



Fire Department

2017

Year End Report



January 16th, 2018

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.

2017 Executive Summary

This year was a notable and busy year for the Town of Zionsville as we planned, constructed and moved into the new Government Center where the Fire Department Headquarters office is located. I was honored to serve as the project manager for Mayor Haak on this journey. It was exciting to see all of the plans come to fruition. It was a pleasure to give the scheduled site tours while the building was under construction to see the staff's eagerness to move in. It was a long and detailed process with weekly progress meetings, coordination with various vendors and meetings with each department to be sure their specific needs were addressed. Like all good things, it was worth the wait. We are all moved in and enjoying our new space. The dedication ceremony was in November and was very well received and attended by the Zionsville Community.

This past year was yet another very busy year for the Zionsville Fire Department. Thanks to overwhelming Support by all of Boone County's elected officials, we were able to approve a Public Safety LIT to pay for rising safety costs; specifically the Fire Department was able to hire an additional 14 Firefighter/EMT's. Because of this additional staff, we were able to promote three of our Captains to Battalion Chiefs. This promotion triggered a chain reaction because as we promote individuals to Battalion Chief, we need to fill those officer positions with Lieutenants or Captains appropriately and then in turn fill those vacant Firefighter positions with new firefighter applicants appropriately. Thus, the need for us to promote three of our Lieutenants to Captains, three of our firefighters to Lieutenants and three more of our firefighters to Engineers. This helps us to comply with NFPA (National Fire Protection Agency) 1710 staffing criteria of 4 personnel to engines and ladders and 2 personnel to ambulances to ensure the health, safety, and effective operations of our staff.

With the addition of some new positions within the department and with the promotion of our Fire Marshal from Division Chief to Deputy Chief, we adjusted our Organizational Chart to improve the work flow and to assign responsibilities more evenly. In 2017 we added a full-time Fire Inspector and we plan to add a Public Educator and a Facilities Manager in 2018.

Our capital equipment replacement plan provided us with a new Ambulance, Support vehicle and one staff vehicle this past year. Our Ambulance Committee worked very hard creating the specifications and overseeing the production of our new medic truck that is housed out of Station 92. The Support vehicle is extremely useful in helping us to safely load and unload deliveries and large equipment with the lift gate. We are also able to help the Town with some plowing of snow in the winter with this new truck.

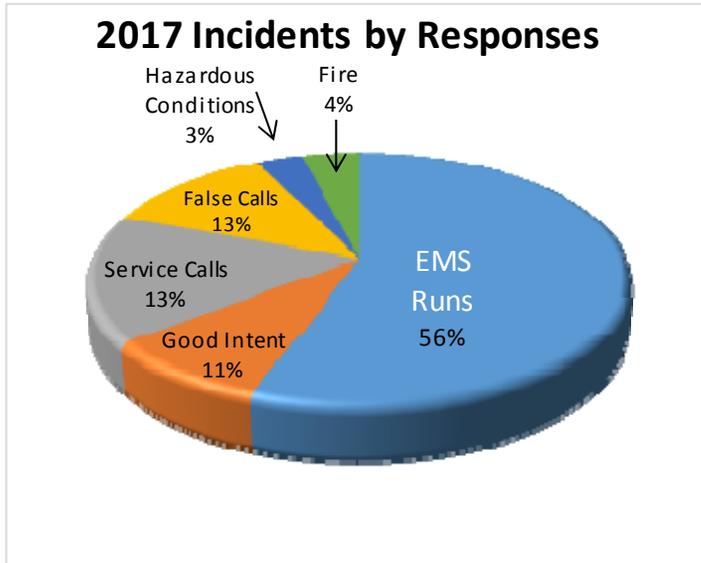
I am extremely proud of the members of the Zionsville Fire Department team. I am constantly reminded by our great community how thankful they are for the remarkable men and women of ZFD. They are a talented group and all take their jobs seriously and look forward to serving our community. I am anxious to embark on the journey of 2018.

