



# 2022 ANNUAL REPORT



**FISHERS FIRE &  
EMERGENCY  
SERVICES**

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# FROM THE OFFICE OF THE FIRE CHIEF

03

## Diversity→Equity→Inclusion

In 2022, we graduated our recruit class of 18 probationary firefighters. We were blessed to have that class 50% diverse. It took exceptional determination by our recruitment and training staff and was well worth the effort. It required teamwork of all department members and members soon to be. We matured and progressed together and will be better for it.

We have been given an enormous responsibility. The role of fire and emergency services is timeless. It involves responding, planning, teaching, giving, nurturing, administering, building, and many other tasks. If we had to fulfill this mission as individuals, we might as well give up without trying; it would be impossible. But our service calls us as members of one body.

As individual firefighters we have been empowered with many gifts and abilities. These are not our gifts; we must be a good steward of our talents. Some of us can do one task; some of us can do another. Together we can serve more fully than any of us could on our own.

Often differences among us can lead to division, but this should not interfere with our purpose. We are learning to appreciate people who are different from us. Differing gifts and viewpoints improve the department and community.

Unity does not just happen; we must work at it. Instead of concentrating on what divides us, we should remember what unites us: one body, one calling. Our oneness in service does not destroy our individuality. We can do more functioning together than we would dream possible working by ourselves. It's important to value the way we complement each other. The future of the people we serve depends on it.

Thank you for serving together with honesty, integrity, professionalism, and accountability!

