



2023 Annual Report

FISHERS FIRE &
EMERGENCY SERVICES



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From the Office of the Fire Chief

Creating Team/Organizational Mission and Values

While it's important for firefighters to have a personal compelling mission that tells who you are (your purpose), where you are going (your picture of the future), and what will guide your journey (your values), it is also important to create such a vision for the teams and departments we lead. The values that guide behavior of membership create the opportunity to successfully accomplish the mission of serving.

The focus of leading a team is developing a sense of community and emphasizing that none of us are as smart as all of us. Department leadership is more complicated because you are leading several teams or divisions, and the focus is on developing a culture – a pattern of behavior that reflects the approach to serving the community. Every organization has a culture. If we don't create one that facilitates what we want to accomplish (our mission), a culture will develop on its own and could become dysfunctional or work against your purpose.

One of the greatest services that leaders can provide is constancy of purpose. When the going gets tough, when temptations to short-term success arise, and when distractions or setbacks come, people will look to their leaders to see how they respond. Will they stay on course and remain true to their mission and values, or will they give up and give in to the pressure of the moment?

It's every member's obligation to push, develop, and nurture the next generation of leaders at all levels whether it be recruits or chief officers. The last part of the process comes the step when for them to continue to grow you must get out of their way.

Thank you for translating our mission and values into behaviors. Living our values out in behavioral terms allows for accountability and integrity in serving our community. No one does it better!

Stay safe and God bless.
Yours in Service,



Steven Orusa



Our 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.



Our 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.

| Our Values

Honesty – fair and just in character or behavior; not cheating or stealing; free of deceit and untruthfulness; sincere; showing fairness; blameless but undistinguished

Integrity – moral uprightness; honesty; soundness; the honesty and truthfulness or accuracy of one's actions

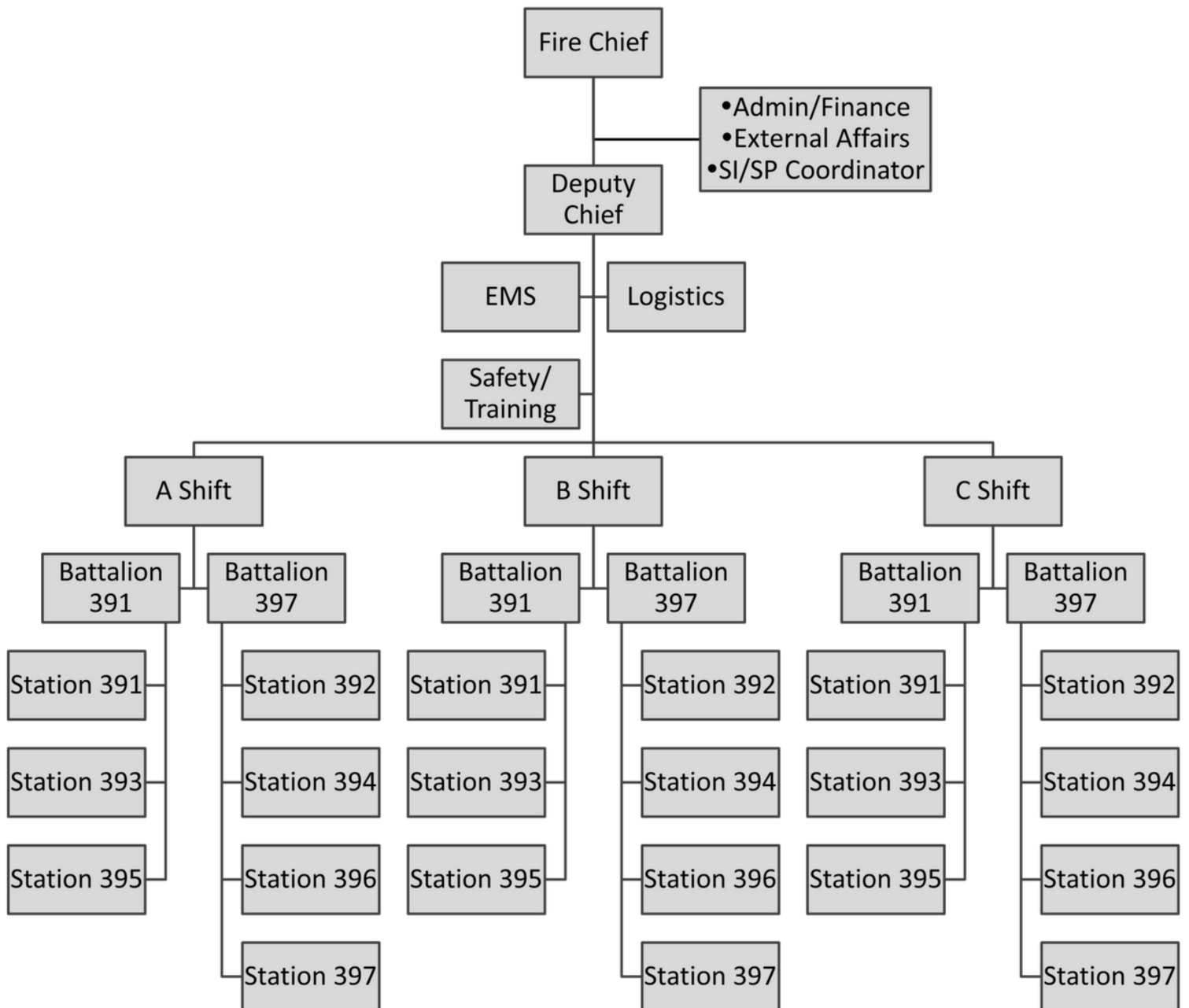
Accountability – the quality or state of being accountable; an obligation or willingness to accept responsibility or to account for one's actions; acknowledgment and assumption of responsibility for actions

