



CITY OF INDIANOLA COUNCIL STUDY MEETING

April 1, 2024

6:00 PM

City Council Chambers

110 N 1st St., Indianola, IA 50125

Agenda

- 1. Fire Department Annual Report**
 - A. Report
- 2. Discussion regarding the Fiscal Year 25 budget**
- 3. Discussion regarding upcoming agenda items from within the regular April 1, 2024, City Council meeting at 7:15 p.m.**



FIRE DEPARTMENT

TO: Mayor Stephanie Erickson and City Council Members
CC: City Manager Ben Reeves
FROM: Fire Chief Gregory M. Chia
DATE: 02-29-2024
RE: 2023 Annual Report

2023 Annual Report:

Indianola Fire experienced another year that requests for emergency services increased. The department responded to 2983 requests for emergency services during 2023. This is approximately a 3% increase from 2022 and continues to increase. Department personnel have met the increased request for services but soon staffing will have to increase to meet that change in demand. Increased service requests are an added risk for all members who provide these services in our community. I acknowledge the commitment from members of this department that provide an exceptional service to their community. Recently the department has endured changes in its service delivery through the exposure to an old virus that demanded new changes as it mutated into a new virus, but the department is prepared to meet those deviations. The Indianola Fire Department has taken on new challenges and proved to become better from the increased responsibility put on them. Please review the attached reports, note the increase of overlapping calls which occurred in 2023. As those overlapping calls continue to rise, note the response times to emergency service requests continue to be lower, which identifies improved efficiency.

Structural changes in the department have had positive results, including the addition of 3-full-time operational Fire Captains in January followed by a Fire Marshal/ Captain and EMS Captain in July. This structural change has identified roles and responsibilities to those positions that needed more attention and specialized training. The result of the changes identifies the expertise to go forward and grow with future needs. The department is adapting to this new organizational structure, enhancing the members, daily communications among staff, a chain of command, command staff to assign tasks, which develops a quality employee in this department. The data identifies that total request for emergency services in Warren County, Indianola Fire and Indianola Police respond/mitigate 46% of those requests. Prior to the organizational changes the department was flat if you viewed its organizational chart.



FIRE DEPARTMENT

Increases in service requests will continue to grow as does the community. The Indianola Fire Department will continue to experience an increase in its service requests due to a shift in an aging population, and a shift that calling 911 is easier than driving to the hospital or clinic. Unfortunately, this is common among emergency service providers and the demand for emergency services by the public in general. Delays in response to emergencies created by the unusual pattern of multiple alarms overlapping each other that stresses the response system to its limits. This identifies the need to balance staffing with the request and projected request for services. A grant application will be submitted to FEMA requesting 3 additional firefighter/paramedic positions if awarded, this will assist in that balance of staffing with service request.

The department continued to train internally, and as applicable external opportunities are offered department members participated in training. Department members completed a total of 5029 hours of training last year. Public education components, multiple training sessions such as CPR, Stop the Bleed, station tours, Public Safety Open House and fire extinguisher training classes were hosted by the department. The Junior Fire Academy was at capacity last year hosting 25 young members of the community. It consists of two days of class and hands on exposure to what a firefighter career is like.

Recent Accomplishments

- January 2023 added 3 full-time Fire Captains positions.

All three divisions now have a fire officer assigned 24/7.

- July 2023 added full-time Fire Marshal

In the last 6 months the Fire Marshal has been involved in multiple plan reviews.

Completed 5 final alarm tests for active projects.

Completed 35 Liquor license inspections.

Completed 8 Mobile Food Vendor inspections.

Completed 8 re-inspections for correctable violations.

Total= 58 inspections or alarm test completed.

- July 2023 added EMS Captain.

CMS audit completed federal mandate.

CMS Renewal contract.



FIRE DEPARTMENT

7 Township and 2 city emergency services agreements renewed.
Renewed EMT/Paramedic Student rider agreement, Mercy.
Mercy Clive Pharmacy contract renewed.
Indianola Fire Department Iowa State EMS license renewed.
GEMT annual contract renewal.
First Due RMS software installed unfunded mandate.
Digitech Contract renewed.

