

Alexandria Fire Department 2018 Annual Report

Alexandria, Virginia



Dedicated to Our Community, Our Profession, and Each Other



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Mission, Vision Statement, and Core Values

Our Mission

The mission of the Alexandria Fire Department is to plan for and deliver responsive and caring emergency service, mitigate emergencies and disasters, prevent the loss of life, protect property and enforce applicable construction, fire, and building maintenance codes for the City residents and the general public in order to maintain and enhance public safety.

Vision Statement

Dedicated to our Community, our Profession and Each Other

Core Values

Unity – Community – Dedication – Professionalism – Preparedness





City of Alexandria
Fire Department
Dedication to Our Community, Our Profession, and Each Other
Corey Smedley
Fire Chief



February 28, 2020

Dear Mayor, City Councilmembers, City Manager and Alexandria residents,

On behalf of our dedicated, trained, and professional career and volunteer members of the City of Alexandria Fire Department, it is a pleasure to present our 2018 Annual Report for your review.

One of our top priorities in the Fire Department is the health and safety of our first responders, and some of our improvements in 2018 are evidence of our dedication to their wellbeing. In 2018, our Health, Safety & Risk Management Division welcomed a part-time nurse practitioner to its team (pg. 23). The nurse practitioner is available to all staff for medical needs and concerns. AFD has also selected Life Scan to deliver the department's annual physicals to provide a wellness program that combines annual physicals with lifesaving, early detection testing for major diseases (pg. 24).

The Alexandria Fire Department also continues to dedicate its time and effort in providing the best service to our community. These efforts include providing volunteer and emergency preparedness information and opportunities to residents (pg. 25); improving our social media presence (pg. 28); and increasing our presence in the community through outreach initiatives (pg. 34).

Like many organizations, the Alexandria Fire Department experienced some turn over from retirements and resignations in 2018. However, we also had the opportunity to welcome 26 new civilian employees, interns, and recruits.

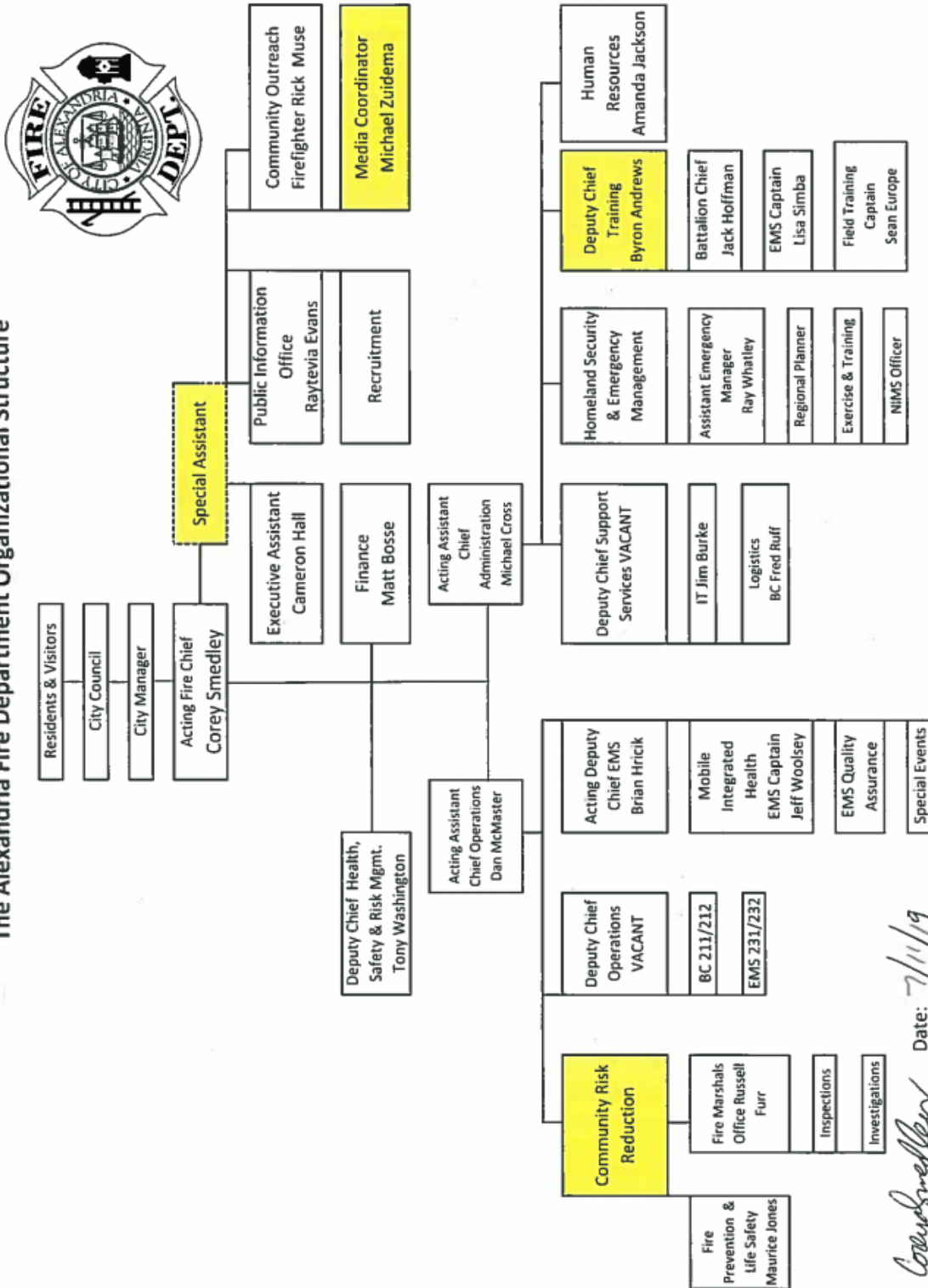
While our Fire Department is going through a transitional period, we're still in a progressive time, and our vision statement remains the same: "Dedicated to Our Community, Our Profession and Each Other."

Kind regards,

Fire Chief Corey Smedley



The Alexandria Fire Department Organizational Structure



Corey Smedley Date: 7/11/19
 Corey Smedley, Acting Fire Chief



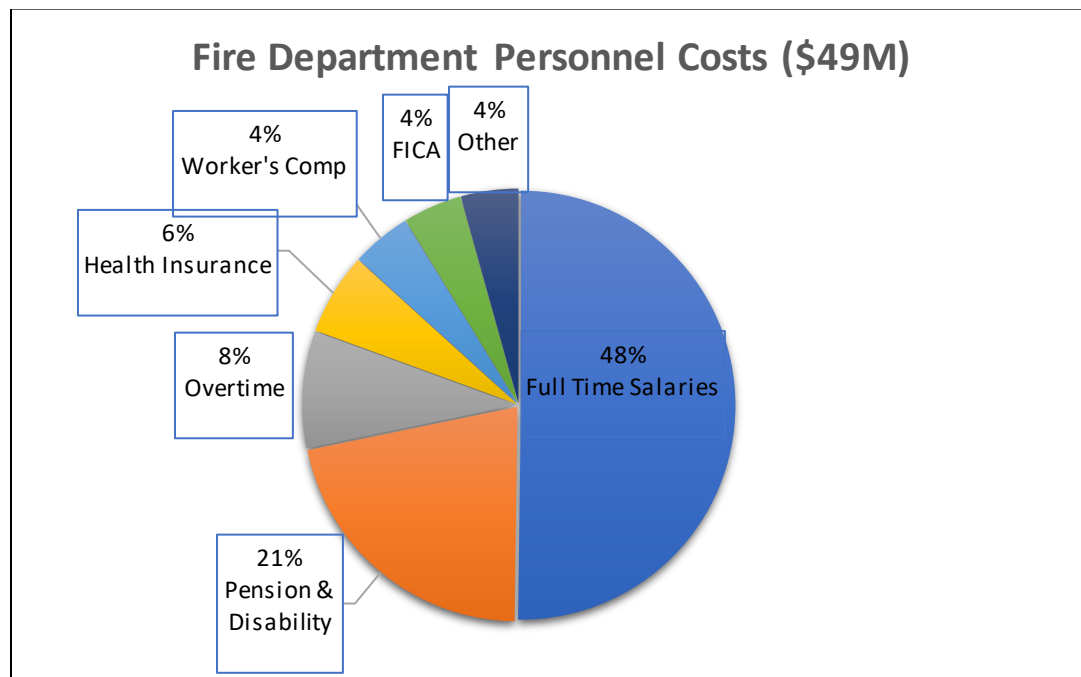
Administration Section

The **Administration** Section provides management, logistical, technical, and professional support to the Fire Department. Administration oversees fiscal management, human resources, information technology support, and fleet and facilities maintenance for sworn and civilian personnel. The Administration Section is commanded by Acting Assistant Chief Michael Cross (as of July 2019).