James C. VanGorder,

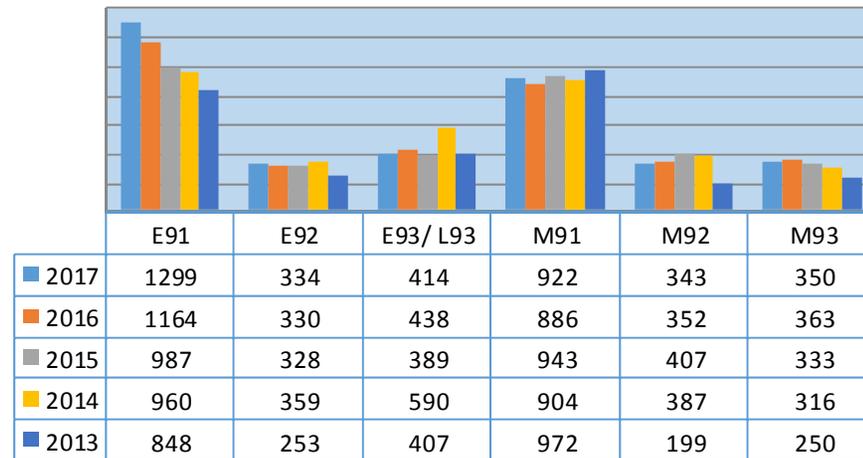
Fire Chief

Operations Division

In 2017, the department responded to over twenty-four hundred calls for service throughout the year. The chart below helps illustrate the types of calls for service the department responded to. The chart to the right shows run volume by responding apparatus for the last five years.



Overall Run Totals By Apparatus



Brian Miller
Deputy Chief of
Operations

In March, with the graduation of the 2017-1 recruit class the department was able to begin staffing two of its four stations with minimum staffing on engine and ladder companies. NFPA 1710 outlines the need for companies to be staffed with a minimum of four persons on engine and ladder companies to demonstrate safe, effective and efficient rescue and fire suppression operations.

The Zionsville Fire Department Apparatus Committee started working in February to developed specifications for a new engine to replace the current Engine 91 housed at station 91 on Ford road. The five-person committee met several times throughout the year as a group to complete the overall design. More importantly, the three officers assigned to the committee met multiple times with their staff to receive input and feedback on the design of the apparatus during the spec writing process. A few of the main focuses while writing the specification were: reducing long term maintenance cost, a low profile hose bed that would maximize the hose storage and aid in ease of deployment, water tank size and design, overall compartment storage use and function and most importantly safety of the vehicle for the crew operating on the truck daily. The engine specification was released and advertised for public bid August with the Safety Board awarding the project in November. The committee has completed the necessary prebuild process with the manufacturer so that the construction can begin on the new apparatus with an anticipated in-service date of the fourth quarter in 2018.

Operations Division (CONTINUED)

In July, two personnel were promoted to the rank of Captain. The Captains are assigned to a 24-hour shift. Each one of these Captains directs and supervises the emergency and non-emergency activities of a group of firefighters assigned to a single shift. When not involved in emergency response operations, the captain is responsible for personnel supervision and assures readiness of department resources from station supplies to tools and equipment assigned to their station for all three shifts. The Captain also oversees the maintenance needs for the building and grounds of their assigned station.

The staff at station 93, along with Division Chief Gilliam, worked together to complete the design and specifications for a new ambulance to be placed in service at station 93. The new ambulance went into service in the late spring. The truck was built on a F450 four-wheel drive chassis. This design will help increase its mobility in inclement weather conditions. The truck was also built with a power assist load function that aids in loading the cot and patient into the back of the ambulance to help reduce firefighter injuries.

Administration Division

2017 saw many exciting personnel changes within the Zionsville Fire Department. The year began with the hiring of 14 firefighter/EMT's. The hiring of these firefighters, coupled with the hiring of two other firefighter/EMT's at the end of 2016, created a Recruit Academy of 16 personnel, one of the largest classes ever conducted by Zionsville Fire Department. A class of this size strained our resources, but our Training Division and operations personnel did an outstanding job training these firefighter/EMT's from multiple backgrounds and experience levels.

The department created its first Battalion Chief positions in the first quarter of the year to oversee each shift. An appointment process was conducted to select the most qualified candidate to fill these very important positions. The Battalion Chief appointments resulted in officer vacancies within the department and the need to conduct a merit Captain promotion process to fill these vacancies. These three new positions would direct and supervise the emergency and non-emergency activities of all four fire stations. The Battalion Chiefs also insure daily minimum staffing needs are met, as well as daily supply needs for the crews and stations. The addition, appointment, and promotion of personnel within the department resulted in many bid assignment changes for all firefighters.

