



Fire Department

2014

Year End Report



January 12th, 2015

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.

2014 Executive Summary

Although 2014 began with vengeance, by dropping about a foot of snow on Zionsville and delivering arctic temperatures, ZFD started the year out on a much better note. We continued to grow as a department with the hiring of eight Full-time Firefighters and eleven Part-time Firefighters. We also participated in a joint hiring process with Whitestown Fire Department in order to share the associated costs of such a process. This allowed us to create a hiring list of potential candidates to pull from for the next two years. We continue to expand and change our organizational chart to help better serve not only our firefighters and staff but the community as well. We also developed a Pension Board to determine hiring standards as needed.

Safety was an important focal point for this year. We not only created a Safety Committee to review department injuries, but also scheduled physical consultations with a local gym owner to conduct general physical fitness safety education courses for our firefighters. Also, relating to safety we participated in numerous A.L.I.C.E. (Alert Lockdown Inform Counter Evacuate) trainings for the schools as a joint operation with the Zionsville Police Department. ALICE is a very important safety protocol that most schools are using in the United States to prepare for potential dangers or threats.

I am proud to say that three of our firefighters graduated from paramedic programs this year. Paramedic programs are an intense 14-16 month course comprised of many classroom and clinical hours. ZFD is a full-time ALS (Advanced Life Support) provider and without the dedication and ambition of individuals like this, it would not be possible for us to provide this ALS service.

Technological advancements for this year include ESO, a document management software for our emergency medical run information. This software has streamlined our patient care paperwork by making it all electronic and more secure. We also went live at the end of the year with a complete records management system, Firehouse Software, which is interfaced with the Boone County 911 system. All this wouldn't have been possible without the direct leadership of Captain Jason Potts.

We added one new vehicle to our fleet this year, a Ford Explorer Interceptor. This is a certified ALS response vehicle for arriving to both medical and fire scenes to assist with patient care.

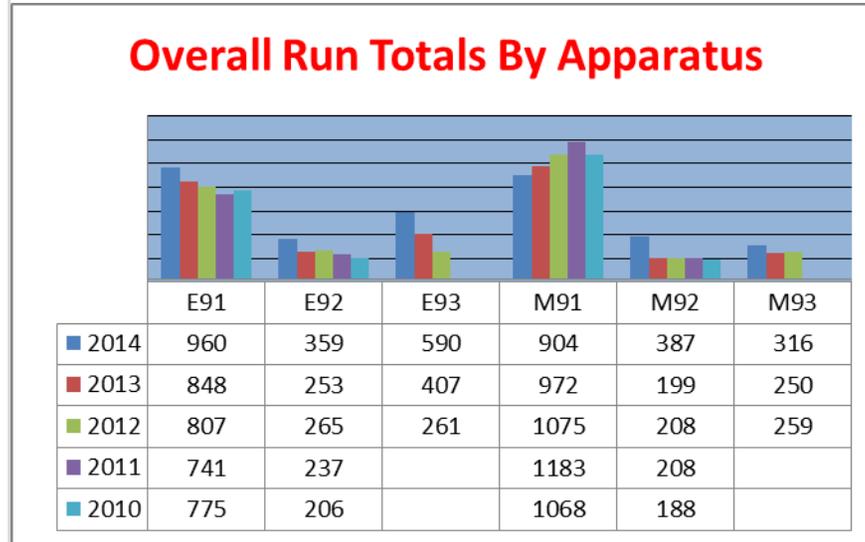
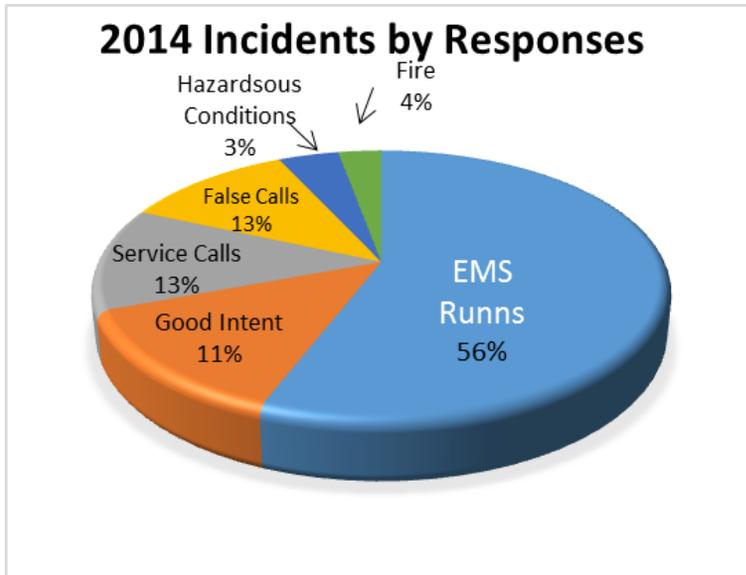
I have also strived to better myself and gain more knowledge of public safety as a whole. I recently graduated from law enforcement academy and was sworn in as a law enforcement officer with the town of Zionsville. I also began participating in a two year Certified Public Manager Program this year with Ball State University.

