

CARMEL FIRE DEPARTMENT

ANNUAL REPORT 2014



**HONOR
INTEGRITY
SERVICE
EXCELLENCE
TRADITION**





David Haboush
Fire Chief

A Message from the Chief

It is my honor to present this summary of the Carmel Fire Department's activities for 2014. In March of 2015, I was appointed to the position of Fire Chief. My predecessor led our department in 2014 and it is my hope to continue to build upon the shoulders of those who have come before me. With great humility, I am very proud to present an overview of our fire department.

Contained in this annual report is an insider's look at the day-to-day operations and best practices provided by members of Carmel Fire Department. Division heads will present information relating to uniformed operations and administrative services provided as we continue to strive to become an excellent organization.

In addition to response statistics, the report outlines new initiatives in training, operations, and public education that ensure we will continue to meet our vision statement "to provide the highest quality service of any Fire Department in the State of Indiana". The cornerstone of Carmel Fire Departments foundation is our core values of: Honor, Integrity, Service, Excellence, and Tradition as we adhere to these on a daily basis.

With the support of the citizens of Carmel and Clay Township, the Mayor, City Council, Township Trustee, Township Board, as well as other City and Township officials, we will continue to strive to be a world-class organization and a leader in the American Fire Service.

I am honored to serve as your Fire Chief and thank you for becoming more familiar with your fire department.

David G. Haboush, E.F.O., C.F.O.
Fire Chief, City of Carmel

Mission Statement

The Carmel Fire Department shall be Courteous, Courageous, and Safe.

Vision Statement

The Carmel Fire Department will provide the highest quality customer service of any Fire Department in the State of Indiana.

Core Values

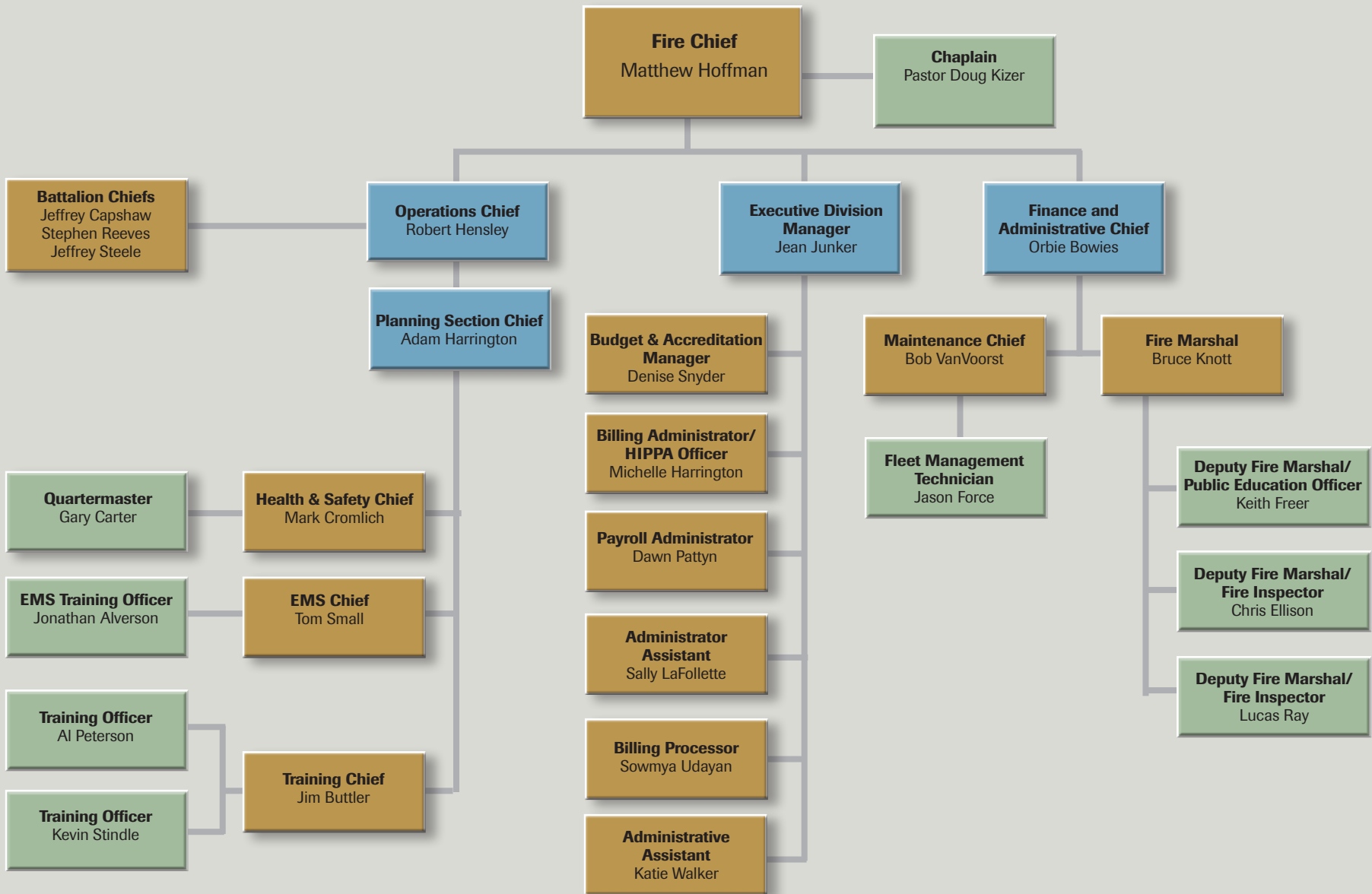
Honor, Integrity, Service, Excellence, and Tradition



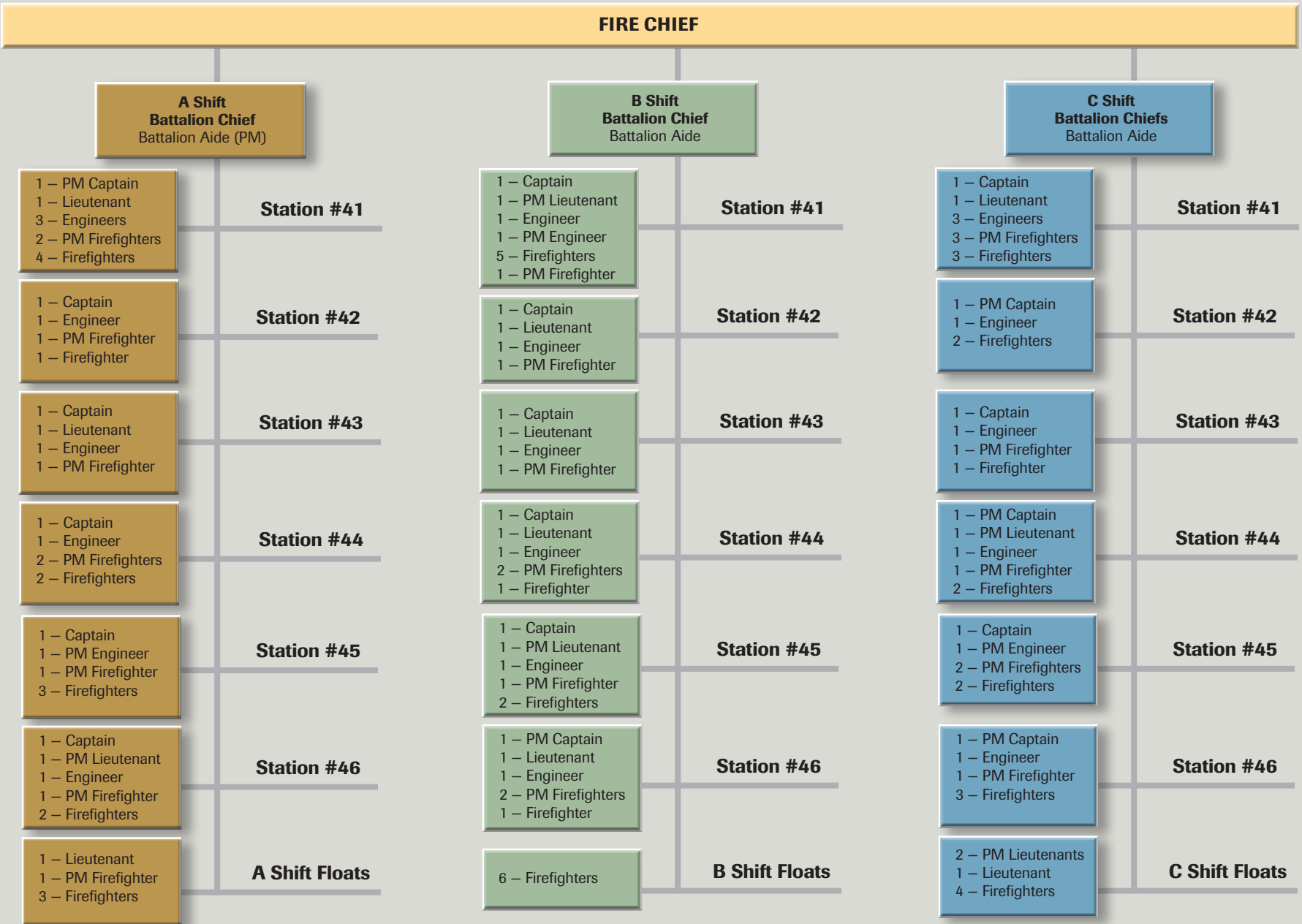
Mayor James Brainard
City of Carmel Mayor

