



Goshen Fire Department 2010 Activity Report

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Message from the Chief



On behalf of the Goshen Fire Department, it is my pleasure to submit our 2010 year-end report. Our goal at GFD is to always promote and enhance the health and safety of the citizens we serve. Our staff at GFD and the team effort involved in supplying all of our services requires a tremendous amount of dedication. Because of this level of commitment to community service, our staff continues to be our greatest asset. This report cannot capture every individual effort but I do hope that it will provide you with an overview of your fire department's activities for 2010.

The following is a snapshot of our accomplishments in 2010. With tremendous help from the City of Goshen Engineering Department, we acquired and installed a new/updated tornado warning siren system. Our EMS Division implemented a new patient care reporting system for which Lieutenant Merv Miller and Sergeant Jason Miller warrant recognition for their time and effort in getting the new system operational. We began "Blue Card" incident command training in 2010 to unify our command structure and increase fire ground safety. In 2008, an inter-city loan was given to the department that facilitated the purchase of three properties for future building needs. We are pleased to report that the loan was repaid in full and earlier than scheduled. This prudent budget decision has mitigated the impact of financial cuts to the department in 2011.

The training and EMS divisions began participating in on-line computer based education; this type of education delivery offers us a cost effective way of managing our time and provides for state and federally mandated continuing education. Our Public

Education Division began delivering a new fire safety program to the Goshen Schools' first graders, which was very well received.

In 2010, we completed confined space technical rescue training to the operation and technician levels. We also continued participating in an IDHS District II Swift Water/Flood Response Team. This team will be activated by the Governor of Indiana for disaster response needs across the state. Our Public Education Division partnered with Goshen Community Schools, Red Cross, Safe Kids, and the Chamber of Commerce in various events that included; extrication demonstrations, fire safety education, and First Aid training. In addition, we have completed the second year of a four-year phase-in of our quartermaster system for personal protective equipment (PPE). This program, when fully developed, will provide PPE for our staff on a scheduled basis and will ensure continuity of up-to-date PPE and the funds necessary for such a large expense.

Our goals for 2011 are as follows.

- Become operational and begin providing confined space technical rescue to the City of Goshen, surrounding townships and IDHS District 2 by July.
- Additional staff to the South Bend River Rescue School to augment our water rescue capabilities.
- Become operational with the "Blue Card" incident command system.
- The migration of our emergency radio system from UHF to VHF frequency to become compatible with other fire departments in the county.
- Compliance with the federally mandated "narrow-banding" of our emergency radios.

Our opportunities for improvement are significant and restricted primarily by time. As with most municipal agencies in Indiana, our principal challenge in 2011 will be budgetary due to property tax changes that directly affect local government/fire department funding.

In summary, I believe that with our dedicated staff, your fire department has met and exceeded the challenges of 2010. Credit for this report should go to our division heads Paramedic Chief Kit Castetter, Inspector John Alheim, Lieutenant Steffen Schrock, Lieutenant Mike Bontrager, and Office Manager Kimberly Whitehead and especially to Asst. Chief Jim Ramer who coordinates all of the reporting groups. He has done an outstanding job of bringing our productivity into focus for you to review. In meeting these new challenges, we will persistently and professionally work at all phases of care and protection for the citizens of Goshen with **PRIDE, HONOR and INTEGRITY**.

