



Fire Department

2015

Year End Report



January 20th, 2016

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.

2015 Executive Summary

2015 proved to be a very busy and productive year for the Zionsville Fire Department. Not only did we add a Training Chief and five additional Full-Time Firefighters, but our service area also expanded as the Town of Zionsville merged governments with Perry Township. ZFD continues to flourish and expand in order to keep up with the growth of the Town and the needs of a nearly seventy one square mile Community.

Training was an important focal point this past year. With the addition of Mark Hart as our Training Chief, we added countless hours of critical training for our firefighters. Training is an essential function of firefighting, as new technologies and techniques are continuously being developed.

This year we promoted eight of our Firefighters to Engineers. This means they are assigned to driving the fire engines each day they are on their regular shift and with this comes more responsibilities. We also developed a bid system to permit Full-time Firefighters an opportunity to bid for a primary shift and station assignment. This allows for a more consistent work environment for each Firefighter.

Critical life safety equipment was purchased this past year, the most significant being our new Tactical Support Unit or Air/Light Truck. This truck provides on-scene lighting and allows us to refill our new SCBA's (self-contained breathing apparatus) while on emergency responses. We also purchased new Thermal Imaging Camera's, which enable firefighters to see through the smoke and detect hot spots in attics, walls, etc.

One of our Firefighters took the lead in developing a department challenge coin this year. A challenge coin is a coin that signifies comradery and membership with a department. They can also be given out as an award when a member goes above and beyond. Challenge coins are not taken lightly and are a symbol of pride and valor.



Important decisions were made in 2015 with our highly skilled firefighters overwhelmingly deciding to be represented by IAFF Local 4416, commitments from both labor and management to work together should prove beneficial in years ahead.

I have also continued to strive to better myself and gain more knowledge of public safety as a whole. I recently began year two of the Certified Public Manager Program with Ball State University. I have also participated in the Boone County Leadership Class.

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. 2015 was an amazing year and I look forward to what 2016 brings.

James C. VanGorder,
Fire Chief

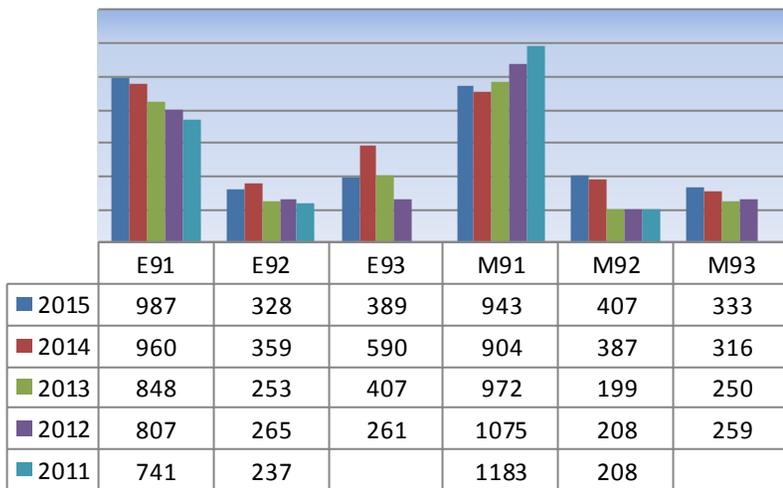
Operations Division

The department saw yet another increase in calls for service in the year 2015, with the total number of calls increasing to 2571 for 2015. This was a total increase of 137 calls from the previous year. The pie chart below helps illustrate the type of calls for services the department responded to in 2015. The chart to the left shows run volume by responding apparatus for the last five years.

