

CITY OF VANDALIA

DIVISION OF FIRE



ANNUAL REPORT

2014

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A MESSAGE FROM THE FIRE CHIEF

On behalf of the entire City of Vandalia Fire Division team, I am pleased to present you with the Fire Division's 2014 Annual Report. The information included will provide you with insight into the hard work and dedication that all of the members of the Division put into the organization day in and day out. It is only through a cooperative team effort that we are able to accomplish our "Mission".

I feel that the statistical information included in this report clearly highlights our capability to perform. The report details both the emergency and non-emergency activities of the Division in 2014. The contents truly highlight the amount of time that the Fire Division staff spends dedicating themselves to servicing the needs of our community.

We are proud of our work and what we have accomplished in 2014. We hope that you can identify that pride through this report. We are grateful for the opportunity to serve and for the support provided to the Division by the community, the City Manager, the Mayor, and members of Council. We look forward to your continued support in the years to come.

Thank you.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'C. Follick', with a stylized, flowing script.

Chad E. Follick, Fire Chief
City of Vandalia Division of Fire

"OUR COMMITMENT TO THE CUSTOMER"



Left- Firefighters John Stevens and Zach Ramey, "baby sitting" infants evacuated by the fire department after a noxious odor took over their daycare center.

The "customer" is formally defined as "one who buys goods or services", and informally defined as "any person with whom one has dealings." Our organization traditionally adopts an informal approach and our organizational vocabulary is "keeping it simple" and informal. The Division of Fire no longer limits its organizational definition of the term "customer" to its formal interpretation. We have expanded our definition to include any person who receives our services, and anyone with whom our members have dealings. To those customers we promise the following level of service.

"OUR MISSION"

"Our mission is to provide superior fire, emergency medical, educational and prevention services to the citizens we serve. By consistently delivering these services in a courteous, safe and professional manner we hope to enhance the quality of life for the citizens of Vandalia."



"OUR VISION"

"Our vision is to be a progressive Fire/EMS service that provides the highest quality service at the lowest possible cost to our customer. "

"OUR CORE VALUES"



Professional Excellence - the Division of Fire believes that the pursuit of excellence and demonstration of high professional standards are critical to our service delivery model. To ensure that we are delivering the best possible service to our customer, the Division of Fire supports continuous training and encourages professional development.

Health and Safety - the Division of Fire believes that our health and safety is essential to fulfilling the Division of Fire's mission. We are committed to creating a health and safety culture within our organization. The Division of Fire is committed to seeking out programming, and providing our employees with education and training that enhances our health and safety culture by ensuring the well-being of our employees and operational readiness.

Integrity - the Division of Fire understands that the trust placed in us by our customers and colleagues is integral to the performance of our duties. The Division of Fire is committed to honest and ethical behavior, and will hold ourselves accountable at all levels.

Team Work and Leadership - the Division of Fire knows that a well-functioning team is more effective than individuals working separately and that in many cases our lives depend on effective team work and leadership. The Division of Fire believes that individuals have the capacity to lead, and the Division of Fire values emphasizes the importance of empowerment and leadership at all levels of the organization.

Community Service and Involvement - the Division of Fire believes we have a duty to be involved in our community. Our responsibility is to protect life, property, and the environment. The Division of Fire is committed to fulfilling our responsibility and to deepening our involvement in the communities we serve.

Innovation - the Division of Fire recognizes and understands that our community is evolving, and in doing so there is change, and that this change impacts our operations. The Division of Fire is committed to using innovation and progressive thinking to address change effectively and efficiently. Our efforts to meet the challenges of our evolving community will be focused on benefiting the customer first.

2014 GOALS

1. **The Division of Fire will have the foundational strategies in place to not only address the operational challenges we face today, but also those needed to handle our future challenges.**

Goal Achieved: In the summer of 2014, the Division of Fire implemented an automatic voice dispatching/fire station notification system (AKA Locution). This system “bridged the gap” on a serious communications issue between Vandalia and Butler Township Fire/EMS crews; an issue that was identified as one of the most critical issues needing to be addressed moving forward in the joint deployment/response project. The Locution system allows for the immediate dispatching of the “closest and most appropriate” fire/EMS resources. The elimination of “human interaction” in this process has reduced turn-out and response times while improving the overall service delivery model. This solution was another example of how partnership can greatly reduce the cost of services; this project was made possible through a grant with five other fire departments. The Division of Fire has invested about 10% of what the cost of this project would have been if the City went at the project on its own.

2. **The Division of Fire will serve our community in new and engaging ways through creative customer service initiatives, life-enriching preparedness programs, and strategic community relationships.**

Goal Achieved: In the summer of 2014 the Division of Fire purchased an electronic fire extinguisher demonstration unit. The Fire Prevention Bureau had been working to “clean-up” and improve its ability to deliver specific fire safety training. Using a \$10,000 Capital Project the FPB purchased and placed a digital demonstration unit into service in early summer 2014. The FPB has used this demo unit exclusively in several of its larger presentations in 2014 and the feedback has been positive. The digital unit has been described as being “easier to understand and use”, “safer for customers”, “a cleaner alternative to demonstrations in the past”, and “a much more engaging teaching tool”.



Left- Fire Inspector Brian Ziegenbusch and Firefighter Jason Lawler instruct a fire extinguisher class at Vandalia Parks & Recreation Youth Summer Camp using Division of Fire’s new electronic fire extinguisher demo unit.

Goal Achieved: In early summer of 2014 the Division of Fire received 250 storm warning emergency radios from an anonymous local donor. The Division of Fire made these radios available to households in the City of Vandalia as a part of both the Division of Fire's 2014 Goals and in response to a hazard mitigation project with Montgomery County's Natural Hazards Mitigation Plan.



Left - House on LaTourette Court heavily damaged by the 2013 Halloween Tornado. As a part of the "lessons learned" after action discussion, City Emergency Planners wanted to continue to provide our customers with the best crisis communications systems available. In addition to the outdoor tornado warning system, storm radios provide this additional layer of protection.

3. **The Division of Fire will provide, "the best possible value at the lowest possible cost to our customer", by continually scrutinizing the Division of Fire's use of funding and resources.**



Left - Captain Chad Garver and Firefighter/Paramedic Chris Cotterman demonstrating the Division of Fire's LUCAS™ mechanical CPR device and new lift assist EMS cots at a City Council Meeting fall of 2014.

Goal Achieved: The Division of Fire was successful in applying for and receiving almost \$75,000 in grant money in 2014. All of which went directly into upholding the Division of Fire's Vision of being able to provide the best service at the lowest possible cost to our customer. In 2014 the Division of Fire was awarded the following grant projects:

- ☒ BWC Injury Prevention Grant (\$38,000) - purchase of three (3) power assist EMS stretchers.
- ☒ State of Ohio EMS Equipment/Training Grant (\$2,500) - used to purchase new EMS "first-in" treatment bags and other loose equipment carried on the EMS units.

☒ Firehouse Sub's Public Safety Grant (\$15,000) - the Division of Fire was awarded a Firehouse Subs Public Safety Grant in the amount of \$15,000. This grant money was used to purchase a LUCAS™ 2 mechanical CPR device.

☒ Donation of \$2,300 from American Legion Post 668 - this donation is being used to purchase additional fire extinguishers that can be used to add another dimension to our fire extinguisher training demo unit and to purchase additional residential lock boxes to be used in our "special customer" project.

4. The Division of Fire will protect, educate, promote and inspire all department members to pursue safe, healthy, and active lifestyles; a lifestyle that reduces injuries and illness, increases productivity and efficiency.

Goal Achieved: The Division of Fire implemented several health and wellness initiatives in 2014. The Division of Fire used a capital improvement budget project combined with a grant award to replace/update EMS cots on all three "front line" medic units. The updated technology is focused on reducing injuries as a result of fire/EMS crews lifting patients on EMS stretchers. The new cots are "power assisted" and significantly reduce the frequency and impact of lifting patients.

The second major health and wellness project of 2014 was the implementation of a "clean room" concept at Fire Station 2. The Division of Fire used a capital budget project to design and install a commercial washer and dryer at Fire Station 2. Fire Station 2 was the only station that did not have this type of set-up; the commercial washer/dryer is used to clean/decontaminate the reusable bedding on the medics, soft EMS equipment, and/or firefighter's uniforms/protective clothing that become contaminated. There are special chemicals and processes that must be used to ensure that the equipment/uniforms are clean. These chemicals/processes can't be used in standard residential laundry machines. This commercial laundry set up will greatly reduce the risk of our personnel being exposed to infectious diseases.

In early summer of 2014 the Division of Fire implemented new policies and procedures regarding fire/EMS personnel protecting themselves against prolonged exposures to the sun and to bug bites that may also put them at risk of infectious disease. In addition to rolling out new policies, procedures, and training information the Division of Fire purchased and issues a cache supply of sunscreen/insect repellent wipes to every "first out" piece of fire/EMS apparatus. The Division of Fire DEFERRED the implementation of its new "Hand Safety Plan" until 2015.