Dan Sink

Chief of the Department

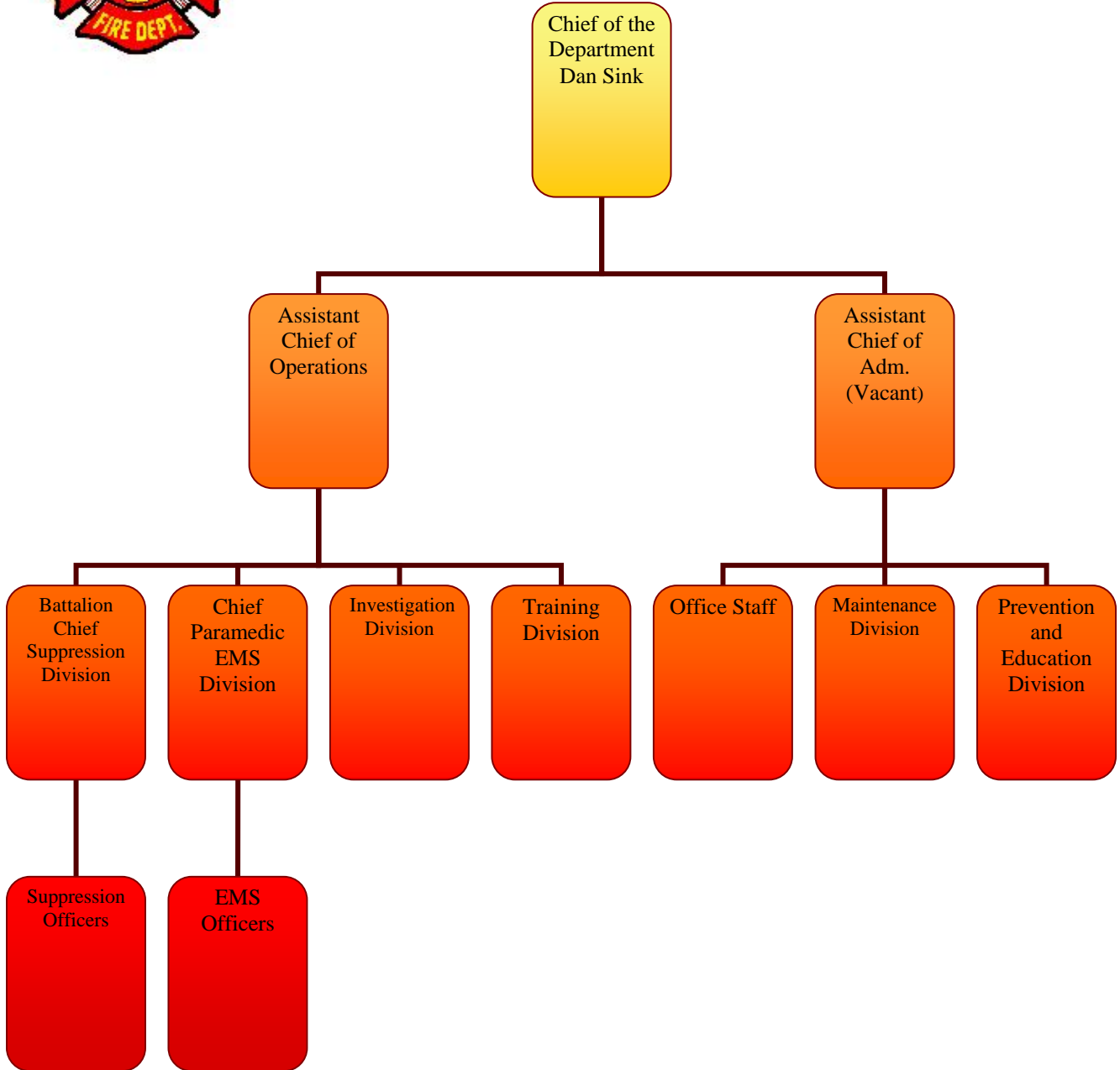


Goshen Fire Department Mission Statement

Our mission is to provide a positive workplace with continual training and adequate equipment so that we may give our customers the very best service possible. The importance of our service; fire suppression, rescue, prevention and investigation, paramedic ambulance service, and public education: compels us to perform our duties in a sincere, skillful, dedicated and professional manner.