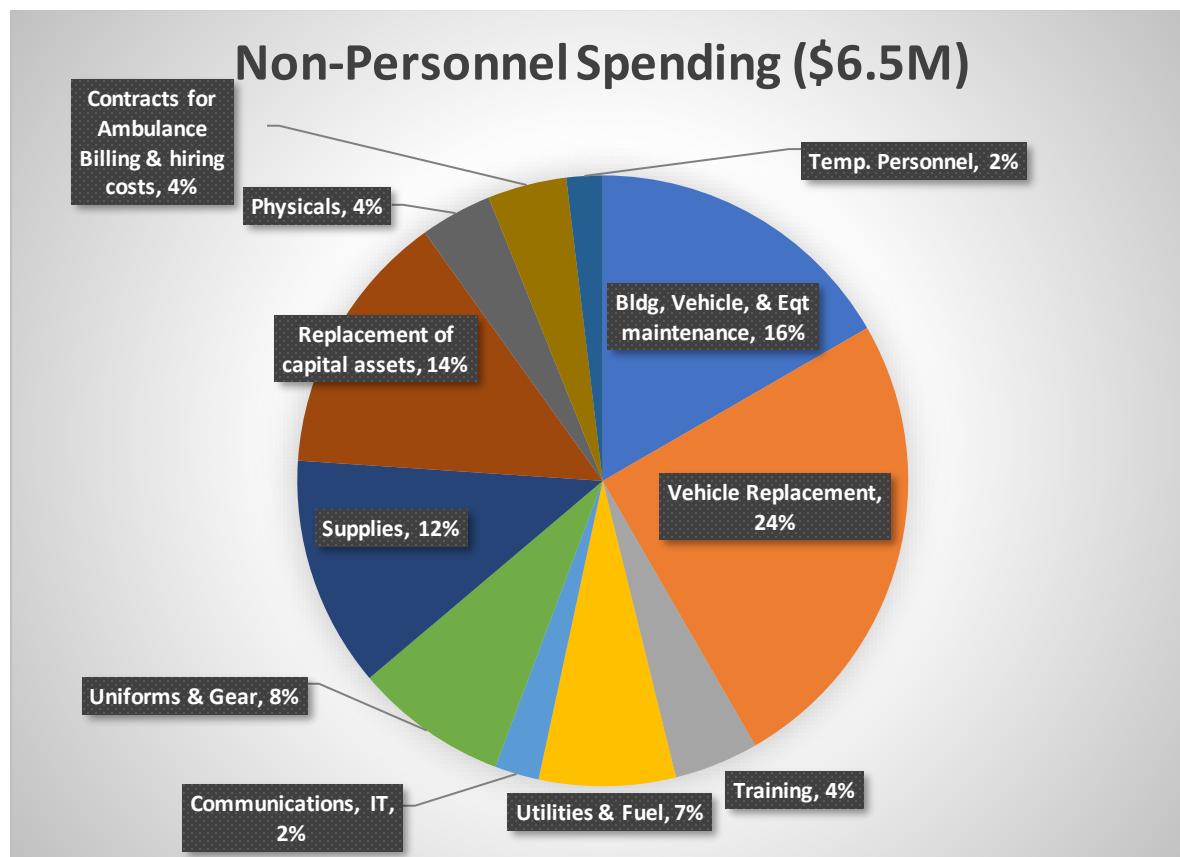
Fiscal Office

The Fire Department's budget is referred to as the City's general fund operating budget. The fiscal year started on July 1, 2018 and ended on June 20, 2019. The general fund is the portion of the budget that is funded by City of Alexandria tax dollars. The operating budget refers to the day-to-day operations of the department consisting of salaries, supplies, and equipment and does not include the capital budget, which deals with the replacement of fire stations and other fixed facilities. Local City of Alexandria tax dollars provide 96% of the department's overall operating budget.

The Alexandria Fire Department has an overall general fund operating budget of \$55.7M (FY 20). Of this, \$48.9M is related to personnel costs (salaries, benefits, overtime) while \$6.5M is non-personnel related (supplies, hose, ladders, personal protective gear, uniforms, maintenance of stations and vehicles, etc.).



*Numbers do not add to 100% due to rounding



*Numbers do not add too 100% due to rounding

Looking Ahead: 2020 Budget Expectations

As we move into FY 2020 & prepare for FY 2021, there are two (2) issues the Fire Department continues to watch from a budget perspective:

1. The Alexandria Fire Department and all City departments are expected to operate within authorized fiscal resources. As revenue projects are variable and consistently low, the Fire Department and all City departments are asked to examine budget requests for potential reduction options.
2. The Fire Department is constantly working to bring in state and federal grants to help supplement City funding. Alexandria has recently been successful in receiving grants from both state and federal sources. A brief listing of some of these grants include:
 - 2018 received \$1.5M in federal funding for Staffing for Adequate Fire & Emergency Response (SAFER) grant for engine company staffing.
 - 2018 received \$1.1M in federal funding for Assistance to Firefighters Grant (AFG) for paramedic training and health & safety initiatives.



City of Alexandria Fire Department 2018 Annual Report

- 2017 received \$1.5M in federal funding for SAFER grant for ladder truck staffing.
- 2017 received \$850K in federal funding for AFG funding for paramedic training and special operations training.

Human Resources

The department has an integrated Human Resources Office. The office supports recruitment, hiring, promotions, benefit management, employee relations, leave management, and professional development for more than 280 employees. During Fiscal Year 2019, the office hired more than 26 new civilian employees, interns, and recruits.

Position	Count
Fire Chief	1
Assistant Fire Chief	2
Deputy Chief	5
Battalion Chief	9
Captain	30
EMS Operations Manager	1
EMS Captain	7
Lieutenant	21
Firefighter	154
Medic	32
Chief Deputy Fire Marshal	2
Deputy Fire Marshal	5
Fire Protection Engineer	1
Code Inspector III	6
Fiscal Officer III	1
Fiscal Officer I	2
Public Information Officer	1
Deputy Emergency Management Coordinator	2
Human Resources Manager	1
Human Resources Recruiter	1
Human Resources Technician	1
Information Technology Specialists	5
Administrative Support V	2
Project Superintendent	1
Supervisor Fire Maintenance	1
Mechanic	3
Supply Clerk	1
	298



Logistics

Logistics provides support through specification, selection, acquisition, maintenance, repair, and replacement of the department’s vehicle fleet, facilities, equipment, personal protective gear, uniforms, and supplies. The work of Logistics is performed by various units.