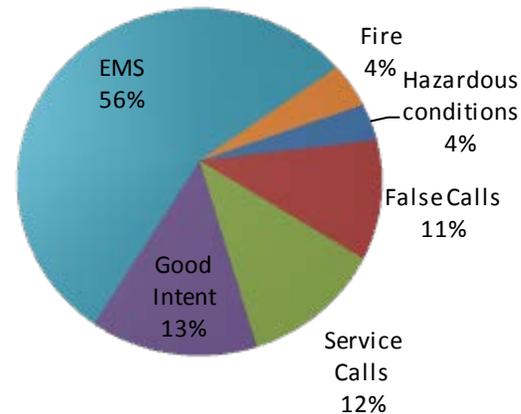


Brian Miller
Deputy Chief of
Operations

Run totals by Apparatus



2015 Incidents by Response



The operational staff completed the design and specifications work for the new ladder truck that was competitively bid in 2015. This new ladder truck will be built and placed in service mid-year 2016 at station 93. The group worked hard with the awarded manufacturer E-One, to build a truck that will be able to answer a variety of emergency calls. This truck was designed to not only work as an elevated ladder or master water stream, but one that will be used to assist with EMS calls and perform light extrication at auto accidents. This ladder truck will be a true work horse. One of the considerations for such a truck was not only its vertical reach but also the ability for horizontal reach for properties with a longer set back making it possible for the truck to reach the roof tops of homes and businesses.

Along with the SCBA committee, the operations division reviewed and selected new SCBA's (self-contained breathing apparatus) or air packs for the firefighters. These new air packs allow the department to meet the new NFPA standards for health and safety for

Operations Division (Continued)

firefighters as well as provide new technology built into the air pack called Pak-Tracker. This technology will allow for tracking and locating of a firefighter should they become lost or disoriented by improving situational awareness and firefighter safety.

When a 911 call is received by the Boone county dispatch center, the information has to be sent to the appropriate station and received by responding firefighters. One of the issues that was reviewed this year to increase firefighter wellness was station alerting. Prior to this year, every 911 emergency call Zionsville Fire Department received was sent via radio to all three stations over each stations' PA system. The system also turned on any lights that were off regardless if firefighters from that fire station were responding. This would happen up to 2500 times each year. To help improve firefighter wellness and reduce cardiac stress, anxiety, optical shock and sleep deprivation; zoned alerting was installed at all three stations. This enabled the system to only notify the required stations and/or individual units for the 911 emergency. This type of alerting system will ultimately reduce the stress of units not being dispatched.

A combined group of eleven firefighters, which is one of the largest committees the department has put together, began working on creating a bid system for the department in 2014. This group completed the project in 2015 by developing a SOG (Standard Operational Guideline) that was implemented on January 17th 2016. This bid system will allow personnel an opportunity to bid for a primary shift and station assignment, while utilizing a fair and equitable process. The system that was created allows the bid assignments to meet the daily operational and staffing needs of the Zionsville Fire Department.

Operations staff continued to work closely with the Zionsville School Corporation to develop radio procedures and guidelines for responding to emergencies at any of the school campuses. The department now has a radio on the schools' system that allows for direct communication with the school administration and department command staff. Operations staff has also worked with school administrators to identify ways to improve radio coverage for both emergency responders and school staff. The Fire Department has continued to attend lock down and fire drills at each campus to help improve effectiveness.

Administration Division

2015 was a busy year filling vacant positions within the department. At the conclusion of 2014, we began a search to fill the vacant Division Chief of Training position. We concluded our search in the first quarter of 2015 by selecting Division Chief Mark Hart to fill that much needed position. He has been a great asset to the department and has been very busy maintaining an aggressive training schedule. We look forward to what 2016 has in store for us regarding firefighter training. The second quarter of 2015 saw three new firefighter/EMT's and two new firefighter/EMT-P's hired to fill vacant positions. That group was followed closely by the hiring of two additional firefighter/EMT-P's in the fourth quarter of 2015 to fill positions that were prematurely vacated.

A multi-step process to develop merit Engineer positions was conducted in 2015. Position descriptions were developed, minimum training requirements and qualifications were identified, and personnel were trained to those requirements and qualifications. This allowed for a competitive promotion process to be conducted during the year which resulted in our first merit Engineers being promoted in September 2015.

The Safety Committee began the tedious process of evaluating firefighter Personal Protective Equipment (PPE). This process began with a factory tour of a facility which manufactures firefighter PPE. A PPE Risk Assessment was then conducted to evaluate the risks and hazards encountered by our firefighters. Based on the identified risks, hazards, and other department specific needs, each PPE element was evaluated to ensure it provides the user with the most effective protection from the identified risks and hazards. This assessment follows established guidelines outlined in multiple NFPA standards and OSHA regulations. During 2016, the department will evaluate new PPE fabric combinations in order to provide personnel with the most effective and efficient protection.

In 2015, the Zionsville Fire Department and the Town of Zionsville became a Learning Partner with Columbia Southern University, offering our firefighters increased access to associate, bachelor, and master degree programs in a wide variety of disciplines. Additionally, this partnership provides employees with reduced tuition, scholarship opportunities, and professional certification transfer credits.

