



Fire Department

2013

Year End Report



January 22nd, 2014

Zionsville Fire Department

Mission Statement

The mission of the Zionsville Fire Department is to prevent harm to the citizens and visitors of the Town of Zionsville and other areas as requested, by providing the highest possible levels of service through fire prevention, public education, fire suppression, emergency medical services, and mitigation of the effects of natural and man-made disasters consistent with the resources provided, and in the safest manner possible for those providing these services.



STATEMENT OF CORE VALUES

- Public Services - committed to providing the highest level of service to citizens and visitors of the Town of Zionsville within the resources allocated.
- Bravery and Courage - committed to service to the public, and in offering such service, our employees will act bravely and with courage as required.
- Caring - committed to dealing with each emergency in a timely, professional, and courteous manner.
- Teamwork - committed to the development of a team, working together to achieve goals in a trusting and cooperative environment.
- Management - committed to excellence in management, working toward the best interests of employees, residents and visitors of the protection area.
- Individual Responsibilities - committed to employee excellence, expecting no less than the best effort on each task performed.
- Professionalism - committed to professionalism in performance, appearance, and attitude.
- Safety - committed to the safety of citizens and visitors of the Town of Zionsville, and the personnel of the Zionsville Fire Department.
- Productivity - committed to greater productivity by continually offering new or increased services of emergency mitigation and control.
- Education - committed to education for its personnel and the public to limit death and destruction from fires and other emergencies.
- Community Relations - committed to the continued improvement of our community through public presentations and programs.

2013 Executive Summary

This past year was a very productive and eye opening year for the fire department. We continued to grow as a department with the hiring of additional Full-time Firefighters, Part-time Firefighters, a Part-time Fire Inspector and a Part-time Administrative Assistant. We also conducted an internal promotion process where we promoted three of our current Lieutenants to the rank of Merit Captain and appointed one of our Division Chiefs to Deputy Chief of Administration. Our eyes were opened and our hearts were tested with the sudden loss of one of our young Firefighters, Cody Richardson. The loss of Cody reminded us just how short life can be, while showing us the importance of having a plan in place in case of such a tragedy. This moved us to create and modify our 19 page “Line of Duty Death Notification” within our standard operating guidelines. We don’t want to imagine this ever happening again, however, it is helpful to have a plan in place.

I was proud to send two of our firefighters to Honor Guard training this year. Honor Guard is a unit comprised of firefighters who provide ceremonial honors at events such as funerals, occasions when someone is being recognized or honored and when needed to present the colors of our American flag. I look forward to the full implementation of the Zionsville Fire Departments Honor Guard in 2014.

This year was also our year for additional technological advancements. We have merged almost all of our department wide shared documents to a web based Microsoft program called SharePoint. This permits us to keep all of our documents in one place and allows for 24/7 accessibility as long as the internet is available. SharePoint has proven to be a great asset and has streamlined our “official report” process we use to track maintenance items, personnel issues, etc. We have only just begun to utilize all the possibilities within this program and the effort has been led by one of our firefighters, Matt Petro.

We added two new pieces to our fleet this year, one being a new ambulance for our busiest station on Ford Road and the other being a flat bottom Jon boat to use during water rescues. With the near record flooding in April this year, we found it would be very useful to have such a boat to access residences surrounded by water. The flooding in April reported no injuries, but we did have to evacuate over 30 different homes in flooded areas.

In preparation for the affordable healthcare act, we have made some changes to our 2014 Volunteer Service Agreement with the Town of Zionsville. Some of the ambulance revenue will be forwarded to the Town to utilize for full-time personnel costs.

The Insurance Service Office (ISO) returned their rating for fire protection classifications indicating the department’s rating improved to Class 4. After a careful review of this report the department is well positioned to make changes in the coming years so our ISO rating could continue to be improved.

As always we strive to keep bettering the department year after year. I am proud to work with such dedicated and professional individuals, who make ZFD a huge part of their life each day. ZFD is not just our place of employment but a reflection of ourselves and the other employees who make it the remarkable fire department that it is.

