



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2022.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: County of Henrico
Program Title: Division of Fire Apparatus Maintenance Videos
Program Category: Criminal Justice & Public Safety

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Brandon Hinton
Title: Deputy County Manager for Administration
Signature: 

Program Overview

This program provides in depth, yet basic, how-to videos for the Henrico County Division of Fire (DOF) field personnel in various apparatus maintenance procedures. Through these videos, the DOF can ensure a consistent approach to station level checks that provide both the maintenance of these assets and ensure the safety of personnel. The videos are required to watch but are also available via cell phone or station computer so personnel can follow along in ensuring the apparatus they are responsible for are well maintained.

Problem/Challenge/Situation Faced by Locality

The Division of Fire's apparatus maintenance staff located at the Central Automotive Maintenance (CAM) shop noticed maintenance trends which they were able to attribute to a lack of consistency at least partially in station level inspections. In some cases, inconsistent inspections led to dangerous situations, and it was clear that action should be taken. Lack of consistent maintenance can lead to greater than necessary wear and tear on vehicles but also to safety issues.

The Battalion Chief of Support Services, working with the Battalion Chief of Safety, began to investigate the root causes of the lack of consistent station level inspections. What was discovered was that personnel had not passed or retained the knowledge on proper inspection procedures over time. Additionally, many personnel did not come to the DOF with a mechanical background, and a fire apparatus can be a daunting piece of equipment on which to learn these skills. This lack of previous experience meant that solutions were needed to easily transfer basic apparatus inspection knowledge, which could also be accessible to people while in the bay performing inspections.

How Program Fulfilled Awards Criteria

The most expensive piece of rolling stock owned for many communities is fire apparatus. It is incumbent on all communities to determine efficient and effective ways of providing inspections to ensure safe and proper maintenance. Additionally, communities such as ours that have endeavored to expand the pool of applicants must realize that new methodologies of support for day-to-day tasks must be provided for a new workforce. This program combines three goals for every community: protecting our people, supporting a new workforce and protecting the assets of our community. This innovative program achieved all three laudable goals with no additional cost; in fact, with cost savings, to our community, and Division of Fire.

How Program Was Carried Out

In 2020 the Division of Fire unveiled its Apparatus Maintenance Video program. This program provides in-depth reviews of basic inspections through online videos with step-by-step processes for inspections. Recognizing that any inspection “how-to” program needed to be easily understood, the program was created so that anyone with basic knowledge would be able to mimic the actions in the video to inspect the apparatus. The video is easily accessible via the Intranet. It can be accessed by any DOF computer as well as MDT laptops, which are in every apparatus. Furthermore, the Intranet can be accessed remotely through personal devices making the video accessible to anyone on their home computer, tablet, or even personal cell phone. This allows the video to be used as a guide while physically performing the tasks on the apparatus. The DOF worked closely with Henrico County Public Relations, which provided the video services and valuable input. The video producer was used as a baseline “user” of the content. The DOF recognized that if the video producer, with no experience in vehicle inspections, could follow along with the instruction, then our fire personnel should be able to do so as well. The videos were then assigned to all personnel to watch via our Target Solutions learning platform, requiring each

member to watch and sign off on watching the video. The videos will also be a part of annual refresher training for our personnel.

Financing and Staffing

The only cost for this program is staff time for creating and developing the video and fire personnel time to watch the video.

Program Results

As with most programs, it is difficult to show the value of losses never realized. However, the DOF has seen a dramatic increase in calls to our service technicians at our CAM facility. These callers ask questions regarding items found during inspections. In 2021 we began the process of tracking apparatus “downtime” to better understand how well apparatus are utilized. Since implementing the program, we have seen not only an increase in the quantity of repair requisitions entered, but also the quality of the requisitions. District personnel are clearly paying closer attention to small details. This is allowing the Fire Shop to fix small issues before they become big problems. Catching these minor issues early allows us to make same day repairs instead of larger more costly repairs which necessitates the unit being removed from service for a longer period of time. The maintenance video will be used as an annual assignment for the Division of Fire for a safety initiative and training refresher to further increase the success of the program.

Brief Summary

Fire apparatus are amongst the most expensive rolling stock in which any community can invest funds. Additionally, the impact of failures can be catastrophic for those on and around a fire apparatus should loss occur. Through the promotion of good inspection processes, this program

will help ensure the health of the fleet, lower repair costs and ensure the safety of our personnel and community.