- **Apparatus Committee:** Provides selection of apparatus manufacturers, detailed specifications for apparatus design and build and acceptance inspections in compliance with National Fire Protection Association (NFPA) 1901 – *Standard for Automotive Fire Apparatus* for fire emergency response vehicle and Federal GSA, KKK-A-1822, *Star-of-Life Ambulance* for patient transport vehicles. Three apparatus committees provided recommendations for new fire engines, heavy rescue squad, hazardous materials unit, and command vehicles during Fiscal Year 2018.
- **Facilities Unit:** Provides maintenance and repairs in compliance with codes, regulations, and NFPA 1500 – *Standard for Fire Department Occupational Safety* for 10 fire stations, 2 training facilities, a burn building, and the administrative offices. The unit also coordinates capital replacements of facility systems and building with the City’s Department of General Services (DGS) through the Capital Facilities Maintenance Projects (CFMP) and Capital Improvement Program (CIP).

Facility	Street Address	Area (sq. ft.)	Age
Fire Administration	900 Second St.	20,833	21
Fire Maintenance	3552 Wheeler Ave.	3,800	42
Fire Station 201	317 Prince St.	5,690	103
Fire Station 202	213 E Windsor Ave.	7,247	91
Fire Station 203	2801 Cameron Mills Rd.	3,588	70
Fire Station 204	900 Second St.	20,838	56
Fire Station 205	1210 Cameron St.	7,854	69
Fire Station 206	4609 Seminary Rd.	5,248	42
Fire Station 207	3301 Duke St.	8,103	47
Fire Station 208	175 N Paxton St.	1,180	42
Fire Station 209	2800 Main Line Blvd.	21,541	9
Fire Station 210	5255 Eisenhower Ave.	38,917	4
Friendship Fire House	107 S Alfred St.	2,288	162
PDC East	1108 Jefferson St.	69,668	59



PDC West	5255 Eisenhower Ave.	38,917	4
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- **Fleet Maintenance**: Provides inspections, certification, maintenance, and repairs in compliance with manufacturer’s recommendations, Virginia Department of Transportation safety requirements, Virginia Department of Environmental Quality emissions standards, and NFPA 1911 – *Standard for Inspection, Maintenance, Testing, and Retirement of In-Service Emergency Vehicles* for 53 heavy emergency response vehicles and 57 light duty trucks, sedans, trailers and other specialized vehicles. In addition, the Fleet Maintenance Unit provides annual certifications in compliance with NFPA 1932 – *Standard for Use, Maintenance, and Service Testing of In-Service Fire Department Ground Ladders* for 135 ground ladders that are used for search and rescue.
- **Personal Protective Equipment Unit**: Provides inspection, cleaning, and repair in compliance with manufacturer’s specifications and NFPA 1981 – *Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting* for more than 600 sets of firefighting personal protective coats, bunker pants, gloves, hoods, helmets, and boots.
- **Research and Development Taskforce**: Provides research, field studies, and recommendations using numerous NFPA standards and industry practices on the best available firefighting tools, equipment, and personal protective ensembles for use in training and during mitigation of emergency incidents.
- **Self-Contained Breathing Apparatus (SCBA) Unit**: Provides maintenance and repairs in accordance with manufacturer’s specifications and NFPA 1982 – *Standard for Selection, Care, and Maintenance of Open-Circuit Self-Contained Breathing Apparatus* for more than 300 self-contained breathing apparatus packs and regulators, 600 air cylinders, 500 facepieces, 6 supplied air breathing apparatus systems, 2 station based air compressors, and 1 mobile air unit. In addition, the unit performs annual OSHA 1910.134 – *Respiratory Protection* respirator fit testing for the department’s 270 emergency responders.
- **Supply Unit**: Provides maintenance, repairs, and replacement using manufacturer’s recommendations and numerous NFPA standards for firefighting appliance, tools, equipment, and hose; provides uniforms and personal protective equipment for 270 emergency responders; provides office and cleaning supplies for more than 15 fixed facilities; and performs annual certification in compliance with NFPA 1962 – *Standard for the Care, Use, Inspection, Service Testing and Replacement of Fire Hose, Couplings, Nozzles, and Fire Hose Appliances* for more than 55,000 feet of firefighting attack and supply hose.



Operations Section



The **Operations** Section, commanded by Acting Assistant Chief Dan McMaster (as of July 2019), consists of the Suppression Division, EMS Division, Training Division, and Special Operations Battalion.

The Suppression Division provides emergency and non-emergency services 24 hours a day, 365 days a year. The all-hazards response model includes fire suppression, advanced life support (ALS) medical treatment, technical rescue, hazardous materials mitigation, and marine rescue.

Emergency services are delivered to the City and surrounding areas from 10 strategically located fire stations, separated geographically into two battalions, and comprised of 270 uniformed men and women. Service is delivered

using (9) Engines, (3) Ladder Trucks, (1) Heavy Rescue Squad, (6) ALS Transport Units, and Fire Boat 201.

Battalion Management Teams (1 Battalion Chief and 1 EMS Supervisor) assigned to each battalion on each of the three shifts supervise all personnel, stations, and incidents within their geographical area of responsibility.

East Battalion

- Station 201 – 317 Prince St.
- Station 202 – 213 E. Windsor Ave.
- Station 204 – 900 Second St.
- Station 205 – 1210 Cameron St.
- Station 209 – 2800 Main Line Blvd.

West Battalion

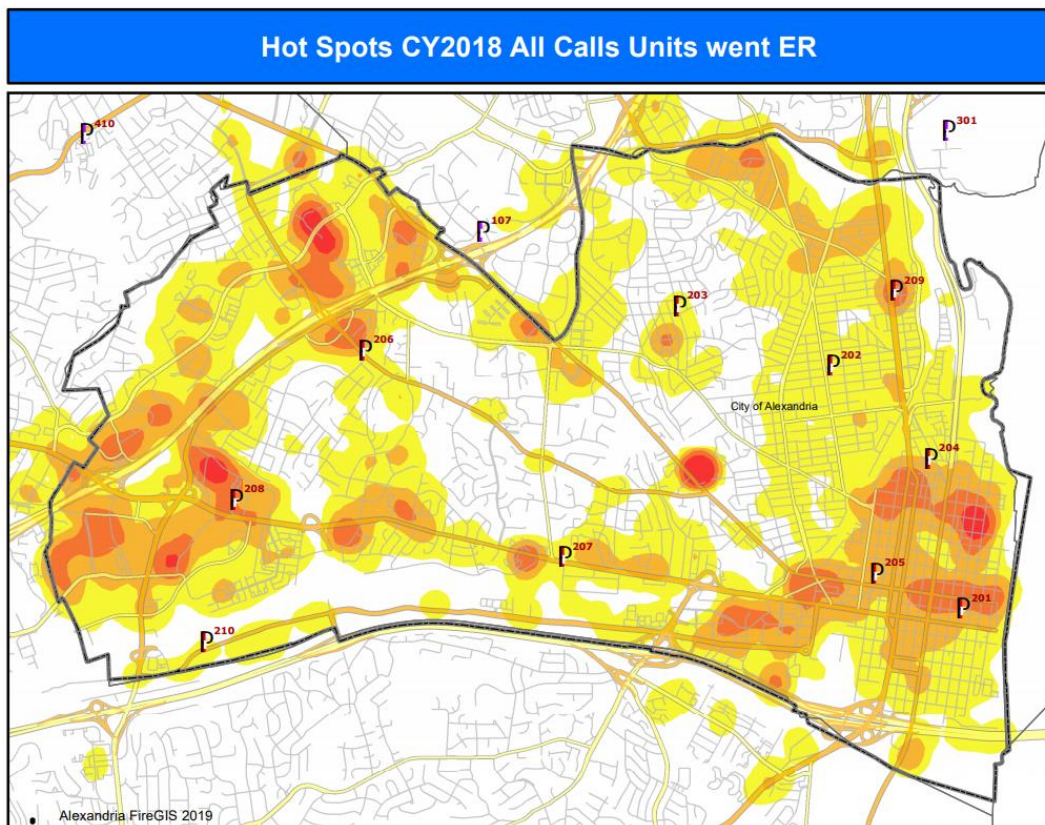
- Station 203 – 2801 Cameron Mills Rd.
- Station 206 – 4609 Seminary Rd.
- Station 207 – 3301 Duke St.
- Station 208 – 175 N. Paxton St.
- Station 210 – 5255 Eisenhower Ave.