Steven A. Coutts Fire Headquarters
Station 41
2 Civic Square
Carmel, IN 46032

2014 ADMINISTRATION ORGANIZATION CHART



2014 SHIFT OPERATION ORGANIZATION CHART



OPERATIONS



Robert P. Hensley
Operations Chief

The Operations Chief, a member of the general staff, assists the Fire Chief in managing the daily operations of the department. Additionally, he directs the Division Chiefs in developing and managing the City's fire suppression, training division, emergency medical services, rescue operations, hazardous materials operations, disaster preparedness and terrorism response programs.

Challenging Weather Conditions

In January of 2014, the Carmel Community experienced a severe winter storm that included high winds, 13 inches of snow, temperatures down to -20 degrees at times which closed the city for three days. The conditions disrupted transportation and public safety systems. Roads were closed or severely compromised, creating a threat to the public health and safety. As a result, CFD used additional manpower hours and equipment. Through the FEMA Assistance Program, CFD submitted eligible costs and was reimbursed \$12,927.34.



Emergency Operations Center and Unified Command

The Emergency Operations Center (EOC) and local area command that was created in 2013 was pressed into service and unified Command was established. During the storm the EOC and unified Command managed a house-to-house surveillance of areas that had no power and provided transportation to a designated shelter when needed. Spring and summer thunderstorms rolled through the area, setting fire to residences from lightning strikes and tasking the department's ability to the limits to respond and cover our area adequately.

Training Initiatives

- Training standards for Fire and EMS were updated to ensure compliance with ISO and NFPA standards.
- During 2014, the Special Operations division continued to review and implement improvements in each division with emphasis on training. The department's Haz-Mat, Water Rescue and Technical Rescue Teams continue to work as part of a county team that responds to emergencies and trains together, reducing the impact on all departments.
- The department participated with Emergency Management Agency (EMA) and county departments in the planning and staging of a one-day table-top exercise on contaminated water throughout the county as a preparedness drill.



PLANNING AND COMMUNICATIONS



Adam Harrington
Planning Section Chief

The Planning Section Chief - (PSC), a member of the General Staff, is responsible for the collection, evaluation, dissemination and use of information about the development of the incident and the status of resources. Information is needed to understand the current situation, predict the probable course of incident events, and prepare alternative strategies for the incident.

Event Action Plans

In addition to unplanned emergency incidents, the Planning Section also is responsible for coordinating event action plans for special events within the City of Carmel. There were nearly 100 special events in 2013/2014. Approximately 20 required oversight by an incident management team. The Incident Management Team (IMT) is comprised of members from both the Carmel Police & Fire Departments, and in some cases, representatives from other City Departments. IMT members may also be from other cooperating agencies.



Coordinating Weather Related Events

The Planning Section coordinates with Hamilton County Emergency Management and the Hamilton County Public Safety Communications Center to plan and respond to incidents in and around the City of Carmel. Several weather-related events prompted both the Hamilton County Emergency Operations and the Carmel Local Emergency Operations Center to open and coordinate emergency services. In response to the January 2014 snowstorm, the Carmel Emergency Center was opened to oversee and coordinate the emergency response to widespread power outages during frigid blizzard-like conditions. This activation lasted several operational periods and entailed door-to-door searches by Carmel Police and Fire Departments to check on the welfare of residents and move them to temporary shelter if needed.

Communications

Public Safety agencies are working with the Hamilton County Public Safety Communications Center and InterAct® to design, setup, and implement a new CAD (Computer Aided Dispatch) and Public Safety software system that will bring all Hamilton County agencies together on the same CAD and records system. This software is also in use by adjoining Boone and Marion Counties as well as the State Police which will allow for better interoperability among agencies. Project completion is anticipated to be late 2015.

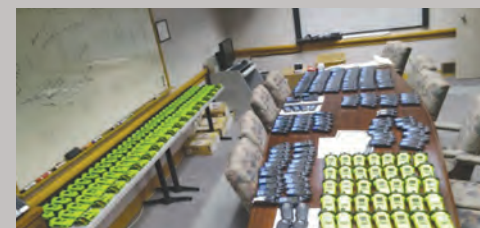
Hamilton County transitioned to a new state-of-the-art radio system developed by Motorola™. Research on the project began in spring 2013 after approval by the Hamilton County Commissioners. Throughout the remainder of 2013 and 2014, many hours went into the development and setup of the system by members of multiple public safety agencies, including The City of Carmel. The new radio system is an extension of the Marion County Public Safety Communications system and consists of eight tower sides dedicated to Hamilton County.

The previous radio system was over twenty years old and had only four towers. There were many areas that had poor radio communications. Police officers and firefighters had to rely on carrying more than one type of radio when needing to communicate with some surrounding agencies that were on different radio networks.

The new Motorola™ radio system consists of state-of-the-art technology and end user equipment which allows users to communicate directly with surrounding agencies. The audio transmissions are now digital which create a crisp clear sound versus the static that is often heard on older analog systems.