We look forward to the challenges of 2016 and continued enhancements in our department administration.



Jeff Beam
Deputy Chief of
Administration

Training Division

The year 2015 was a very busy time for the Training Division. March 2nd, the Division Chief of Training joined the office staff. His responsibilities included oversight and coordination of training within all divisions of the fire department. We set a goal to have all firefighters, including our Paid-Standby firefighters, certified to additional minimum educational standards. By January 31st 2016, all firefighters will be certified to a minimum of Haz-mat Operations, Tech Rescue Awareness, Firefighter I/II and EMT or Paramedic. In addition to those classes, we have also completed a department Driver/Operator- Pumper class and a Fire Officer Strategy and Tactics class. The Training Division was a part of the department's first Engineer promotional process. We were part of a combined effort with Zionsville Police Department to hold hands on active shooter training with Zionsville Schools. We also worked with Pike Township, Lebanon, and Speedway Fire Departments to conduct a 12 week recruit academy for 24 new firefighters to their respective departments. The Training Division also coordinated an independent 8 week recruit academy for 2 new full-time firefighters.

At a company level, 2015 training was devoted to researching and understanding fire behavior based on research being conducted around the globe on how fires have changed over the years and how we in the fire service need to understand and change our approach. We also spent a large amount of time standardizing fire ground operations when it came to initial radio reports, the 360 degree walk around, follow up reports, and command functions as stated in the department Fireground Operations Guide Manual.

While this just touches the surface of what we completed in 2015, it has set the department up for an exciting 2016 when it comes to the Training Division. The members of the department attended 859 classes for a total of 6,723 hours of combined training.



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 Plan Review of building, automatic sprinkler, fire alarm, and commercial kitchen exhaust hoods
 - o Conduct new construction site inspections from beginning to end of projects
 - o Conduct inspections for compliance of existing Class I commercial occupancies
 - 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 access program maintenance
 - o Maintain faulty/false alarm log
 - o Pipeline safety awareness program maintenance
 - o Assist with training and education for recruits and firefighters as assigned
 - o Continue to work with utility providers to maintain critical infrastructure



Josh Frost
Fire Marshal
Division Chief

The Fire Prevention Division has adjusted to the adoption of the new Indiana Fire, Building, Mechanical and Plumbing Codes. The Fire Prevention Division has increased productivity again over the course of 2015. Some highlights include:

- Implementation of a paperless fire inspection program built upon the existing records management software utilized by ZFD has afforded the department an opportunity to increase the number of annual commercial inspections by 90% from 2014.
- The Division continued to build on the success of the district familiarization program from the Engine Company Pre-Incident Surveys. These inspections provide an opportunity for the operations personnel to become more familiar with the commercial occupancies in each district. This year, the engine companies conducted 243 Pre- Fire Incident Surveys. This is an increase of 117% from the 112 conducted in 2014.

Prevention Division (Continued)

- In addition to the Engine Company Inspections, the fire prevention division also initiated another 380 separate commercial inspections. The Fire Prevention Division was also able to provide additional re-inspections to verify corrective measures were taken. There are a total of 759 commercial occupancies in the 71 square miles protected by the Zionsville Fire Department. In 2015 we were able to have a presence in 718 of them. That is 95% of the commercial occupancies in Zionsville were inspected.
- Of the 718 inspections that were initiated, nearly 94% mitigated all issues identified during the inspection process.
- With the government reorganization between Zionsville and Perry Township, the Fire Prevention Division has been coordinating with the Perry Township Volunteer Fire Department to transition into the inspection regimen and conducting annual fire inspections in former Perry Township (which is included in the totals above).

The Fire Prevention Division will continue to remain busy in 2016 with the anticipated development and commercial growth within the Town limits.