Professionalism – having or showing the skill appropriate to a professional person; a person competent or skilled in a particular activity



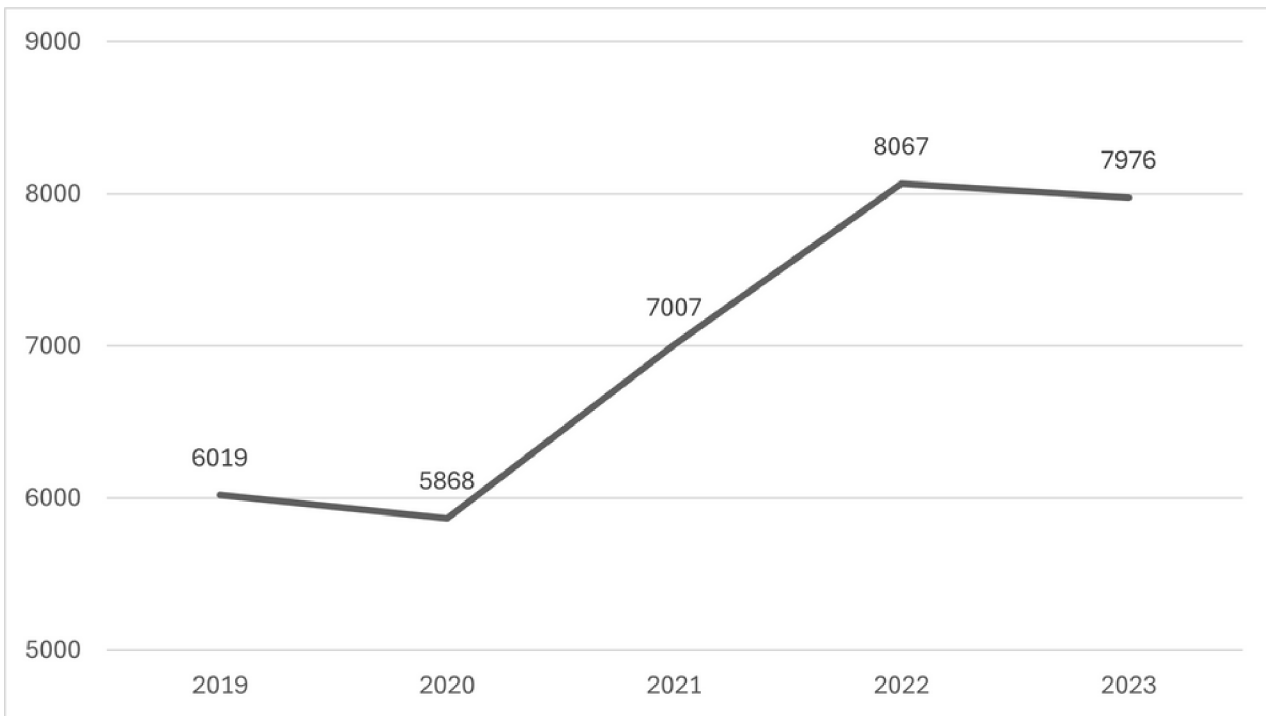


Organizational Chart

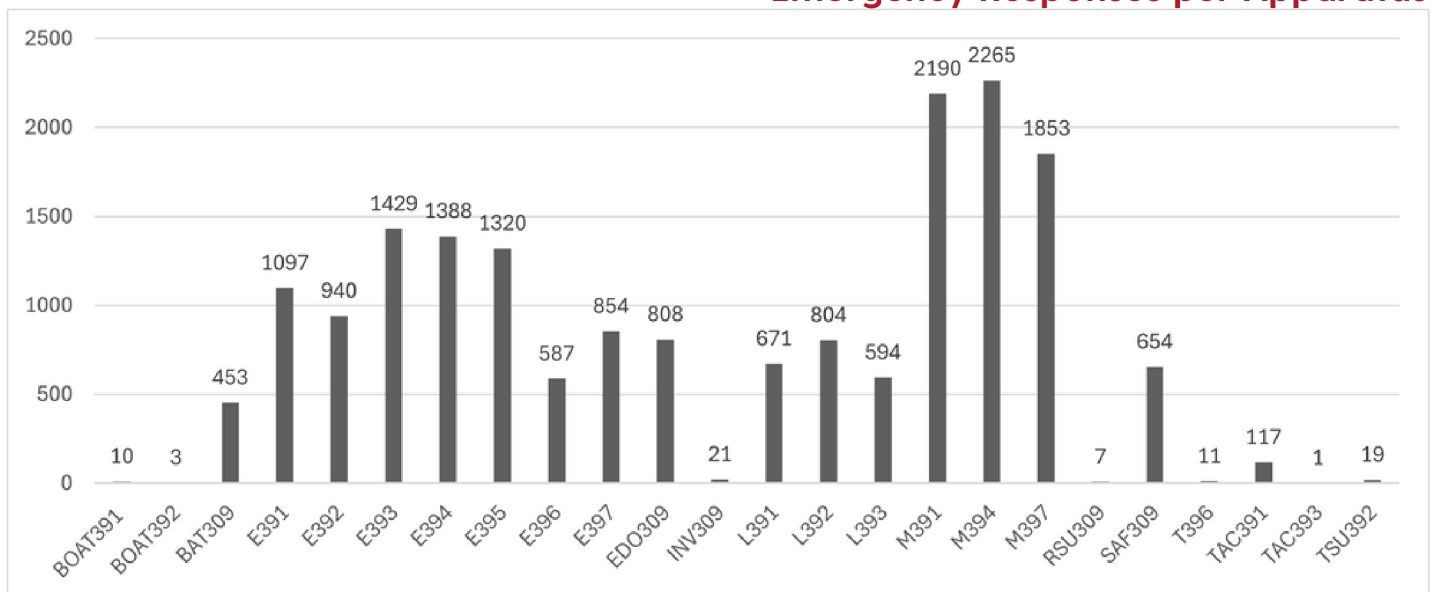


Emergency Response Stats

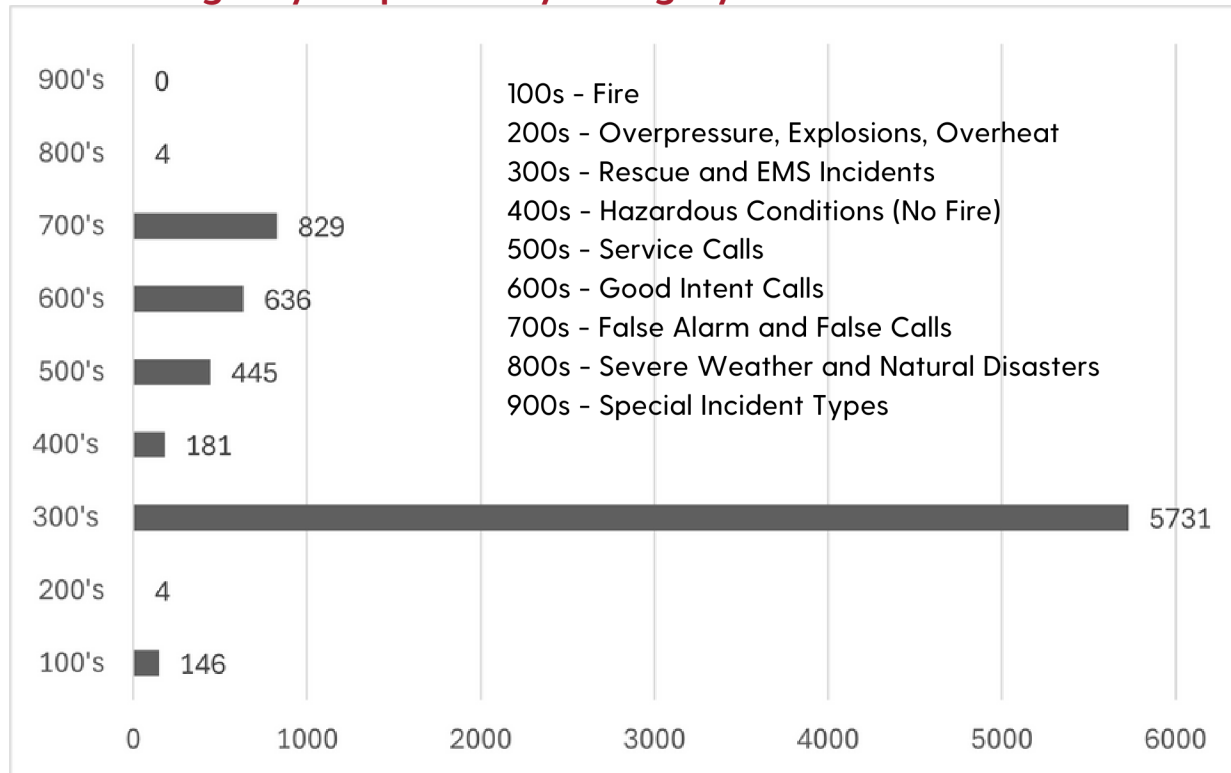
Total Emergency Responses



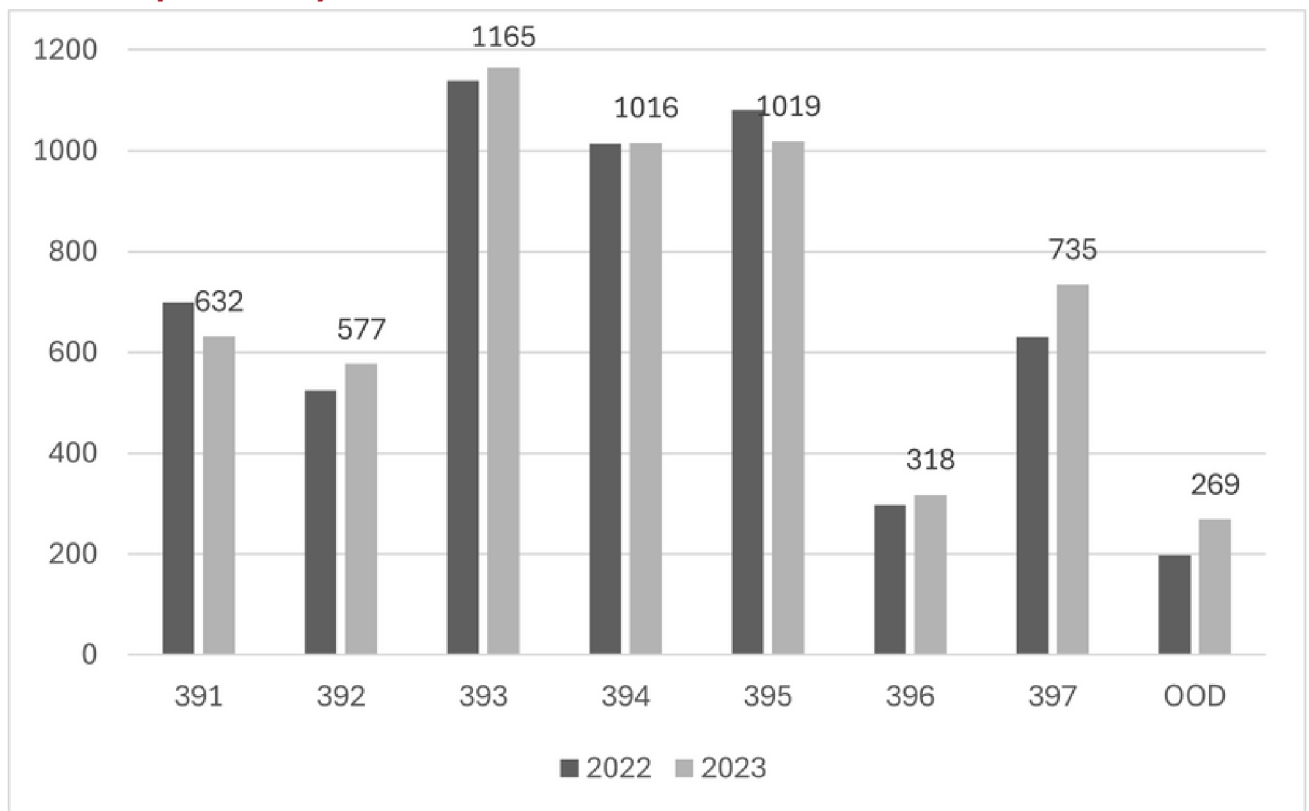
Emergency Responses per Apparatus



Total Emergency Responses by Category



EMS Responses by Station

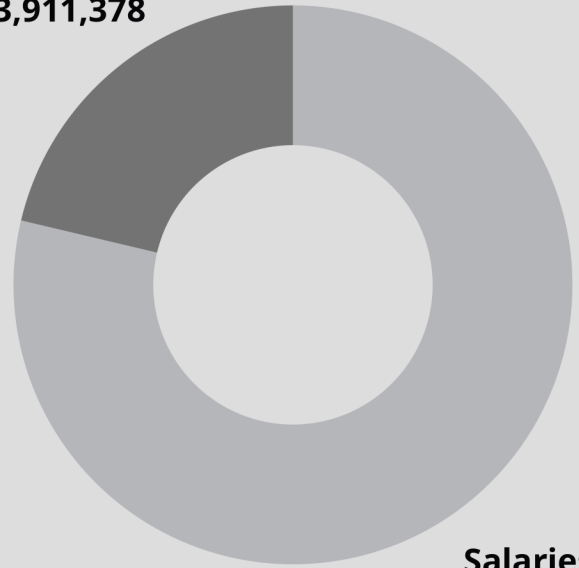




Finance

\$21,963,936
2023 Operating
Budget

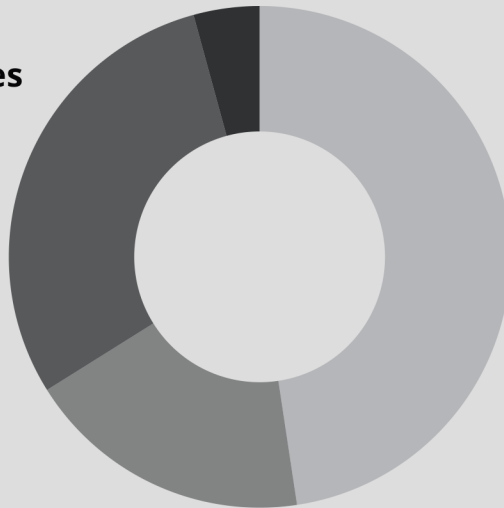