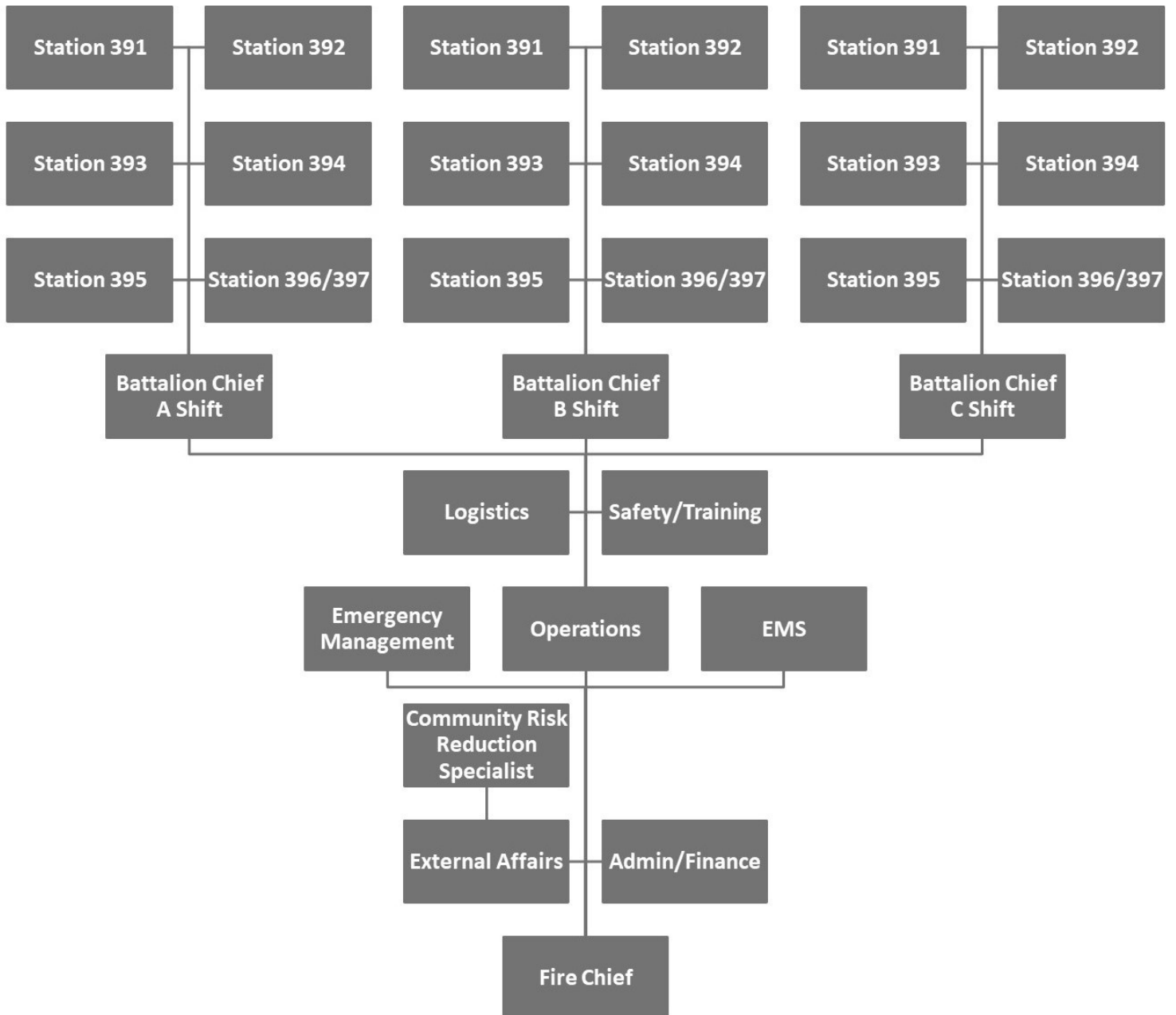
Yours in Service,



Steven Orusa  
Fire Chief



# ORGANIZATIONAL STRUCTURE





# VISION

It is our family's vision to provide fire and emergency services in a manner to meet the changing needs of our community with the highest level of integrity, honesty, professionalism, and accountability.

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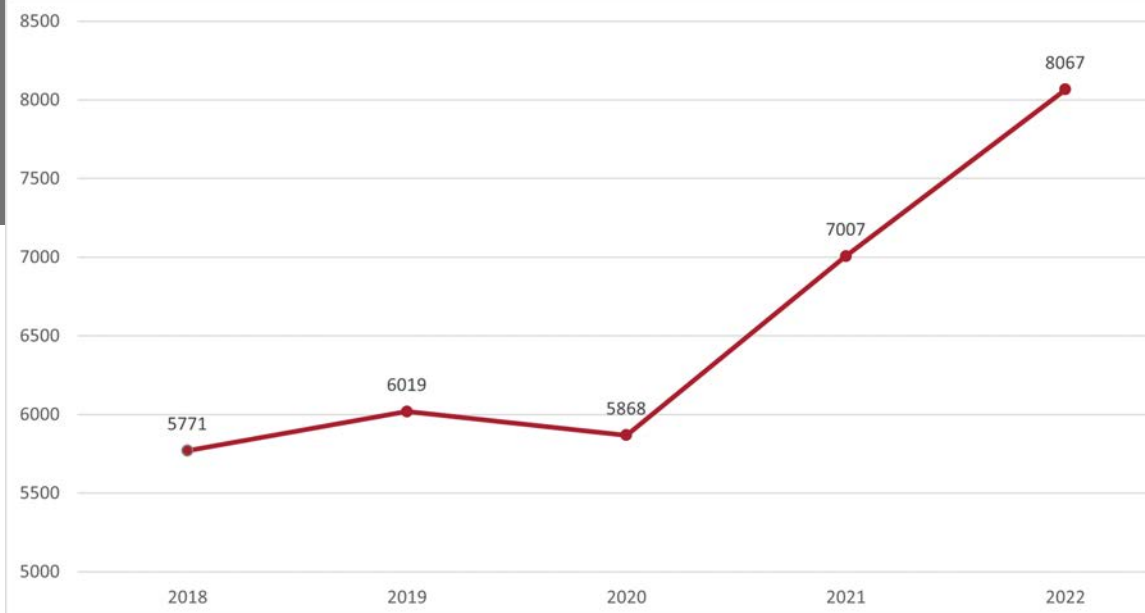
# MISSION

It is the mission of the Department of Fire & Emergency Services to exceed our community's expectations by providing the highest level of prevention, preparedness, and intervention to all hazards.