5. The Division of Fire will be recognized as a high performing TEAM that fosters a culture of safety, capitalizes on each member's strengths, while respecting individual differences, all in the pursuit of workforce excellence.

GOAL ACHIEVED: The Division of Fire worked extremely hard in 2014 to celebrate the achievements of our personnel.

☒ In January 2014, Captain Duane Stitzel, Firefighter/Paramedic Anthony Miller, and Firefighter/EMT Anthony Porter were recognized and awarded the Montgomery County

Fire Chief's "Fire Crew of the Year" award for their actions and efforts during the October 2013 tornado response.

- ☒ In 2014 the Division of Fire implemented a new performance evaluation process that was designed to ensure that every member of the organization career and part-time received a performance review in 2014. The process also provided an opportunity for probationary firefighters (aka: Candidates) to receive feedback from their direct supervisor every ninety (90) days. A Candidates ninety (90) and two-hundred seventy (270) day reviews were informal coaching sessions between the Candidate and his/her supervisor. These sessions also provided the Candidate an opportunity to communicate any issues, problems and/or needs he/she may have moving forward.
- ☒ In late summer 2014 the Division of Fire launched a Division of Fire Facebook page to highlight the Division of Fire's activities, advertise Fire Department events, and to celebrate positive Fire/Rescue/EMS events. One such example is pictured below. In early December 2014, an EMS crew responded to a home on Kenneth Drive for an injury from a fall, once the emergency had been dealt with firefighters remained on scene to finish hanging the residents Christmas lights. The photo below and a short "snippet" about fall prevention were posted to the Division of Fire's Facebook page. Within twenty-four hours the post had been viewed over 50,000 times, it had received nearly 2,000 likes, over 100 positive comments, and it had been shared over 200 times.



ANNUAL AWARDS

FIREFIGHTER OF THE YEAR 2014- Firefighter/Paramedic Robert Corwin



Based upon nominations from his supervisors and peers Firefighter/Paramedic Robert Corwin was named as the Division of Fire's 2014 "Firefighter of the Year". Firefighter Corwin's supervisor wrote:

"I believe that Firefighter Corwin has performed at the highest levels in 2014."

Firefighter Corwin's peers (including members of his duty crew) wrote the following with regards to Firefighter Corwin's leadership abilities:

"Firefighter Corwin takes the time to mentor and teach us and he is patient with those that may need that extra shift or two to catch on to a skill or skills."

Firefighter Corwin's staff assignments are primarily the maintenance and upkeep of the apparatus, equipment on the apparatus and the fire stations. Firefighter Corwin has, at times, gone well out of his way above and beyond what is expected of him to ensure that maintenance issues get addressed and more importantly in a timely fashion. Firefighter Corwin has come in on his days off to look at problems, make minor repairs, meet repair personnel, and/or to order parts. His work this year has significantly reduced the amount of work we've had to send out to the garage and/or private contractors and undoubtedly it has saved the Division of Fire operations and maintenance money. The dedication and commitment that Firefighter Corwin has displayed over this last 18 months is why those that nominated him feel he deserved to be the Division of Fire's 2014 Firefighter of the Year.

EMS PERSON OF THE YEAR 2014 – Firefighter/Paramedic Kyle Barlage



Based upon nominations from his supervisor and peers Firefighter/Paramedic Kyle Barlage was selected as the Division of Fire's 2014 "EMS Person of the Year". A peer wrote the following about Paramedic Barlage:

"I have not had the chance to run alongside Kyle this year. However, we spent some time as partners the previous year. Kyle always showed great customer service, he is a knowledgeable and skilled paramedic that takes great pride in delivering the highest level of emergency medical care. Kyle does not let any situation intimidate him; he is focused and committed to creating positive outcomes for the customers he serves."

Paramedic Barlage's supervisor wrote:

"Paramedic Barlage is an outstanding firefighter/paramedic that is dedicated to delivering the Division of Fire's Mission, Vision, Values, and Customer Service Philosophy. Paramedic Barlage is a self-motivator, he's always willing to jump in and do what needs to be done to complete a task. Paramedic Barlage is always willing to mentor new employees, especially those trying to become paramedics."

Paramedic Barlage's work ethic, commitment and dedication to customers (both internally and externally) are why he was named the Division of Fire's 2014 "EMS Person of the Year".

SERVICE MEDALS



Medal of Courage

Firefighter/EMT Derek Copp was issued the Division of Fire Medal of Courage for preventing children from being struck by cars on two separate occasions during “trick or treat” on 10/30/14. Firefighter Copp’s partner on that evening wrote the following on his nomination form:

"On 10/30/14, while passing out candy from Medic 3, I witnessed Firefighter/EMT Copp place himself at great personal risk to keep two young children from being struck by a car on two occasions."

"The first incident occurred while we were handing out candy on a fairly crowded street in the center district. Firefighter Copp noticed a young boy (12 years old or so) on the opposite side of the road, the boy has obviously seen the ambulance and he was trying to make his way to us. The boy darted between two parked cars without looking, a car traveling at speeds that were probably too fast for the pedestrian traffic congestion that night, was rapidly closing on the child who was now running. Firefighter Copp realized that the child was going to be struck and yelled loudly for the car to STOP, as he entered the roadway placing himself between the car and the child and waving his arms and jumping up and down. I am sure that every single person within five houses on both sides of the road and that every vehicle in a two block radius came to a screeching halt as a result of his efforts to halt traffic and I have no doubt that Firefighter Copp’s actions saved the child from being struck".

"In the same area, later that same evening, I witnessed a second incident involving a younger child (I am guessing a boy 5-6 years old) that was following behind his older sister who had crossed the street with no problem, but the younger brother had fallen behind and began to run to catch up, but he had fallen back a fairly good distance. The girl had managed to cross the street and by the time the young boy was at the point he wanted to cross the street a car was approaching. Firefighter Copp quickly realized what was about to happen and this time he has to run into the street, jump in front of the car, and placed himself between car and the child to get the car to stop. I know that Firefighter Copp would not want the recognition for these incidents, but I feel that he went above and beyond what is expected of him to ensure that these kids didn’t get hurt, so I feel that he deserves recognition".

EMS Distinguished Service Medal

Captain Garver was responsible for acquiring \$75,000 in EMS equipment grant money in 2014. Captain Garver successfully led two grant projects that have greatly enhanced the Division of Fire’s service delivery system.

The first was Bureau of Workman's Compensation Injury Prevention Grant, which was focused on the reduction of workforce injuries. In 2014, the Division of Fire budgeted to replace four manual lift EMS stretchers at a cost of nearly \$50,000. Captain Garver, assisted by Firefighter Matt Goodin, led a grant application process that when awarded enabled the Division of Fire to replace our aging EMS stretchers with newer, safer, state of the art units for just under \$12,000. The value add to this project was that with the money saved in this project the Division of Fire was able to fund three unfunded 2014 CIP projects.

The second grant project was the Firehouse Subs Public Safety Grant. The Division of Fire applied for and was awarded \$15,000 to purchase a LUCAS™ 2 mechanical CPR machine.

Both projects were directly related to Strategic Goals established by the Division of Fire and both projects are projects that significantly improve our ability to provide the highest quality service at the lowest possible cost to the tax payer! Captain Garver has committed himself to meeting, and in some cases exceeding, the Division of Fire's Mission, Vision, Values, and Customer Service Philosophy, and for his efforts Captain Garver received the Division of Fire's Distinguished Service Medal.

EMS Distinguished Service Medal

On 10/31/14, Megan Holfinger responded as the EMTI "first responder" to a multiple vehicle and multiple injury (double fatal) auto accident on southbound I75. Megan arrived to find a scene like I am sure she had never before, heavily damaged automobiles scattered all over the roadway, debris spread across the roadway for miles, bystanders directing her to people that were severely injured, and a child that had been fatally injured lying on the highway. Despite the chaos Megan remained calm and cool, she continuously communicated what she was seeing to incoming crews, she provided ongoing size-up information to a responding command officer, and implemented a triage process prior to the first EMS unit arriving on scene. Megan was quick, efficient and methodical in her approach to triage. She was clear on what she needed from EMS crews arriving on scene and from the Incident Commander running the incident. Her command presence kept the scene from "derailing". Megan's efforts were a key factor in getting the most seriously injured victims rapidly triaged, treated, extricated, and transported. There is no doubt that Megan's initial and ongoing effort on scene as the triage officer prevented longer scene times and prevented those serious injuries from getting worse. For this Megan received the Division of Fire's EMS Distinguished Service Medal.