- July 2023 hired 7-full-time firefighter/paramedics.

7 New hires received Firefighter I & II training.
2 Firefighters started paramedic program a 3-semester program.
2 Firefighters started EMT program a 1-semester program.

- Grant Funding received 2023.

FEMA AFG 2022 \$98,181.81, Outfitted Medic units with
Stryker Power loads.

Prairie Meadows \$20,000.00, extrication equipment.

Warren County Philanthropic, \$5000.00, Replaced Rescue
Boat & Motor.



Wal-Mart Grant, \$2500.00,
Stryker Stair Chair





FIRE DEPARTMENT

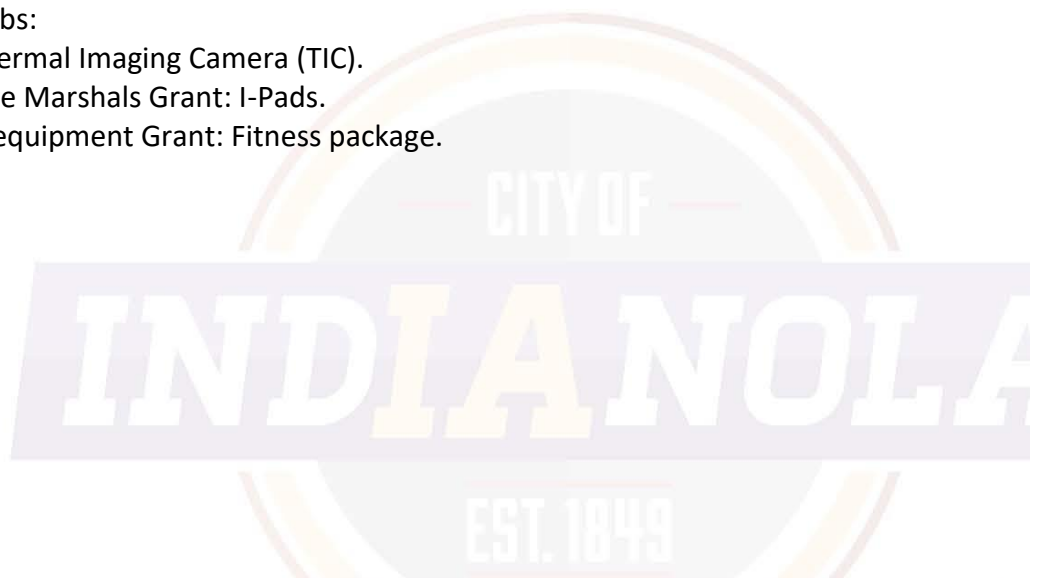
- EMS billing & GEMT 2023 was the first time that Indianola Fire Department collected over a million for providing EMS services.

Future Goals

- Complete department Organizational Chart for the Fire Department by adding 2 Battalion Chiefs in 2026.
- Hire 3 additional firefighters/paramedics in 2026 if the grant is unsuccessful (SAFER Grant).
- Continue to work with the City Manager, Mayor, Council, and consultants to replace existing public safety facilities.
- Order replacement of 24-year-old fire engine 331.
- Order new Medic Unit 247, replacement (Medic 247, purchased in 2014).
- Continue to work on the commercial Inspection program for businesses.

Submit applications for grants as listed below.

1. SAFER: Add 3 Full-Time FF/Paramedic positions.
2. AFG: Replacement apparatus Fire Engine 331 & Wildland Fire slide in unit.
3. Prairie Meadows: PPE dryer, to prevent cross-contamination of carcinogens.
4. Warren County Philanthropic: Replacement of EMS Laryngoscopes & auto hose roller.
5. Fire House Subs:
6. Wal-Mart: Thermal Imaging Camera (TIC).
7. Iowa State Fire Marshals Grant: I-Pads.
8. 555 Exercise equipment Grant: Fitness package.