Benefits
\$3,911,378



Salaries
\$14,455,053

Communications And Transportation
\$84,387

Professional Services
\$589,351



Operating Supplies
\$946,282

Uniforms
\$367,217

\$1,222,553
2023 Capital Budget

Operations

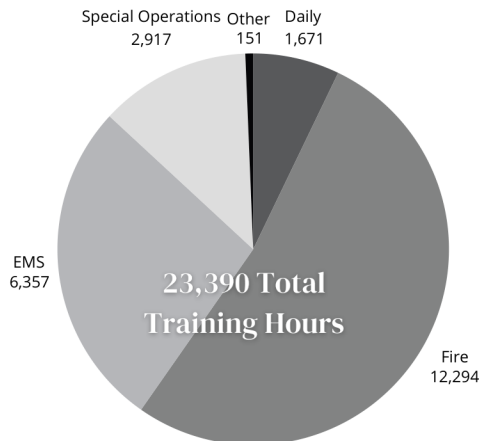
The department took delivery of ninety-five (95) 3M/Scott Fire Safety X3-PRO 5500 psi self contained breathing apparatus (SCBA), equipped with accountability functions and Bluetooth capabilities. The accountability tracking system will allow for greater crew safety and management during larger scale events. We received 300 cylinders of snap change design which will allow for a faster cycle time at events and offer greater field operability.

Each shift member, select staff members and personnel in the inspections division were fit tested and issued new face pieces. The face pieces are programmed with each member's name and unit for accountability tracking purposes and pair via Bluetooth to the assigned radio position on each apparatus. To correspond with the face pieces, the department received 200 new regulators that accommodate the electronic accountability functions.

The cost for the program upgrade was approximately \$1.3 million. Life expectancy of the new program equipment is 7-9 years.

Factory required training was completed in October 2023 by 3M/Scott. New equipment programming and set up was completed in-house with all equipment being tracked via an RFID chip, tag, or label. With all training completed, the equipment was put into service in January of 2024.

The old SCBA equipment was approved to be transferred and donated. Ten air packs went to Fishers Police Department, and the remaining equipment was donated to the Africa Fire Mission to be delivered to the Ukraine for dissemination to first responders.