The department's Safety Committee completed the process of evaluating pieces of the firefighter Personal Protective Equipment ensemble as well as reviewing department vehicle accidents, and firefighter injury reports. The Committee prepares reports on each injury identifying areas of improvement to reduce the chance of re-occurrence. During 2017, the department evaluated and selected new structural firefighting boots and structural firefighting helmets in order to provide personnel with the most effective and efficient protection. We have begun to switch personnel to these new items as their currently issued items require replacement. The Committee is made up representatives from various ranks within the department.

The Deputy Chief of Administration had the privilege to serve as the Chairperson for the Town of Zionsville Employee Benefits Committee. This committee assignment provided the opportunity to review the desires of employees and the benefits provided by other municipalities and to make suggestions on ways in which the Town of Zionsville can enhance its employee benefits package to recruit and retain the highest quality employees.

We look forward to the challenges of 2018, including schedule automation and payroll integration, and continued enhancements in our department administration.



Jeff Beam
Deputy Chief of
Administration

Training Division

2017 was an exciting and challenging year for the Training Division. The most notable accomplishment took off in March with the 2017-1 recruit class consisting of 16 new firefighters which lasted a total of 10 weeks. The class was able to participate in a week long class at the Fire Department Training Network with instructors from across the country from large Departments such as FDNY, Buffalo FD and IFD. Valuable time was also spent at the Fire Department Instructors Conference (largest Fire Department Training Conference in the World) taking a multitude of classes and enjoying the exhibit floor. Remaining weeks were spent on the drill ground covering fire behavior, searches, hose-line placement, ground ladders, ventilation, forcible entry, and RIT operations. To round out the year, a second recruit class was completed for 2 new firefighters that were hired in late 2017.



Mark Hart
Division Chief of
Training

The division taught 3 state certification classes consisting of Vehicle and Machinery Ops, Instructor 1, & Fire officer 1. Additionally, the driving portion of the engineer recertification process was completed. Mutual aid training continued with our response partners.

ZFD was able to do live fire training in an acquired structure hosted by Whitestown FD. ZFD hosted a joint training with Zionsville, Lebanon, and Whitestown fire departments performing hose stretches through an obstacle course as well as Live Fire VEIS training.

The members of the Zionsville Fire Department attended 1,175 classes for a total of 15,268 hours of combined training.



2017-1 Recruit Class



Fire Prevention Division

The Zionsville Fire Prevention Division expanded in 2017 by transitioning the part-time Fire Inspector position to a full-time position and hired Ron Lipps. Ron retired from a central Indiana fire department after more than 20 years and returned to where he started as a volunteer firefighter and Boone County Dispatcher. 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 regarding:
 - o Plan Review of building, automatic sprinkler, fire alarm, and commercial kitchen exhaust hoods
 - o New construction site inspections from beginning to end of projects
 - o Inspections for compliance of existing Class I commercial occupancies
 - o Pre-design and pre-build meetings with design professionals and contractors
 - o 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
Deputy Chief of
Fire Prevention

Fire Prevention Division (CONTINUED)

The Fire Prevention Division has maintained productivity through the course of 2017. Some highlights include:

- An expansion of the Division with transition of a part-time inspector to hiring a new fulltime inspector in late 2017
- The Division continued to build on the success of the paperless inspection program and the district familiarization program for 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 initiated and conducted 211 Pre-Incident Surveys.
- There were an additional 24 inspections initiated in 2017 from 2016 taking it to 703 Commercial Inspections performed.
- Of the commercial occupancies within of our service area, we made it to nearly 97% of the occupancies with nearly 100% mitigation of any deficiencies identified within 60 days of citation.

Fire Marshal Frost was engaged in the legislative process of various entities by testifying at State hearings on life safety interests. Fire Marshal Frost was elected Central Region Chairman of the Fire Inspectors Association of Indiana and serves on the State Board of the Fire Inspectors Association of Indiana. Fire Marshal Frost was part of the Indiana I-BEAM Proactive Readiness disaster response team available to mobilize and respond to the areas impacted by the natural disasters that befell the Gulf Coast this past August & September.

The Fire Prevention Division is continuing a strong focus on education efforts with the International Code Council (ICC) training courses offered by Indiana Department of Homeland Security and other organizations by participating in over a dozen training sessions.