The Zionsville Fire Department would be nothing without our dedicated firefighters and office staff. I am very proud to work with such motivated and caring individuals who put in countless hours to better this department and serve our community. 2014 was an amazing year and I look forward to what 2015 brings.

James C. VanGorder,
Fire Chief

Operations Division

The department saw yet another increase in calls for service in the year 2014, with the total number of calls increasing to 2437 from 2165 in 2013. This was a total increase of 272 calls from the previous year. The pie chart below helps illustrate the types of calls for service the department responded to in 2014. The chart to the right shows run volume by responding apparatus for the last five years.



Brian Miller
Deputy Chief of
Operations

In 2014 Zionsville Fire Department brought the four surrounding Boone County fire departments together (Perry Township, Whitestown, Center Township and Lebanon Fire departments) to form an operational work group that met monthly. This group was able to review operational needs for mutual aid on large scale incidents to ensure safety and interoperability. The group established a total of three operational guidelines in 2014. The first of the three guidelines was to standardize incident command. This SOG provided the same incident command structure on emergency scenes and also delineates expectations, deployment and critical job functions of a mutual aid response. The group also developed an IMT (incident management team) call type. This guideline and call type allows for each department to utilize one another's command staff to fill roles within the command structure. The last major project the group finished up in 2014 was the FOG (fire ground operational guide) manual. This manual will standardize job functions for all five departments for both residence and commercial fires.

Operations Division (CONTINUED)



The operational staff designed an air/light support truck that was a competitive bid and built in 2014. The group worked hard with the awarded manufacturer KME, to build a truck that would supply support to firefighters on the scene by having the ability to fill the air bottles of their self-contained breathing apparatus. This truck also supplies efficient lighting and a place for rehab.

Working closely with both the Zionsville School Corporation and the Zionsville Police Department, the Fire Department continues to develop and train on guidelines for responding to threats at any of the school campuses. The Fire Department has attended lock down drills at each campus working along with the schools ALICE response guidelines. Through these trainings and drills the Police and Fire departments have created a response guideline for both departments. Crews will continue to train in 2015 on the newly created response guideline for high-risk, low frequency response incidents in these public type settings.

In 2014 an apparatus committee was formed to begin the specification writing and review process for replacement apparatus that will be housed at station 93. Over the last several months this committee has met with all of the major manufacturers to review and demo their products to better understand the products and their capabilities. The committee will finish the specification writing in early 2015 and go to public bid to award the manufacturing company.

A combined group of eleven firefighters began working on creating a bid system for the department in 2014. This system will be used to assign firefighters to their assigned station and shift. The committee will finish the SOG outlining the requirements for the process in 2015 and have the process ready for implementation in 2016.

Training/ Administration Division

Conducting a hiring process can be an expensive and time-consuming task. Zionsville Fire Department and Whitestown Fire Department joined forces in 2014 to share this burden by conducting a multi-department hiring process. The process generated a total of 120 applications. After all testing was completed, we were able to certify a list of 45 firefighter/EMT's. This list will be used over the next two years, as the opportunities arise, to hire new full-time firefighters.

The Zionsville Fire Department Pension Board was established in February 2014. The establishment of the Pension Board is set forth by Indiana Code. This Board is an integral part of the continued development of the department and an opportunity for personnel to become involved with department administration.