Goshen Fire Department Organization Chart



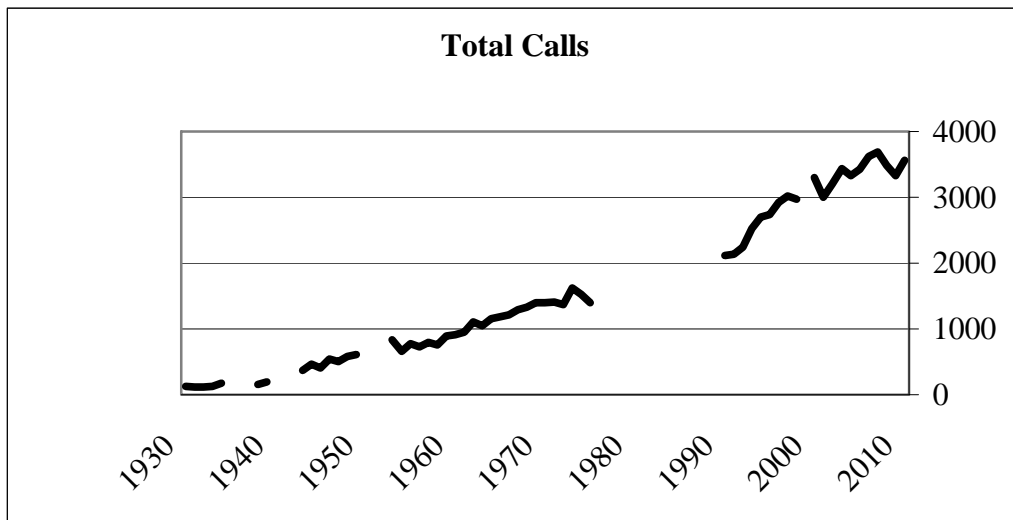


Overview:

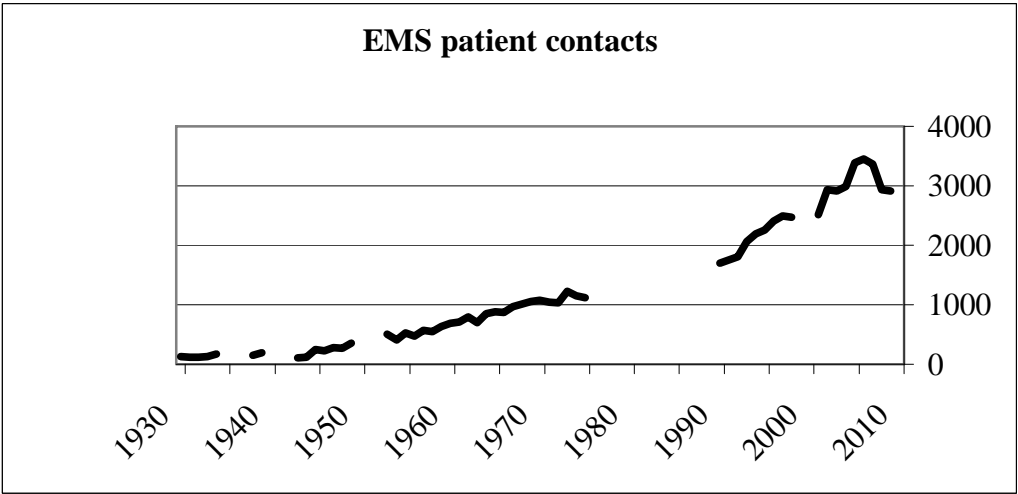
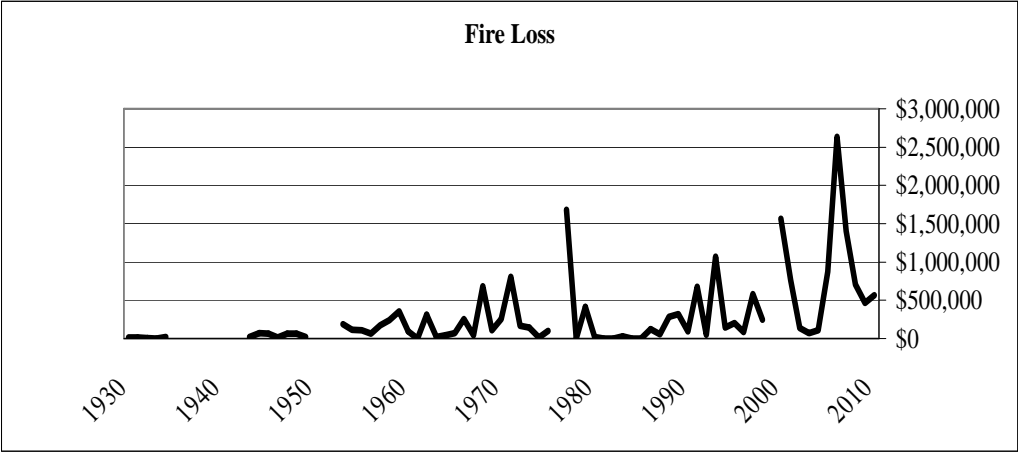
The Goshen Fire Department responded to 3,562 calls in 2010, a 6.6% increase from 2009. In 2010, 669 fire related calls were received, a -4.3% decrease from the previous year. Average response time for the first arriving unit on emergency calls in the city was 4:22 minutes, a 1.5% increase from 2009.