EMS Division

- Worked with apparatus committee to spec, design, participate in build visits and prepare for service a new ambulance for station 93
- Trained on and implemented 2017 medical protocols
- Began researching a mobile integrated health program that will allow for staff to use a more proactive approach in patient care
- Introduced and trained staff on a new basic airway device that improves ease of use and has demonstrated better outcomes
- Introduced and trained all paramedic staff on the use of an advanced airway cricthyrotomy kit
- Participated in implementation of a web based supply ordering system that allows the stations to submit orders for needed items
- Facilitated and taught the EMS section of the 2017-1 and 2017-2 recruit academies
- Assisted Boone County Health Department with large scale Point of Dispensing (POD) training exercise at Zionsville High School
- Facilitated EMS coverage for numerous events throughout the year
- Facilitated and assisted in teaching over 300 students in CPR training including ZCHS Health Class students
- Worked with St. Vincent Health EMS education staff to train and evaluate staff with onsite scenario based EMS trainings
- Managed monthly battery changes for Project Lifesaver clients within the Zionsville Community
- Worked with the department EMS committee on several accomplishments:
 - Revised SOG on removing expired medications and items from service by simplifying the steps into a one day streamlined process
 - Researched, created specifications and ordered a hi-fidelity simulation manikin that will have great benefits in EMS training

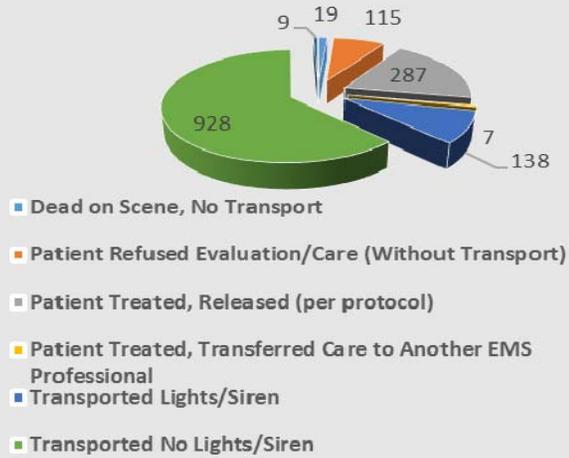


Steve Gilliam
Division Chief of EMS

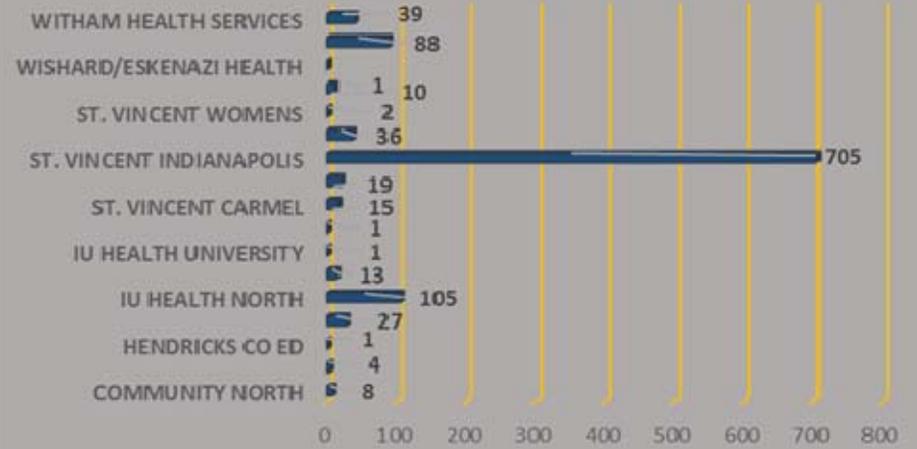
EMS Division (CONTINUED)

In 2017 there were 1,503 patient contacts and of those there were 1075 patients transported.