2014 also saw the establishment of a Safety Committee. The Safety Committee is comprised of operations and staff personnel. The committee is tasked with reviewing firefighter injuries and department vehicle accidents with the goal of reducing the frequency and severity of each. The committee also reviews new equipment purchase proposals to ensure that all safety aspects are accounted for.

Training is a necessity in any fire department. During 2014, Zionsville Fire Department personnel attended over 643 classes and completed over 3,600 hours of training. 2014 saw the addition of a New Firefighter Mentor Program. The program was created by Private Eddie Frank and Private Joshua Sayman and will be an integral part of a firefighter's training. It is used by new firefighters during their first year of employment and designed to reinforce basic firefighting and emergency medical concepts. In 2014, the department provided initial training for a total of 21 firefighters.



Mutual aid training continues to be important to the success of our department. We continue to train on a quarterly basis with surrounding Boone County departments to strengthen our working relationships with our neighboring departments. We also experienced a significant increase in our use of the Boone County Firefighter Training Facility, providing the opportunity for crews to receive valuable hands-on training.

2015 will see the Division Chief of Training position filled. This will fill a current void in the Training Division and will ensure the continued growth of our personnel. We look forward to filling this position.



Jeff Beam
Deputy Chief of
Administration

Fire Prevention Division

The Fire Prevention Division is currently staffed by a full-time Fire Marshal (Division Chief of Fire Prevention) and 1 part-time Inspector. The primary division 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:
 - o Review building, sprinkler, fire alarm, commercial kitchen exhaust hood plans
 - o Conduct inspections on site from beginning to end of projects
 - o Conduct pre-design and pre-build meetings with design professionals and contractors
 - o Conduct required flow and system tests for fire protection systems
- Additional administrative duties which include but not limited to:
 - o Knox program maintenance
 - o Maintain faulty/false alarm log
 - o Coordinate with utility provider to maintain fire hydrants in working order and upgrade nearly all of the fire hydrants in the Village providing for new hydrants with steamer connections
 - o Assist with building and grounds items
 - o Assist with training and education for recruits and firefighters as assigned
 - o Pipeline safety awareness program maintenance

The Fire Prevention Division has been preparing for the adoption of the new Indiana Fire, Building, Mechanical and Plumbing Codes with classes and studying of the new codes and amendments which went into effect December 1, 2014. The pursuit of certification by the International Code Council is ongoing and is part of the continuing education program put in place at the beginning of 2014.



Josh Frost
Fire Marshal
Division Chief

In an effort to provide prompt relevant services for all those who build and/or establish businesses in Zionsville, new submittal checklists have been developed for permit applicants to expedite the review process. The working list of forms and worksheets facilitates the plan review process by assisting the applicants in detailing compliance needs and reducing the need for resubmittals, RFI's and general delays due to missing information.

In addition to the new Indiana code adoptions, House Enacted Bill 1301 imposed some State mandated deadlines that have a direct impact on the local plan review process and modified definitions of some types of structures altering the required safety systems.

Fire Prevention Division (CONTINUED)

The Fire Prevention Division has continued to remain busy in 2014 with vibrant commercial growth within the Town including both new construction and new businesses moving into existing spaces and the commercial inspection program has been invigorated. Significant development required oversight and review including an expansion to the Main Street Village Business District, water infrastructure expansion, FedEx Ground facility and further development of the Ripberger Subdivision Industrial Park. 2015 appears to be as busy with many other projects on the horizon.

The Fire Prevention effort at the Zionsville Fire Department has enjoyed a year of great success. The Division has increased productivity again over the course of 2014. Some highlights include:

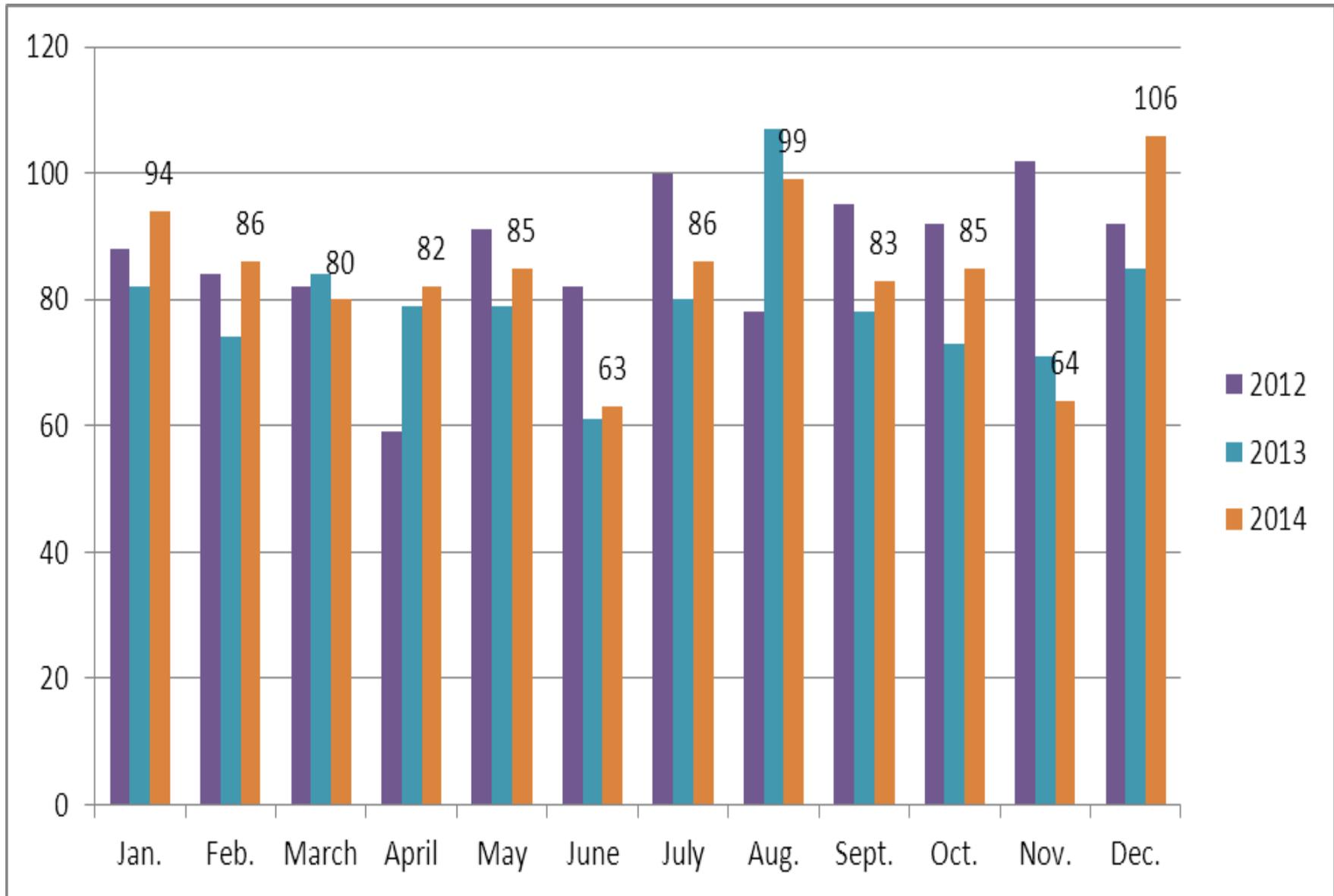
- The on-duty crews conducted 112 Commercial annual Company Pre-Incident Surveys and Pre-Plan Inspections compared to 7 in 2013.
- Revenue generated from Fire Prevention plan review and code enforcement has increased by more than a \$1,000 to over \$24,000.
- In addition to the 112 company inspections, the fire inspector has inspected more than 288 commercial occupancies.
- Coordinated with the Zionsville Community Schools to upgrade and bring all building fire alarm systems in to compliance.