Indianola Fire Department 2023 Annual Report



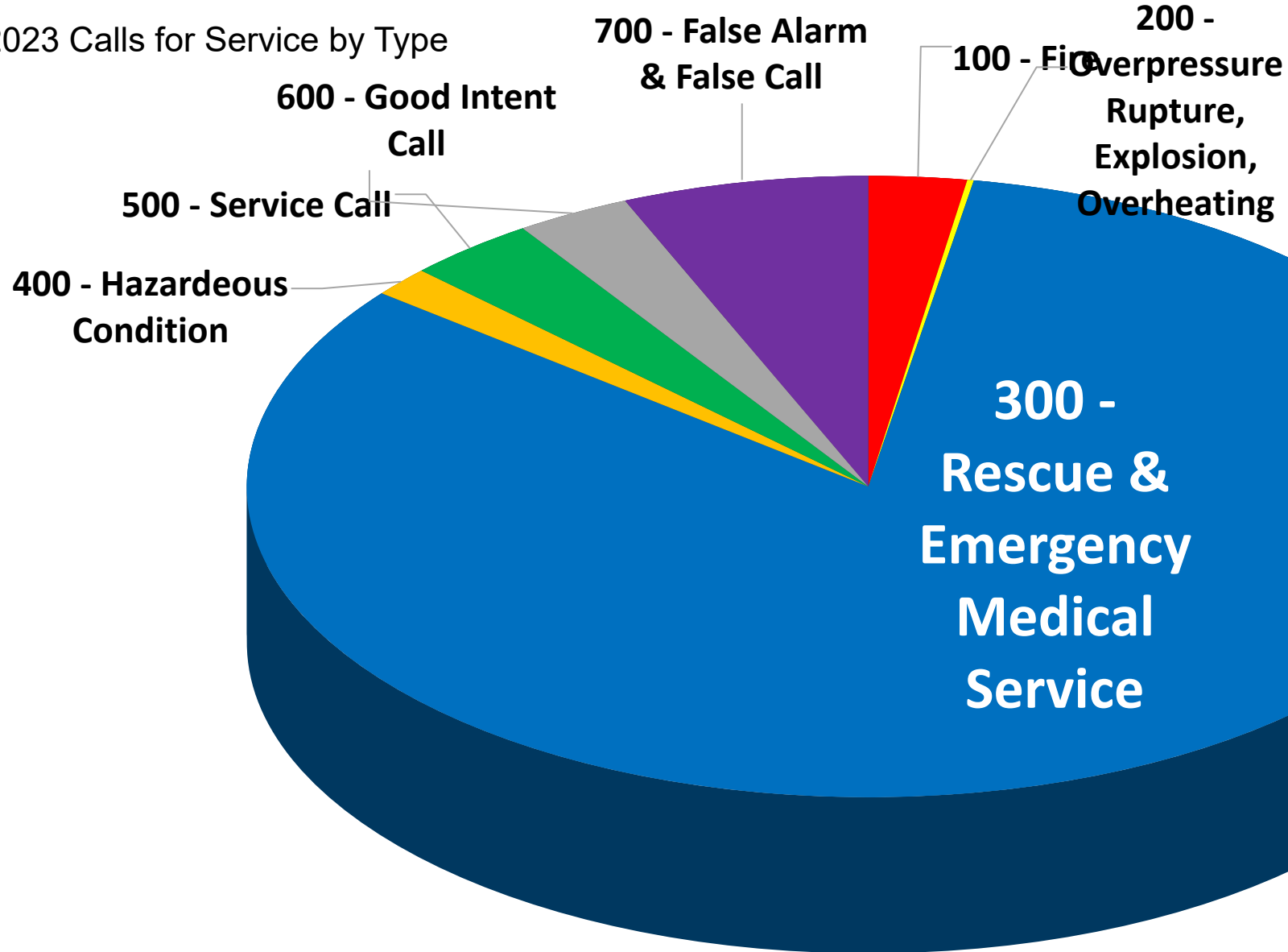
Indianola Fire Department

2023 Calls for Service by NFIRS Type

NFIRS Type	Number of Calls	Percent of Calls
100 - Fire	76	2.5%
200 - Overpressure Rupture, Explosion, Overheating	5	0.2%
300 - Rescue & Emergency Medical Service	2475	83.0%
400 - Hazardous Condition	46	1.5%
500 - Service Call	101	3.4%
600 - Good Intent Call	89	3.0%
700 - False Alarm & False Call	191	6.4%
2023 All Calls for Service	2983	100.0%

Indianola Fire

2023 Calls for Service by Type



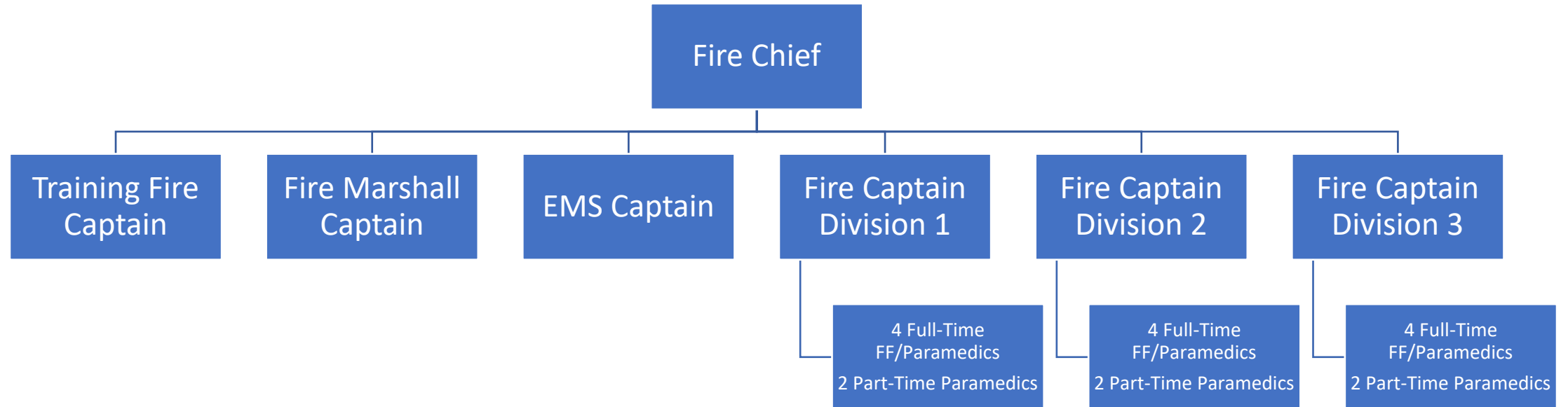
PRE-INCIDENT VALUE		LOSSES	
\$823,650.00		\$203,400.00	
CO CHECKS			
424 - Carbon monoxide incident		6	
736 - CO detector activation due to malfunction		6	
746 - Carbon monoxide detector activation, no CO		5	
TOTAL		17	
MUTUAL AID			
Aid Type		Total	
Aid Given		30	
Aid Received		129	
OVERLAPPING CALLS			
# OVERLAPPING		% OVERLAPPING	
1050		35.39	
LIGHTS AND SIREN - AVERAGE RESPONSE TIME (Dispatch to Arrival)			
Station	EMS		FIRE
Indianola Fire Department - Headquarters	0:07:12		0:10:34
AVERAGE FOR ALL CALLS			0:07:16

LIGHTS AND SIREN - AVERAGE TURNOUT TIME (Dispatch to Enroute)		
Station	EMS	FIRE
Indianola Fire Department - Headquarters	0:02:37	0:04:58
AVERAGE FOR ALL CALLS		0:02:38
AGENCY		AVERAGE TIME ON SCENE (MM:SS)
Indianola Fire Department		25:30