**Carmel Fire Department went live on
the new radio system January 29, 2015.**

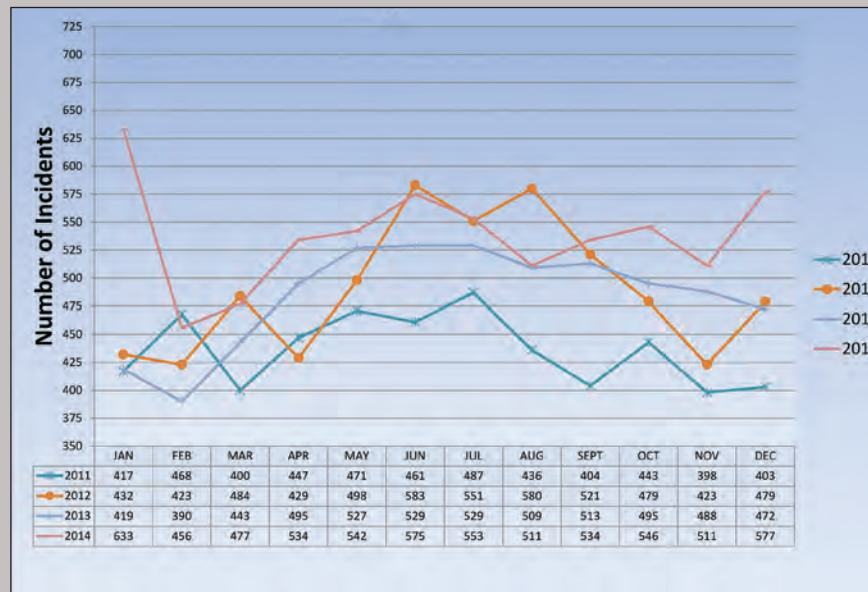
**You can listen live at:
www.broadcastify.com/listen/feed/3332**



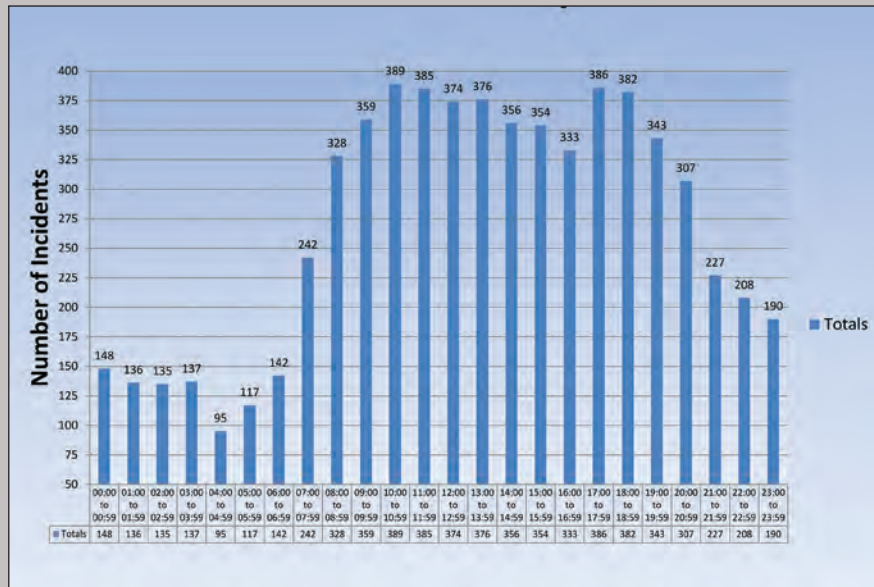
Incident Totals by Day



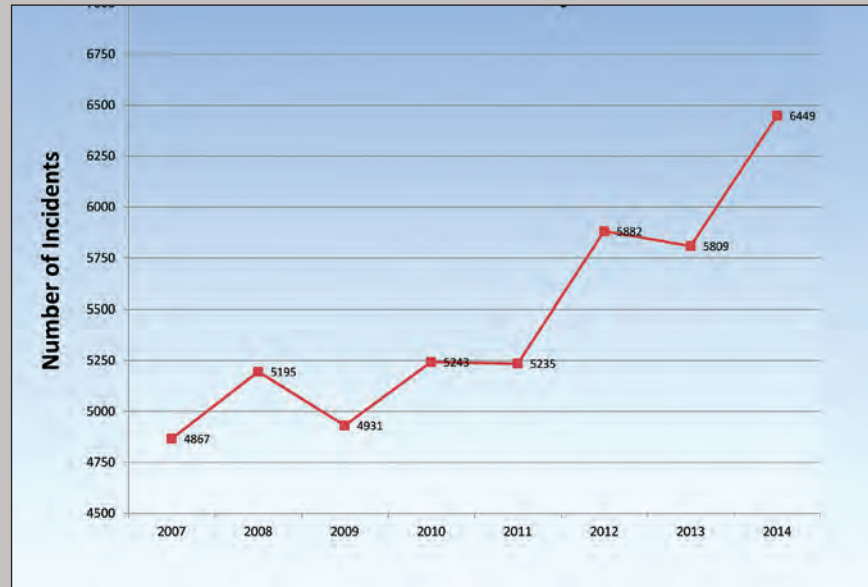
Incident Totals by Month



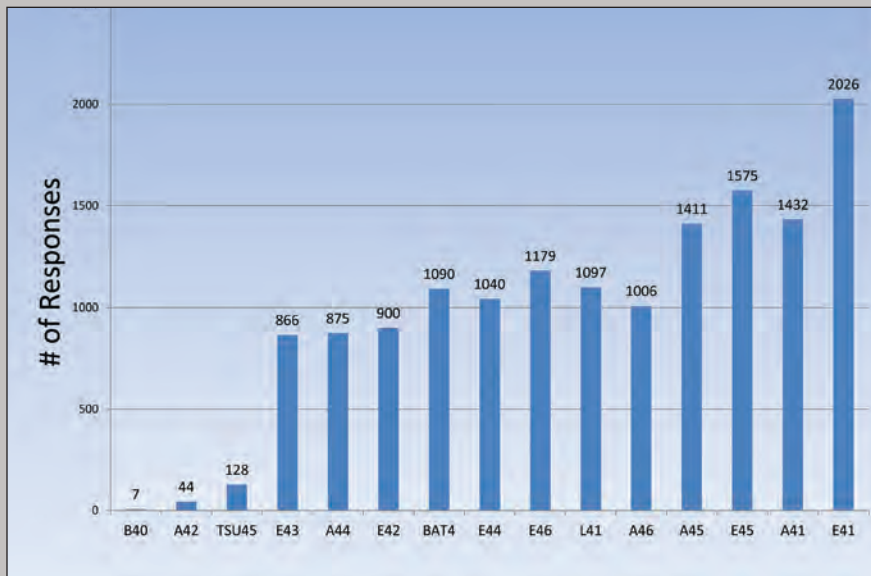
Incident Totals by Hour



Incident Totals by Year



Total Apparatus Responses



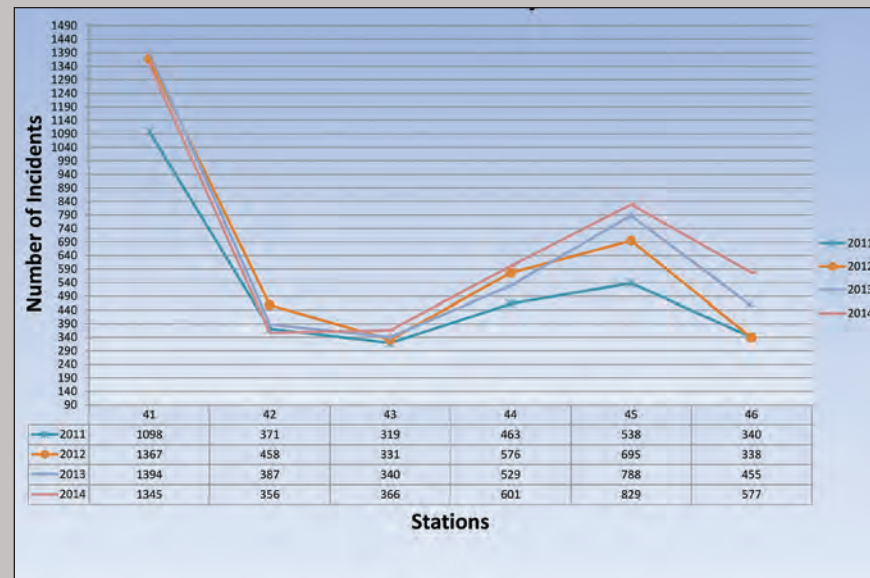
Incidents by Stations, OOD Separated



Total Number of Calls by Shift



Incidents by Station



SAFETY DIVISION



Mark Cromlich
Health & Safety Chief

Safety

2014 was the first full year of new leadership in the Safety Division. Throughout 2014, the division became more compliant with Occupational Safety and Health Administration (OSHA) and National Fire Protection Association (NFPA) and more importantly, made it safer for Carmel Fire Department (CFD) firefighters to do their jobs.