EMS Division

- CPR: Taught approximately 200 people during classes for the public, groups, teachers and businesses. Classes consisted of CPR as well as first aid.
- Worked with several different vendors to do trials of different types of CPR assistance equipment. The department is still reviewing these types of items to improve upon our already good patient care.
- Remained on as the Chairperson for the EMS sub-committee of the Boone County Fire Chief's Association working on improvement of EMS items for Boone County and also improving upon the project lifesaver program
- Worked with a private donor that wished to put some lifesaving equipment into the community. Ultimately an AED was purchased and placed at the Hussey-Mayfield Library.
- Attended several courses at the annual Fire Department Instructors Conference in Indianapolis
- Facilitated training for and the implementation of new electronic patient care reporting software (ePCR) from ESO Solutions. This software allowed ZFD to eliminate paper reports and increased the ability to complete the patient report at the bedside and aided in obtaining patient signatures electronically. All hospitals transported to have the ability to access these patient reports online eliminating the need to leave paper copies of reports.
- Attended and obtained State certification for a Fire Officer II course.
- Facilitated Autism Awareness Training geared toward first responders for all 3 shifts
- Attended Active Shooter lecture sponsored by IU Health with Chief Miller as well as some preparedness drills within the school system.
- Scheduled and attended training at station 91 with the high school athletic trainer and student trainers for neck injury treatment and awareness
- Scheduled EMS staffing for special events including polo events
- Created and implemented with the help of the Boone County Health Department an Ebola virus preparedness plan.
- Set up and moved into new department vehicle
- Improved upon an orientation packet for new paramedic to complete requirements to function at that level for ZFD
- Utilizing EMSeducation.net, which is a website through the department's Medical Director, the department completed over 2231 hours of on-line EMS training.
- Three of our Firefighter/EMT's graduated from paramedic programs. A paramedic program is an intensive 14-16 month course comprised of many classroom and clinical hours. This allows EMTs to increase their training which allows them to provide advanced life support care. Once a program is complete the student can then test to become licensed as a paramedic in the State of Indiana.

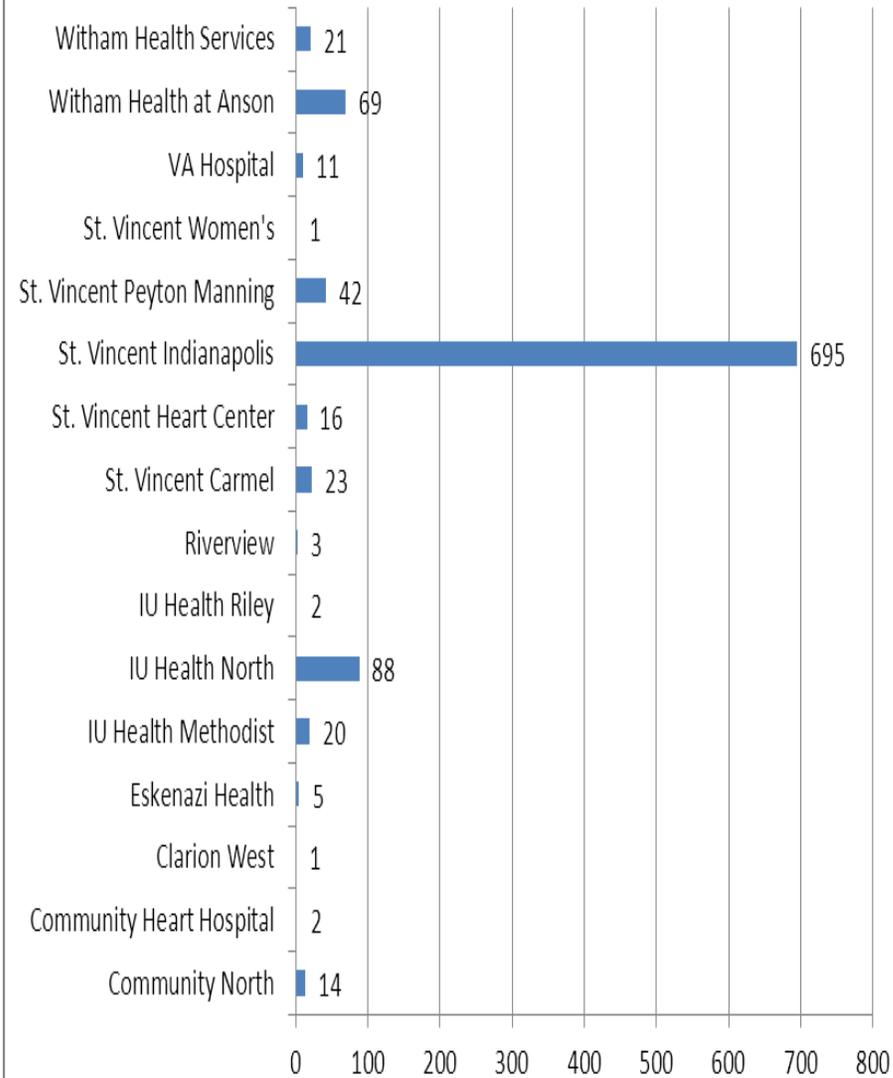


The graph below shows the patient transport history by month for the last 3 years. Transports were up 7% for 2014 over 2013.