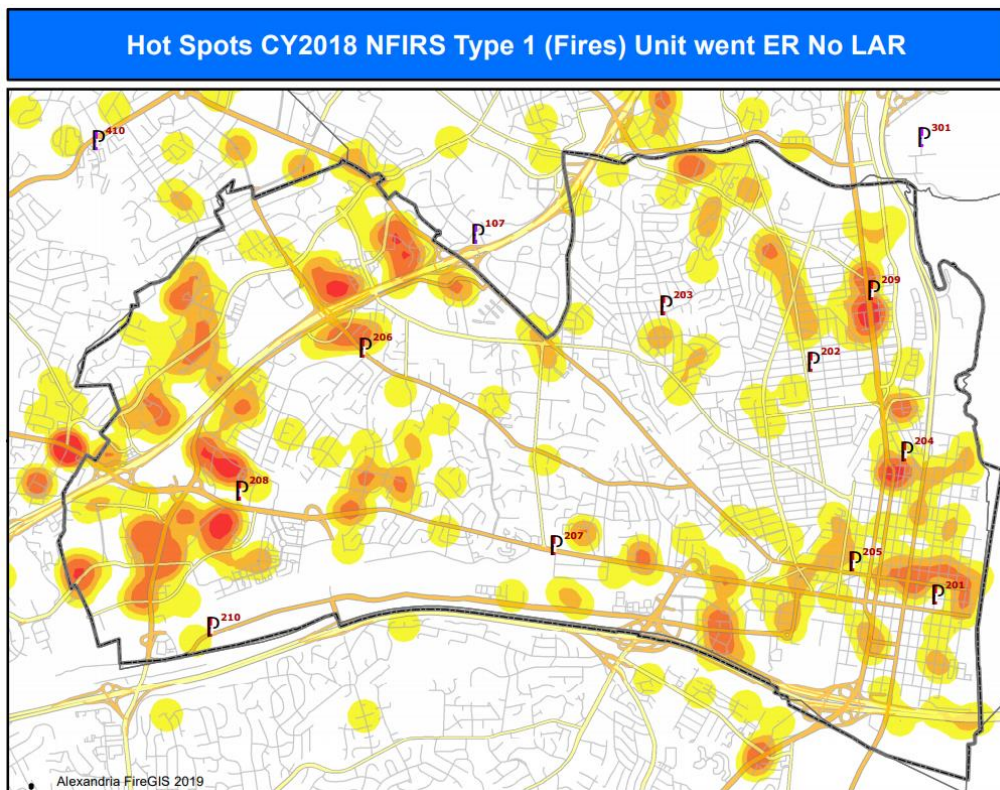
Service is provided using ALS-staffed ambulances strategically placed at six of the 10 stations in the City.



2018 Total Response by Unit

MEDIC UNITS			ENGINES			TRUCK/RESCUE			COMMAND	
M201	1	-	E201	1,446	-	T205	1,815	-	BC211	859
M202	1,044	-	E203	1,112	-	T208	1,609	-	BC212	1,219
M203	1,433	-	E204	1,400	-	T209	1,214	-	BC205	7
M204	4	-	E205	2,530	-	R206	1,589	-	BC214	3
M205	2,857	-	E206	2,435	-	-	-	-	BA215	680
M206	2,813	-	E207	1,952	-	-	-	-	SO201	586
M207	2,259	-	E208	2,878	-	-	-	-	EMS231	1,647
M208	2,762	-	E209	1,708	-	-	-	-	EMS232	1,746
M209	1,024	-	E210	1,024	-	-	-	-	EMS235	88





The **EMS** Division, commanded by Acting Deputy Chief Brian Hricik, in conjunction with the Training Division (pg. 22), provides initial medical training and continuing education for all uniformed personnel; ensures the department’s compliance with state and federal regulations and mandates for the provision of Emergency Medical Services; procures and maintains emergency care supplies and equipment, medical records management, preparation for response to a multi-patient event; and maintains partnerships with INOVA Alexandria Hospital, the City and regional EMS Council, the Virginia Office of EMS, the Alexandria Health Department, Community Services Board, and other local and regional allied health care partners and hospitals.

In coordination with the Operational Medical Director (OMD), Dr. Benjamin Malfori, the EMS Division oversees the Fire Department’s commitment to a high-quality emergency medical care system through sound medical protocols, participation in EMS training, the Quality Management process, and the final say on those paramedics and Emergency Medical Technicians (EMTs) released to practice in the field.

Beginning in 2017, the Fire Department introduced our Mobile Integrated Health/Community Paramedic (MIH/CP) program. Community paramedicine is a new and evolving model of community-based health care where paramedics function outside their customary emergency response and transport roles. They facilitate more appropriate use of emergency care resources (medical transport units or the emergency department)



and/or enhance access to primary care, other allied health professionals, mental health, social services, or community risk reduction.

During in-home visits, the community paramedic uses his/her expertise and knowledge of health care access, assessment of the home environment, and the patient's medical history to ensure that the patient is compliant with medications or treatment plan as prescribed by a physician. The goal is to improve the patient's outcome, promote living a healthy lifestyle, prevent medical emergencies, and reduce the utilization of critical resources for non-critical circumstances.

The Fire Department is excited about what the future and the impact this program will have on improving our response capacity, but moreover, how it will improve the health and wellness of those we serve by preventing that trip to the emergency room. Led by EMS Captain Jeff Woolsey, the Fire Department's MIH/CP program has completed more than 160 home assessments since February 2018. Additional accomplishments include:

- Collaborating with an apartment management company to get a handicapped parking place installed.
- Reducing one of the department's high-frequency users' use of calling 911 from 16 times in 3 months with medication education and encouraging him to continue physical therapy to rehab his knee replacement.
- Developing system to collect gently used medical equipment to donate to patients in need.

The EMS Division, along with the City's EMS Council, recognizes a noteworthy incident each quarter known as the EMS Council Award (formally Call of the Quarter). These calls represent where providers or the system of responders were faced with challenges or unique situations and demonstrated excellent judgement in managing a critical patient having a significant impact on the patient's care. Calls are nominated to the Quality Management System Committee through peers, supervisors, command staff, the community, or the medical staff from the receiving facilities. Our 2018 EMS Council Award Winners were:

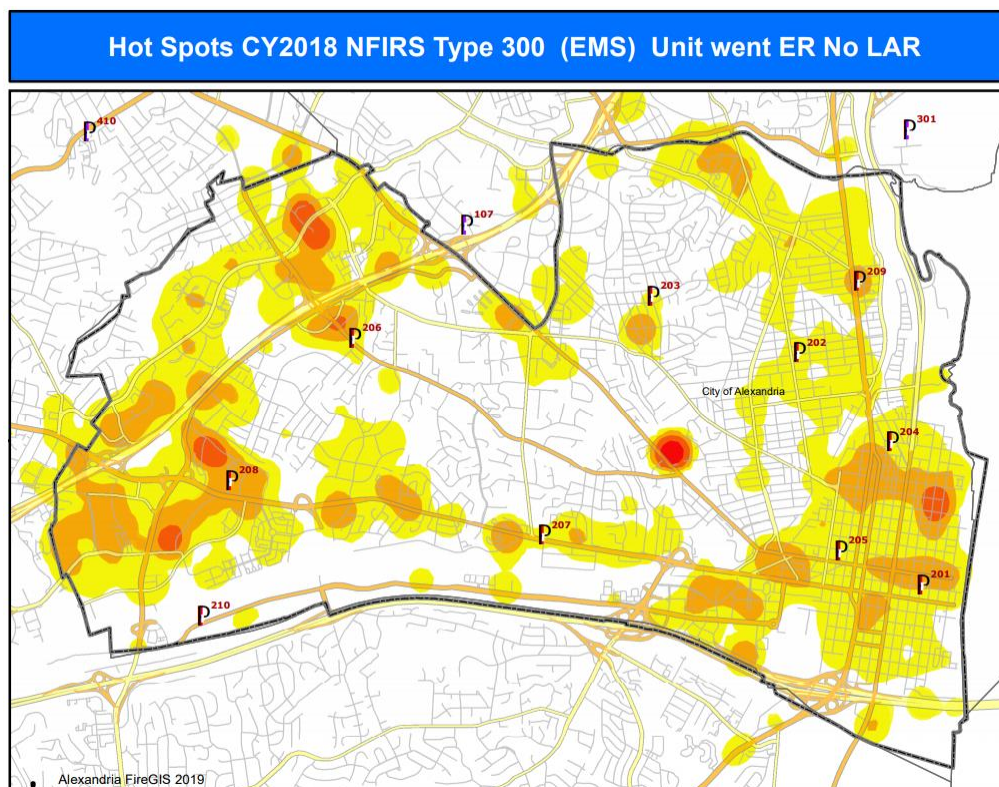
- Jan. 20 – Elderly patient that fell down a staircase in the home and had a significant head injury (Medic 203, Engine 203, EMS 231).
- April 2 – Cardiac arrest with prolonged resuscitation, successfully regained pulses and taken to the hospital with a strong heart rate and blood pressure (Medic 206, Engine 206, EMS 232).
- Aug. 20 – Patient experiencing a heart attack known as a STEMI, rapid intervention led to successful treatment in the hospital, reducing the patient's stay in the hospital (Medic 208, Engine 208).
- 4th Quarter, there were two (2) awardees:
 - Nov. 9 – Metro bus driver who became unconscious then went into cardiac arrest. The patient was successfully resuscitated and made a complete recovery (Medic 209, Engine 209, EMS 231).



- Dec. 25 – Patient experiencing a stroke while out for a walk. Stroke was recognized by the providers early and rapid transport to the hospital allowed for the patient to be emergently treated. Patient recovered fully with no deficits from the stroke (Medic 209).

Working collaboratively with our first responders, paramedics, and the emergency department staff and cardiac catheterization lab staff at the INOVA Alexandria Hospital, the Alexandria Fire Department received the Mission Lifeline Gold Plus Award for 2018. The purpose of the award is to recognize those organizations that meet established national criteria, as established by the American Heart Association (AHA), for cardiac emergencies.

This is the fifth consecutive year the Fire Department has been recognized in the five (5) years the program has existed. This award requires reporting performance measures in categories for the calendar year.





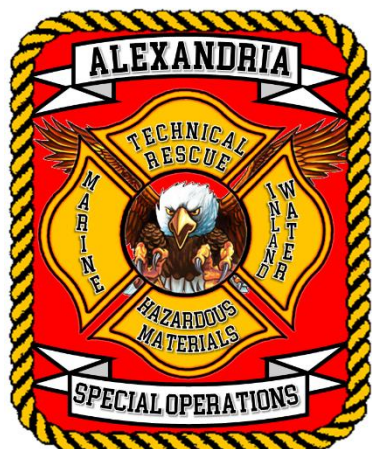
2018 EMS Transport Destinations

Hospital Name	Number of Transports	% of Transports
INOVA Alexandria Hospital	7,630	93.86%
Fairfax Hospital	178	2.19%
George Washington	81	1%
Virginia Hospital Center (Arlington)	78	1.32%
Mount Vernon Hospital	57	.70%
George Washington University Hospital	30	.37%
Children’s Hospital (DC)	15	.18%
MedSTAR	7	.09%
Springfield Healthplex	6	.07%
Washington Hospital Center	5	.06%
Fairfax Care Center	3	.04%
Georgetown	3	.04%
Other	3	.04%
Children’s National Medical Center	2	.02%
Prince George’s Hospital	1	.01%
Southern Maryland Hospital	1	.01%



2018 EMS Incident Disposition

Disposition	# of Incidents
Transport by Unit	8,126
Refusal - No Transport	1,723
Assist, Public	551
Prior to Arrival at Scene	469
Assist, Agency (No care provided)	344
No Patient Found	295
Transferred to Other Unit (Care provided)	288
No Patient Contact	285
Standby: Staged	139
DOA - Not Worked (No transport)	92
MIH Evaluation	79
Standby: Support Provided	56
Termination - No Transport	56
Assist, Unit	12
Refusal - With Transport	5
Termination - Transported	3
Mutual Aide Tx & Transported	1
Transport Non-Patient, Organs, etc.	1



The **Special Operations** program, under the direction of Battalion Chief Chad Lallier, provides a wide array of specialized services to the community including technical rescue, hazardous materials response and mitigation, inland water rescue, ice rescue, and marine operations. In addition to serving a critical role at fire, rescue, and medical incidents, members of Special Operations are specially trained for, and charged with, responding to those events involving dangerous/hazardous goods or physical conditions that pose potential harm to people, property, and/or the environment.

Technical Rescue response involves incidents such as auto accidents requiring vehicle extrication, metro and train incidents, building collapses, trench rescue, confined space rescue, and high and low angle rope rescue. Members of the Special Operations Technical Rescue Team receive extensive training in an array of special equipment such as extrication tools, cribbing, generators and power units, lifting and moving tools, shoring jacks, pressurized air bags, breaching and breaking tools, mechanical advantage systems, confined space rescue equipment (tripods, system hardware, and ropes), communications equipment, and patient packaging and removal systems.

HAZMAT responders are specially trained for, and charged with, responding to those events involving dangerous goods or physical properties that pose potential harm to people, property, and/or the environment. In addition, the Members of the Special Operations Hazardous Materials Response Team are charged with maintaining a working knowledge of specialized chemical protective equipment; scientific detection and air monitoring equipment; safe methods for the containment of chemical spills; appropriate techniques for the “off-loading” of chemicals from damaged containers as well as the efficient and effective use of reference material to determine chemical hazards that may cause harm to themselves and the community.

Marine Operations responders are members specially and professionally trained to respond to maritime emergencies on the Potomac River. The Members of the Special Operations Marine Operations Team (MOT) operate on the river using our specially designed Fire Boat 201. The Fire Boat is cross staffed by Engine Company 201 with a minimum requirement of four, trained maritime personnel. The MOT works side-by-side with the U.S. Coast Guard and the District of Columbia Marine Unit to provide rapid response to any incident involving the navigable waters of the Potomac River.

Inland Water Rescue responders are specially trained to handle flood, ice, and swift water responses in areas inland of the Potomac River. The members of the Special Operations Inland Water Rescue Team operate using trailered inflatable rescue boats along with specialized tools and equipment designed for water and ice conditions. Team members



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receive extensive rescue training that involves swimming and navigating while in flood and swift water conditions. The Inland Water Rescue and the Marine Operations Teams work together to handle the flooding conditions that regularly impact the Alexandria community and region.