Proper safety techniques allow firefighters to perform their jobs with the highest degree of skill and efficiency and return home to their families for their most important jobs as fathers, mothers, brothers, and sisters.

2014 Safety Training and Compliance Initiatives

The Safety Division held a state-certified Safety Officer Class. All of our Battalion Chiefs, fill-in Battalion Chiefs, Executive Fire Officers, Administration Chiefs, Safety Chief, and the Fire Chief attended the class and now hold the certification. Some CFD members even attended on their own! The training was opened to the surrounding fire departments, and two classes were filled. This benefits our firefighters when they respond to incidents with surrounding departments. And, through the Safety Division's lobbying efforts, the class was paid for by the state.

The Safety Division compiled a comprehensive Risk Management Plan that complies with the NFPA 1500 standard, going through line-by-line, and referencing the department's current rules, regulations, and guidelines. This document will help improve current policies and guide future policy making for all Carmel Fire Department divisions.

Safety is the number one goal of many organizations, and the Carmel Fire Department is no exception. Our firefighters' lives depend on it!



Working with CFD firefighters, the department's medical director, and adhering to the NFPA standard, the Safety Division completed a new rehabilitation policy in 2014. It will be implemented in 2015. This will help keep CFD firefighters safe while fighting fires or training by following the proper work/rest cycles, seeking medical evaluation, and taking into account the weather conditions.

HIGH RISK LOW FREQUENCY	HIGH RISK HIGH FREQUENCY
LOW RISK LOW FREQUENCY	LOW RISK HIGH FREQUENCY

Safety Chief's 2014 Training and Certifications

In an effort to become an expert in safety, the Safety Chief attended numerous training opportunities in 2014, including becoming a certified OSHA trainer. OSHA training for the Carmel Fire Department will begin in 2015. This will ensure compliance with all OSHA standards and provide a safer work environment for all CFD employees.

The Safety Chief became a National Incident Management System (NIMS) all-hazards Safety Officer, too. In the event the City of Carmel experiences a major incident (natural disasters, weapons of mass destruction, mechanical failure) that requires state, regional, or federal resources, the Safety Chief could be a part of the management team for that event. A recent event that might have required such a response was the tornado that hit Henryville, Indiana, in March 2012!

The Safety Chief became a nationally recognized Health and Safety Officer, completing the Fire Department Safety Officers Association (FDSOA) certification. In addition, he completed the Incident Safety Officer course.

The Safety Chief is the newly appointed Indiana Advocate for the "Everyone Goes Home Program," through the National Fallen Firefighters Foundation. This program is focused on firefighter safety and education based on lessons learned in the fire service. Daily emails are sent containing newsworthy events about firefighters who were injured or killed in the line of duty. In 2015, the life safety initiative will be taught to all officers of the Carmel Fire Department!

Training is the most critical element of an effective Safety Division.

The Safety division worked on a new rehabilitation policy in 2014. Working with firefighters on shift, our medical director, and referencing an NFPA standard, it was completed. It will be implemented in 2015. This will help keep our firefighters safe while fighting fires or training. Having proper work/rest cycles, medical evaluation, and taking the weather into account.



Line-of-Duty Injuries

Properly managing and recording injuries helps the Safety Division to better assess where trends and issues exist. The online reporting system allows firefighters to officially report an injury without having to seek medical attention. This is a tremendous cost savings for minor injuries and a convenience for the firefighters.

"It's not a question of if you'll get hurt, it's a question of when."

It is the Safety Division's goal to reduce the frequency and severity of line-of-duty injuries and improve systems that manage the safety of our personnel.

Several line-of-duty injuries in 2014 were related to weather conditions. We have instituted work practice controls to effectively reduce this hazard. We are looking forward to a safe 2015!

13 Total Injuries in 2014

31% Total cases with days away from work	6% Total cases with no loss of work	63% Total cases with job restrictions
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Jim Buttler
Chief of Fire Training



Captain Al Peterson
Fire Training Captain



Captain Kevin Stindle
Fire Training Captain

Training Division

The Training Division had some changes and challenges in 2014. Chief Frye stepped down from his position as Training Chief and into his newly promoted position as the Captain of Engine 45. Training Captain Buttler stepped into the role as the new Training Chief.

Captain Frye gave many years of service to the department's Training Division, and he was instrumental in making it what it is today. His hard work and dedication brought many improvements to the department and left an indelible mark. The Training Division wishes him the best of luck in his new position.

In addition to a new Training Chief, the department held interviews for the new Training Captains. Firefighter Al Peterson and Firefighter Kevin Stindle were announced as the new Training Captains. Al and Kevin bring great attitudes and work ethics as well as more than 20 years of firefighting and EMS experience to the division and have been a great addition to the team.

Training New Recruits

January was challenging with personnel getting acclimated to their new positions and the hiring of six (6) new recruits. A joint recruit academy between the Carmel Fire Department and the Fishers Fire Department was held with a combined total of 20 new recruits. The Academy started in late January and ran through the first week of July. It included three days of administrative training and orientation, five weeks of EMT-B training, one week at FDIC, 18 weeks of fire school and two weeks of special operations training. All six Carmel Fire Department recruits successfully completed all of their training and were promoted to Probationary Firefighters.

The "Probationary Firefighter Task Book" was introduced to the department in 2014. The Task Book was assigned to the six new members on July 6, and they have one year to complete the exercises in the book. The Task Book includes skills to be performed and evaluated, daily evaluations and training on administrative policies and procedures. In order for new



recruits to be promoted to rank of Firefighter, they must complete the tasks and skills outlined in the Task Book within one year. To date, all probationary firefighters are doing well and on-track to complete their Task Books.

New Credentialing Program

2014 was also the first year for the new "Credentialing Program" on Target Solutions. On January 1, each member of the department was assigned a credential on Target Solutions that was specific to their respective rank and EMS certification. There were five (5) total credentials assigned: Firefighter, Engineer, Officer, EMT-B and Paramedic. Each credential lists topics, skills and training hours that are to be completed and include a reporting system to track each individual's progress throughout the year. The credentials are based on NFPA, ISO and OSHA standards as well as training parameters set by the department. Fire-related credentials are set to an annual calendar that begins January 1 and ends December 31. EMS credentials are based on the 2-year recertification cycle that coincides with the IDHS recertification program.

Through the course of the year, department members logged a total of 50,632 hours of training. The department also approved 173 education requests to attend outside courses and conferences at an approximate cost of \$74,000.

2015 will again see the Training Division teaching a Recruit Academy for another group of new Carmel Fire Department Recruits. We also hope to see the start of our new joint Training/Maintenance facility located at 106th and Gray Road by summer 2015.