EMS Division

2015 Accomplishments

- Created and implemented the beginning stages of a Continuous Quality Improvement program that involves paramedic staff reviewing reports of their peers in an effort to provide positive yet constructive feedback that will enhance and improve patient care. This program will continue to develop utilizing physician review and patient outcome information along with partnering with St. Vincent Health EMS education to better benefit the needs of the patients that we care for.
- Worked with St. Vincent Health new EMS Education Director Jane Whinnery (new to the role in 2015) to continue to grow the partnership and continually improve on operations, trainings and ultimately patient care. Some of those joint accomplishments are listed below:



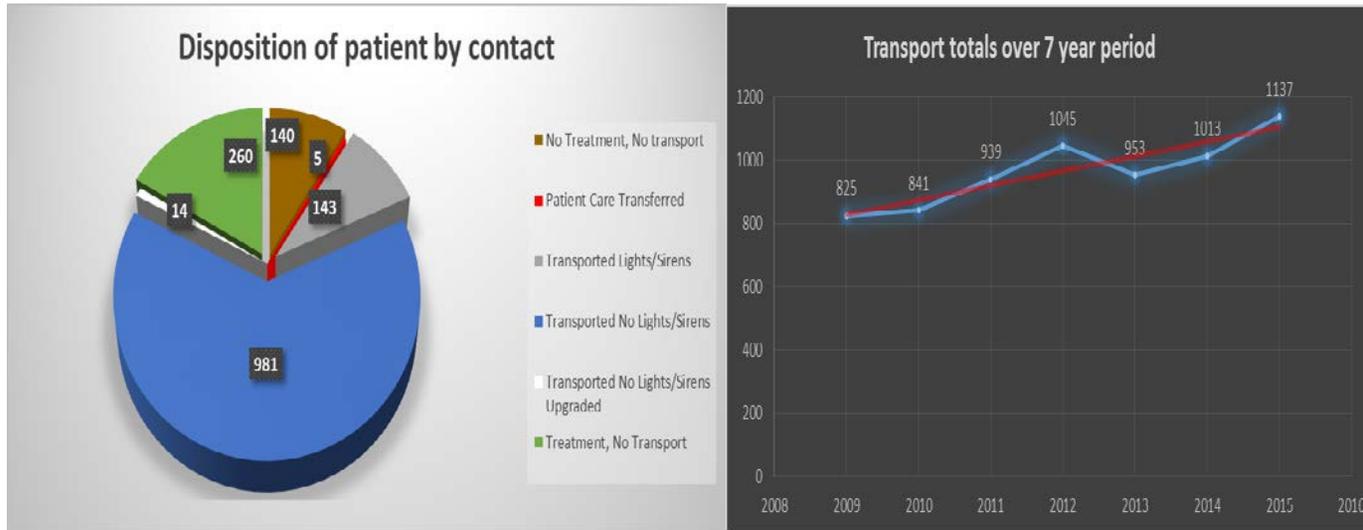
Steve Gilliam
Division Chief of EMS

EMS Division (Continued)

- Worked to have a medication station located at the emergency department that through protected access allows the fire department paramedic staff to be able to replace medications that are used during a transport while still at the hospital. This access is through what is called a Pyxis® System. This creates a cost saving because medications can now be purchased as needed. No longer is a large supply needed to be kept at the department headquarters which reduces the risk of medications expiring before they can be used.
- Partnered with EMS education staff to do on station skills level trainings with all paramedic staff. This includes trainings on airway management, IV initiation, and medication administration. This training will continue on an annual basis.
- Continued to manage the fire department CPR program where lifesaving techniques were taught to over 300 individuals. Classes taught included town staff from several departments, many local and nearby businesses. Added again this year were students from Zionsville Community High School. CPR has been added to the curriculum of the Health Classes.
- Implemented a preventative maintenance program involving the department's cardiac monitors and EMS cots. A biomed technician performs verifications on the monitors to assure accuracy of 12 lead cardiac monitoring, pulse oximetry and other vital signs. Similarly participated in training to provide preventive maintenance to the EMS power cots to assure readiness.
- Reviewed and revised EMS related fees where needed including CPR courses and EMS transports.
- Participated as a member of St. Vincent Health Paramedic Advisory committee which assesses and evaluates their program for effectiveness and improvements. This program is the primary source of paramedic training for the department.
- Attended State Conference with the National Highway Traffic and Safety Association that involved an evaluation of the EMS system as a whole in Indiana.
- Utilizing EMSeducation.net which is a website through the department's Medical Director. The department completed over 3752 hours of on-line EMS training.
- Implemented a new policy for checking, removing and replacing date sensitive items on all of the apparatus and supply cabinets to help rotate stock to the busier apparatus to minimize the number of items that might expire.

