



NORFOLK VOLUNTEER FIRE DEPARTMENT, INC

Serving Norfolk and surrounding communities since 1902



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CHIEF'S DIRECTIVE 7/2026

Safe Apparatus Operations Program

The safety of our members and the public remains the highest priority of the Norfolk Volunteer Fire Department. As part of our commitment to continuous improvement, the department is implementing a **Safe Apparatus Operations Program** to strengthen our driver training, qualification, and operating practices.

Operating a fire apparatus is one of the greatest responsibilities entrusted to our members. The safety of our firefighters, the public, and our equipment depends on sound judgment, professionalism, and consistent operating practices every time we get behind the wheel.

This program reflects our commitment to learning from every incident, regardless of the outcome. Our goal is to evaluate our practices, reinforce safe operating procedures, and provide our members with the training and resources necessary to safely operate department apparatus.

Over the coming weeks, the department will implement the following components of the Safe Apparatus Operations Program:

- Review and revision of apparatus operating and backing procedures.
- Mandatory driver refresher training for all approved apparatus operators.
- Driver acknowledgment of department operating policies and expectations.
- Increased emphasis on backing procedures, spotter utilization, and defensive driving.

These enhancements are intended to strengthen our department, improve consistency among our drivers, and reduce the likelihood of future incidents. Safe apparatus operations are a shared responsibility, and every member plays a role in protecting our personnel, our equipment, and the community we serve.

Our expectation is simple: every firefighter returns home safely, every apparatus returns to the station safely, and every call is completed with the professionalism our community has come to expect from the Norfolk Volunteer Fire Department.

Thank you for your continued commitment to serving our community safely and professionally.

Brian Hutchins

Fire Chief

Norfolk Volunteer Fire Department, Inc