Chief Tom Small
EMS Division Chief



Captain Jon Alverson
EMS Training Captain

Because of the great people of the Carmel Fire Department, the EMS Division had very successful year in several ways. Chief Hoffman and Assistant Chief Hensley's leadership, dedication, and commitment to EMS is the reason for its success. These men have confidence in the ideas, vision, and goals that EMS Chief Tom Small has set forth, making it possible to accomplish his leadership tasks. Some others that also need to be mentioned are Capt. Jon Alverson, FFP Gary Fisher, FFP J.C. Mitchell, FFP Tom Payne, FFP Scott Stroup and FFP Chris Walker. Each played a role this year in making Carmel Fire Department's EMS Division the BEST in the State of Indiana.

Tom Small was appointed EMS Chief in late January 2014 and began interviewing for an EMS Captain in February. He appointed Jon Alverson to the EMS Captain position in late February. Together they've accomplished several important goals and continue to work on accomplishing others. Below are some of the goals accomplished in 2014.

Education/Training

The EMS Division provided five hours of continuing education every month in 2014 for the EMTs and Paramedics. All paramedics were re-certified in ACLS and PALS and all firefighters in CPR Healthcare Provider.

2014 Recruit Class

The EMS Division assisted Fishers Fire Department EMS in teaching the Emergency Medical Technician Class for the Training Division. The new recruits did very well. The EMT class lasted for 4.5 weeks. This class tests their critical thinking skills along with their practical skills. All recruits passed the State of Indiana written and practical exam on their first attempt. EMS Chief Tom Small always enjoys teaching the new recruits and this division also had several volunteers who taught the class, too. Thanks to all who participated.



EMS Supplies and Equipment

Carmel EMS has streamlined its supply chain through Carmel St. Vincent. In doing so it saved the EMS budget approximately \$10,000 in 2014. In addition, the division improved the medication delivery model by keeping trucks in their district and ensuring medications are to date. Carmel EMS also purchased two ultrasound devices and awarded a bid for a new ambulance to Braun for 2015 implementation.

Health Issues

The division fit tested all CFD personnel with TB masks using the Porta Count and N-95 Companion with the assistance of Carmel St. Vincent ER. This measure was completed to coincide with the development of a CFD Ebola Response Plan. All recruits were given the hepatitis vaccine.

Department of Homeland Security (DHS) /EMS Division

Carmel EMS Chief Tom Small attended several DHS EMS Commission monthly meetings throughout the year. Carmel Fire Department continued good communications with DHS. It submitted CFD Provider Certification and passed with no issues. All EMTs and Paramedics were re-certified or renewed their license through DHS. CFD holds a seat on the committee set forth by DHS on Community Paramedicine.





Dr. Michael Kaufmann,
Medical director for the Carmel Fire Department and St. Vincent Carmel Hospital's Emergency Department

St. Vincent Hospital/Medical Director

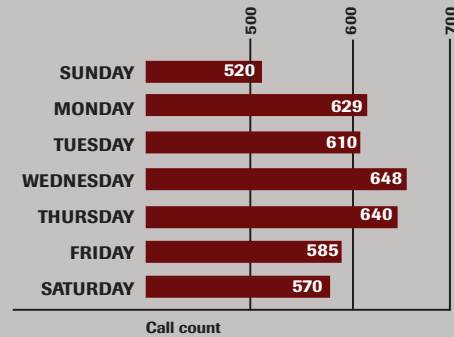
The Carmel EMS Division developed and implemented a better working relationship with its affiliate hospital, Carmel St. Vincent. Carmel Fire Department continued to have ALS audit and review in the training room throughout 2014 with nine audits totalling 27 hours. Dr. Kaufmann continued to come in and ride on runs, provide training, and work with the EMS Division on quality management. CFD EMS applied for a \$40,000 grant from St. Vincent Carmel Foundation that will be awarded in 2015.

Special Projects

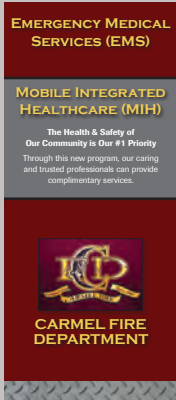
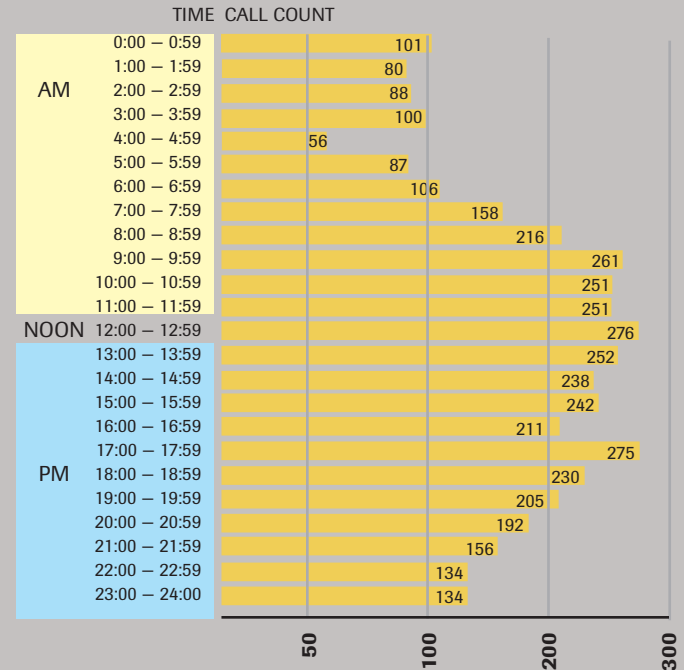
The Carmel Fire Department expanded services in the year of 2014. It began a Mobile Integrated Healthcare Program (MIHP) on July 1st. The goal of this program is to meet the Triple Aim Initiative set forth by the Center for Medicare Medicaid Services (CMS) through the National Institute of Health. We hope to continue to improve health, healthcare and reduce healthcare costs. The MIHP followed up on 85 patients who the EMS Division provided emergency care for in the last six months of the year. The division assisted these patients by doing wellness checks and home safety inspections. One particular customer called Carmel EMS 25 times from January to July, costing \$475 each time for a total of \$11,875 in ambulance transporting fees. Once the program was implemented, with the assistance of the department's MIHPs, Carmel EMS was not called again to assist this customer. This potentially saved \$11,875 in ambulance fees, assuming the calls for 911 from this customer would have continued. Carmel EMS has had an overwhelming response from the community and local hospitals concerning this program.

The EMS Division also assisted in developing Incident Action Plans (IAP's) for the Carmel Marathon, CarmelFest, and Carmel High School football games.

EMS CALL VOLUME BY DAY OF THE WEEK



EMS CALL VOLUME BY TIME OF DAY





Scott Tierney
Technical Rescue
Coordinator/Captain

Technical Rescue Program

The Technical Rescue Program for Carmel Fire Department (CFD) is still in its infancy. The program was able to expose new personnel to some of the disciplines of technical rescue, however, it was not able to complete certifications. Carmel Fire Department participates with the County as much as possible, primarily the Fishers Fire Department, during monthly trainings. Currently the county team is going through changes and consequently the Carmel Fire Department is attempting to find direction and redefine the level of participation with Hamilton County.

Technical Rescue Training with Hamilton County Fire Departments

The monthly trainings have been sporadic with the Fishers Fire Department due to scheduling conflicts. CFD attended several trainings in 2014 covering ropes, trench, confined space, breaching and breaking. Station 45 had approximately 168 hours of training with these monthly exercises. These classes were held in several locations throughout Fishers and Hamilton County. CFD's team also received vehicle extrication training from the Carmel Fire Department training staff.