LETTERS OF COMMENDATION AND CHALLENGE COINS



CPR Customer Service

In 2014 Lt. David Clapper, on multiple occasions, went above and beyond his normal responsibilities and duty assignments to assist the Fire Prevention Bureau with CPR, AED, and First Aid outreach. Lt. Clapper's commitment to our outreach efforts did not go unnoticed, the member nominating Lt. Clapper for this honor wrote:

"Lt. Clapper leads by example. It would be great if all of our instructors followed his lead."

To reinforce this employee's point Chief Follick received an email from a long time resident and well-known local retired educator that said:

"Chad, just wanted to let you know what a great job David Clapper did on Nov. 1 with a group of rec center (and others) employees. I just took the class to keep updated from my initial class a few months ago, but felt this one was exceptional. The 3 hours flew by quickly, and he did an outstanding job of keeping our interest and involved. Must say I really enjoyed his presentation, and hope he will do the next update when I am participating."

For his outstanding customer service delivery and efforts to achieve the Mission Lt. Clapper received a Letter of Commendation and a Fire Chief's Challenge Coin.

Recognition Fire Prevention Officer

Fire Prevention Officer Brian "Ziggy" Ziegenbusch was responsible for initiating two separate, extremely successful public education programs in 2014.

The first program was "Friday Fun Day with the Firefighters" at the Vandalia Parks and Recreation Summer Camp. Those who attended really enjoyed the water activities. This program will be expanded next year from one day into an entire week program.

The second program was held on October 8th and 9th at Morton Middle School. This was the "Firefighter Combat Challenge" for the fall gym classes. This program was well received and focused on the different muscle groups that firefighters need to use in their day to day activities. We are already looking into late spring to schedule a second program for the students in the spring gym classes. For developing these programs and seeing them through to a successful conclusion "Ziggy" was awarded a Letter of Commendation and a Fire Chief's Challenge Coin.

Congratulations "It's a Boy"

On May 15, 2014, Medic 1's crew was dispatched to a maternity call on Randler Drive. Crews arrived to find the resident standing in the driveway in active labor. Crews quickly ushered the woman back into the apartment, where she immediately delivered a healthy and happy baby boy. The medic crew worked quickly to complete the delivery and assess the newborn and mother. The crew was quick and efficient in their on-scene assessment and treatment. The decision to stay and complete the delivery was a good one and ultimately their rapid and efficient service delivery paid off. For their outstanding service delivery Firefighter/Paramedic Travis McCool and Firefighter/EMT Kurtis Green were awarded a Letter of Commendation and "Baby Boy" Delivery Commendation Bar.

Response to Fatal Accident on I75



On October 31, 2014, crews were dispatched to the report of a multiple car injury auto accident on southbound I75. Crews arrived to find a horrific scene, a total of nine vehicles, debris spread across a mile of highway, and a family of four from Michigan completely devastated. Crews immediately found a five year old girl lying on the highway, she had been ejected from the families SUV and she was deceased. Crews made their way to what appeared to be "ground zero of the crash site" and found what was left of the families SUV. Mom the driver, trapped behind the wheel, dad, trapped in the passenger seat, deceased and laying on top of the eleven year old daughter who was trapped in the rear seat and critically injured. Additional crews were summoned to deal with other injuries around the crash site while these crews went to work on the most critical of the injured under the most stressful of conditions. Mom and daughter were extricated rapidly, their care passed off to awaiting medic units.

The efforts of these crews in these conditions undoubtedly lessened the severity of the injuries that the survivors sustained but more importantly the professionalism and humanity that was displayed in dealing with the deceased and the situation surrounding the deceased and their close proximity to the surviving members of the family was exemplary and went well above the call of duty! Know that you made each and every member of Division of Fire very proud on that evening and you displayed great courage, compassion and empathy in the face of a horrific tragedy.

In recognition of their effort Captain Mike Pinson, Firefighter/Paramedics Anthony Miller and Kyle Barlage, and Firefighter/EMT Aletha Friesen, Missy Oostveen, Paul Kimmel, and Justin Richards received a Letter of Commendation and a Fire Chief's Challenge Coin.

Walk-In Heart Attack Station 2

On November 12, 2014, the Medic 2 crew had a citizen come into the firehouse complaining of chest pains and shortness of breath. The crew immediately suspected that the patient was having a significant cardiac event from his presentation, a suspicion that was quickly confirmed when the crew placed the patient onto the cardiac monitor. It was in that moment the crew knew they had to quickly provide some initial treatment and then get this patient on the road to an intervention facility. The patient was delivered to a heart cauterization lab in under twenty-five (25) minutes; once in the "cath lab" it was determined that the patient had a 99% occluded left ascending coronary artery and a stent was placed. The patient returned home within three days and at last check has not had any further issues. There is no doubt that the Medic 2 crews quick actions and outstanding initial care saved this patients life. For their outstanding efforts EMT Advanced Missy Oostveen and Firefighter/EMT Justin Richards received a Letter of Commendation and an EMS Officer's Challenge Coin.

Off-Duty Customer Service Incident

On November 2, 2014, while off-duty at his residence, Firefighter/EMTI Jon Duffy found his 90 year old female neighbor lying outside in the yard where she had fallen and fractured her hip. Firefighter Duffy, summoned help and rendered care until EMS could arrive. Upon arrival Firefighter Duffy provided an excellent transition of care report and assisted the crew from Medic 2 with packaging the patient.

Firefighter Duffy was nominated for this recognition by the crew from Medic 2, in their nomination they wrote:

"Firefighter Duffy's off duty actions exemplify the care and compassion that are called for in the Division of Fire's customer service philosophy and for displaying that level of service while off duty, we believe Firefighter Duffy should be recognized."

For his actions Firefighter Duffy received a Letter of Commendation and a Fire Chief's Challenge Coin.

Internal Customer Service Event

In late November 2014 the Division of Fire received news that one of our part-time shifted employees was engaged in cancer treatment. The Division of Fire is a unique organization, a hybrid of career professional and part-time professional firefighters that come together every twenty-four hour shift to form a cohesive and effective team. In some organizations the full-time/part-time relationship is sometimes adversarial and difficult.

I believe that having career personnel that have come up through part-time ranks/positions helps, they "have been there and done that", they know what it's like to have to work 2-3 part-time jobs "to make ends meet". So when this opportunity presented itself, I was not at all surprised to see our local step up to help.

In an act of supreme kindness, teamwork, and in the true spirit of "family" the members of Local 3519 donated a day's pay to this firefighter, which covered one of two days that he missed as a result of his treatment.

The giving however, was not exclusive to our career personnel, a "call to arms" was put out to our part-time personnel. Anyone that was willing to work a "no pay" cover/trade to help this firefighter cover his shifts and not lose the pay could volunteer to do so. We had two part-time personnel "step-up". FF/EMT Candice Jacobs and FF Connor Matlock both offered to cover shifts for this firefighter for no pay and or recognition so that this firefighter could continue to receive a check while he was receiving treatment.

I am happy to report that FF Gebhart received treatment and the GREAT news that he is in the clear. He has returned to work and is doing well. I know that FF Gebhart appreciates the kindness of these personnel and that their generosity made his recovery much easier to endure.

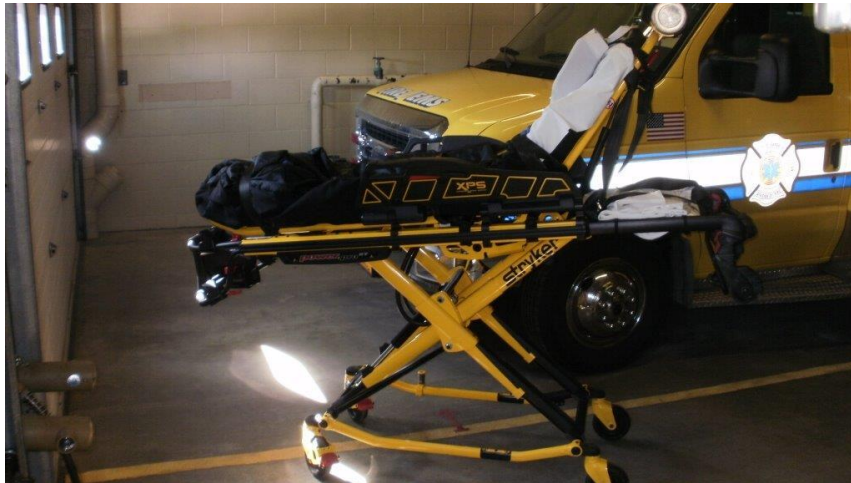
These employees are models for the internal customer service that we expect and your compassion and caring actions make this organization the strong family that it's become. For their actions each received a Letter of Commendation and a Fire Chief's Challenge Coin.



Pictured above are personnel that received award(s) at our annual Christmas and Awards Dinner. (From left to right) FF/EMTI Megan Holfinger, FF/Paramedic Robert Corwin, Captain Chad Garver, FF Connor Matlock, FF/EMTI Jon Duffy, FF/Paramedic Anthony Miller, FF/EMTI Brian Ziegenbusch, and EMTI Missy Oostveen.