James C. VanGorder

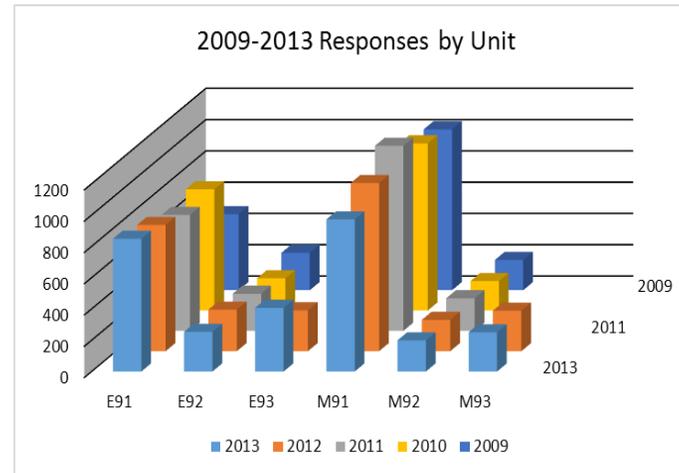
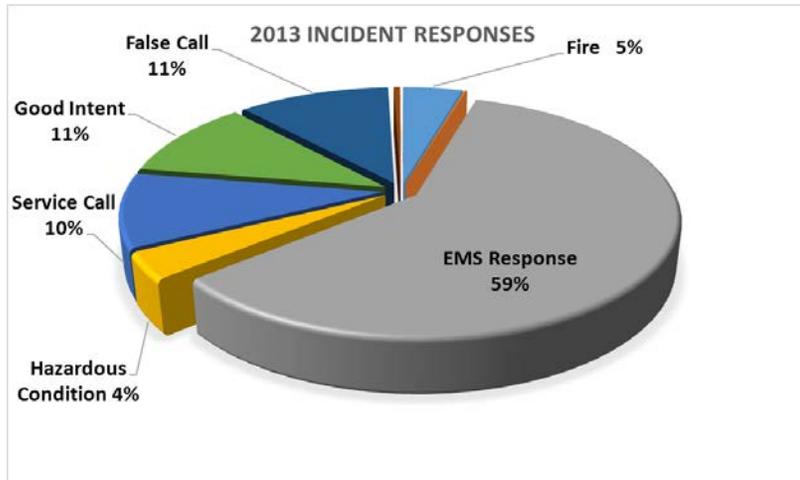
Fire Chief

Operations Division

The department saw yet another increase in calls for service in the year 2013, with the total number of calls increasing to 2165 from 2090 in 2012. This was a total increase of 75 calls from the previous year. The pie chart below helps illustrate the type of calls for services the department responded to in 2013. The chart to the right shows run volume by responding apparatus for the last five years. Each station is staffed with an engine and a medic truck.



Brian Miller
Deputy Chief of
Operations



In early 2013 the department began a Merit Captain Promotion Process. This process tested the tactical and operational knowledge of current Lieutenants. It required applicants to have the knowledge of the equipment and techniques used by the Zionsville Fire Department as well as leadership skills to manage the fire house. The process was made up of five components: Personnel file and resume review, written aptitude test, physical agility testing (WPE), four practical skills evaluations and structured board interviews. In November the top scoring applicants were promoted to the merit rank of Captain by the Safety Board. These three new Captains have all been assigned a fire house to maintain not only the building but the equipment assigned to the station. By adding these three Captains the department is able to come closer to normal business models of a supervisory span of control of five to seven employees.

Operations Division (CONTINUED)



In 2013 the operations staff held over ten post incident analyses to review the larger scale emergency and weather events that the department faced in 2013. This type of review has allowed for both tactical and operational reviews to increase knowledge and training of staff and also evaluate equipment use and needs to help better prepare for future type events or emergencies.