Carmel Fire Department attended a rope class with Westfield Fire Department in early March through early May. Again, this class was scheduled for the 24-48 work schedule, so CFD did the best it could with off-duty attendance. This class was hampered by many issues from weather to shift schedules; however, the CFD team spent approximately 600 man-hours and came away with a simple understanding of ropes and systems.



Technical Rescue Certification a Priority

In 2014, the Carmel Fire Department did respond to several vehicles hitting buildings. Most did not require a Technical Rescue response, but one resulted in a fatality with substantial damage to a building.

The goal is to get everyone in the fire department in a position to move forward with a proper level of state certification and continue our training relationships with the County fire departments.





Gary Brandt
Water Rescue Coordinator/
Executive Officer

Water Rescue Division

The entire Operational Division supports and performs duties in the Water Rescue Division.

In 2014 the Carmel Fire Department (CFD) responded to 12 accidental and intentional ice and water rescues.

To improve accuracy, the reporting policy for water rescues was changed to specifically identify each water rescue incident in a query-able manner to assist the department with correctly determining the exact number of water rescue incidents at any given time. The new reporting guidelines for water rescue incidents were implemented in 2015.

Water Rescue Training and Equipment

In 2014, firefighters spent 310 hours training for all types of water rescue incidents. The firefighters are trained in ice rescue, flatwater and swiftwater procedures.

Each of Carmel Fire Department's six (6) districts have at least two (2) cold weather rescue suits, personal flotation devices (PFD), throw bags and discs to assist in the rescues.

Carmel Fire Station 45 responds with a flat bottom Jon boat and inflatable rescue boat. Both of these boats can be either rowed or paddled and have a 30hp motor if needed. This station also responds with extra gear (extra cold weather and dry suits), and the appropriate ropes and hardware to perform swiftwater rescues.



Water Rescue Challenges

Each body of water—retention ponds, lakes, creeks, and the White River—located in the City of Carmel creates a different challenge. When an incident occurs, the greatest challenge facing all firefighters regarding water rescue is determining the precise location of the rescue and gaining access to the body of water.

Swift water is the most challenging and dangerous because of strong currents and unpredictable obstacles that are difficult to see. Flooding can create these conditions quickly in areas that are normally residential backyards or streets not thought to be dangerous.

Ice Rescue is the most frequent type of water rescue in Carmel because citizens and pets fall through thin ice on frozen neighborhood retention ponds. Rescuing animals is considered an emergency in Carmel to ensure citizens are not endangered attempting to rescue animals without the proper gear and training.

The Water Rescue Division strives to keep CFD firefighters safe and trained in the most up-to-date water and ice rescue techniques.



OPERATIONS HAZARDOUS MATERIALS



Charles Plumer
Hazardous Materials
Coordinator/Engineer

Response Division

During the calendar year 2014, emphasis was placed on completing the goals set in 2013. The first goal was to establish a training system that incorporates the requirements of NFPA 472, Standard for Competence of Responders to Hazardous Materials/WMD Incidents. This system was in part, a requirement to participate in the IDHS Hazardous Materials Team Qualification Program. The training system was initiated for Hazardous Material Technicians, and in 2015, the system will be expanded to include Awareness and Operation level personnel. Although the Qualification Program has been terminated by IDHS, we still use the program as a model to build our Response Team.

The second important goal set in 2013 was the “Threat Assessment” for the City of Carmel. With the goal complete, in 2014 the team started doing site visitations to TIER II facilities.

The following information is a summary of the Hazardous Materials Response Division for the year 2014.

TSU 45 Response

The total number of incidents the TSU responded to increased by 60 runs over the calendar year 2013

Year	Total Runs	In District	Out of District
2013	175	Not available	Not available
2014	235	220	15

Total	Response Type
3	Chemical Hazard
2	Chemical Spill
30	Carbon Monoxide Alarms/Incidents
1	Bio-Hazard Investigation
108	Other

Response Type	Total	Response Type
Out of the 235 incidents, 127 were a Hazardous Materials Response.	13	Combustible/Flammable liquid spill
The remaining 108 incidents were in a Tactical Support Function.	74	Natural Gas Leak
	3	Oil Spill
	1	Toxic Conditions



TRAINING

The total number Hazardous Materials training hours completed by the members of the department increased in 2014 by approximately 1,138 hours over the previous year.

YEAR	TOTAL HOURS
2013	1675.75
2014	2813.50

The increase can be attributed partially to the new hires going through Hazardous Materials Awareness and Operations class along with two members completing the Hazardous Materials Technician course.

PLANNING

Documentation of the total hours dedicated to planning and maintaining the Hazardous Materials Response division was implemented in 2014.

YEAR	TOTAL HOURS
2013	unavailable
2014	336

CATEGORY HOURS

27.5	IDHS DISTRICT 5 PLANNING/TRAINING COUNCIL
4.25	HAMILTON COUNTY LEPC
11.75	HAMILTON COUNTY HAZMAT TASK FORCE
6.25	TIER II RESPONSIBILITIES
47.5	EQUIPMENT CALIBRATION/MAINTENANCE
198	DIVISION PLANNING
26.5	DIVISION TRAINING PREPARATION
14.25	DIVISION MISCELLANEOUS ACTIVITIES

QUARTERMASTER



Gary Carter
Quartermaster

The function of the Quartermaster Division is to provide service to Fire/EMS personnel through proper evaluation, management, and distribution of station wear and personal protective equipment. Personnel safety is our number one priority, and the consideration is forefront when determining purchases that are to be made. The Quartermaster Division works in conjunction with the Safety Chief to determine which items are the best fit for the personnel.



MAINTENANCE



Robert VanVoorst
Maintenance Chief

The Carmel Fire Department maintenance division is responsible for overseeing the maintenance of all apparatus, vehicles, equipment, and fixed facilities. The Carmel Fire Department Maintenance Division consists of two personnel, one Logistics Section Chief, and one Maintenance Technician.

During 2104 the Maintenance division responded to 742 written requests for maintenance as well as countless verbal requests.

- Completed email work orders on the old format 324
- Completed work orders under the new program 418

Apparatus repair man-hours September thru December 399.5 (under the new program)

The Maintenance Division is responsible for the maintenance of ten (10) fire apparatuses, six (6) ambulances, 20 Staff vehicles, and numerous other support vehicles and equipment.



Jason Force
Fleet Management
Technician



2014 Notable Achievements

- Both maintenance personnel took and passed two Emergency Vehicle Technician certification tests.
- Purchased and Outfitted a 2014 Ford Explorer for the Planning Section Chief.
- Purchased and Outfitted a 2014 Ford F150 for the Maintenance Division.
- Purchased and Outfitted a 2014 Ford F250 for the Training Division.
- Installed HID headlight systems on three apparatuses to improve visibility and safety.
- Refurbished a 2002 reserve pumper and returned it to frontline service.
- Designed and implemented a new electronic maintenance tracking program.
- Designed and implemented a new electronic daily apparatus checkout program.



Jason Reecer
Honor Guard Coordinator/
Firefighter

Carmel Fire Department Honor Guard

The Carmel Fire Department (CFD) Honor Guard was formed in 2002 by the membership with the vision to honor our fallen brethren. Since its inception, the membership has worked tirelessly to create an Honor Guard that sets high standards for others to follow. In 2012, the Carmel Fire Department expanded the Honor Guard with the creation of a Pipe and Drum Division.