CAPITAL IMPROVEMENT PROJECTS 2014

1. **Emergency Medical Stretcher Replacement Project** - the Division of Fire budgeted \$50,000 to replace three of the Division of Fire's manual patient stretchers in 2014. The goal of the project was to replace the manual lifting stretchers with power assisted versions, creating a safer working environment for fire/EMS personnel that are tasked with lifting EMS patients into the back of the Division of Fire Medic Units. The Division of Fire applied for and was awarded a Bureau of Workmen's Compensation Injury Prevention Grant. Receiving this grant saved the Division of Fire nearly \$40,000.



2. **Purchase of Fire Extinguisher Training Prop for Fire Prevention Bureau (FPB)** - the Division of Fire's Fire Prevention Bureau purchased a new digital fire extinguisher training unit for just under \$10,000 in 2014. The goal of this project was to purchase a teaching tool that would be easier for the FPB to transport from site to site, was flexible and could be used as a fire prevention teaching tool in a variety of programs for a variety of audiences, creating a safer training experience for customers attending fire prevention classes. The Division of Fire purchased a demo unit from Bullex/Lion (a locally owned company) saving the Division of Fire approximately \$5,000.



3. **Grass Firefighting Vehicle Pump/Skid Replacement Project** - the Division of Fire budgeted \$15,000 to replace the firefighting skid unit (which is the pump and tank of water) on the Division of Fire's Grass/Brush firefighting truck. As a part of the Joint Staffing & Deployment Project with Butler Fire, discussion began in early 2014 to determine if there was a more efficient and cost effective way to develop a single Grass/Brush firefighting vehicle that could be used jointly by the Division of Fire and Butler Township Fire. As a result of these conversations the "Joint Grass/Brush Firefighting" vehicle was unveiled in late summer 2014. Creating this "joint" resource saved the Division of Fire nearly \$12,000 on this project and its implementation will continue to provide savings as the vehicle will serve each department for an indefinite period of time.



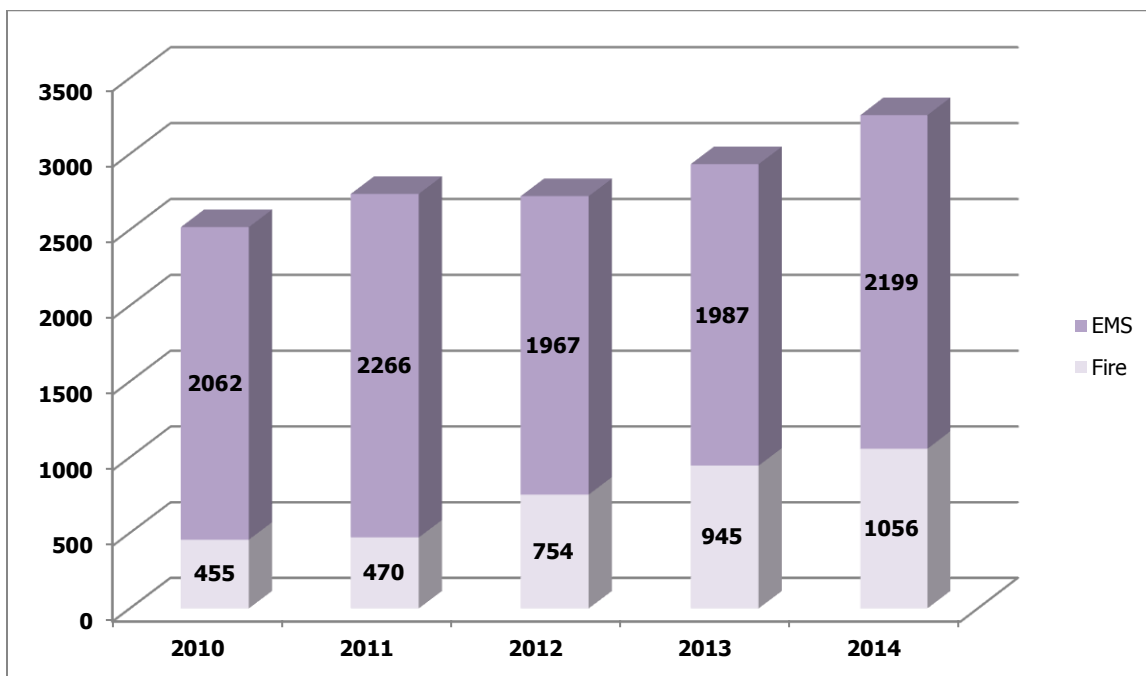
4. **First Phase of 800 Radio Replacement Project** - the Division of Fire has implemented a multi-year, multi-phase 800 radio replacement project. In 2016, the Division of Fire will have to have P25 compliant radios to continue to use communications equipment on the Montgomery County radio system. Radios are a critical piece of firefighter safety equipment. Portable radios are often the only method of communications available to firefighters working inside structures where fire exists; they become the firefighters "life line" and they need to be reliable. The Division of Fire is working to cut the cost of replacement by seeking out grant opportunities, but without outside assistance the Division of Fire will need to budget and carryout the replacement of between \$30,000 and \$50,000 of radio replacements each year from now until early in 2017. In this first phase of the project, the Division of Fire implemented the final changes needed to make the Locution "voice" dispatching software operational and purchased new portable radios.

5. **Installation of Commercial Laundry Machines at Fire Station 2** - the Division of Fire budgeted \$15,000 to install a commercial grade laundry system at Fire Station 2. These commercial laundry systems are essential to maintaining the health and wellbeing of our personnel. These laundry systems are used to maintain our firefighter's protective clothing and to clean/decontaminated soft EMS equipment used on Vandalia medic units. The systems have stainless components, better temperature controls, and automatic soap dispensing systems that allow us to insert special cleaning chemicals that extend the life of our protective clothing and ensure that we are providing the safest possible EMS environment for our customers and employees.



RESPONSE STATISTICS

TOTAL CALLS FOR SERVICE (5 Year Experience)



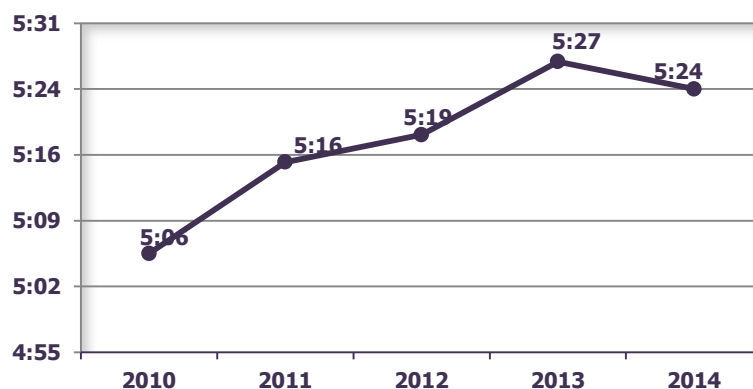
The table above represents a five (5) year “snap shot” of the total calls for service answered by fire/EMS personnel. In 2014, the Division of Fire answered 3255 calls for service (2199 EMS calls and 1056 fire calls).

RESPONSE TIMES



The Division of Fire takes pride on being able to provide efficient and timely service to its customers. This statistic is one of the most closely monitored by the Division of Fire. The Division of Fire is committed to achieving an average target response time of five (5) minutes or less to any dispatched emergency. The response time recommendations of the National Fire Protection Association (NFPA 1710 standard) are slightly higher than those established by the Division of Fire. When asked why, the answer is simple; we feel we can get there faster than the national average (standard).

The average monthly response time in 2014 was 5:24, slightly above our target response time of five minutes (5:00), however still well below the NFPA standard. The table below shows a five year "snap shot" of the average annual response time.



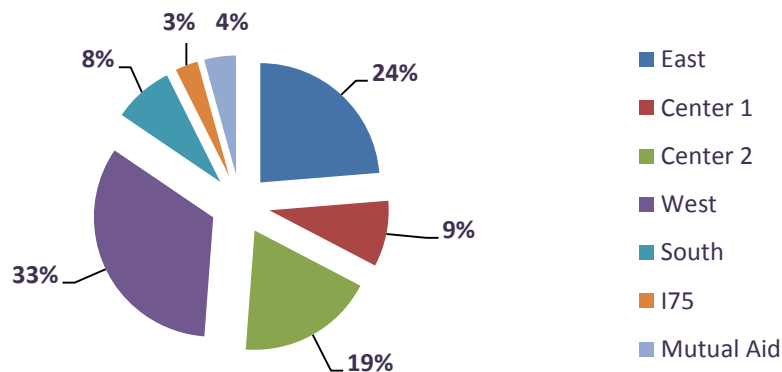
Achieving this five minute target response time is a goal of the Division of Fire; we are consistently evaluating monthly response times and "tweaking" our operations to improve those times.