Logistics

- GearGrid locker system for turnout gear was ordered and placed at Station 395.
- Equipment installation began at the stations for Location Systems station alerting.
- A Pierce 100' rear mounted platform ladder was approved and ordered.
- New gear dryers were ordered and placed in service at Station 392 and Station 395.



Station 397 was opened in February.



Engine 397 was placed in service at Station 397.

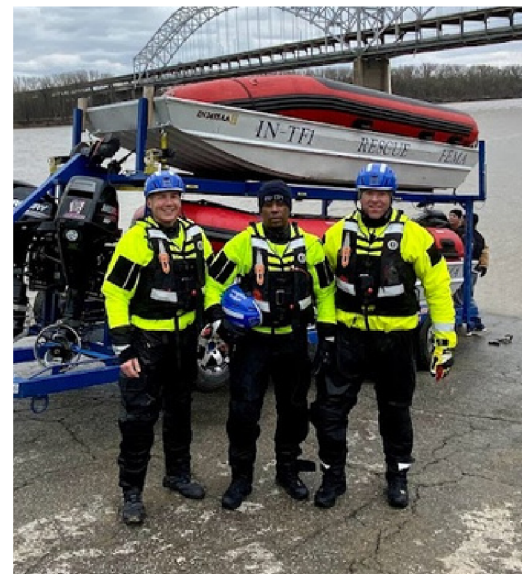


Grail Cancer Screening

In a partnership with Community Health Network and GRAIL, firefighters were provided an opportunity to participate in the Galleri test, an early detection cancer screen, which tested for over 50 types of cancer. 141 department members, out of 155, participated in the screening.

Special Operations

The Special Operations Division has taken possession of new confined space rescue communications equipment. The Rescom rescue communication system is replacing the older hardwired communication system with the state-of-the-art, industry leading communication system. FFES TAC trained members are able to enter a permit required confined space to preform a rescue with reliable communications with the outside team. The FFES Special Operations Division is also awaiting the delivery of a new Paratech Trench Kit to help in the operations of trench rescue. Upon delivery, the division is planning on hosting a trench rescue technician class. This class will be open to all firefighters and officers who want to receive a State of Indiana Trench Rescue Technician Certification allowing the department to safely preform trench rescues in the City of Fishers. The new Paratech Trench package also allows the FFES Special Operation Division to work seamlessly with surrounding departments as Paratech has become the standard for central Indiana.



Emergency Medical Services



Equipment

- Purchased two Stryker power cots to replace aging cots that were nearing end of use. The new cots increased lifting capacity and help reduce back injuries when moving patients.
- Purchased four state of the art, high-definition video laryngoscopes to assist in the success of pre-hospital airway management.
- Third replacement ambulance ordered to be delivered in 2025.



Paramedic Class

In 2023, we continued our partnership with the Texas based School of EMS to provide our 3rd Hybrid Paramedic Class. This class consists of:

- Firefighters from various Central Indiana Fire Departments
- Candidates complete 44 weeks of training (both online and through clinical rotations)
- 100% pass rate on the National Registry Exam for Paramedic Licensure

Fishers gained two paramedics in 2023, and three more candidates will start in the February 2024 class. The continued success of this partnership has helped the state of Indiana become the home to five School of EMS hybrid paramedic programs throughout the state.