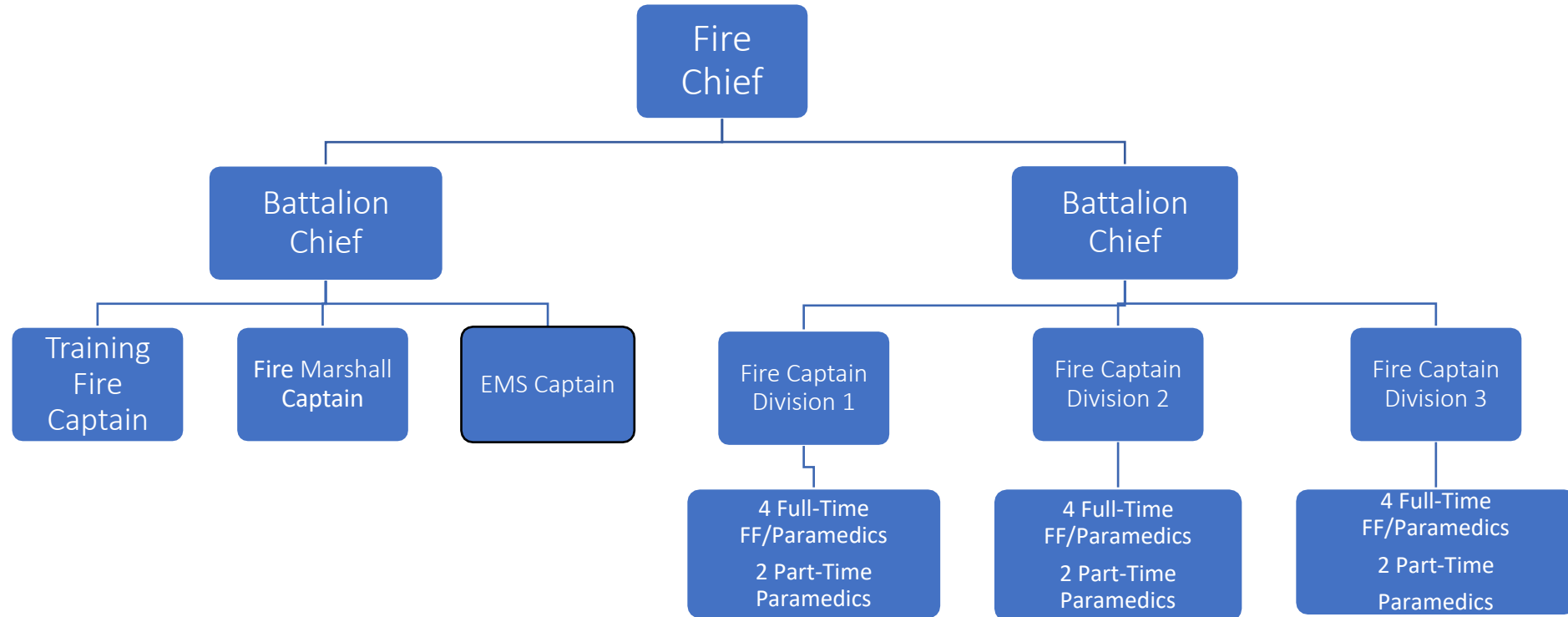
ANNUAL TOTAL RESPONSE FOR THE PAST 5 YEARS

Year	Total Responses	% Yearly Increase
2023	2983	3%
2022	2897	11%
2021	2599	5.3%
2020	2468	2.6%
2019	2418	5.5%
2018	2284	7.5%

2023 Organizational Structure



2026 Organizational Structure



Grants Received 2023

- Grant Funding received 2023.