2018 Technical Rescue Training

Training	Classes Delivered
Introduction to Tech Rescue Module 1 & 2	2
Vehicle 1	3
Rope 1	2
Confined Space 1	1
Vehicle Rescue 2	1
FEMA Structural Collapse Specialist	1
FEMA Squad Leader School	1

2018 Water Rescue Training

Training	Classes Delivered
Flood and Swift Water Rescue Technician & Advanced	2
Flood and Swift Water Boat Operator	1
Ice Rescue Technician	1

2018 HAZMAT Training

Training	Classes Delivered
VDEM Chemistry of Hazardous Materials	1
VDEM Hazardous Materials Technician	1
VDEM Hazardous Materials Technician – Train the Trainer	1
MX 908 Training w/DCFD – Instrumentation	1
First Line Technology – DRY DECON Training	1
FBI Terrorism Trends Conference	--
US Secret Service Attacks Seminar	--
RAZOR X Biological Detection System Training	1
Mobile Detection System – Radiation Training	1



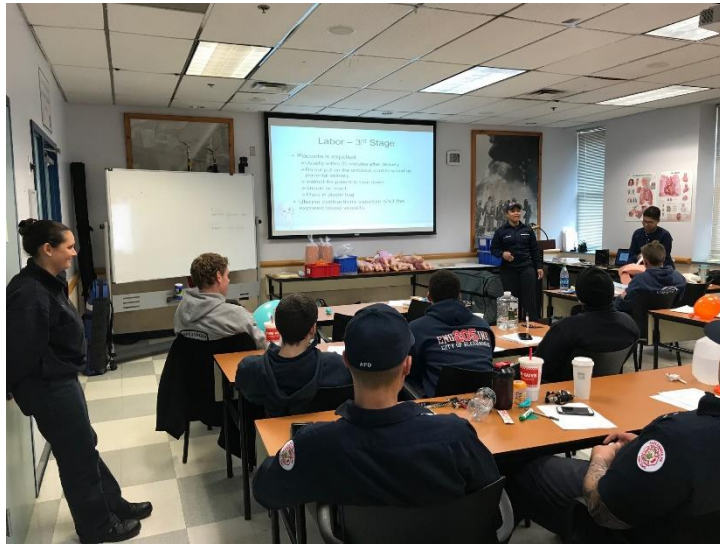
2018 Marine Operations Training

Training	Classes Delivered
Multi-Jurisdictional U.S. Coast Guard Mass Incident Potomac River Drill	1
Radar School	1
FLIR Training by Manufacturer Representative	1
USCG SAR Conference	--
Workboat International Conference/Symposium	--
Captains License U.S. Coast Guard Course (OUPV)	1
USCG OUPV/Masters Recertifications	1
FCC Marine Radio Operators Class	1

2018 Hours of Special Operations Training

Special Operations	Total Hours
HAZMAT	1,952.25
Inland Water Rescue	401.5
Marine Operations	294
Technical Rescue	1,809.75
Total	4,457.5





Training Division

The **Training** Division, under the command of Deputy Chief Byron Andrews, is responsible for developing and delivering all-hazards training programs to new firefighters and incumbent responders. Training types include classroom instruction, field training, battalion-level drills, hands-on training utilizing simulators and training props and a host of online courses. Topics include core basic firefighting skills, EMS

recertification, company-level competencies, driver operator, safety and survival, officer development, and incident command.

AFD’s EMS Training Program has made a significant impact on both the local community and throughout the Commonwealth. Its many responsibilities include EMS license renewal for all members and delivery of annual EMS Continuing Education.

The EMS teaching lab includes classroom space for didactic training and a simulator for hands-on exercise, designed to simulate common response scenarios. The sim lab helps ensure hands-on delivery of the practical exercise of both basic and advanced life support techniques, and serves to simulate actual calls, and duplicates all the stressors on the responding crews and crew dynamics.

2018 Operations Staff Training Hours

Shift	Driver Training	Facility Training	HAZMAT Training	Officer Training	Company Training	Total
A	218	674	145	109	6,994	8,140
B	158	496	170	143	5,575	6,542
C	198	586	150	138	5,937	7,009
Total	574	1,756	465	390	18,506	21,691

*The above statistics were based on Insurance Service Office (ISO) tracked training. Company training includes off-site training. Specialty team training listed below also includes some off-site training sessions.



Health, Safety & Risk Management Section

The **Health, Safety & Risk Management** (HSRM) Section is commanded by Deputy Chief Tony Washington. HSRM provides 24-hour health, safety, and risk management support with the dedicated position of a Shift Safety Officer. While our members are caring for and ensuring the safety of civilians during emergent situations, HSRM is ensuring the safety and protection of our members. HSRM administers and manages AFD's occupational safety and health program and ensures health and safety compliance for components under the National Fire Protection Association (NFPA) and the Occupational Safety and Health Administration (OSHA).

HSRM provides input into all Fire Department emergent and non-emergent operations to ensure that safety of all personnel is a primary objective inclusive of practical training events. The HSRM section provides oversight and direction for:

- The Accident and Injury Review Board, which is comprised of a cross section of members who provide recommendations for corrective actions regarding accident and injuries.
- The department's Health and Wellness Workgroup (HWWG), which provides and works with members on health, wellness, and fitness initiatives.
- The Traumatic Exposure Recovery Program (TERP) team, which has been developed to provide behavioral health peer support for members struggling with job-related traumatic exposures.

The HSRM Section develops and implements operating guidelines pertaining to health, safety, wellness and high-risk activities, administers the annual medical physicals, and administers the annual work performance evaluations.

Changes & Improvements to Procedures

In 2018, the Alexandria Fire Department welcomed a nurse practitioner to its HSRM team. Dr. Asra Amin's office is located at Fire Station 202 where she is available to all staff for medical needs and concerns. Over the course of the year, Amin has seen employees for non-work-related issues and is available for acute and minor illnesses/injuries such as, but not limited to, streptococcus (strep throat), mononucleosis (mono), conjunctivitis, ear infections, athlete's foot, muscle strains and sprains, upper respiratory infections, mouth/oral pain, nausea/vomiting/diarrhea, and heartburn/indigestion.

Amin has established an in-house laboratory where immunity, diabetes, and cholesterol can be checked, among other things. She also provides wellness, prehypertension and prediabetic counseling, and mental health referrals.



Amin has been monumental in taking a role in workman's compensation injury management, and she works closely with disability specialists, City Human Resources, and other necessary agencies to ensure the department's potential medical retirees are getting processed appropriately. Employees on workman's comp also receive follow up calls to make sure their treatment, surgery, and/or recovery processes are progressing as planned. If they have issues or questions, Amin makes herself available to help employees get back to work at the appropriate time without risking further injury.

The in-house lab has been a major financial relief and saves time. HSRM recently ordered a fridge to hold vaccines for all employees. The goal is to reach 90% immunity or higher by providing free vaccines for all Fire Department employees against MMR, TDAP, and Hepatitis A, which is beneficial for special operations teams such as Swift Water Rescue. A benefit of this is if any exposure to measles or varicella happens, our employees will not be affected if vaccinated or blood tests show positive immunity. Also, all tuberculosis exposures are being handled in house, decreasing the number of AFD members who need to go for testing during their off-duty hours. Blood and body fluid, or any other infectious disease exposures and concerns, are also relayed to Dr. Amin who is in close contact with the hospital's Infection Preventionist.

The Alexandria Fire Department recently selected Life Scan to deliver the department's annual medical physicals. The Life Scan Wellness Program is an integrated medical approach to firefighter/medic exams that combines an annual physical with lifesaving, early detection testing for major diseases such as heart disease, stroke, cancer, diabetes, and aneurysms before they reach a catastrophic stage. The program provides firefighters and medics with a thorough assessment of their health as well as recommendations for achieving and maintaining long-term wellbeing and managing medical risks.

Each Life Scan exam has the added value benefit of ultrasound imaging assessments of the internal organs, heart, and vascular system, as well as cardiac and pulmonary testing, extensive laboratory blood profiles, infectious disease testing, diet and nutritional analysis, a state-of-the-art fitness evaluation, and a personalized wellness plan.



Office of Emergency Management & Homeland Security



The mission of the **Office of Emergency Management & Homeland Security** is to save lives, protect property, and speed recovery from major emergencies by developing citywide programs and emergency operational capabilities that prevent, mitigate, prepare for, respond to, and recover from any emergency regardless of cause – whether in peacetime or a situation of national security. This is accomplished with the full support of the elected and appointed officials of the City, and requires the active participation of a range of

participants from all departments and agencies of government, citizens, and the private and non-profit sectors to be fully successful.