Equally important to review, are district familiarization and company level inspections and walk throughs. Crews were able to complete several pre-incident surveys and annual inspections throughout the service area in 2013. With several businesses building and starting up in the area it is key for crews to be able to review building layout and design as well as the fire suppression system integrated into these facilities.

The department added a total of five new full time staff to its roster in 2013. Of these five added two are firefighter/paramedics and three are firefighter/EMT's. Of the staff that was added only two were additional hires to the department roster. The three other full time hires in 2013 filled openings in the department's fulltime roster. One of these hires was due to the sudden loss of firefighter/paramedic Cody Richardson. Two other positions had to be filled due to staff members taking other job opportunities. In addition over thirty-five interviews were conducted to add a total of ten new part time employees over the course of 2013 to help reduce the overall cost of staffing to the town and department. These members help fill staffing needs on a daily basis.

Fire Prevention Division

The Fire Prevention Division currently is staffed by a full-time Division Chief and one part-time Inspector whose primary responsibilities include:

- Building and Fire Code Enforcement for existing commercial buildings/occupancies
- Plan review and inspections for new commercial construction (Class 1 structures)
- Meet with building owners, architects and contractors to:
 - Review building, sprinkler, fire alarm, commercial kitchen exhaust hood plans
 - Conduct inspections on site from beginning to end of projects
 - Conduct pre-design and pre-build meetings with design professionals and contractors
 - Conduct required flow and system tests for fire protection systems
- Additional administrative duties which include but are not limited to:
 - Knox program maintenance
 - Maintain faulty/false alarm log
 - Pipeline safety awareness program maintenance
 - Assist with building and grounds items
 - Assist with training and education for recruits and firefighters as assigned
 - Track hydrant obstruction mitigation in service area

The Fire Prevention Division has expanded with the addition of a new part-time Fire Inspector, Jason Adams. Jason is a career firefighter as well as an active volunteer with neighboring Boone County fire departments. He brings related experience from the building trades and professional experience from the public safety medical field. Jason is proving to be a wonderful addition and is a tremendous asset to the Division.

In working with the Zionsville Building and Planning Department, we are providing better customer service to those who live, work and visit our

community. We strive to provide prompt relevant services for all those who build and/or establish businesses in Zionsville. Efforts are made to revise the inspection and submittal processes and provide a working list of forms and worksheets to facilitate plan review.

Standard Operating Guidelines have been updated with other administrative oversight to solidify relevant procedures and immediately address general life safety items.

Fire Prevention has increased productivity over the course of 2013. Some highlights include:

- TAC reviews totaled 15 for 2013. An increase of 300% from 2012.
- New construction plan reviews totaled 84 for 2013. An increase of 116% from 2012.
- Commercial annual Inspections increased more than 1300% with the installation of the Pre-Incident Survey & Annual Inspection Program and the addition of the part-time inspector.
- Revenue generated from fines and fees totaled more than \$23,500.

The Fire Prevention Division has continued to remain busy in 2013 with vibrant commercial growth within the Town, including both new construction and new businesses moving into existing spaces, implementation of the commercial inspection program developed in 2012, expanding the division with the addition of a new part-time Fire Inspector while continuing the daily tasks required of the division. Significant development required oversight and review including an expansion to the Main Street Village Business District, water infrastructure expansion, FedEx Ground facility and the development of the Ripberger Subdivision Industrial Park. 2014 will prove to be just as busy with other projects on the horizon.



Josh Frost
Fire Marshal
Division Chief

Training Division

- Attended Indiana Department of Homeland Security District 5 Training Council bi-monthly meetings to advocate for training opportunities specific to Zionsville Fire Department needs
- Maintained compliance with various regulatory and accreditation agencies through the use of an annual Training Calendar and Monthly Training Packets
- Conducted Recruit Academy 2013-1
 - 3 week orientation program
 - 1 full-time firefighter/EMT
 - More than 212 total hours of training
- Conducted six Paid Stand-By Orientation training programs for a total of 17 firefighter/EMT's
- Conducted training using IDHS Live Fire Simulator trailer involving multiple local agencies
- Conducted live burn training in conjunction with Westfield Fire Department