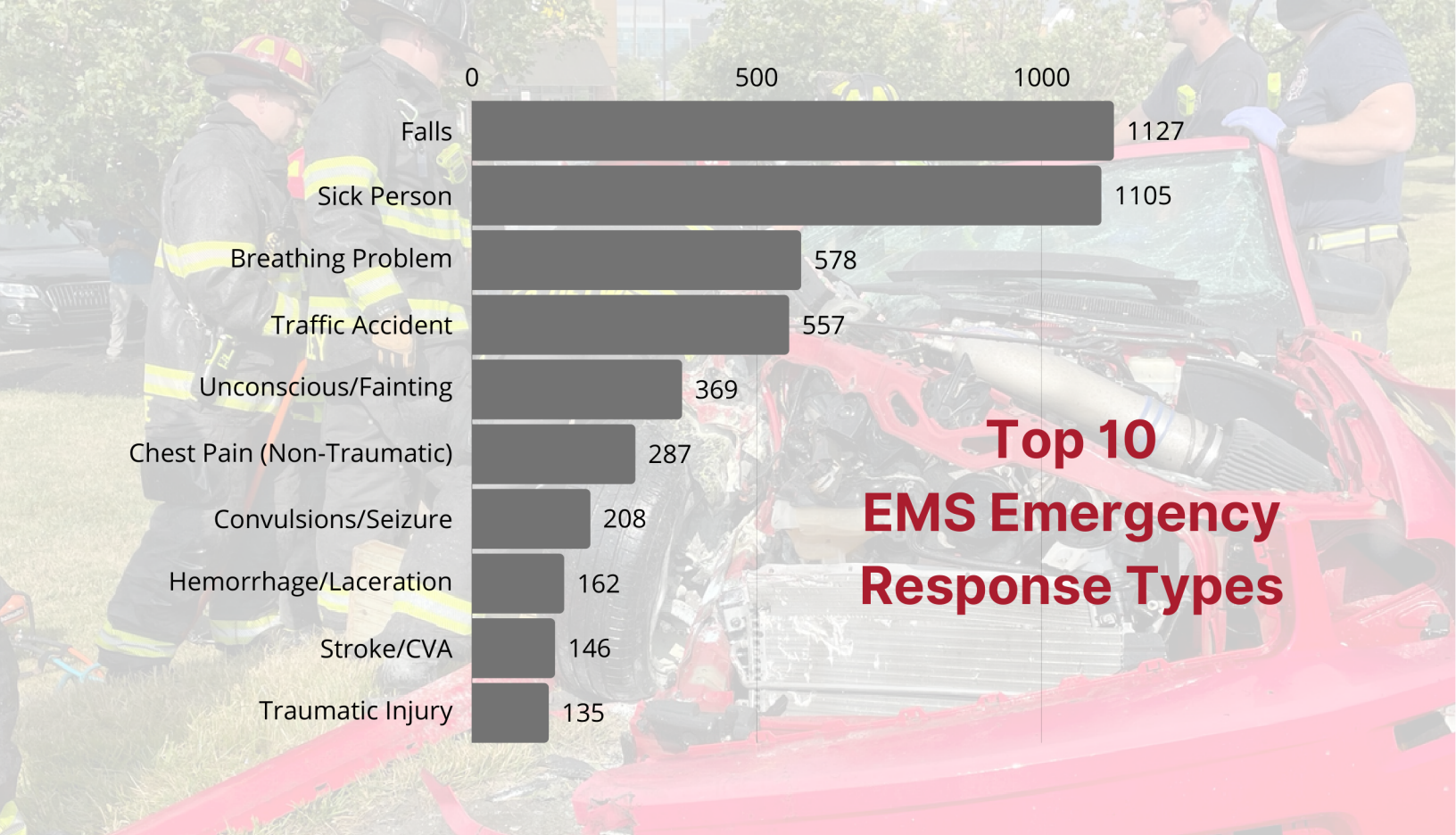
4,275
Transports

6.76% increase from 2022

\$2,575,680
Revenue

6,076
Total Patients

3% increase from 2022



Mobile Integrated Health

Added a social worker and two Community Health Advocates to the WeCare team for crisis follow up and fall prevention.



Training

- Three paramedics completed Med-Dive certifications, and another three paramedics completed Crisis Intervention Training.
- This year, we strengthened our relationship with our Medical Direction through IU Health. Our medical director, Dr. Paige Ostahowski, with the help of her team, began the planning for two multi-company EMS trainings in 2024 that will bring in IU Health physicians and staff to keep our EMTs and paramedic on the cutting edge of advanced pre-hospital care.
- 100 hours of in person multi-company training were completed in 2023.
- Additional hours of continuing education provided for company level training each month.



High Threat Response Program



2023 was another busy and highly productive time for the High Threat Response Program. Managed collaboratively by the Police and Fire and Emergency Services departments, the program increased the number of active members, conducted a multi-day, full-scale training exercise, and continued internal and external training initiatives.



The program designed, developed, and delivered a complex, active assailant scenario conducted within an active hospital. Partnerships with community stakeholders and business leaders enabled us to replicate several complex problems in a multi-story hospital.



The multi-discipline public safety training event required partnerships with Hamilton County Public Safety Communications, Hamilton County Emergency Management and resource/personnel support from the Carmel and Noblesville fire departments.



In addition to this full-scale exercise, personnel assigned to the program conducted multiple community education and training seminars throughout the year.