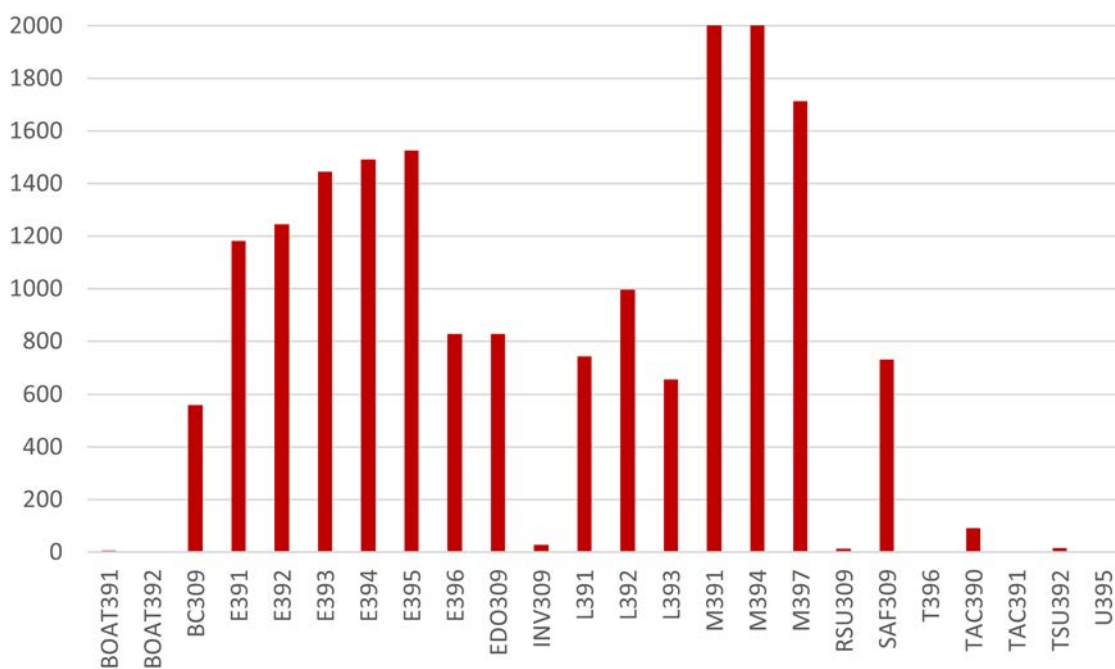


# 06 EMERGENCY RESPONSE

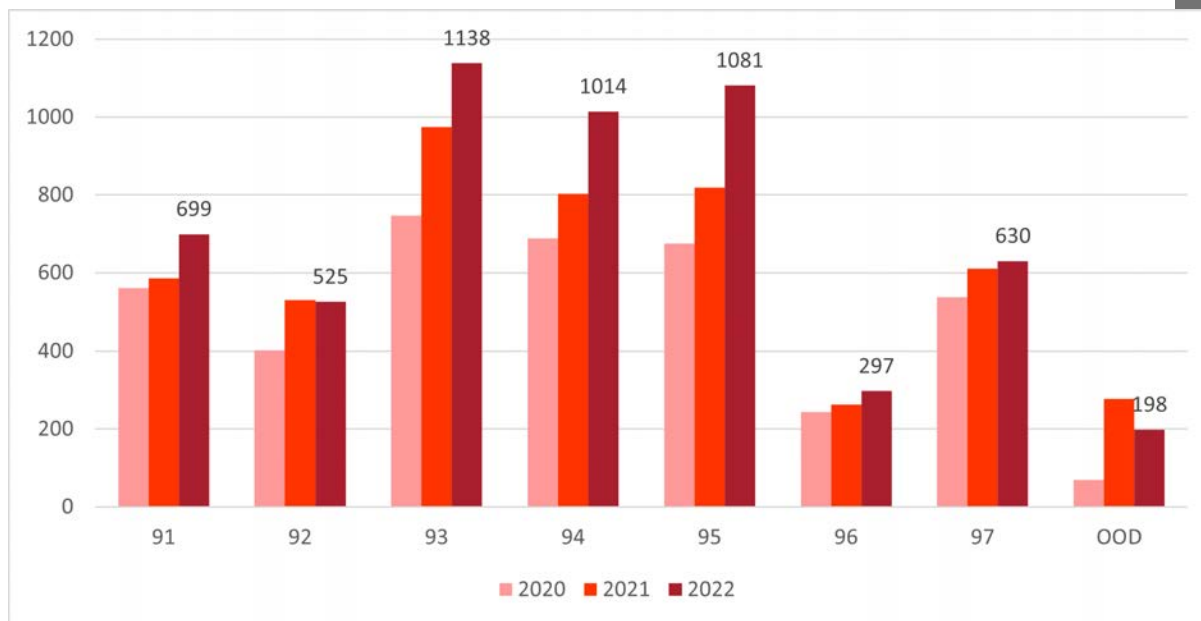
Total Emergency Responses 2018 - 2022



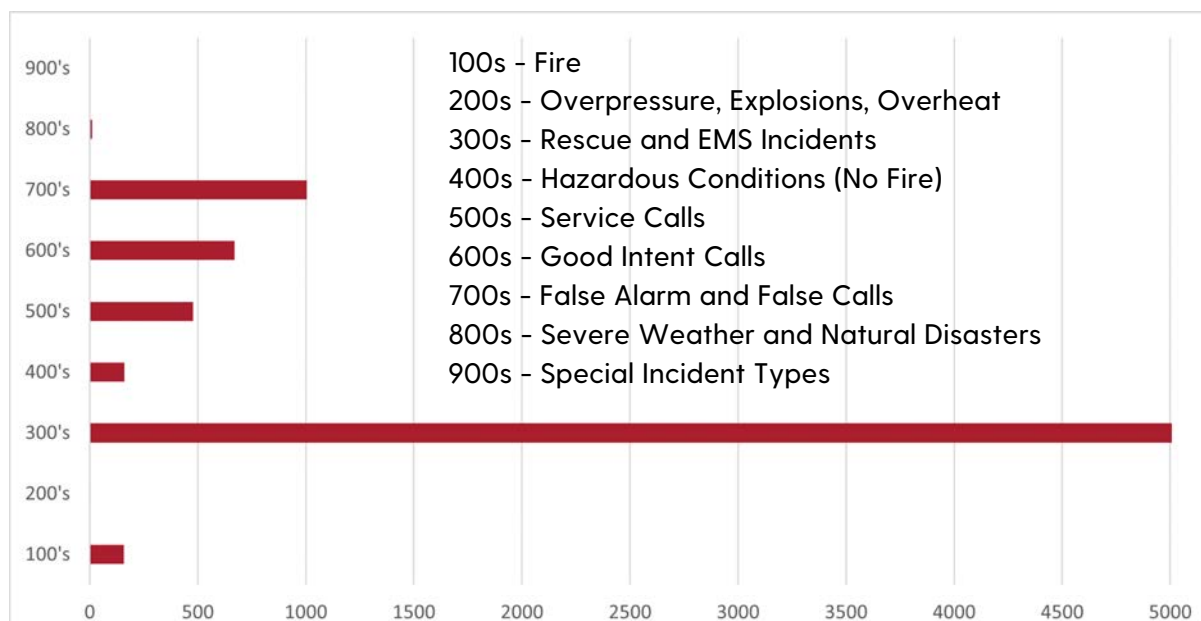
Emergency Responses per Apparatus 2022



## EMS Responses by Station 2020 - 2022



## Total Emergency Responses by Category 2022







# EMS

**3,986**  
**Transports**

17.3% increase from 2021

**5,870**  
**Total EMS Incidents**

12.95% increase from 2021

**358**  
**Behavioral Incidents**

7% increase from 2021

## WeCare Mobile Integrated Health (MIH) Follow-ups

142 patients were referred for 286 service requests for the following issues:

- |                                   |                              |
|-----------------------------------|------------------------------|
| • 911 Dependency – 19             | Homeless Outreach – 3        |
| • Caregiver Services – 22         | Housing – 6                  |
| • Child Abuse – 1                 | Mental Health Crisis – 75    |
| • Domestic Abuse – 2              | Mental Health Support – 83   |
| • Filling Prescriptions – 3       | Social Insurance – 2         |
| • Food Assistance – 3             | Substance Abuse Support – 27 |
| • General Medical Care – 18       | Utility Assistance – 4       |
| • Health Supportive Services – 18 |                              |

### Age Groups

0-17 = 29  
18-29 = 28  
30-39 = 19  
40-49 = 12  
50-64 = 18  
65+ = 34

WeCare will be expanding the Fall Prevention program in 2023 with the goal of achieving a decrease in falls of 7% for patients 65+ which totaled 739 with 82% requiring transport to the Emergency Department.

## Ballistic Vests

In December, the department ordered Safari Land Level IIIA ballistic vests for all personnel that will allow each member to have their own vest for daily use on EMS incidents. These will replace the Level II vests that we currently have shared for each riding position. With increasing violence directed toward first responders, we welcome this enhancement to help safeguard our personnel. Delivery and distribution is expected in the spring of 2023.