RESPONSE BY DISTRICT

Since January 2010, the Division of Fire has improved response times and service delivery by making “sweeping changes” to its deployment and staffing strategies. The Division is committed to providing the highest quality service in the fastest and most efficient manner possible. In early 2011, the Division realigned each station’s primary response areas, sending fire/EMS resources from the closest fire station. The Division feels that it has a very good handle on where the calls are occurring within the city, but we continue to develop long range plans to provide fire/EMS staffing in these areas. Getting to a customer’s emergency quickly is only one part of the mission; the vision is to be quick, proficient and cost effective.

The table below represents the total number of calls for service that were received in each of the Division of Fire’s seven (7) response zones in 2014.

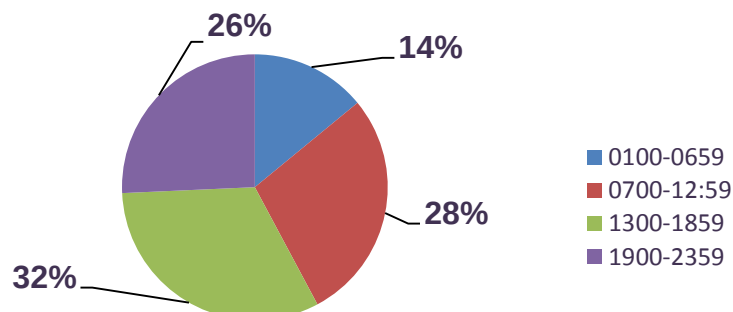
CALLS FOR SERVICE BY RESPONSE DISTRICTS 2014



Response times are definitively one of the primary measuring tools that a customer uses to rate the level of service he/she receives from the Division of Fire. The Division of Fire works very hard to meet our response time goals, but there are other statistics that are just as important to the Division and its vision.

Another area we look at when doing operational assessments is the time of day that calls occur. The chart below represents the time frames that fire/EMS calls were received in 2014.

CALLS FOR SERVICE BY TIME OF DAY 2014



MUTUAL AID RESPONSE DATA

The mutual aid partnerships the Division of Fire maintains are divided into three main categories:

(1) Automatic Mutual Aid Response (AMAR) - which is a pre-arranged agreement that brings additional resources to the scene of pre-determined hazards throughout the city (examples include manufacturing facilities, schools, nursing centers, etc.).

(2) Mutual Aid – which summons additional resources to the scene of specific incidents as they are needed (examples include multiple injury auto accidents, multiple victim fire incidents, and EMS call(s) that go beyond the Division’s initial EMS capabilities).

(3) “Joint Response” AMAR- which are joint responses between Vandalia and Butler Township Fire Departments ONLY. These incidents are fire/EMS responses handled by the “closest, most appropriate” Vandalia or Butler Township fire/EMS resource regardless of their location (in the City or in the Township).

Table 1 represents an accounting of the total number of both AMAR and Mutual Aid calls that the Division of Fire responded to and/or requested in 2014. The Division of Fire maintains an average number of “Mutual Aid received” type responses. We believe that our staffing and deployment plan affords us the ability to keep City of Vandalia fire/EMS resources in the city and available to our Vandalia customers.

Table 1 - MUTUAL AID DATA 2014

Department	AMAR Provided	AMAR Received	M/A Provided	M/A Received
Bethel Fire (Miami)	0	2	0	0
Dayton Fire	0	2	0	0
Dayton Airport Fire	0	0	1	0
Englewood Fire	0	10	0	0
Fairborn Fire	0	0	1	0
Huber Heights Fire	5	7	26	15
Harrison Twp. Fire	1	3	19	12
Tipp City Fire/EMS	4	1	22	11
TOTAL	10	25	69	38

JOINT STAFFING AND RESPONSE PROJECT



Vandalia fire crews provided a joint fire response to this reported structure fire along Miller Lane with Butler Fire crews. Construction supplies stored in the vacant lot next to a structure were on fire. This is a fire that Vandalia and Butler Fire crews may have only been able to provide 4-6 firefighters to three years ago, jointly we were able to send nearly a dozen firefighters to this large wind driven blaze, shortening the time it took to contain the fire.

To the right Vandalia Ladder 3 sits at the ready in front of a duplex on Village Green in Butler Township responding to the report of a “working fire” in that building.



The “Joint Staffing & Deployment” program is three years old now and the goals of this program remain the same; to provide customers in both the City and the Township with the best fire/EMS services available to them and to do so at the lowest possible cost to the tax payer. It is clear that both organizations feel that these Missions are best achieved through a cooperative effort. Statistically, joint calls for service are on the rise, with three years “under our belts” it is very easy for us to see when a customer is best served by sending the “closest and most appropriate fire/EMS resources”. Table 2 provides statistical data on the total number of “joint responses” received and then provided by the City of Vandalia’s Division of Fire.

Table 2 - JOINT AMAR RESPONSE DATA



Vandalia and Butler Fire/EMS crews work on a "joint response" to I75. Crews working to extricate a driver trapped behind the driver's seat, with the car up on the guardrail.



FIRE SUPPRESSION/OPERATIONS



The Division of Fire answered **1056** fire related calls for service in 2014. Fire related calls for service increased by approximately 11% in 2014 (945 fire related calls for service in 2013).

The increase can be attributed to subtle increases in the following call types:

- 1) Calls for service classified as a "Fire" response - the statistical term "fire" includes actual fires, big or small, inside or outside, developing or extinguished upon the fire department apparatus's arrival.
- 2) Calls for service classified as "Hazardous Conditions" which includes everything from carbon monoxide/natural gas leaks, to odd odors, to arcing/sparking electrical equipment.
- 3) Calls for service classified as "Service Calls" (includes call types under "Public Service") where the fire department responds to provide assistance with any variety of non-emergency type issues (examples include: burst pipes, smoke detector and battery installations, assisting the police by providing ladders or tools, animal rescues, etc.).
- 4) Calls for service classified as "False Alarms and/or False Calls" such as fire/rescue false alarms, both intentional (malicious) and unintentional, and all fire alarm malfunctions.
- 5) Calls for service classified as "Motor Vehicle Accidents" include accidents involving injuries, no injuries, and where pedestrians and automobiles collide.

Table 3 represents a three (3) year comparison of the top five annual "Fire" type responses. The darkest bar represents these incidents in 2014; you can see subtle increases in every one of our most common calls types.

TABLE 3 - FIRE TYPE RESPONSE COMPARISION 2012-2014

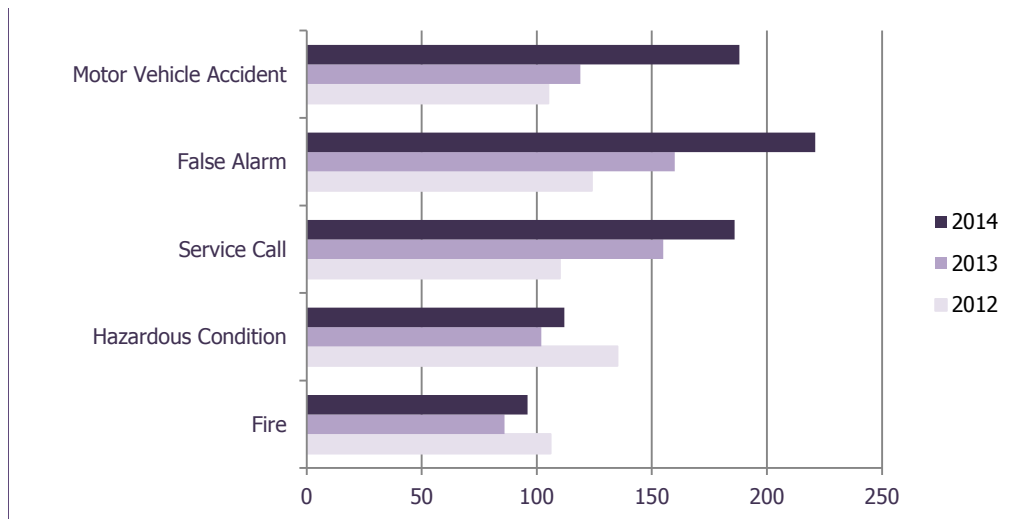
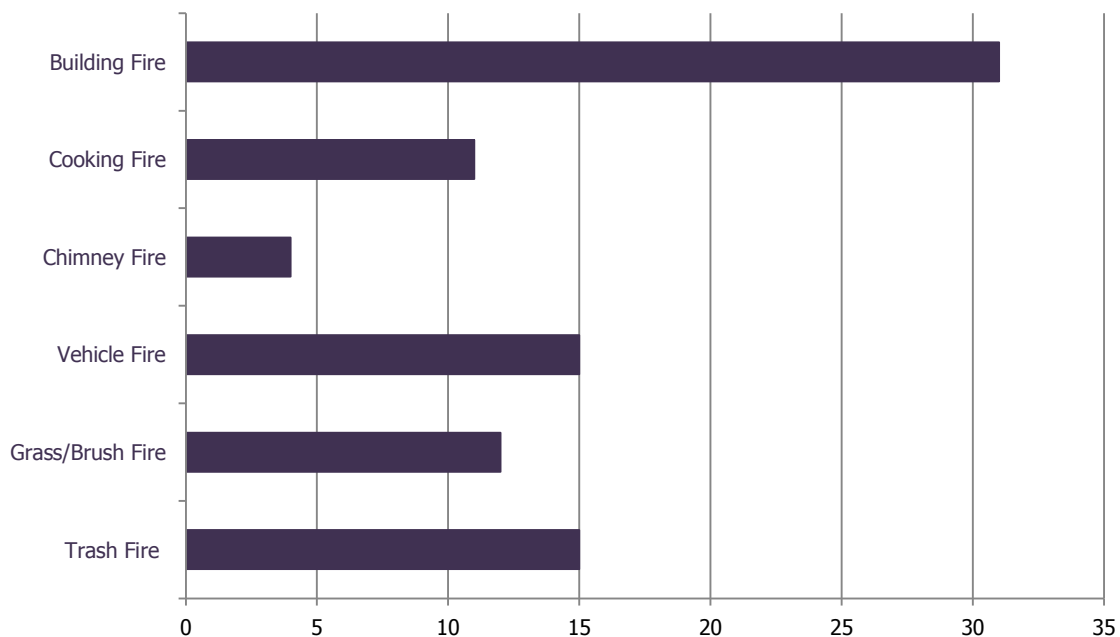