Patient Contacts by Disposition



Transports by Destination



Administrative Assistant Division

- Some significant projects for this year include:
 - Assisted in some design aspects of new town hall
 - Produced employee badges/key cards for all town hall employees
 - Trained Administrative Assistant in payroll process
 - Completed several trainings including PowerPoint Design Techniques, Social Media and Microsoft Excel Pivot Tables
 - Elected Vice President of the Support Services Division again for 2018
- Some of the routine responsibilities completed include:
 - Completed payroll for approximately 88 employees twice a month
 - Assisted in processing and tracking invoices for the budget
 - Dictated minutes and created Agendas/Public Notices for Safety Board meetings
 - Compiled & distributed a weekly ZFD email newsletter
 - Submitted press releases to local media
 - Organized fire department monthly reports
 - Maintained ZFD Facebook Page & made frequent website additions
 - Reviewed and processed daily truck check sheets
 - Supervised and organized projects for numerous light duty personnel
 - Kept ZFD Standard Operating Guidelines Book up to date
 - Conducted yearly driving record checks of all ZFD Firefighters



Tiffany Howard
Executive
Administrative
Assistant

2017 was an exciting year as we left our small office that we had very much outgrown and moved into the new Government Center. We are very appreciative of our new offices and are enjoying the new space and technologies. We take pride in being the initial contact with residents of Zionsville that visit or call the Zionsville Fire Department Administration offices and strive 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. We look forward to what 2018 may bring.

Communications Division

The Communications Division is tasked with managing 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, mapping updates, and providing monthly activity reports with fire department administration and the State of Indiana.



BC. Jason Potts
Communications
Division Head

Several noteworthy projects were completed in 2017 including:

- Assisted Zionsville Community Schools following the installation of their Public Safety Bi-Directional Amplifiers. These amplifiers allow for better emergency radio communication within all of the schools in the district.
- Worked with St. Vincent Hospital and the Boone County Communications Center on new software for their Emergency Medical Dispatchers. This software combined with training and CAD integration will lead to better pre-arrival care.
- Working with the Boone County Fire Chiefs Association on implementing new voice dispatch software that is integrated with the Computer-Aided Dispatch software that should lead to reduced response times.
- Updating mapping software to begin to include data provided from the Engine Company Inspections. This will allow ZFD units in the field to access important preplan data from the field.
- Project 25 radio reprogramming was completed countywide.
- Updated the department's mobile data terminals to include destination status buttons. The upgrade has decreased the amount of radio traffic to the Communications Center.

After a year of classroom and flight training the UAV program took flight. Zionsville Fire Department utilizes a DJI Inspire 1 UAV with HD Camera and FLIR technology. The mission of the UAV program is to provide a rapid aerial view of an unfolding emergency incident. Our first dispatched mission was in July of 2017 and since then ZFD UAV Pilots have flown missions searching for lost or missing people, fire scene documentation, pre-incident planning missions, and assisting law enforcement.

Battalion Chief 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.

Public Education

Our goal is to educate and inform the public in a way that will be remembered. Every class we teach, every tour we give and every event that we participate in shows the level of professionalism and pride that we have. The Public Education effort continues to grow and evolve into a year-long education program that isn't contained to just "Fire Safety Month" in October. ZFD participates in many events, many of which are already on the calendar for 2018. Public education is much more than just teaching about fire safety, it is an opportunity for the department to interact with the public and have a bit of fun along the way.

In 2017 ZFD participated in 127 Public Education events. Those events included station tours, education and safety programs, community events, and parades. Almost every weekend in the warmer months includes our attendance and involvement at an event of some kind, from parades to festivals; most likely you will find us there. Groups tour our fire stations, take pictures with our trucks, ask questions and always leave learning something.

The division looks to grow even more this coming year with the hiring of a full time Public Educator. The individuals that attend the events make the kids smile, teach and show the community minded side of the department is what has made the division so successful and ever-growing. We look for more of the same as we move on to next year.



Lt. Scott Peters
Public Education
Officer

Support Services --Philanthropic Community Activities

Support Services continues to provide on-scene support with rehabilitation efforts to emergency workers. Support Services also organizes and operates 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 August the organization planned the ZFD Memorial Golf Outing benefiting the ZVFD Larry K. Rust Memorial Scholarship, the ZVFD Bereavement Fund and the Hoosier Burn Camp. The eighth 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 36th Annual Pancake Day Breakfast was held in October this year. With the weather cooperating again this year we were able to raise over \$6,000 to purchase safety gear and other equipment for our emergency vehicles. In February each year we help to plan and organize the Annual ZFD Firefighter's Ball & Awards Banquet in order to recognize our firefighters and ZFD's achievements.

