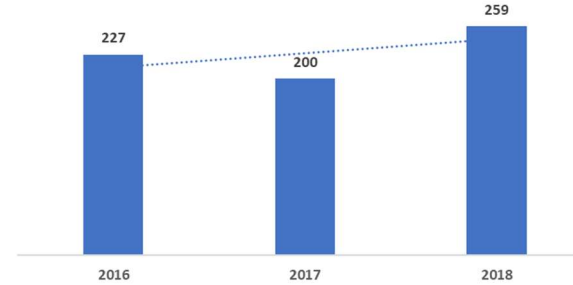
3-year change = +195 incidents

Carrsville (2020) - Fire



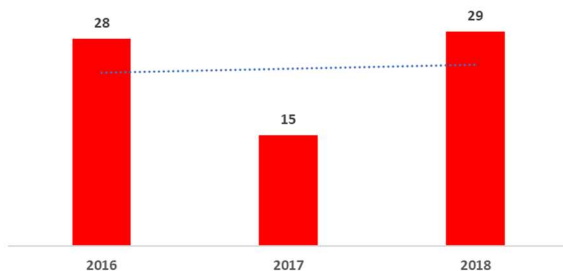
3-year change = -11 incidents

Carrsville (2020) - EMS



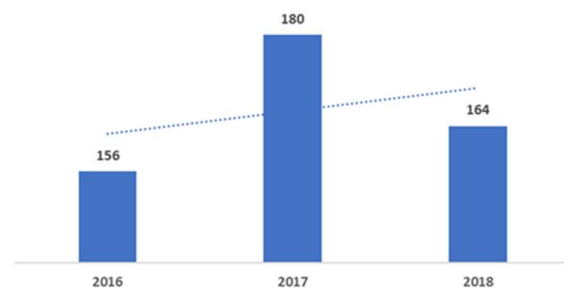
3-year change = +27 incidents

Rushmere IOW (3060) - Fire



3-year change = +1 incident

Rushmere/IOW (3060) - EMS



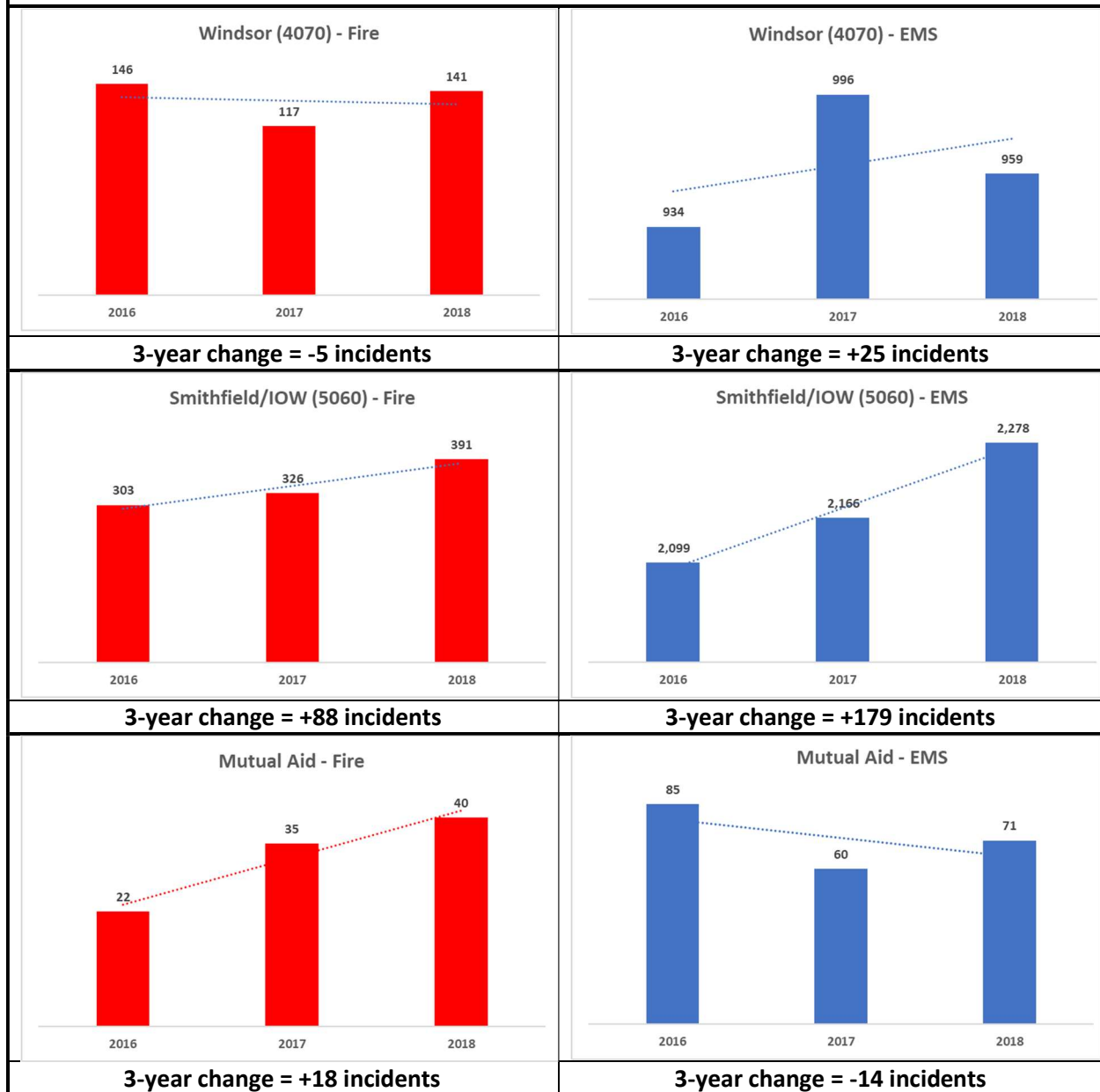
3-year change = +8 incidents



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Incidents by Zone 3-Year Trend



*It's a scary feeling sometimes being the person who responds to a 911 call.
There is no 912. You're it.*

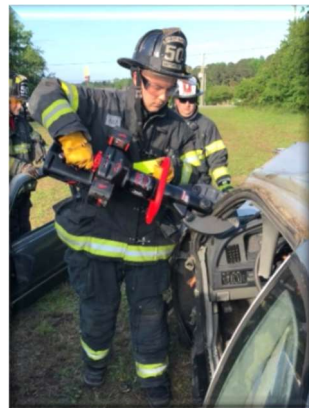
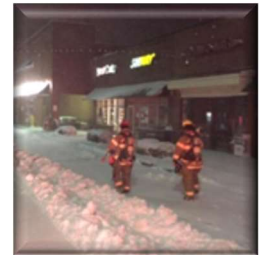
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2018 Emergency Services Annual Report



The Year In Photos



*Air goes in and
out. Blood
goes round and
round. Any
deviation is a
problem.*

-Unknown





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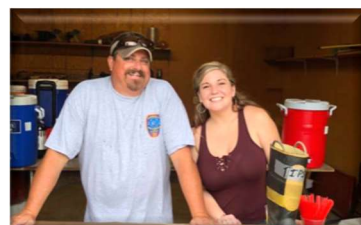
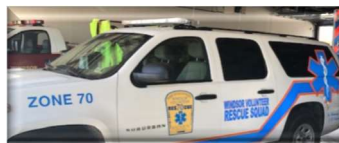


*Next to creating a
life, the finest thing a
man can do is save
one,
— Abraham Lincoln*





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You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make.

— Jane Goodall





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Courage is not the absence of fear, but rather the judgement that something else is more important than fear.

— Ambrose Redoon



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.



DEPARTMENT OF EMERGENCY SERVICES
FOR CALENDAR YEAR ENDING DECEMBER 31, 2018



**ISLE OF WIGHT
COUNTY, VIRGINIA**

Local Roots, Global Reach