Table 4 breaks down the “Fire” data heading a bit more concisely to provide you with a better understanding of exactly what type of actual “fires” the Division of Fire handled in 2014.

TABLE 4 – Detailed “Fire” Response Data 2014

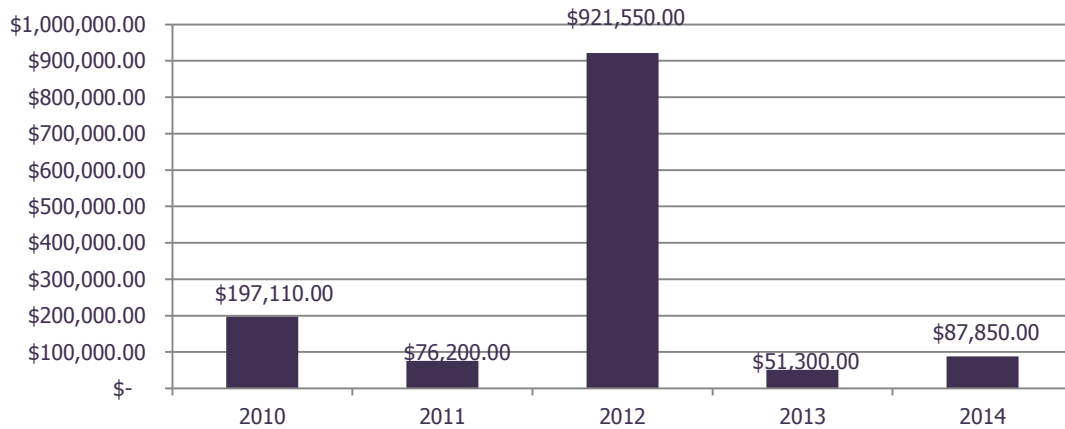


The Division of Fire defines a fire as a “dollar loss fire” when the fire causes a tangible property loss. The Division of Fire answered approximately **96** calls for service that were classified as “fire” responses in 2014. Of those 96 calls for service, the Division of Fire classified **30** of these fires as “dollar loss” fire incidents.

Of these fires, \$21,350 dollars of loss occurred in residential or commercial buildings, vehicle fires account for the remaining \$66,500 dollars of loss reported in 2014.

Table 5 provides a “snap shot” of the Division of Fire’s total dollar loss due to fire for the last five years.

TABLE 5 - DOLLAR LOSS LAST FIVE (5) YEARS



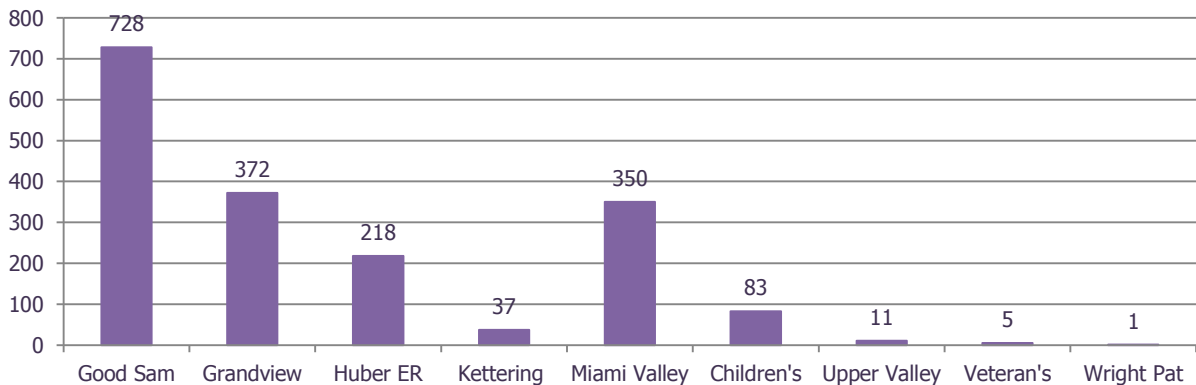
EMS OPERATIONS

Statistically, emergency medical services (EMS) calls account for approximately 68% of the Division of Fire's call volume. The Division of Fire answered **2199** emergency medical calls for service in 2014.

EMS crews from the Division of Fire answer between six and eight calls for emergency medical services each day. The goal of the Division of Fire's EMS service delivery system is to provide the highest level emergency medical care in the fastest and most efficient manner possible. Our continued Vision is to deliver that level of service at the lowest possible cost to the tax payer.

The Division of Fire transported **1805** patients (82% of the patients we came into contact with in 2014) to a primary care facility (Emergency Room) in 2014. Table 6 below shows the distribution of patients to local receiving hospitals.

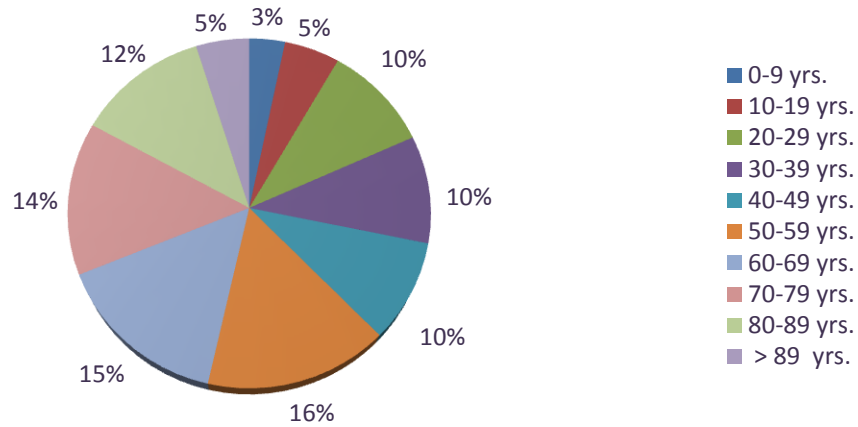
TABLE 6 - TRANSPORTS BY RECEIVING HOSPITAL 2014



As you can easily see from the data in table 6, the Division of Fire transports the largest number of its patients to one of the four Dayton Regional Hospitals (Good Samaritan, Miami Valley, Grandview, and Huber ER). There are several factors that impact transport (travel) times (i.e. location of the hospital, traffic, weather conditions, construction, and patient condition).