## State Certified ALS Training Institution

This year, Lieutenant Delwey took the lead in coordinating and submitting the application to be recognized as an Indiana Department of Homeland Security certified Advanced Life Support Training Center that allows the department to provide EMT-B and Advanced EMT classes without a sponsoring hospital. Following a site visit and review of our education policies and procedures, the department was certified in May.





## Expansion of Patient Referral System to County

After receiving a grant from Duke Energy to finance the expansion of the information and referral system to manage patients in the WeCare program, Fishers was joined by the cities of Carmel, Noblesville, and Westfield MIH programs utilizing the Julota patient contact and referral platform helping to improve data sharing between the programs providing an enhanced program in the county.

In 2022 Fishers, Noblesville, Carmel, and the Hamilton County Jail will collaborate to provide a higher level of service and outreach to our citizens using data sharing and allocation of referral resources.

## High Threat Response Program (HTRP)

The department conducted multiple training seminars throughout the year to key stakeholders in our community on how to best prevent, prepare, respond, and recover from incidents involving active violence. The seminars also include a "Stop the Bleed" class, providing attendees an opportunity on how to recognize life-threatening bleeding and intervene effectively.

In July, the program helped coordinate training on an emerging topic in public safety known as Active Violence with Fire. The training involved members of the High Threat Response Group (HTRG), Fishers Police Department Emergency Response Group (FPD ERG) and personnel and equipment from Fishers Fire and Emergency Services.

The HTRP continued to support courses for all new hires in both agencies. This includes members of the HTRG providing Tactical Emergency Casualty Care (TECC), CPR/AED, and Narcan training for new members of the Fishers Police Department as well as TECC and Rescue Task Force (RTF) training to Recruit Class 34.