- Arranged for or provided pre-requisite certification programs necessary for Operations Captain Promotion Process
- Conducted Operations Captain Promotion Process
- Conducted an IDHS Driver/Operator-Pumper certification course for all department driver/operators
- Developed and conducted an internal hiring process for the position of firefighter/EMT to create a hiring list valid for the next 12 months
- Began implementation of Shift Training Personnel program to assist with operations training needs
- ZFD personnel attended over 993 training opportunities, representing 82 various topics, and logged over 5,420 hours of training for the year 2013



Jeff Beam
Deputy Chief of
Administration

EMS Division

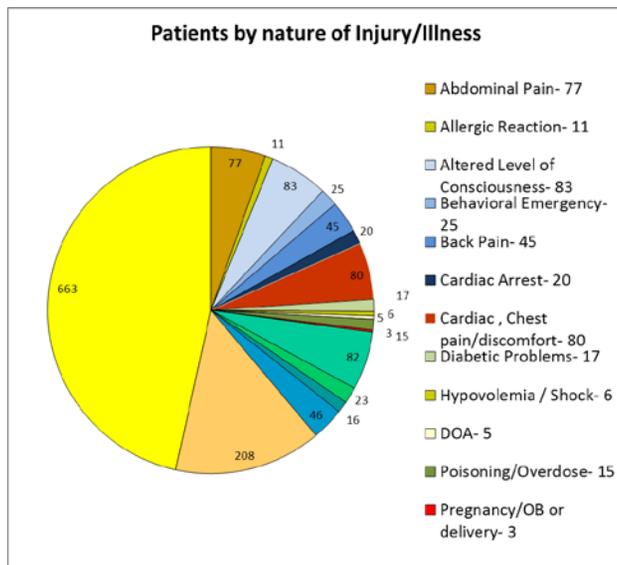
ZFD was able to instruct over 300 people in Adult, Child and Infant CPR and choking, as well as how to use an Automated External Defibrillator. This includes and is not limited to: The Town of Zionsville, Zionsville Meadows, Buckeye Partners, Boys and Girls Club, Zionsville PD, Interactive Academy. We also continue to teach the high school freshman gym classes in which we break down the 3 hour class into the one hour periods over 3 different days.

Event Coverage:

ZFD off duty staff assisted with EMS Coverage for the following clubs and events: Zionsville Rugby Club, Helping Hands Polo Event

Project lifesaver:

Project Lifesaver of Boone County continues to grow. PLS is a system used to help locate people that have the potential to or that have a history of wandering. This would include people with Alzheimer's/dementia, autism and Down syndrome. This program is facilitated by the Boone County Fire Chief's Association EMS Section. There are currently 3 clients that reside in Boone County. One of those clients is a Zionsville resident.



Apparatus:

Zionsville Fire Department added a new ambulance. This ambulance is a truck chassis as opposed to a van style chassis. It is the first of its kind to our fleet. This style chassis has become more affordable and offers more safety to the crew and patients.

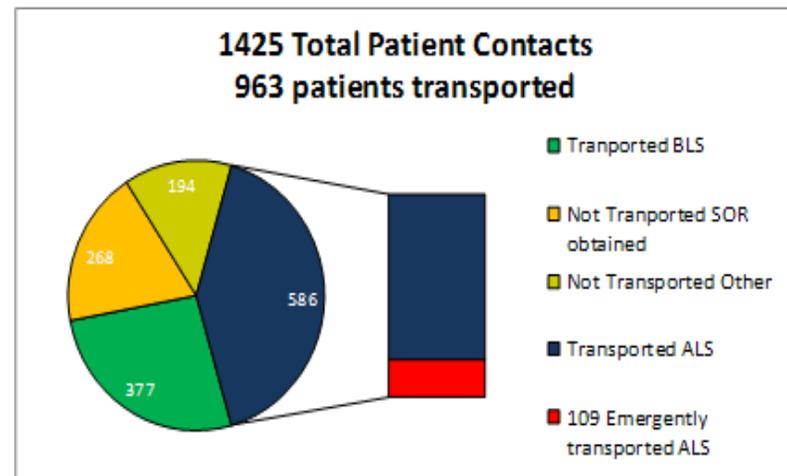
Equipment:

ZFD has added King Vision airways to its medical equipment list. This is a video laryngoscopy tool that allows for a more visualized placement of a critical breathing tube in patients with cardiac or respiratory arrest.