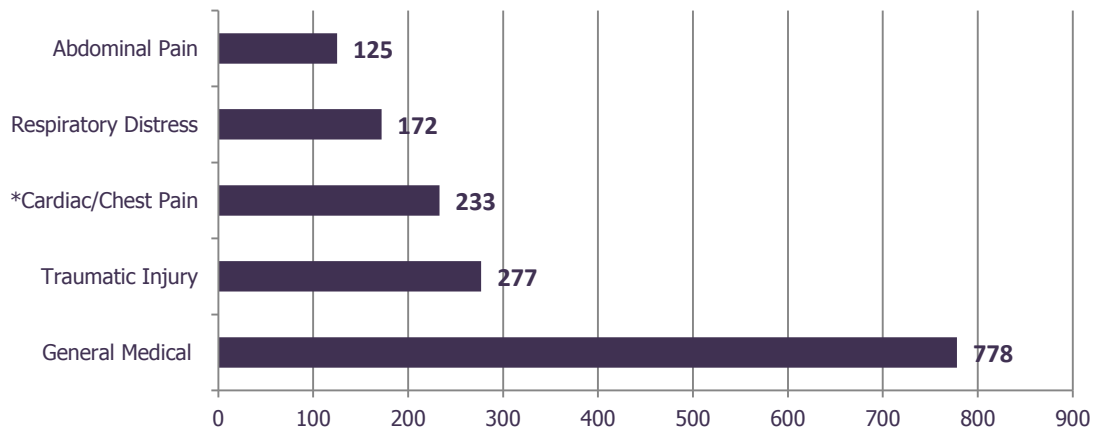
The Division of Fire's emergency medical services are requested by customers ranging in age from several weeks old to 102. The average age of a customer requesting EMS in the City of Vandalia is 55 years old. Females represent the larger percentage of EMS customers; in 2014 the Division of Fire EMS service transported 993 female customers, which represents about 55% of total transports. Male customers represent 45% of total transports at 812. Table 7 shows the percentage of customers served in each age range.

TABLE 7 - PATIENTS BY AGE RANGE



The Division of Fire classifies EMS calls in two major categories; (1) Medical and/or (2) Trauma. Under each of these primary headings are subcategories that describe a patient's chief complaint (or their reason for calling EMS). Table 8 represents the five most common EMS calls answered by the Division of Fire in 2014.

TABLE 8 - FIVE MOST COMMON EMS CALLS IN 2014



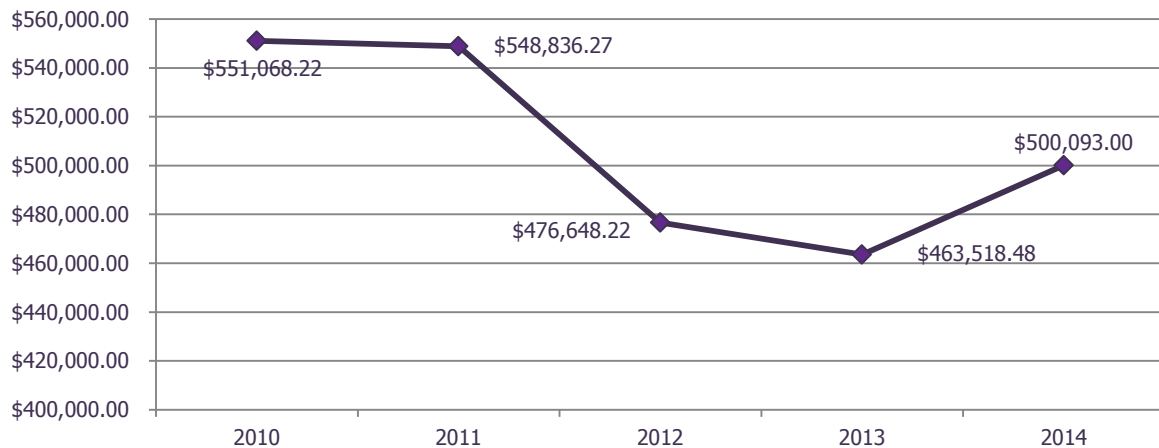
***Note:** Cardiac/Chest Pain includes 26 Cardiac Arrests in 2014.

EMS BILLING

To aid the Division of Fire in creating the “best service at the lowest rates”, the Division bills medical insurance companies (including Medicaid/Medicare) for EMS transports. The Division uses a “soft billing” approach in accordance with the Attorney General’s ruling. The Division’s third party billing agency submits bills to the medical insurance companies of both residents and non-residents. If the customer is uninsured the Division of Fire makes an attempt to paper bill the non-resident customer, and when there is no ability to pay, the debt is “written off” (forgiven).

The Division of Fire transported **1805** patients in 2014, those transports represent approximately \$1.7 million dollars of EMS charges in 2014. Of that \$1.7 million the Division of Fire collected **\$500,093.00**. Based on the total amount collected and the total number of transports, the Division of Fire’s average EMS collection rate is **\$277**/transport. Table 9 provides a “snap shot” of EMS revenue collections for the last five years.

TABLE 9 - EMS REVENUE LAST (5) YEARS



FIRE PREVENTION



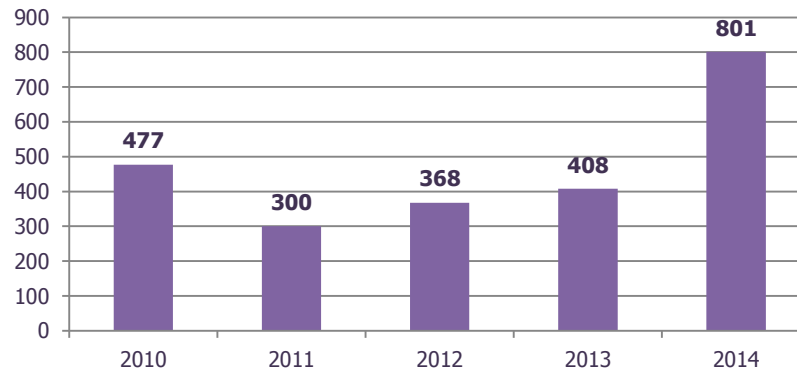
The mission of the Fire Prevention Bureau (FPB) is to deliver the Division of Fire's fire/injury prevention message. This mission is achieved through an aggressive public education and outreach campaign. The FPB uses fire safety inspections, pre-fire planning visits, public education, and school programming as conduits for disseminating our safety messages.

Fire Safety Inspections and Pre-Fire Planning

The Fire Prevention Bureau is responsible for providing annual fire safety inspections to nearly 800 occupancies. Until early 2014 this responsibility was shared between one Fire Prevention Officer, our three career Firefighter/Paramedic/Inspectors and part-time Fire Safety Inspectors. Inspections were part of a duty crew's daily/weekly responsibility, but as the demand for more daily training and call volumes have grown company level inspections suffered. In early 2014 our company level inspection program was discontinued. Two part-time Fire Safety Inspectors were added to the Fire Prevention Bureau and our fire inspection/pre-plan systems were re-developed to make the systems more efficient. The "fruits of those labors" are very evident in the statistical information provided by the FPB. Typically, Fire Inspectors both career and part-time, complete between 400-500 fire safety inspections and/or re-inspections each year. In 2014, the Fire Prevention Bureau logged just over 801, doubling the number of inspections that are usually handled each year.

Table 10 shows the number of fire safety inspections completed annually over a five year period.

**TABLE 10 - Total Number of Fire Safety Inspections Annually
(Five Year Summary)**



Company level assistance has still played a significant role in the success of the FPB in 2014. Companies have been assisting the FPB with several of the larger or “target hazard” building inspections and they have been working to complete and/or update pre-fire plans on every building that the Division of Fire inspects. The FPB has **175** hours in updating and revising pre-fire plans and crews have completed **151** new fire pre-plans in 2014.

Fire safety inspections and pre-fire planning serve two purposes:

- (1) Ensuring that buildings where our customers live, work, or play are safeguarded against disasters (fire, weather, chemical releases, and acts of terrorism).
- (2) To ensure that our first responders are aware of their first due and “target hazard” facilities which greatly enhances their ability to quickly make fire/EMS decisions and to participate in the creation of safe fire/EMS incident operations.

FIRE PREVENTION COMMUNITY OUTREACH

Outreach and message delivery continues to be the best method for prevention of fires and injuries. In 2014 the Division of Fire participated in approximately **150** hours of fire prevention outreach contacting **3518** people.

The Fire Prevention Bureau's work is sometimes difficult to quantify; for the most part if fire related injuries/deaths, occurrences, and dollar losses are all down, it is safe to say that the Division of Fire is getting their message "out there".

The following is a sample of some of the other outreach opportunities the Division of Fire participated in during 2014:

Event	Number of Events/Visits	Number of Customers Reached
Car Seat Installations	82	82
Smoke Detector Installations	48	48
Smoke Detector Battery Check/Replace	53	53
Passport To Safety Program	3	140
St. Chris Field Day	1	450
Stop, Drop & Roll (First Graders)	3	238
GE Health Fair	1	70
Touch a Fire Truck Events	3	Undetermined
Living Word Church Spring Event	1	75
Living Word Church Fall Festival	1	350
Fire Station Tours	14	173
School/Business Fire Drills	37	Undetermined
National Night Out	1	100
Chamber Business Expo	1	100
Morton Middle School Egg Drop	1	75
Health Fair ITT	1	56
Inteva Safety Day	1	160
Kids Home Alone Program	2	23
Vandalia Library Play & Spray Event	1	30
CPR, First Aid, AED, or ACLS Classes	173	635
Firefighter Combat Challenge Morton	1	200
Science Class Demo TIC Morton	1	60

One of the FPB most successful outreach programs in 2014 was Fire Extinguisher training using the Division of Fire's new electronic fire extinguisher demo unit. The Division of Fire provided **55** training sessions to nearly **400** people.