Dedication to Personal Improvement

Currently the Honor Guard has approximately 18 parade and ceremony personnel and 11 pipe and drum members. The pipe and drum members include: three (3) bagpipers, three (3) snare drummers, three (3) tenor drummers, and two (2) bass drummers. At the beginning of each year, the parade and ceremony division sets a training schedule, which includes five (5) training dates with each training date dedicated to a specific skill. The Pipe and Drum Division practices once a week and many members go to combined practices with Indianapolis Fire Department (IFD) pipe and drum corps. Currently, the CFD Honor Guard is working together with all Hamilton County police and fire departments to establish a combined training effort to standardize all Hamilton County department's Honor Guard policies and practices and establish a network of resources.



Carmel Clay Fire Department Honor Guard

Highlights of the Year

- CFD Honor Guard members have participated in more than 25 separate events totaling more than 50 hours of service during 2014. These events include three (3) LODD FF funerals, five (5) LODD Police Funerals, several off-duty and retired fire and police funerals and numerous flag posting details.
- All members of the Pipe and Drums Division attended "Keeping Tradition Alive" in 2014 in Lewisville, TX, a pipe and drum/honor guard symposium for beginner to expert level participants.

The Carmel Fire Department continues to place a strong emphasis on its membership's continuous improvement, and it supports this quest by providing growth opportunities in all facets of the profession.

FINANCIAL ADMINISTRATION

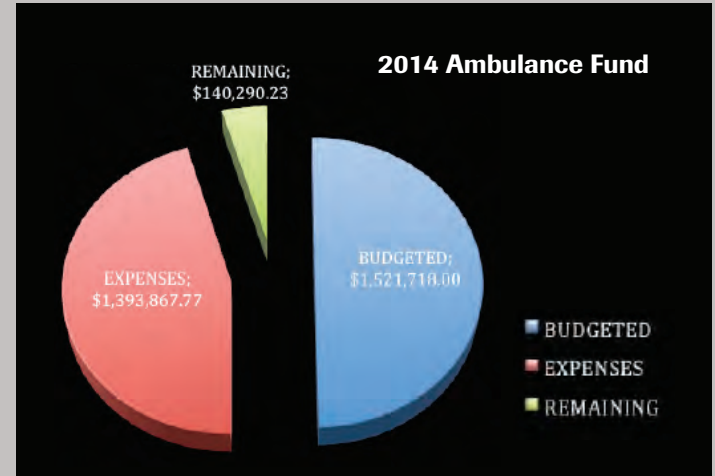
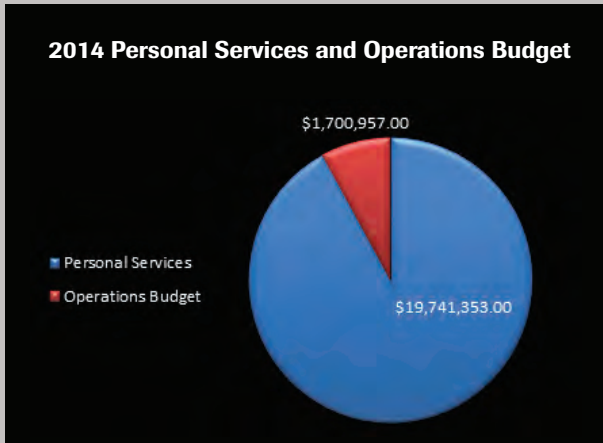


Orbie Bowles
Chief of Administration

Personnel

The Carmel Fire Department has 154 sworn firefighters. We currently have eight (8) full-time and two (2) part-time civilian-employees working as part of the administration. As sworn personnel retire, CFD fills its firefighter vacancies twice yearly in a joint hiring process with other Hamilton County fire departments.

CFD is currently completing its second joint hiring process with four other Hamilton County fire departments. The objective is to reduce the costs of interviewing and testing candidates, creating a master list all four fire departments work from to select applicants to hire. The joint hiring process has reduced the cost of hiring new recruits by 30 percent.



Throughout 2014, several projects have been completed or are in progress and working towards finalizing.

- With vacancies to fill due to retirements, six new firefighters were hired in January of 2014 and participated in a joint recruit class with the Fishers Fire Department that ended in June.
- Plans were completed for three (3) new building projects. A maintenance and training facility, replacing Station #44 with a total rebuild and the last being a renovation of Station #43. These projects are funded in conjunction with Clay Township and the City of Carmel.
- The upgraded generator project to operate electrical power to Station #41 Headquarters was underway in 2014 and continues towards completion. The current generator was outdated and insufficient for the needs of the station.

The approved CFD General Fund budget for 2014 was \$21,442,310.00, which was an overall increase of 1.37% from the 2013 budget. The Personal Services portion of this amount relates to salaries and benefits were \$19,741,353.00. The Operational portion, which relates to supplies, professional services, repairs and maintenance and other service charges, is \$1,700,957.00.

The approved Ambulance Fund for 2014 was \$1,521,718.00. The budgeted items purchased from this fund are supplies and equipment. This fund is non-reverting where the unspent monies at the end of the year remain in the fund for future use with the proper approval process.

FIRE INVESTIGATION & PREVENTION



Bruce Knott
Fire Marshal

Fire Investigations Origin and Cause

In 2014, the Carmel Fire Department received 276 calls related to fires, from simple brush fires to residence fires that can injure and devastate a family.

The Carmel Fire Department has a team of 14 fire investigators, in addition to front-line officers who are also trained in investigating fires. All firefighters are required to have a working knowledge of fire investigation procedures and skills. The state of Indiana also requires all reported fires to be investigated.



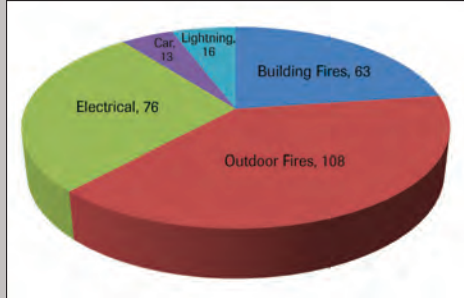
Chris Ellison
Deputy Fire Marshal

When investigations are complicated or lengthy, the fire investigation team may be called to use its advanced training and resources to determine the cause of the fire.

Information gathered from fire investigations about their origin and cause is used globally to advance fire safety in products and everyday living environments to make our communities safer places to live.



Lucas Ray
Deputy Fire Marshal



Prevention

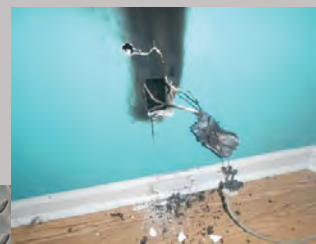
Providing an avenue for our front line firefighters to become familiar with all the buildings in their district, is complimented with a hands-on inspection of each building and individual business annually.

The need for firefighters to understand the complex commercial structures that they respond to every day is a vital key to providing the services expected of a career fire department, as well as maintaining our goal of “everyone goes home.”

During the year our members inspected almost every building which encompasses more than 3,000 businesses. Many business associates are unfamiliar with the responsibilities that come with maintaining the designed safety features in their respective commercial structures.

Our goal in prevention is to ensure safety is maintained by pointing out potential dangers and to educate the business associates and to allow for them to become advocates for their personal safety as well as their customers patronizing their Carmel-based locations.

Almost 500 buildings had some level of safety concerns that were discovered during these routine inspections.