OEM aligns itself with the City of Alexandria's Emergency Operations Plan (EOP) – a multi-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of major emergencies and disasters within the City – as well as the Metropolitan Washington Council of Governments Regional Emergency Coordination Plan (RECP) and the Northern Virginia Hazard Mitigation Plan. OEM is commanded by Captain Ray Whatley.

EOC Activations

- March 2018 – Wind Event – Partial Activation
- May 2018 – CSX Train Derailment – Partial Activation
- June 2018 – City Elections – Partial Activation
- July 2018 – Flooding – Partial Activation
- August 2018 – Unite the Right 2 – Monitoring
- September 2018 – Hurricane Florence – Monitoring
- November 2018 – Elections – Partial Activation (Virtual)

Emergency Declarations

- September 2018 – Local Emergency Declaration for Hurricane Florence

City Exercises

- March 2018 – Virginia Tornado Drill



- May 2018 – Atlantic Fury National Level Exercise (NLE)
- July 2018 – WebEOC Drill
- October 2018 – Great Shakeout (Earthquake Drill)
- December 2018 – Alexandria WebEOC Drill

After Action Reports (*in progress)

- 2018 Atlantic Fury
- 2018 Great Shakeout
- 2018 Wind Event
- 2018 Tornado Drill*
- 2018 CSX Train Derailment*



Participated in the following Exercises

- February 2018 – Lake Barcroft Exercise
- March 2018 – NCR WebEOC Drill
- April 2018 – Wireless Emergency Alerts (NCR)
- May 2018 – Atlantic Fury National Level Exercise (NLE)
- June 2018 – NLE Water Sector Tabletop Exercise (TTX)
- July 2018 – NCR WebEOC Drill
- September 2018 – NCR WebEOC Drill
- November 2018 – NVERS: Effect of Water Service Disruption on Dialysis Centers
- December 2018 – NCR WebEOC Drill

Exercises Evaluator Support

- April 2018 – Dulles (IAD) Disaster Drill, Wireless Emergency Alerts (NCR)
- May 2018 – Atlantic Fury National Level Exercise (NLE)
- June 2018 – NLE Water Sector Tabletop Exercise (TTX)
- July 2018 – WMATA TTX (DC), Torpedo Factory Fire Drill, WMATA Full Scale Exercise (FSE) – Arlington
- September 2018 – WMATA FSE (DC), Reagan National (DCA) Complex Coordinated Attack
- November 2018 – WMATA FSE (Fairfax County)

Training/Public Outreach

- CERT (specific) ICS 201 Form Build Workshop
- Multiple NIMS training courses delivered
 - NIMS classes – 17, G classes – 4



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- 2 CERT classes delivered – 22 completed the program
- June 2018 – Alexandria Radio Emergency Services conducted their 24th Annual Field Day
- October 2018 – Faith-Based Symposium
- Multiple community outreach events throughout the year
- VDEM Crisis Track Train the Trainer
- EOC 101 delivered



Planning

- AR 8-2 and 8-4 approved
- EOC Standard Operating Policy (SOP)
- NCR Critical Transportation Plan (Alexandria portion submitted)

Other Division Accomplishments

- 2019-2011 Mutiyear Training and Exercise Plan completed
- Whatley and Scott Hoggard completed the National Basic Emergency Management Academy Train the Trainer
- Established Community Animal Support Team (CART) with Animal Welfare League of Alexandria
- January 2018
 - Whatley completed National Emergency Management Basic Academy
 - Ruggles accepted into NCR Incident Management Team
- March 2018
 - Chief Smedley and Whatley presented at the Virginia Emergency Management Symposium
 - Scott Hoggard attended the Emergency Management Accreditation Program
- April 2018 – Whatley along with APD and USCP presented on the Congressional Shooting at the 3rd Active Assailant Conference (Michigan)
- July 2018 – Chief Smedley attended the Advanced Security Training Institute (ASTI) hosted in Israel
- September 2018 – Proclamation by City Council for National Preparedness Month
- November 2018 – HSEM Strategic Planning Workshop
- December 2018
 - Whatley presented at the NVERS High Threat Symposium
 - Whatley and Scott Hoggard attended NVERS/NTSB Family Assistance Center training
 - Whatley and Ruggles completed the ALICE Train the Trainer



Public Information Office

The image of the Alexandria Fire Department, and its perception in the community and surrounding areas are of the utmost importance. The Alexandria Fire Department's **Public Information Office** oversees operations of the department's official social media accounts, the website, and communications with local and regional media representatives. The Public Information Office is staffed by a civilian Senior Public Information Officer (PIO) and four sworn, on-duty PIOs. The Public Information Office also works closely with the Community Outreach Unit (pg. 34).

PIOs respond to multi-alarm fires, major incidents in the City, and incidents where media is present. Additionally, PIOs collaborate with the Office of Communications and Public Information (OCPI) to notify the City Manager about certain incidents that may impact residents and/or normal operations in the City. The Public Information Office is staffed from 8 a.m. to 5 p.m. Monday through Friday. In the event of an emergency during afterhours, an on-duty PIO is on call from 5 p.m. to 8 a.m. Monday through Friday and on holidays and weekends.

Improvements to PIO Procedures

With guidance from the Alexandria Fire Department's administrative team, the department's OCPI liaison, and the Community Outreach Coordinator, the senior PIO developed basic procedures and responsibilities for the Public Information Office and on-duty PIOs – specifically to define the expectations when responding to an incident. The standard department policy (SDP) also details the on-duty PIO responsibilities, clarifies and defines "afterhours," and includes a PIO checklist that can be used as a guide during incidents. The SDP was developed in late 2018 and officially went into effect in March 2019.

Social Media

In 2018, the Alexandria Fire Department's total Twitter followers increased by 23.3 percent – bringing in 1,442 additional followers. The average organic impressions per day totaled 3,213, and the number of organic impressions per tweet increased by 34 percent. The total organic impressions over the year were nearly 1.2 million.

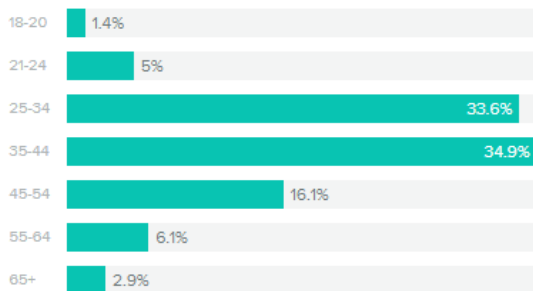


2018 Twitter Stats by Profile

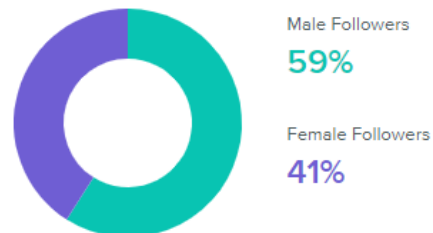
Profile	@AlexandriaVAFD
Total Followers	7,641
Follower Increase	23.3%
Tweets Sent	453
Organic Impressions	1,172,634
Organic Impressions per Follower	153.47
Engagements	38,860
Engagements per Follower	5.09
Retweets	1,457
Clicks	3,107

Twitter Audience Demographics

Followers by Age



Followers by Gender



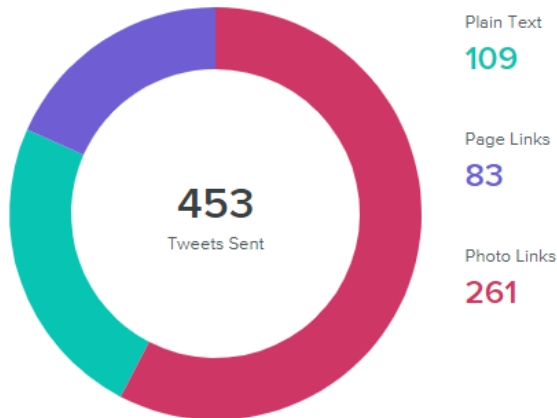
Men and people between the ages of **35-44** appear to be the leading force among your followers.