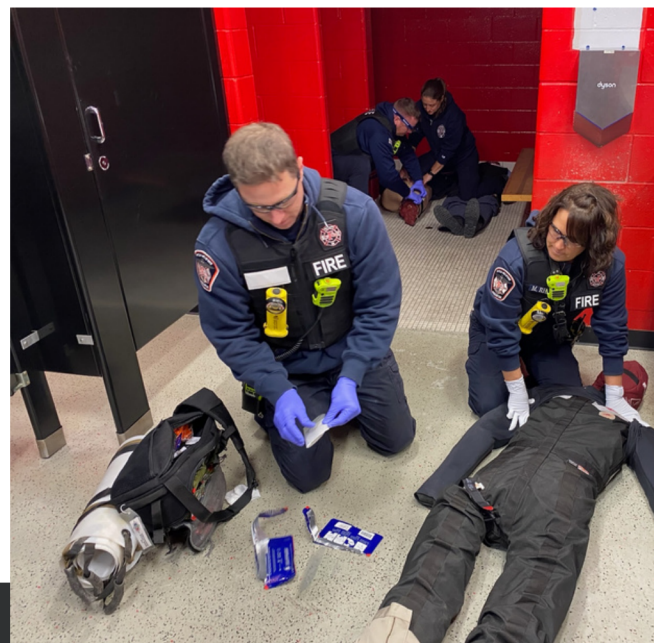
These presentations provide information on best practices and resources to prevent, prepare, respond, and recover from incidents involving active violence. The community seminars are immediately followed by a Stop the Bleed class provided at no cost to the participants.



The program continued to support training for all newly hired personnel in both agencies. This includes Tactical Emergency Casualty Care (TECC), CPR/AED, Narcan, and Rescue Task Force (RTF) training and exercises.



The High Threat Response Program remains committed to addressing emerging challenges to the public safety landscape and safeguarding the community against active violence.

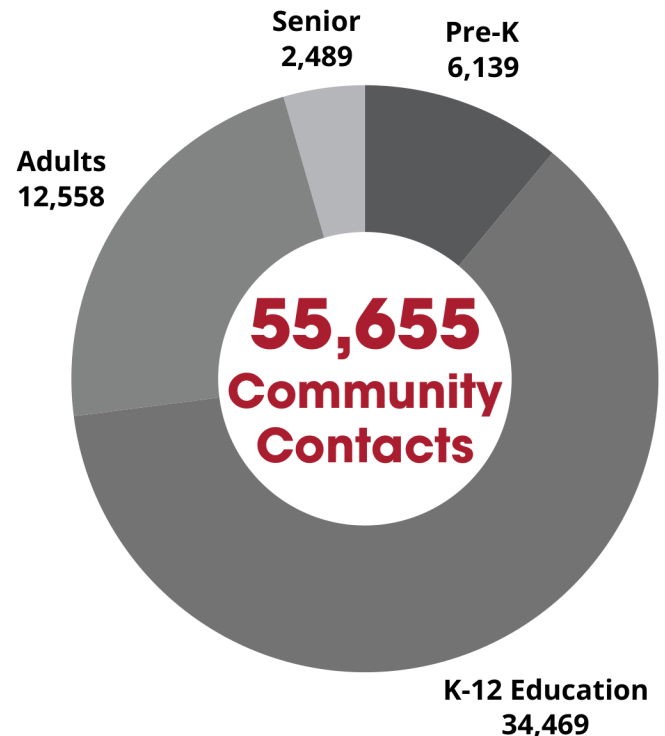


External Affairs & Public Education

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.

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



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 2023, we educated over 40,000 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 15,000 adults in Fishers.



6,442,130
SOCIAL MEDIA
views

Social Media is an extremely important aspect of sharing safety messaging to the public. With a following of over 38,000, through 550 social media posts, we were able to share our messages to over 6.4 million people!

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 for more information.



2024 promises lots of community outreach, partnerships and expanse of our preparedness. We will partner with local motorcycle shops with safety presentations for new and old riders alike. More cul-de-sac drills in all new neighborhoods. Development of a firefighter spring camp for kids and a national honor guard training to be hosted by the department for our own honor guard team, as well as other agencies.

We will continue to press the community to change batteries in their smoke alarms at least annually and to replace the alarms completely, every ten years. In schools and around the city, we will encourage bike riders of all ages to wear helmets and bright colored clothing, as well for drivers to slow down, don't be distracted and to look twice before entering an intersection.

The residents of Fishers have grown in their knowledge of safety, but we have more work to do and we need your help to spread those messages. We hope you join us for the Government Academy, Community Fire Academy, local talks and our tent at special events.





Phone Number

+1.317.595.3200



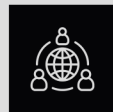
Website

<https://fire.fishersin.gov>



Email Address

fire@fishers.in.us



Social Media

@fishersfire