The Tactical Emergency Medical Support (TEMS) unit continues to provide training and operational support through this collaborative program with the Fishers Police Department. The FPD ERG was involved in 36 operations in 2022 ranging from emergency call outs to planned events within the City of Fishers and neighboring municipalities. During these operations, the TEMS unit provides integrated and specialized paramedic level care in high threat environments. The unit also provides a unique opportunity to interface with fire/EMS agencies that may be called to support the operation.

For more information visit the official High Threat Response Program website at <https://www.fishers.in.us/1210/High-Threat-Response-Program>.

## Paramedic Class

We collaborated with the School of EMS located in Texas to provide our 2nd Hybrid Paramedic Class. This class consisted of:

- 34 Firefighters from various Central Indiana Fire Departments
- 44 weeks of training
- Fishers had three participants in the local class and one in the Ft. Wayne Class that started later in the year.

The class that is beginning in February 2023 will have 23 Firefighters from 7 Central Indiana Departments participating. At the conclusion of the 2022 class, the program will have added an additional 53 Paramedics in Central and East Central Indiana Fire Departments.





# SAFETY & TRAINING

- Completed Recruit Academy Class 34 with 18 FFD recruits and 2 Decatur Township Fire Department recruits.
- 29,399 training hours for 2022.
- Added 52 new sets of PPE for line personnel.
- Worked with the city's Business Solutions Group department to streamline Fire Academy management operations.
- Took steps toward the creation of an automated logistics assignment sheet to improve the communication between the instructors, Logistics Division, and Operations Division.
- Purchased and implemented "Respectful Entry" forcible entry kits on all ladder companies and provided all line personnel with training on the new kits which often causes less damage to the building when used.
- Purchased two new vent chainsaws for every ladder company to replace aging saws that no longer had manufacturer support for parts. This was in collaboration with the city's Fleet Department to ensure the new equipment could be maintained in-house with parts that are used across city departments to realize cost savings to the city.
- Added updated battery operated fans to the truck companies that gets us closer to all battery operated equipment being on the same battery platform.
- Added and implemented "Roof Rescue" rope kits to all truck companies and provided all line personnel with training on the new kits. These kits will play a vital role in the rescue of trapped fire victims that can't be rescued from an aerial device or ground ladder.
- Made more progress in the nozzle project to update all handline nozzles in the department. Ready for the next phase to update high rise kits in 2023.







- All line personnel were issued two particulate barrier hoods to enhance firefighter safety as a part of our cancer prevention initiative.
- Added another “clean cab” apparatus to the fleet which reduces firefighter’s exposure to carcinogens that may cause cancer.
- Started the utilization of Pro Team Tactical for line of duty musculoskeletal injuries. This switch has reduced the amount of total lost time for on-duty injuries.
- Added another forcible entry door which has improved company access for training.
- Stairs added to training tower at waste water plant.
- Made improvements to the Recruit Academy mental health module for new hires.
- Major overhaul of the shift level training delivery system to accommodate training more disciplines and provide officer development opportunities. Integrated this program into Microsoft Teams to be innovative and improve communication.
- Training Division provided outreach and support to at least three other Indiana Fire Departments.



## Special Operations

- 48 trained to the Ops/Tech level in Rope Rescue
- 8 trained to the Ops/Tech level in Swift Water Rescue
- 3 Indiana Task Force 1 (IN-TF1) deployments
- 2 New members joined IN-TF1
- New rope and rope equipment purchased
- TAC393 vehicle returned to Station 393 from the city's Department of Public Works
- New rescue helmets purchased for TAC391, TAC393 and TSU392