EMS Division (Continued)

ZFD had 1,543 patient contacts in 2015 and of those 1,137 wished to be transported to area hospitals. Approximately 74% of the patient contacts by ZFD are transported.



There were 1013 patients in 2014 and 1137 in 2015 that were transported to area hospitals. This is an increase of just over 12%.

Administrative Assistant Division

- Some significant projects for this year include:
 - Researched different document management technologies and leased a new multifunction device
 - Continued to train part-time Administrative Assistant in new functions
 - Completed several trainings including Advanced Microsoft Excel, Social Media, Writing & Grammar Techniques
 - Elected Vice President of the Support Services Division again for 2016
- Some of the routine responsibilities completed include:
 - Completed payroll for approximately 87 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 several light duty personnel
 - Kept ZFD Standard Operating Guidelines Book up to date
 - Conducted yearly driving record checks of all ZFD Firefighters



Tiffany Howard
Administrative
Assistant

The Administrative Assistant division takes pride in being the initial contact with residents of Zionsville that visit or call the Zionsville Fire Department Administration offices and strives to provide helpful information in a pleasant and courteous manner. It is our goal to always be able to point residents in the right direction, no matter what the question may be. With the Town of Zionsville expanding each year, whether it is more residents or businesses, it in turn creates more opportunities for service by the fire department which creates more responsibilities for the Administrative Assistants. We hope to continue to grow as the Town grows.

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.

The Communications Division also performs a monthly audit and review of all NFIRS records for accurate data and provides monthly reports to fire department administration and provides monthly reports to the State of Indiana on fire department activities.

In 2015, the Communications Division was assigned administrator of the GIS/Mapping programs the fire department uses. Working with the Fire Prevention Division, the division reviews all address proposals submitted in Boone County, as well as, adding information gathered from the company level inspections to the computer-aided dispatch system and mapping programs located on most of the ZFD apparatus.

Several noteworthy projects were completed in 2015 including:

- Evaluating and replacing MCT's in the ambulance fleet
- Improving Fire Station Alerting
- Integration of CAD data directly to RMS allowing for better statistical data

Captain Potts continues to serve as an administrator to the County's computer-aided dispatch program and chairs the Boone County Fire Chief's Association Communications Sub-Committee.



Cpt. Jason Potts
Communications
Division Head

Public Safety Education Division

Public education was an important focal point this year. The public education and community events that we attend are key in helping spread fire safety and interacting with the public. The department has expanded our use of social media to help promote the events and keep the community more informed and it has been an avenue where the community can ask us questions or write a quick “Thank You” or “Job Well Done”.



We continue to spread the word of safety to our seniors through safety talks at the extended care facilities, sometimes through an interpreter. In the month of October alone we instructed in 100 different classrooms within our school system, daycares, and church based programs. This would include over 2500 children and 500 adults. Our education programs at the schools focus on the younger students and provide a more interactive experience rather than a lecture; even the firemen are enjoying the programs.

Events such as the Leo event that is held along with a training night at Station 93, allow for high school aged kids to participate with the crew in normal operations, hose advancement, water supply and EMS, just to name a few.

Public events for the town have been a great avenue for the department to advertise to the community that we also teach CPR and Fire extinguisher courses. We also have a little fun using some of our “props” to lure in the crowds. We added two firefighter cut-out props for kids and adults to pose for pictures. We also added three spray houses, which are cut-outs of houses and children can practice spraying out the pretend fires.

Public education continues to be a big part of what we do at ZFD. Prevention before we have to act makes for a safer community, and each year we see more attendance at each event. The Public education department continues to grow and evolve into a yearlong education program that isn't contained to just “Fire Safety Month” anymore. Major and annual events are already on the calendar for 2016 and we are looking forward to continued growth.



Lt. Scott Peters
Public Education
Officer



Support Services --Philanthropic Community Activities

The ZFD Support Services continues to provide on-scene support with rehabilitation supplies to emergency workers. This year was unique in the fact that the Zionsville Fire Department purchased a Tactical Support Unit Truck that ZFD Support Services can utilize when providing on-scene rehabilitation to firefighters. This is a much better equipped vehicle than our old 1986 GMC High Sierra Rescue Truck.

Support Services 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 and rose over \$7,500.

The sixth 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 34th Annual Pancake Day Breakfast was held in October this year. Despite the cold rain, over \$4,000 was raised to purchase much needed safety gear and other equipment for our emergency vehicles.