(Left) Fire Explorer Kyle Garver works with a future firefighter at the GE Aviation "Family Fun Day". (Below) Firefighter Carter Schuman explains how the Division of Fire uses its 110' Aerial Ladder Truck to kids at the Parks and Recreation Summer Camp.



(Left) Fire Prevention Officer Kim Hannahan provides kitchen fire safety advice to a group of kids. Kim is using the Butler Township Fire Safety Education Trailer. (Below) Fire Prevention Officer Brian Ziegenbusch mentors an incoming Helke Kindergartener during 2014 Passport to Safety.



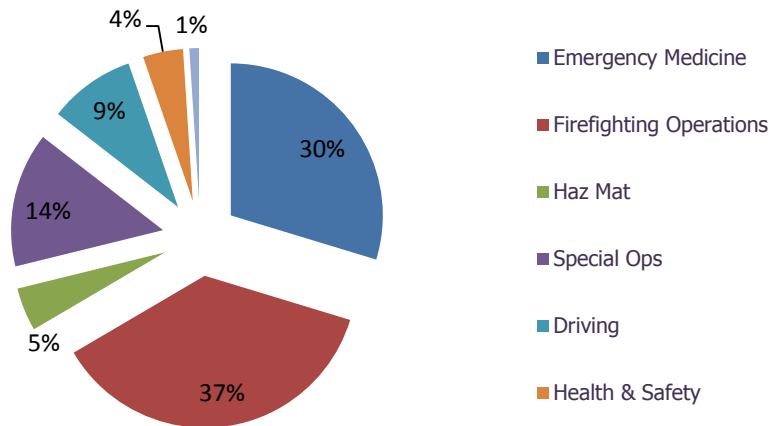
TRAINING



The Division of Fire and its staff are very much like a championship sports team in the following ways; firefighters/paramedics have to be mentally and physically prepared to play (respond) at game time. There are usually coaches on every call (command officer or firefighter in-charge), and we have a set of plays (operating procedures) for every game situation. The most distinctive way that fire personnel compare to a sports team is that they spend a great deal of time practicing their skills (training) and practice is how you “win” games (save lives and property).

The Division of Fire spent a great deal of time “practicing” in 2014, Fire and EMS personnel logged **530** hours of fire, EMS, Hazardous Materials, and Special Operations (technical rescue) training in 2014. That’s approximately **44** hours of training/month or approximately an hour of training per day. Table 11 represents the breakdown of training by general training topics.

TABLE 11 - TRAINING BREAKDOWN BY HEADING IN 2014



The Division of Fire's training plan is the key to empowering our employees to effectively deliver our Mission, Values, and most importantly, our Vision. Practice (or training) is essential to ensuring that the level of service provided to our customers is the most efficient, the most effective, and ultimately the BEST service available to them.

The Division of Fire remains committed to strengthening and growing our "joint" staffing and deployment project with Butler Township Fire. The largest majority of the training conducted on a daily basis now is "jointly" developed, delivered, and attended. Pictured below are several examples of "joint training" sessions held in 2014.





(Left) FF/Paramedic Anthony Miller works with FF/Paramedic Patrick O'Neil during "Candidate Training Academy Day" on pump operations. (Right) Six new Firefighter/EMS personnel pose for a "class" picture on the Division of Fire's Ladder Truck.

Firefighter Patrick O'Neil simulates forcible entry on an overhead garage door simulator during his "Academy Day".



(Left) Firefighter Brad Heitkamp prepares to attack a simulated car fire.

SPECIAL OPERATIONS

The Division of Fire is considered a “full service” fire/rescue organization. The Division of Fire is prepared to handle a wide variety of emergency situations. The Special Operations Group (SOG) is tasked with special operations (technical rescues); the SOG maintains specialized equipment, conducts special operations risk analysis/pre-planning, and ensures that crews are properly prepared/trained to handle special rescue incidents.

Vandalia firefighters are trained in and ready to respond to any of the following “special” rescue/operation situations such as: hazardous material incidents, rope rescues, confined space rescues, trench collapse/rescues, lost person searches, automobile/machinery entrapments, and water/ice rescues.

These “special rescue” incidents are NOT regular occurring calls, so training and keeping crews up on their “special skills” is critically important to ensuring that crews are ready to deal with these technical/special rescue incidents. The Division of Fire committed **84** hours of training to Special Operations Training in 2014. Firefighters received instruction on rescue from confined spaces, the application of rope rescue tools and techniques, water rescue (including the use of a new boat purchased by Butler Fire late in 2014), ice rescue, conducting lost person searches, and response to hazardous materials releases/spills.

In 2014, the Division of Fire responded to approximately **18** “special rescue” incidents where firefighting crews had to employ special equipment, strategies, and tactics to rescue customers trapped within these special hazards.

Type Incident	Number of Incidents
Rescue of Victim(s) from auto accident	6
Rescue of Victim(s) from Elevator	3
Rescue of Victim(s) from Water/Ice	5
Rescue of Victim(s) from Building/Structure Collapse	1
Response to Hazardous Materials Incident	4
Land Search for Lost Person(s)	3
Total Number of Incidents	22

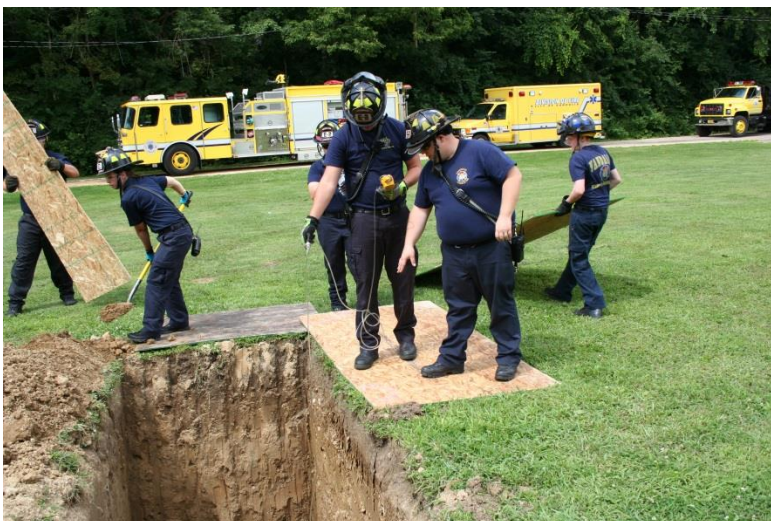


(Left) Firefighters Miller and Zumberger dress out in their ice rescue suits as they prepare to participate in a simulated ice rescue at the Taylorsville Metro Park.

(Below) Third platoon firefighters rotate through working with various techniques for making rescue from the frozen pond.



(Below) Firefighters discuss the need for air monitor in the open trench as they prepare to affect a simulated rescue from an open excavation during a trench rescue training last summer.



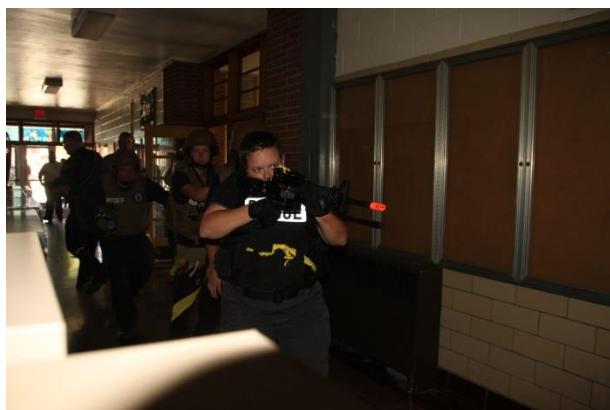
RESPONSE TO ACTIVE SHOOTER SITUATIONS

Rescue Task Force (RTF) Training

During the summer of 2014 the Division of Fire worked closely with the Division of Police to institute the Division of Fire's procedures for responding to a multiple casualty incident involving an active shooter. The Division of Fire is part of a regional effort to implement the Rescue Task Force (RTF) concept. The RTF concept is a set of regional policies and procedures that pertain to the delivery of emergency medical care using two person medical teams that when properly equipped and protected could be deployed into an active shooter situation under the protection of a police element with the primary mission of initiating life-saving treatment. The Division of Fire is home to a cache of regional task force equipment that can be deployed to any participating jurisdiction in a moment's notice. The photos below are of Vandalia Fire/EMS crews participating in our RTF training.



(Above) Firefighters Amanda Palmer and Mandy Weber model RTF protective clothing and response kits prior to entering a local school to drill on RTF movement and actions.



(Above Left) Led by Detective Jennifer Chiles a RTF enters a local school to triage and treat simulated casualties. (Above Right) Firefighter Amanda Palmer works to provide treatment to a police officer during a simulated "downed officer drill".