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# EXTERNAL AFFAIRS

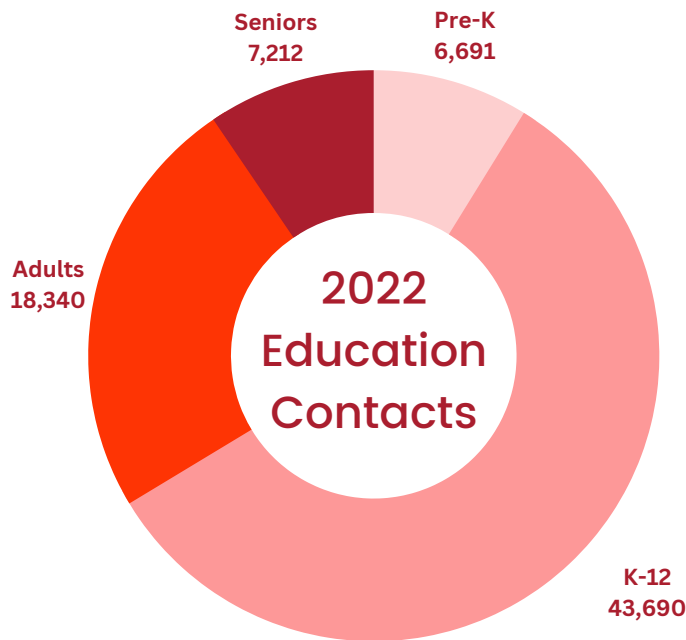
## Public Information

Public Information provides information to our community and media outlets to keep people informed of current and impending emergencies. Through press releases, interviews, social media, and Smart 911/Rave alerting, we can help direct actions for our residents to evacuate, stay in place, travel different routes, or move to a safe area within your home. This information generally comes via manmade or natural emergencies, such as gas leaks, crashes, or incoming weather preparedness.

## Education

Public Education is an aggressive approach to educating the community on how to prevent the emergency from happening in the first place. We have a full-time educator that spends 80% of her time in schools teaching Pre-K through 12th grade. In 2022, we educated over 50,000 children on various safety topics such as: How to Call 911, Sleep with Your Door Closed, Practice Your Escape Plan, Swimming Safety, Wearing your helmet, Learning Kitchen Safety in Language Class, and safety messaging for special needs.

Adult education is very important as well. With kitchen fires being the leading cause of fires in Fishers, we work diligently in bringing kitchen safety to adults. We also actively teach the importance of sleeping with your door closed, testing batteries in smoke alarms each month, changing batteries in smoke alarms each year, signing up for Smart 911, and installing a residential Knox box for your home. Through active and static education strategies, our messaging reached over 25,000 adults in Fishers.

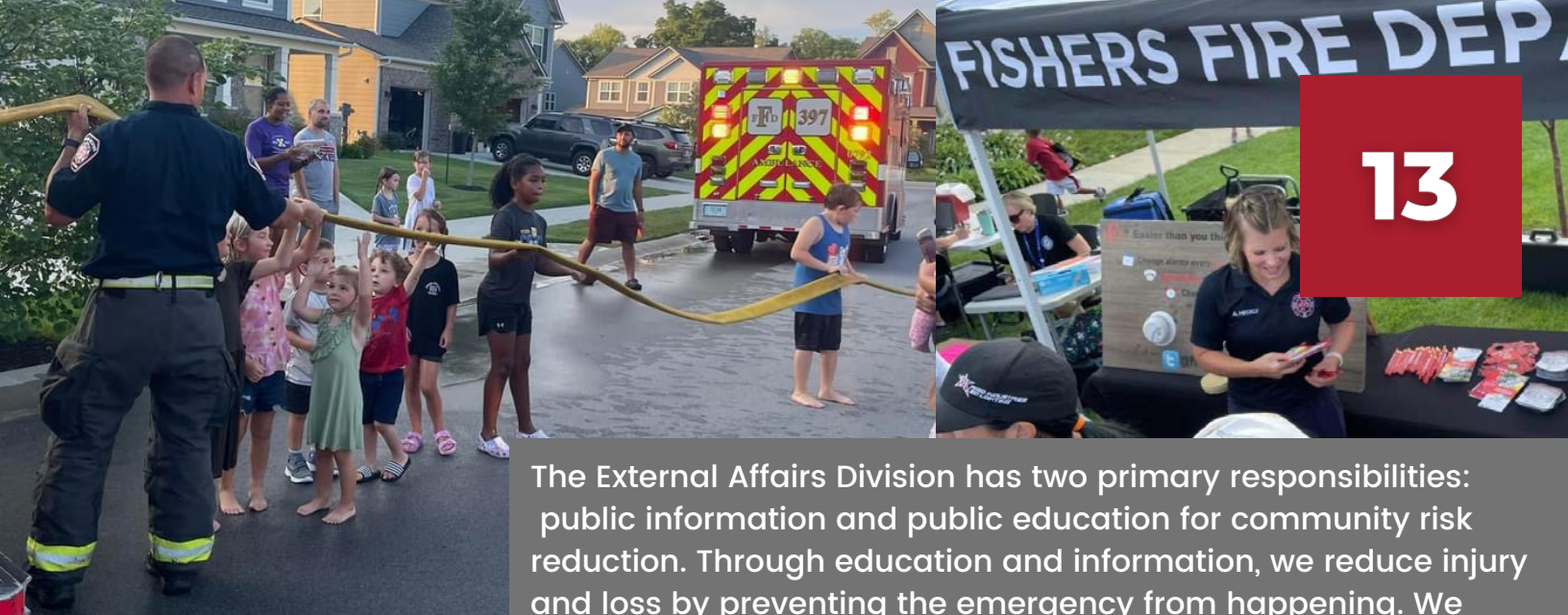


## PROGRAMS

- Pre-K-12 grade Education ♦ Safety Day ♦ Touch a Truck ♦ CPR ♦ Mayor's Youth Council ♦ Citizen's Fire Academy ♦ Government Academy ♦ Boo Bash ♦ Winter Wonderland ♦ Water Safety ♦ Reading to kids ♦ Smoke Alarm Install Assistance ♦ Smoke Alarm Battery Change ♦ Cul-de-sac Drills ♦ Station Tours ♦ Fire Corps ♦ Spark!Fishers







The External Affairs Division has two primary responsibilities: public information and public education for community risk reduction. Through education and information, we reduce injury and loss by preventing the emergency from happening. We accomplish this through education, engineering, enforcement, emergency response, and economic incentives.