Medical Direction:

The American Board of Medical Specialties created a new sub-specialty under Emergency Medicine for Emergency Medical Services. Dr. Michael Kaufmann, the medical director for ZFD, is the first and only EMS Board Certified Physician in the state of Indiana.



- Some significant projects for this year include:
 - Assisting with organizing projects for light duty personnel
 - Hired part-time administrative assistant
 - Completed Adobe Acrobat Training
 - Transitioned official reports to SharePoint Site
 - Elected Vice President of the Support Services Division again for 2014
- Some of the routine responsibilities completed include:
 - Processed over 963 patient records and forwarded to billing service
 - Completed payroll for approximately 75-80 employees twice a month
 - Assisted in processing and tracking invoices for the budget
 - Dictated minutes for Safety Board meetings
 - Compiled & distributed a weekly ZFD email newsletter
 - Submit press releases to local media
 - Organized fire department monthly report
 - Maintained ZFD Facebook Page
 - Reviewed and processed daily truck check sheets

Administrative Assistant Division

The Administrative Assistant division takes pride in being the initial contact with residents of Zionsville visiting the Zionsville Fire Department Administration offices and strives to provide helpful information in a pleasant and courteous manner. As ZFD grows and run volume increases so does the general workload in the office. This year the headquarters office was able to expand with the addition of a part-time Administrative Assistant, Hannah Lister. Hannah holds a bachelor's degree from Indiana Wesleyan College and also works part-time at the Hussey Mayfield Library in Zionsville. This addition has allowed for the full-time Administrative Assistant to focus on additional projects for the Fire Department.



Tiffany Howard
Administrative
Assistant

Communications Division

The Communications Division is responsible for maintaining over 80 radios, 30 pagers, and other communications accessories both portable and vehicle mounted. In addition to the equipment, the Communications Division is responsible for programming and maintaining the Computer Aided Dispatch (CAD) for the geographic area of the Town of Zionsville. The communications division also serves as a liaison with emergency dispatch and as an administrator of the fire records management reporting system ensuring timely and accurate entry of all fire records.



Cpt. Jason Potts
Communications
Division Head

In 2013, the Communications Division working in conjunction with the Town's IT Department was directed to track connectivity and ensure regular program updates to the Mobile Data Terminal's installed in the fire apparatus. In addition to providing incident information, the MDT's provide parcel data, owner information, hydrant location, real-time vehicle location, and other data that is critical to the department's mission. Making this a function of the communication division ensures that the most current information is available to our responding units.

2013 also brought another significant change in Boone County's public safety communications. A project was introduced by the sheriff's department to replace the aging computer aided dispatch software and provide a new state of the art system and records management system. This system allows for greater functionality from the dispatcher as well as the fire department end user. The functionality for the dispatcher will equate to faster call entry and more accurate data being provided to the units on the street. The ZFD Communications Division was asked to be a part of the project implementation team for both the CAD side as well as the Fire/EMS records management part of the project and will continue to serve as an administrator at the county-level on both pieces of software.



Cpt. Todd Scales
Equipment
Division Head

Equipment Division

- SCBA Committee formed and several meetings held to explore options for new Self Contained Breathing Apparatus.
- Completed annual NFPA service testing of all fire hose.
- Completed service bench testing of all SCBA's and personal regulators.
- Performed and maintained fire equipment.
- Equipment maintenance SOG's established to assist crews with daily, weekly and monthly equipment checks.