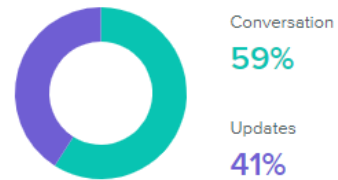
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Twitter Publishing Behavior

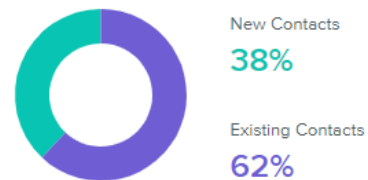
Sent Message Content



Conversation Behavior (Last 100 Tweets)



Contact Behavior (All Tweets)



In 2018, the Alexandria Fire Department’s Facebook page increased in fans and page likes by 17 percent and 65.1 percent respectively. The page also saw an organic page like increase of 12.5 percent. The use of video in Facebook posts increased by 11.8 percent, and web links in posts increased by 130 percent.

2018 Facebook Engagement Metrics

Total Engagements	75,932
Reactions	11,817
Comments	1,141
Shares	1,845
Message Clicks	61,019
Page Actions	110
Engagement Rate (per Impression)	10.4%

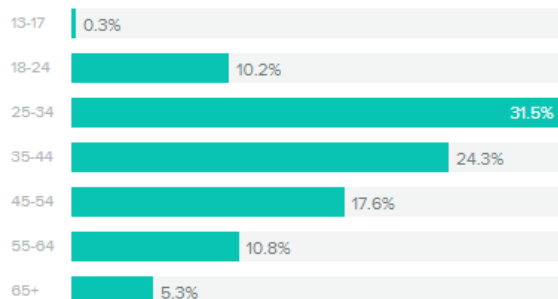


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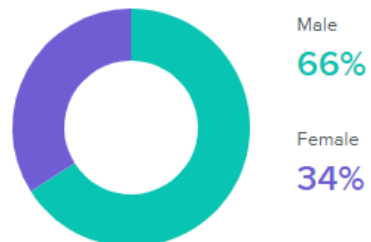
Facebook People Reached Demographics

Review the average daily user demographics of the users reached during the reporting period.

Audience By Age



Audience by Gender

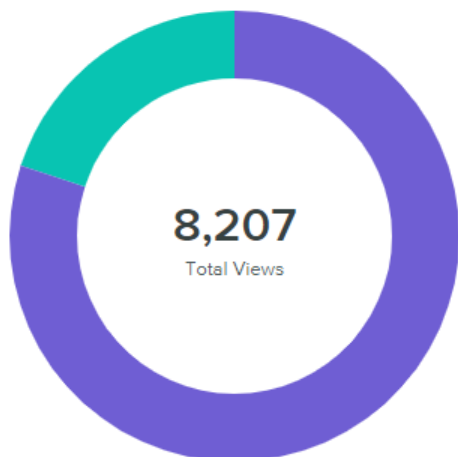


Men between the ages of **25-34** have a higher potential to see your content and visit your Page.

Facebook Video Performance

View your aggregate video performance during the reporting period.

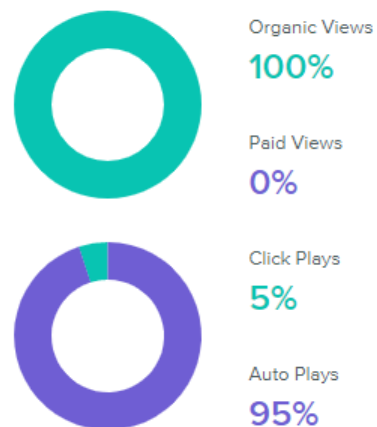
View Metrics



Organic Full
1,636

Organic Partial
6,571

Viewing Breakdown



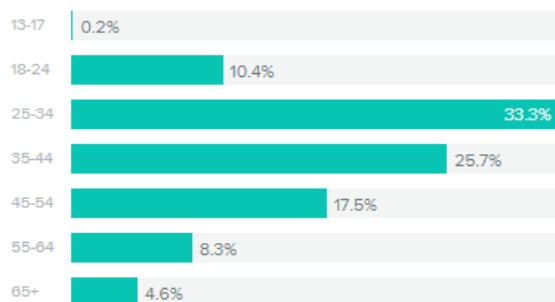


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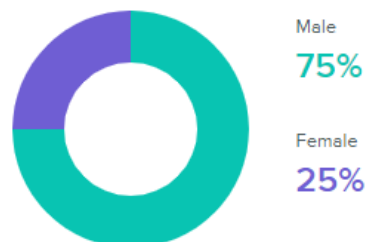
Facebook Page Fan Demographics

Review your audience demographics as of the last day of the reporting period.

Audience By Age



Audience by Gender



Men between the ages of **25-34** appear to be the leading force among your fans.

OEM Social Media

In an effort to create an individual social media identity and increase online presence for the Office of Emergency Management (OEM), separate Twitter and Facebook accounts were created to push out emergency preparedness messaging, emergency management and volunteer information, and training information/opportunities. The accounts officially went live in August 2018.

PIO Training

In calendar year 2018, the senior PIO completed the following training courses:

- IS-100: Introduction to Incident Command System
- IS-200: ICS for Single resources and Initial Action Incident
- VDEM-G775: Emergency Operations Center Management and Operations
- VDEM-G191: Incident Command System/Emergency Operations Center Interface
- IS-700: National Incident Management System, An Introduction
- IS-800: National Response Framework, An Introduction
- IS-42: Social Media in Emergency Management
- IS-247: Integrated Public Alert and Warning System (IPAWS)
- IS-702: NIMS Public Information Systems
- VDEM ICS-300: Intermediate ICS for Expanding Incidents
- L0388: Advanced Public Information Officer
- IS-29: Public Information Officer Awareness



Fire Investigations Division

The primary purpose of the **Fire Investigations** Division is to determine the origin and cause of fires. The data collected during a fire investigation is of great significance because it can expose a serious crime, such as arson. The data also provides valuable statistics on fire trends and formation essential in developing programs to reduce fire risk in the future.

The Fire Investigations Division is responsible for investigating the origin and cause of all fires and explosions within the City of Alexandria. They also investigate fire-related deaths, burn injuries, suspected explosive devices, and bomb threats.

The division consists of Law Enforcement Fire Marshals who have completed extensive fire investigation, forensic and law enforcement training. All Alexandria Fire Marshals are sworn law enforcement officers in the Commonwealth of Virginia.

Building Fire Loss: \$2,939,045

Building Fire Saved: \$1,101,420,483



Community Outreach Unit



The Alexandria Fire Department is dedicated to fire prevention and life safety and offers a variety of fire safety programs and resources throughout the year. Through its **Community Outreach Unit**, AFD proudly participates in various community events to inform, educate, and prepare the citizens of the City of Alexandria for emergency situations. Some of AFD’s community outreach programs include Read Across

Alexandria, ASSIST smoke alarm installations, and the Community Fire Academy.

The Community Outreach Coordinator also arranges ride alongs and collaborates with various AFD employees to organize the annual September 11 Remembrance Ceremony, the Ivy Hill Wreath Laying & Memorial Service, and the Open House event for National Fire Prevention Week.

Community Outreach	Total
Event Requests	170
Events Completed	195
Smoke Alarms Installed (ASSIST)	273
Individual Smoke Alarms Requested	29
Smoke Alarms Installed	29
School Visitation (Read Across Alexandria)	14
Ride Along Requests (through OEM)	23
Ride Alongs Completed	23