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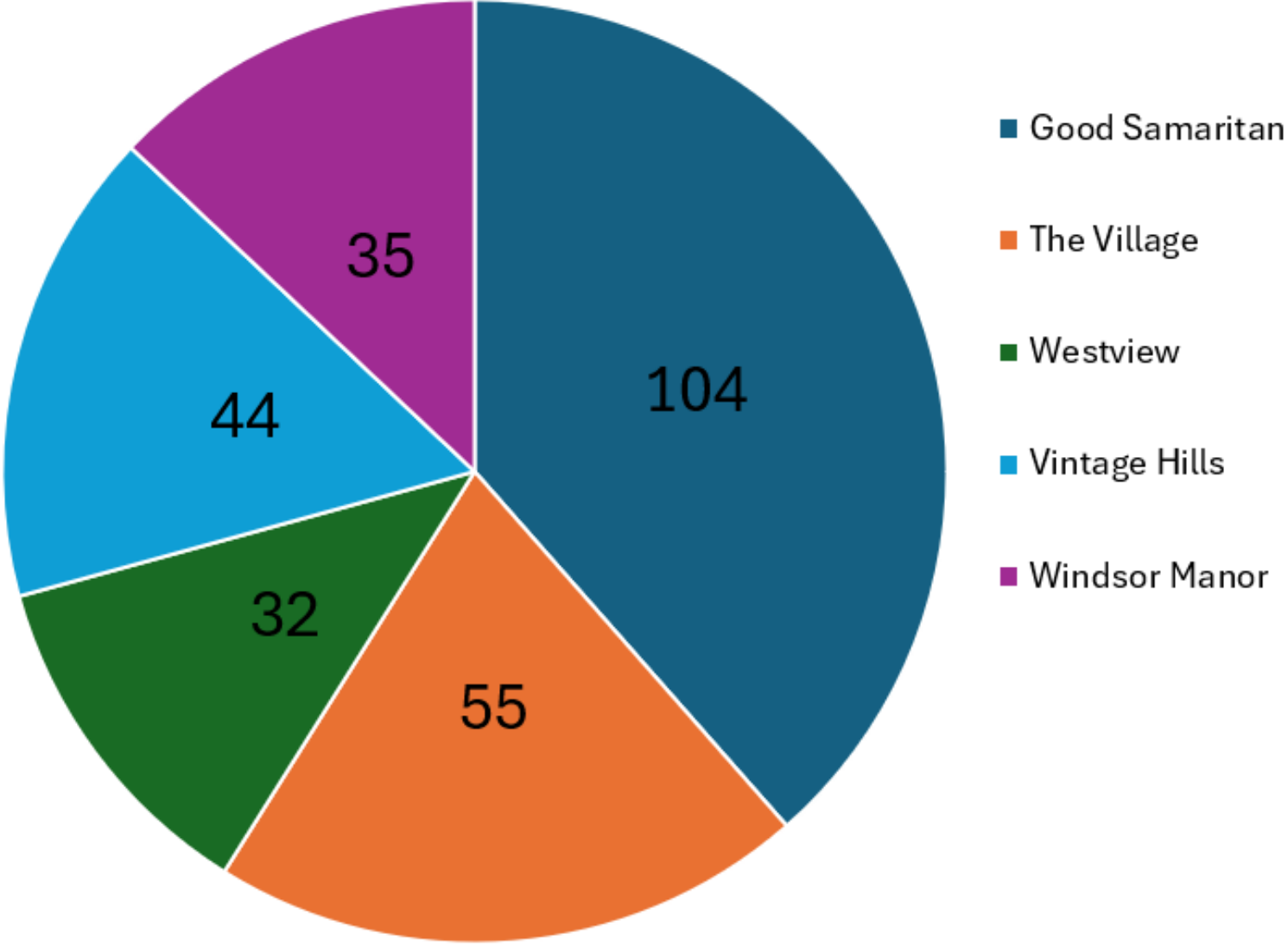
Warren County Philanthropic, \$5000.00, Replaced Rescue Boat & Motor.

Wal-Mart Grant, \$2500.00, Stryker Stair Chair

2023 EMS Collections

\$1,000,881.11

Number of Calls By Facility



Questions?

Thank You