6,234,057  
**SOCIAL MEDIA**  
views

### Social Media

Social media is an extremely important aspect of sharing safety messaging to the public as well. With over 600 posts on Twitter and Facebook, over six million messages were viewed in 2022. Firefighters continue to search for creative ways to present information in an engaging way.

All these efforts are important in preventing emergencies from happening. Most emergencies are preventable if interventions are made or knowledge of the risks are known. Loss of life and injuries, firefighter cancer, funerals, and futures changed forever could all be prevented. Community Risk Reduction must be the number one priority of the community.

### Additional Programs

- Firefighters visited a number of cul-de-sacs in 2022, in which they would pull out hose, spray some water, and give little kids and big kids at heart a chance to handle the hose line or maybe just run through the spray. Our goal was to build relationships within the neighborhoods in a non-emergent situation where kids can discover they, too, can grow up to be firefighters, hear personal stories from firefighters about what it's like to do this job, and better comprehension that most fires (not all) can be prevented with a little action on residents part. Mostly, it's just about neighbors meeting neighbors and knowing the fire station you pass on a daily basis has someone you've met working there, ready to protect your family.
- We are working with HSE and private schools to find more ways to partner in more classrooms in ways that associate real life situations with older students while applying safety aspects of everyday living.
- Summer of 2022, we re-engaged our CPR Family and Friends class for local businesses and community groups. This class is a hands only class that will teach you life saving techniques in a situation where someone's heart has stopped working. There is no cost to this class.
- We will continue to encourage the community to sign up for the Smart 911 app. This free app allows users to note important information about their family and home, so responders will have that information available in the event of an emergency. Please visit [smart911.com](https://smart911.com) for more information.