The annual dollar loss from investigated fires was estimated at \$567,816, up 18% from 2009. The percent of property value saved in structures fires during 2010 was 96% compared to 95% in 2009.

The following charts show requests for services and dollar loss dating back to 1930.¹



¹ Data missing from several years

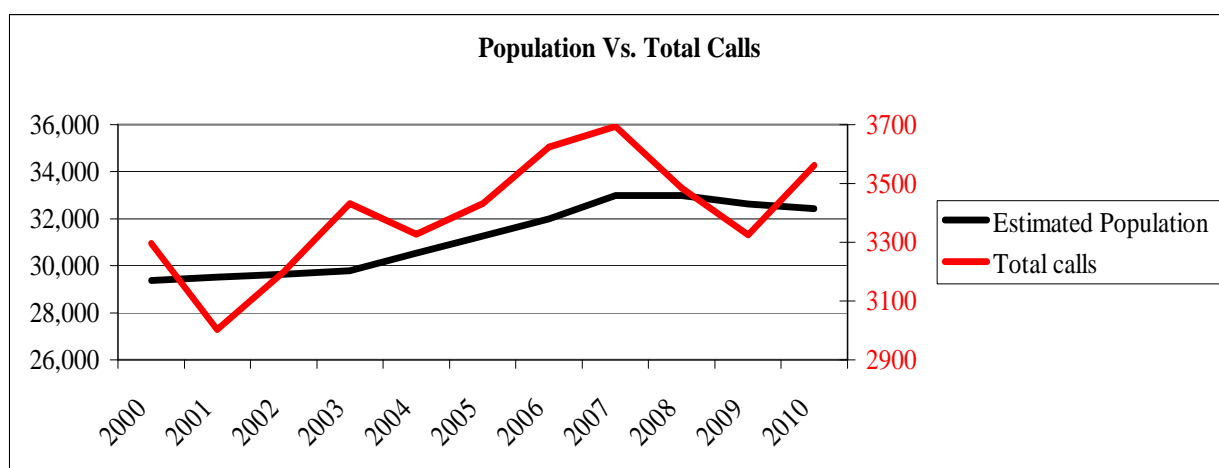


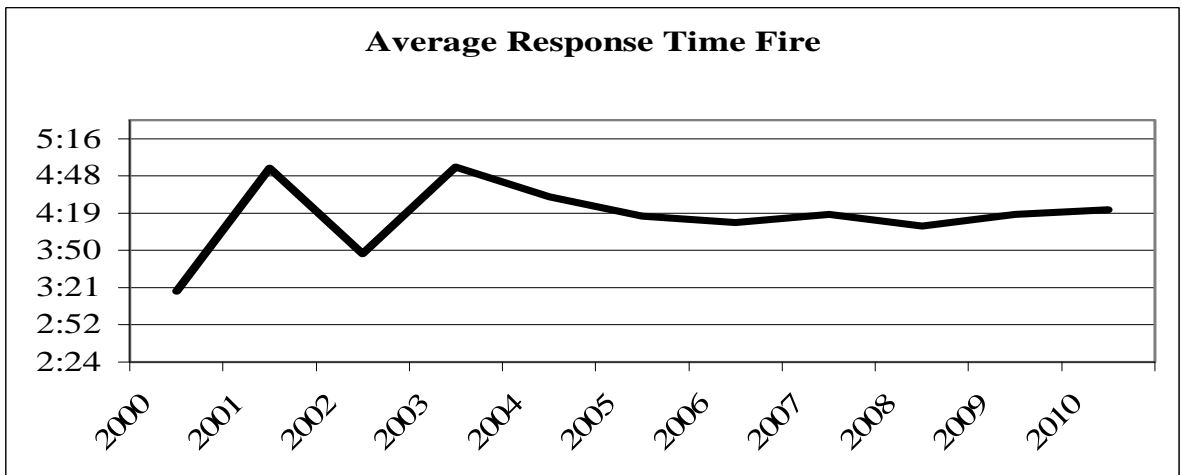
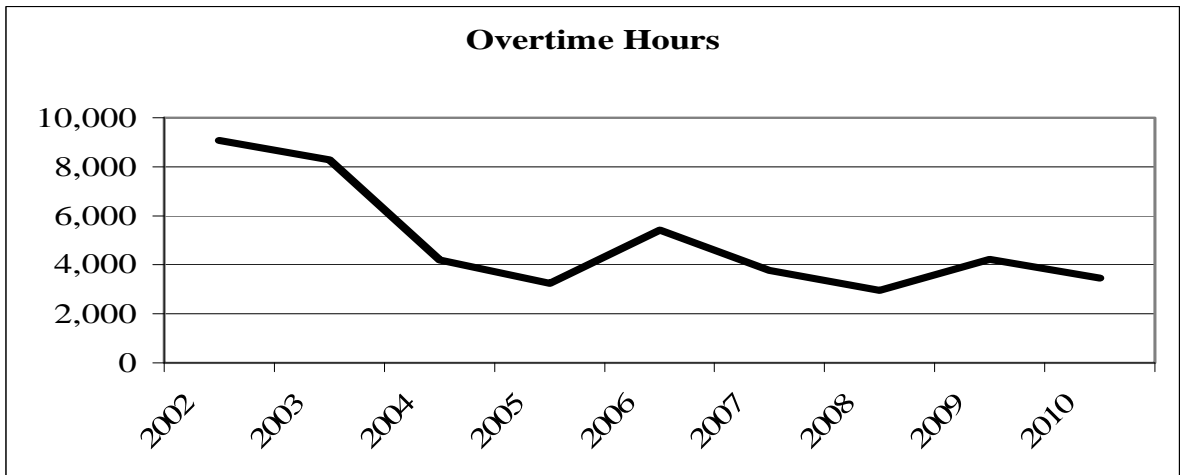
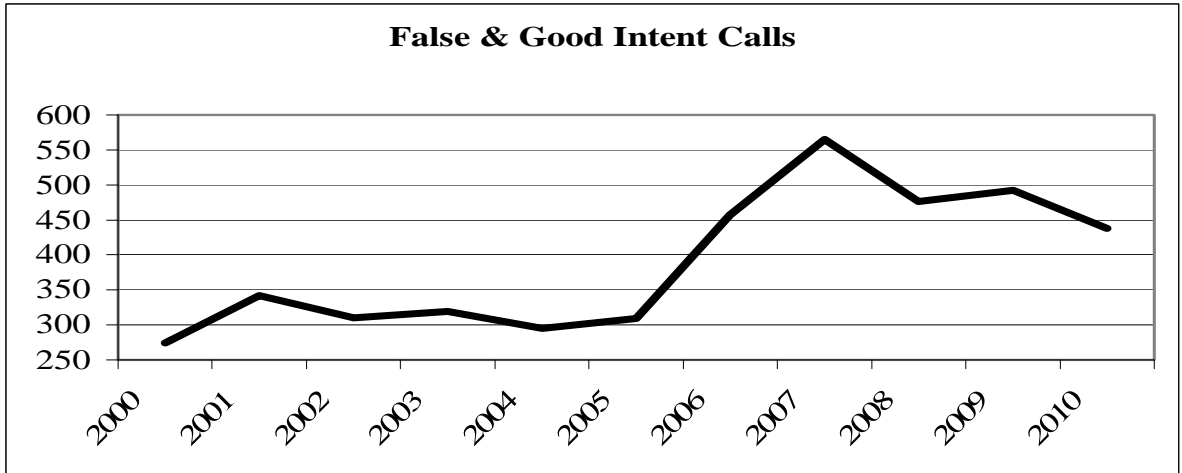
Operations