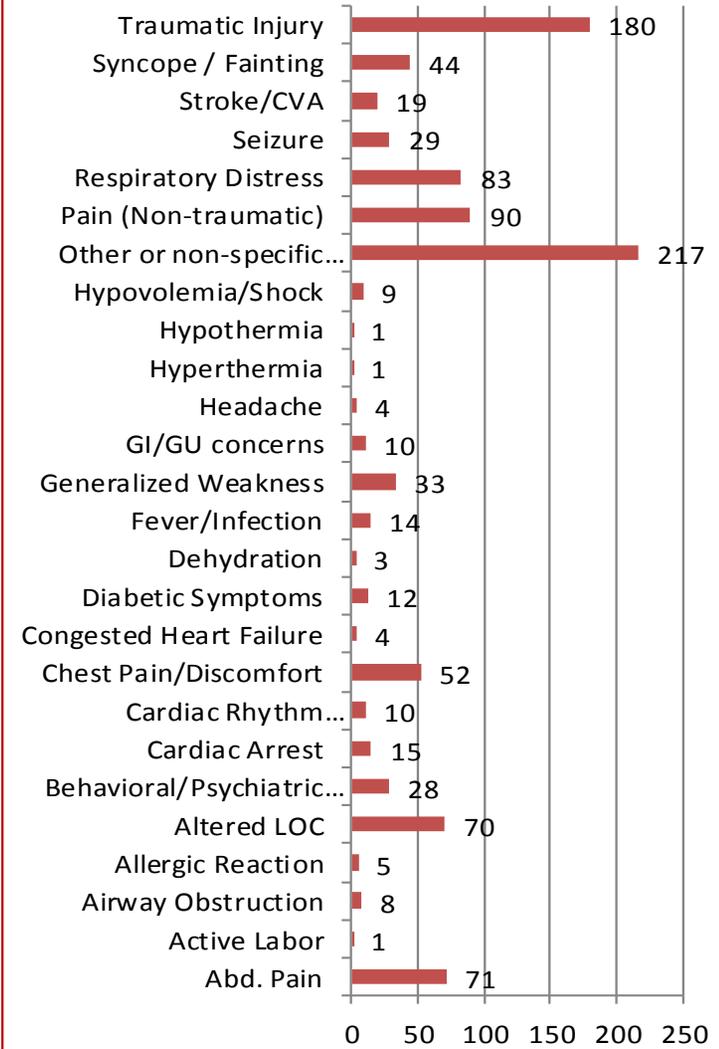
Transports by hospital for 2014

2014 Transports by Hospital



Transports by EMT or Paramedic Impression for 2014

Transports by Provider Impression



- Some significant projects for this year include:
 - Designed and produced department ID's for not only all fire department employees but also some other Town Departments
 - Continued to train part-time Administrative Assistant in new functions
 - Completed Microsoft Publisher Training
 - Elected Vice President of the Support Services Division again for 2015
- Some of the routine responsibilities completed include:
 - Completed payroll for approximately 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
 - Submitted press releases to local media
 - Organized fire department monthly report
 - Maintained ZFD Facebook Page & made frequent website additions
 - Reviewed and processed daily truck check sheets
 - Assisted with organizing projects for light duty personnel
 - Kept ZFD Standard Operating Guidelines Book up to date

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. With ZFD expanding each year, whether it is more personnel, additional apparatus or higher run volume, it creates more responsibilities for the Administrative Assistants. We have expanded the part-time administrative assistant hours and hope to eventually make that position full-time in the future.



Tiffany Howard
Administrative
Assistant

Communications Division

The purpose of the Communications Division is to manage all aspects of Zionsville Fire Department's communication and records management needs. This includes, but is not limited to, policy development, training, purchase and maintenance of radios and mobile data computers, serve as a liaison between the Boone County Communications Center and the fire department and administration of the fire records management and reporting system.