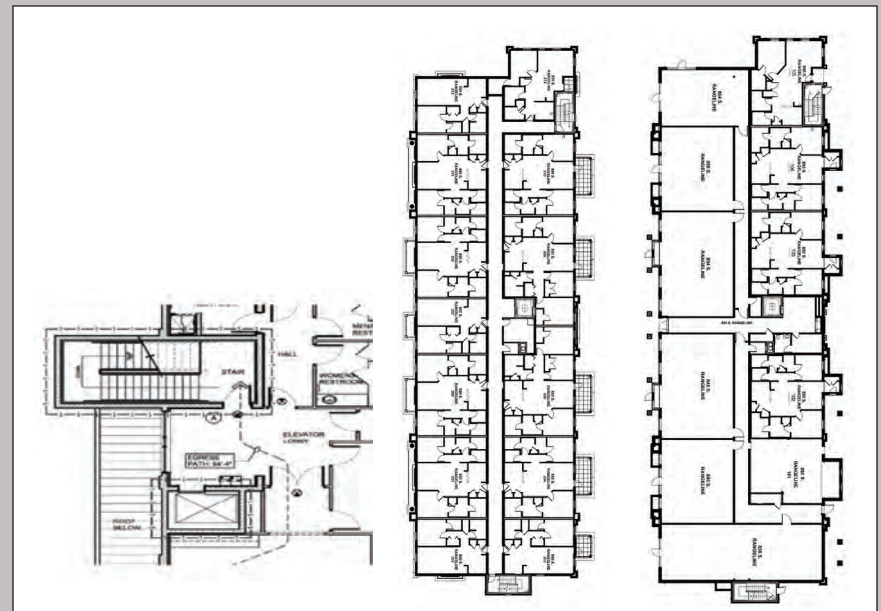
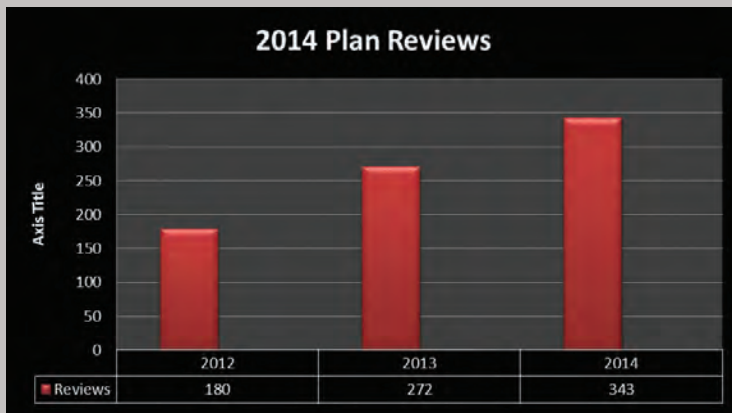
PLAN REVIEW

Providing the Quality Expected

In a growing community like Carmel, it is imperative that city government stay abreast of what is going on during fast paced expansion. Carmel has a hands-on approach to maintain control of quality during construction with several city departments taking part in the Technical Advisory Committee. (TAC) While no single department or person can be expected to maintain such control themselves, a team of city employees and utility representatives meet together to ensure all projects are providing the quality expected by the customer and the citizens.

Thorough and Complete Plan Reviews

In 2014, the Carmel Fire Department conducted 343 submitted plan reviews—a 26 percent increase over 2013 and a 51 percent increase over 2012. It is important to conduct thorough and complete plan reviews for all building projects, beginning with TAC through the completion of the project to insure the building complies with the fire and life safety codes adopted by the State of Indiana. Proper code compliance protects the lives of citizens and firefighters and reduces property losses.



PUBLIC EDUCATION



Keith Freer
Public Education Officer

Community Activities

In support of the Carmel Fire Department's Mission, Public Education provides children and adults of Carmel and surrounding areas quality educational programming and information designed to reduce and prevent the loss of life, injury, and property damage resulting from fires, accidents, and natural disasters. Fire and Life Safety Education continues to be a very active part of the department's annual activities and is increasing each year. CFD's Public Education conducted over 338 appearances (school presentations, community demonstrations, fire extinguisher training, fire drills, home safety surveys, smoke detector installation, special events, etc) which impacted tens of thousands of people. In short, CFD's community outreach programs have reached more than 51,145 people in 2014.

Public Education also schedules and organizes the department's station tours that are conducted annually at each of our six fire stations. Carmel Public Safety Day in September and the Firefighter-For-A Day Camp held in July. Each event is held on an alternating every-other-year format and both are a great success.



Events

- Firefighter-For-A-Day Camp
- School Fire Safety Presentation
- Fire Engine Demonstration
- Carmel Public Safety Day

Public Education Events	# of Events	Total # of Attendees
Special Programs		
Pub Ed Demos	11	451
Pub Ed Details	27	741
Apparatus Demos	31	9,904
Apparatus Details	59	22,789
Fire Truck Rides	16	32
Station Open House	6	1,074
School Programs		
Pre-school	20	1,115
Kindergarten	18	858
2nd Grade	27	1,127
4th Grade	18	1,073
Fire Drills	20	10,774
Fire Extinguisher Trainings	6	192
Station Tours	60	960
Detector Installations	19	55
Total events 338		
Total people influenced 51,145		



Denise Snyder
Budget and Accreditation
Manager

Commission on Fire Accreditation International

The Carmel Fire Department achieved a significant milestone in August of 2013; we became the third department in the State of Indiana to become Internationally Accredited. There are 196 departments worldwide who are Internationally Accredited by the Commission on Fire Accreditation International (CFAI). The Center for Public Safety Excellence (CPSE) in conjunction with CFAI guided the Carmel Fire Department through a complete comprehensive self-assessment and evaluation of fire and emergency service as compared to past, current, and future performance standards of the organization. The Accreditation process led to improved service delivery by helping the Department:

- Determine community risk and safety needs
- Evaluate the performance of the department
- Provide a detailed evaluation of the services we provide to the community
- Identify areas of strength and weakness within the Department
- Encourage professional growth for both the Department and its personnel
- Create a mechanism for developing strategic and program action plans for supporting community growth and expansion

The Carmel Fire Department is also maintaining an innovative, progressive fire department by completing the required Annual Compliance Reports (ACR). This report contains the twelve (12) strategic and specific recommendations that were identified when the Department was accredited. As 2014 was the first year for the ACR, the department completed six (6) strategic and specific recommendations



Members of CFD accepting International Accreditation Award at Fire Rescue International Conference



Attendees (from left to right) Chief Randy R. Bruegman, President, CPSE Board of Directors, Operations Section Chief Robert Hensley, Finance – Administration Chief David Haboush, Accreditation Manager Denise Snyder, CFD Fire Chief Matthew Hoffman, Chief R. Allan Cain, Chairman, CFAI

and the remaining six (6) are in various stages of completion. On October 27, 2014, the department received notification that the ACR was reviewed and approved for maintaining the accredited status with the Commission.

In May of 2014, the department purchased and implemented SharePoint to act as the depository where all accreditation documents reside and trained all divisions how to use the program. SharePoint has been a tremendous asset to this division as everything is in one place assessable to all divisions. Each division is responsible for maintaining, updating and creating all documents needed for accreditation.

The Strategic Plan has been updated and the Standard of Cover is also being updated.

In 2014, the accreditation division had a combined total of 20 hours of continuing education and attended the annual Excellence Conference.

CITY OF CARMEL FIRE DEPARTMENT



SERVING THE CITY OF CARMEL



CARMEL FIRE DEPARTMENT

WWW.CARMEL.IN.GOV



STATION #41

2 Civic Square • Carmel, IN 46032
(317) 571-2600



STATION #44

5032 E. Main St. • Carmel, IN 46032
(317) 571-2600



STATION #42

3610 W. 106th St. • Carmel, IN 46032
(317) 571-2600



STATION #45

10701 N. College Ave. • Indpls., IN 46280
(317) 571-2600



STATION #43

3242 E. 106th St. • Carmel, IN 46032
(317) 571-2600



STATION #46

540 W. 136th St. • Carmel, IN 46032
(317) 571-2600