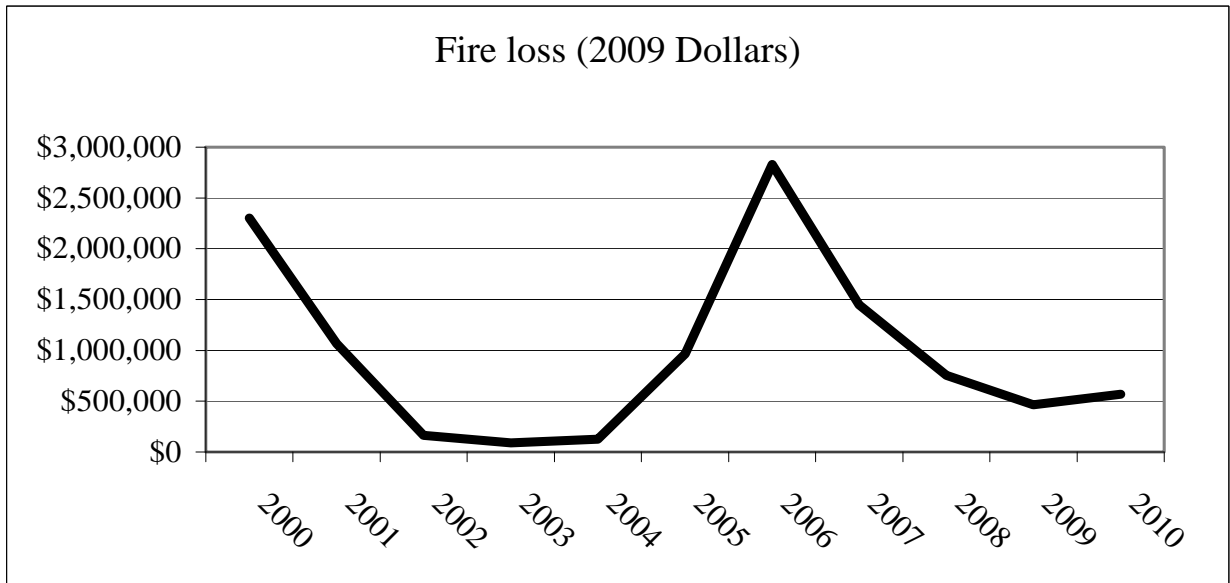
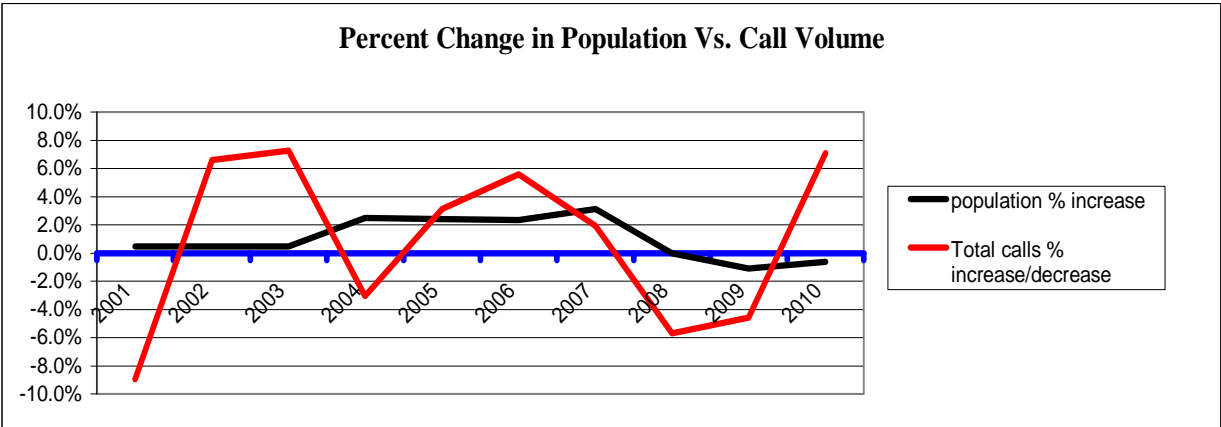
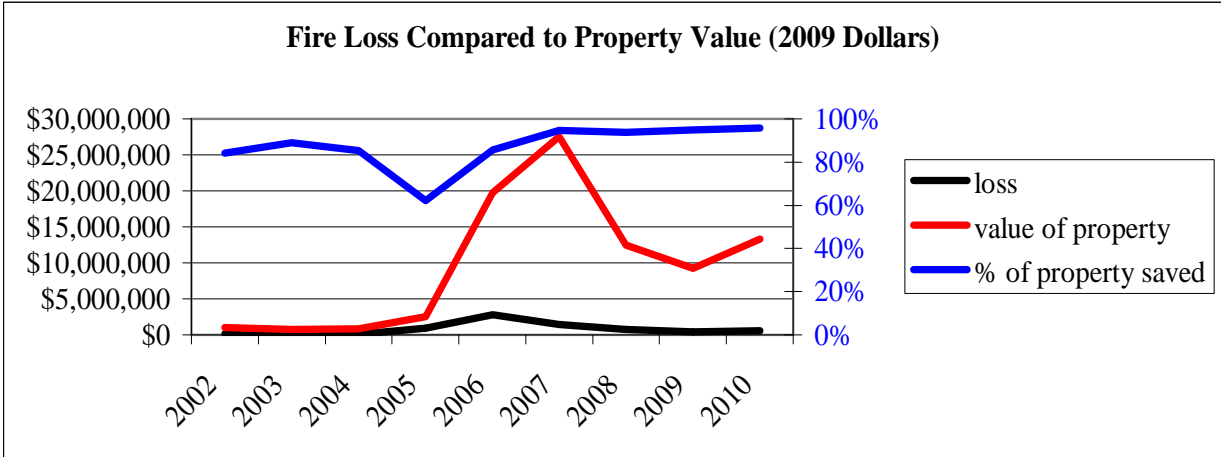
➤ **Suppression** – *Assistant Chief of Operations James Ramer*