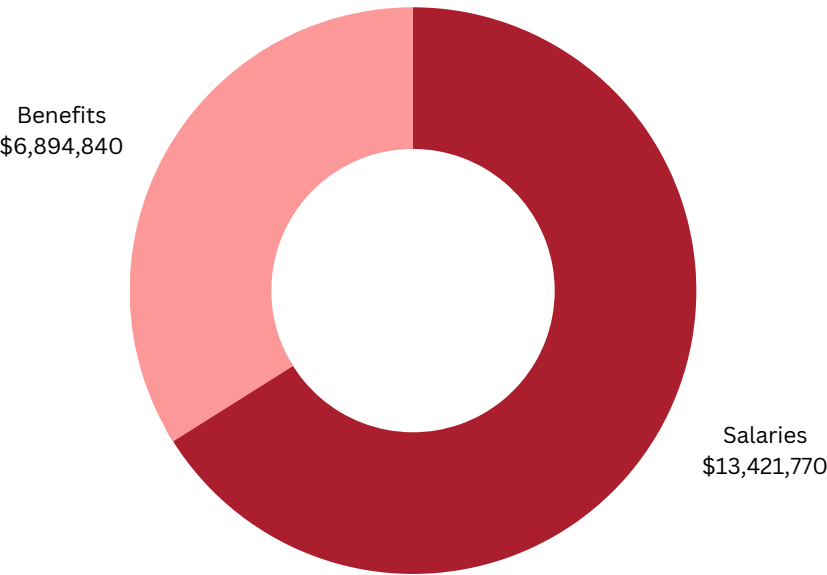


# LOGISTICS

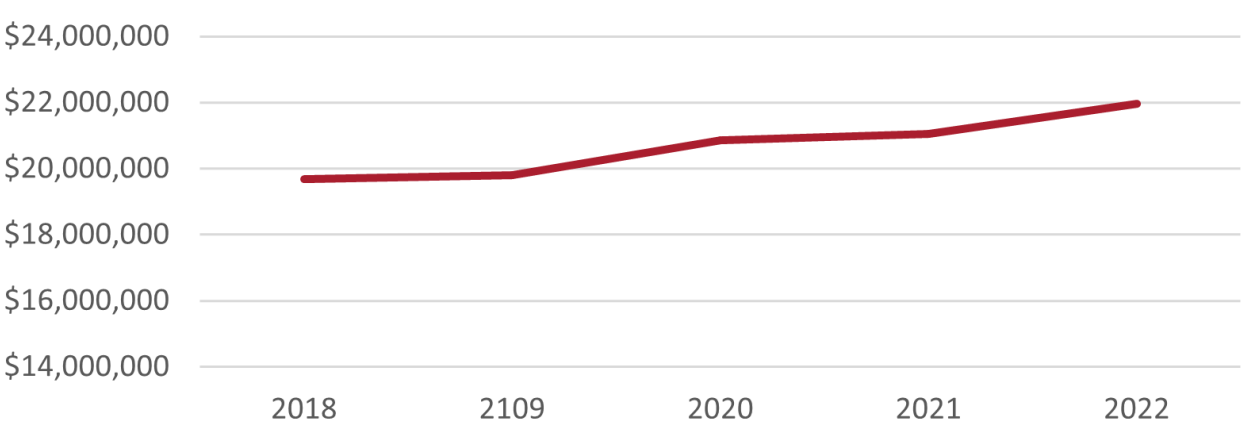
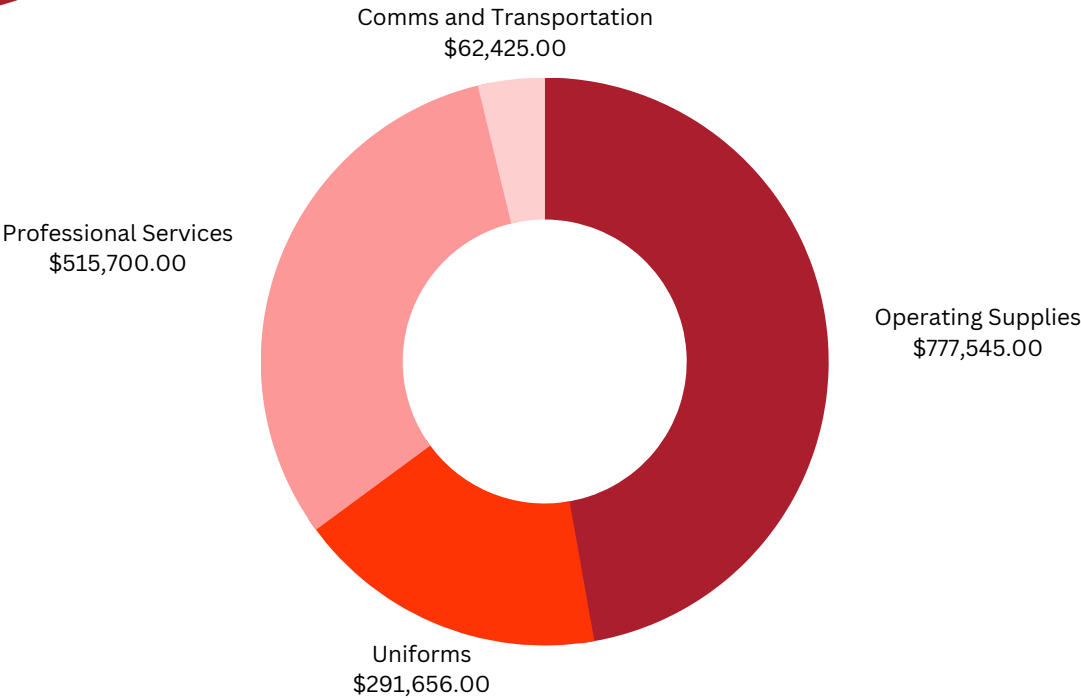
- HAAS Alerting was implemented on 5 apparatus. When their emergency lights are activated, approaching drivers will receive real-time alerts to slow down and move over to reduce the risk of collision.
- NoSmokes were installed on all frontline and reserve apparatus as part of the diesel exhaust control program.
- Station 397 was substantially completed and opening is anticipated for the spring of 2023.
- We took delivery on two new engines:
  - E396 was placed in service, and
  - E397 is ready for opening of Station 397.
- An AED was installed at the Pavilion in the city's municipal complex.
- New thermal imaging cameras were purchased and deployed to allow firefighters to see areas of heat through smoke, darkness, and heat-permeable barriers.
- New four gas meters were deployed onto ladder trucks to monitor potentially dangerous gases in the environment.
- Annual testing was completed on all fire hose, ground ladders, and aerial ladders to ensure continued safe use.



# ADMIN/FINANCE



**\$21,963,936**  
Total Budget



A photograph of firefighters in full gear, including helmets and oxygen tanks, working at a scene. A ladder is visible in the background.

# CALL 911 IN CASE OF EMERGENCY



2 Municipal Drive, Fishers, IN 46038



+317-595-3200



[www.fishers.in.us/fire](http://www.fishers.in.us/fire)



@fishersfiredept