In 2014, the Communications Division began working in conjunction with the Fire Prevention Division on a number of projects from reviewing all address proposals submitted in Boone County to adding information gathered from the company level inspections to the computer-aided dispatch system and mapping programs located on most of the ZFD apparatus.

The Communications Division continues to audit and review all NFIRS records for accurate data and provides monthly reports to fire department administration and in 2015 will also be responsible for providing monthly required reports to the State of Indiana on fire department activities.

By far the largest project for the division in 2014 was the final implementation of the Interact Computer-Aided Dispatch product for all of the Boone County Public Safety Agencies. 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. Captain Potts 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 from its inception and continues to serve as a system administrator for the Interact CAD.



Cpt. Jason Potts
Communications
Division Head

Quartermaster Division

- Maintained inventory of duty uniforms for all volunteer, part-time personnel and full time firefighters.
- Outfitted duty uniforms for all newly hired firefighters in 2014
- Maintained and purchased fire gear for all newly hired firefighters, sent out gear for repair as needed on rotation
- Cleared as many official reports as inventory and budget allowed
- Yearly gear and uniform inspection scheduled for December but was moved to last week in January due to scheduling conflicts



Lt. Scott Kirkwood
Quartermaster



Cpt. Todd Scales
Equipment
Division Head

Equipment Division

- SCBA Committee evaluated several different SCBA models over the summer and tested air consumption rates utilizing a firefighter challenge course. Test results reviewed and the committee has selected a manufacturer and psi model to be presented to the Chief in January 2015.
- Completed annual NFPA service testing of all fire hose.
- Performed and maintained fire equipment and records.
- Equipment maintenance SOG's established to assist crews with daily, weekly and monthly equipment checks.

Public Safety Education Division

The Public Education Division has grown in leaps and bounds this year. We added several new events and our education program with the schools continues to evolve and expand. A new Preschool/ Kindergarten program, using more interactive techniques, received positive feedback from the teachers and parents. Our interaction and involvement with the kids is really helping them retain what we are teaching. The department helped the Zionsville Schools raise just over \$2000 using our Fire Truck Ride Along program in their silent auctions. The new spray houses that were obtained by sponsorship of area businesses have really made an impact in the community. They have been used at several community events and larger station tours. Our Fall Festival booth had more interaction than it has had in many years, as we are partnering with the Police to have “Public Safety Row” at this event. These are just a few of the highlights from this year’s activities.

Some first’s for the Pub Ed Division were participation in the inaugural Family Olympics at the Zionsville West Boys & Girls Club, a safety chat using an interpreter with the non-English residents at Crawford Manor, Fire Extinguisher courses that were taught by off duty personnel, The Leo Firefighter Experience, and video conferencing with classrooms through the Canvas program.

The Leo Firefighter Experience involved the local chapter participating in some of our “back pad training” and resulted in a donation to the Zionsville Fire Department Bereavement Fund. Activities included manning attack lines, drafting, aerial operations, and EMS. The Leos had a great time as did the on duty crew that assisted.



Lt. Scott Peters
Public Education
Officer



Public Safety Education Division (CONTINUED)



The Canvas program answered questions of Pleasant View and Stonegate students through an iPhone app and resulted in a donation of over 1200 Gatorades to help us “refuel” after an emergency run. This was a donation the students came up with on their own after hearing about some of the things Firefighters do every day.

We have also been the official starters of a couple 5K runs in town with a Q siren start, and have lead several parades that continue to get positive reviews from the town and community for our involvement and Sparky’s entertainment.

There are too many pictures to place on here to show the level of excitement on children’s and parents’ faces as they participate with us in our events. This year we have had more interaction with the community and its different organizations and groups than in years past. We will continue to grow in our community involvement. Our biggest community involvement that gets more talk about town, than anything else, is our Santa Tour where we drive most of the streets in Zionsville with special guest Santa on board the engine. It was yet another huge success this year as Santa had over 27,000 views and over 2,000 likes on Facebook.



Support Services --Philanthropic Community Activities

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 May the organization planned the ZFD Memorial Golf Outing benefiting the ZVFD Larry K. Rust Memorial Scholarship and the ZVFD Bereavement Fund and raised over \$7,000. The fifth 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 33rd Annual Pancake Day Breakfast was held in October this year. Despite the bitter cold, over \$4,000 was raised to purchase much needed safety gear and other equipment for our emergency vehicles.