Quartermaster Division

In 2013 annual gear and clothing inspections were completed for all full and part-time staff. Structural firefighting gear "set A" for full and part-time staff have been sent out for maintenance in groups of five to keep within the NFPA standard.

Class D uniforms were received and placed into service late 2013, workout shorts and sweat pants for all full-time and part-time employees.

2013 ZFD took a big step in updating our Helmet shields and implementing a new accountability system. The new style and system has proven effective and functional on the fireground as well as keeping with fire service standards.



Lt. Scott Kirkwood
Quartermaster

Public Safety Education Committee

Although October is Fire Safety Month, Public Education is not just about the month of October it is year round. From parades and social gatherings, tours and school events, to festivals and community parties, everyone wants ZFD involved at their event.

Our yearly events, Pancake Day, Fall Festival, VIP Carnival, Easter Egg Hunt, etc... all went very well due to the personnel that staff these events. Many comments come to me via email and phone calls as to how the firefighters of ZFD make the children of our community a priority and educate them about fire safety. Other events such as the Area Familiarization with Santa have had a great year. The Facebook pages for the Town and ZFD received over 30,000 views during the Santa Tour and over 2000 "likes".

This year we have taught over 100 classes of children in grades Pre-K through 4th grade. We even had a group from Wayne Township School system take a field trip to ZFD, to learn about Fire Safety because they are not offered this in their district. We have had around 500 adults through our education programs and several area social groups (Zionsville MOPS, Lions, and Home School). Our program also helped to raise funds for other organizations by donating private station tours and fire truck rides for silent auctions.

Our goal is to educate and inform the public in a way that will be remembered. The programs are continuously being reviewed and new ideas are being brought to the table to aid in this. As it stands for my first year leading the Public Education Division, it was a job well done by all of ZFD. The positive response from the public regarding some of our public education events is amazing. I have a bright outlook on the next year, partnering with the Zionsville Police Department and the Boone County Sheriff's Department to make some of our events new and fresh.

Support Services --Philanthropic Community Activities Continued in 2013

The ZFD Support Services continues to provide on-scene support with rehabilitation supplies to emergency workers. They also organize and operate many fundraising events throughout the year. Funds collected throughout the year from numerous ZFD Support Service events and donations made by community members were given to the Indiana Children's Hoosier Burn Camp in May. In June the organization planned the ZFD Memorial Golf Outing benefiting the ZVFD Larry K. Rust Memorial Scholarship and the ZVFD Bereavement Fund. The fourth scholarship in the name of Larry K Rust was awarded through a selection process and presented to a deserving Boone County high school student. The 32nd Annual Pancake Day Breakfast was held in October this year. Despite the rain, over \$6,000 was raised to purchase much needed safety gear and other equipment for our emergency vehicles.



Lt. Scott Peters
Public Education
Officer

2013 Emergency Response Statistical Information:

Incident Type	2007	2008	2009	2010	2011	2012	2013
1 Fire	76	85	94	113	82	107	95
2 Explosion, Overheat (no fire)	8	5	4	6	2	3	3
3 Emergency Medical Service	1013	1103	1130	1114	1223	1325	1286
4 Hazardous Condition (no fire)	49	72	64	52	49	66	79
5 Service Call	128	130	142	170	162	167	217
6 Good Intent Call	103	161	156	179	185	182	232
7 False Alarm & False Call	168	161	134	141	123	187	242
8 Severe Weather	0	10	3	7	10	4	10
Other						49	1
Total Count	1545	1727	1727	1782	1836	2090	2165

Incidents By Zone	2007	2008	2009	2010	2011	2012	2013	
Union Township ** Incomplete data	59	118	155	496	439	549	495	Zionsville -Rural
Eagle Township	378	387	377					
Town of Zionsville	1055	1128	1108	1163	1232	1344	1397	Zionsville-Urban
Mutual Aid	53	94	87	123	165	197	273	Mutual Aid
Total Count	1545	1727	1727	1782	1836	2090	2165	

Yearly Comparison by Run Type