The table below shows the types of calls for service, overtime hours, average response times, estimated fire loss/property value (in 2009 dollars), percent of property saved and average calls per day.

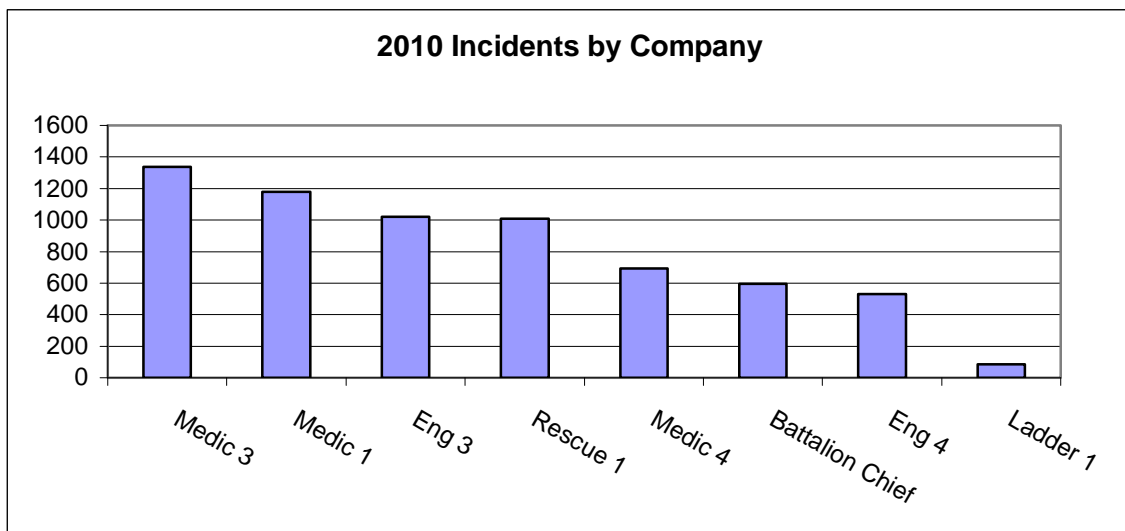
	2004	2005	2006	2007	2008	2009	2010
Estimated Pop.	30,528	31,269	32,000	33,000	33,000	32,630	32,426
Total Calls	3328	3432	3624	3694	3485	3326	3,562
EMS Patients	2992	3391	3453	3366	2934	2914	3121
EMS Assists	1325	1434	1668	1662	1645	1564	1,741
Fire/Haz Conditions	257	307	238	208	214	184	210
Vehicle Fires	33	21	28	19	19	22	21
False Calls	295	309	457	565	476	492	438
Overtime Hours	4200	3246	5419	3769	2965	4222	3,469
Avg. Response Time	4:32	4:17	4:12	4:18	4:09	4:18	4:22
Loss	\$125,180	\$965,724	\$2,828,662	\$1,448,187	\$755,465	\$465,857	\$567,816
Value of Property	\$858,959	\$2,547,989	\$19,762,172	\$27,569,144	\$12,437,895	\$9,251,157	\$13,335,820
% of Property Saved	85%	62%	86%	95%	94%	95%	96%
Calls/Day	9.1	9.4	9.9	10.1	9.5	9.1	9.8







2010	Engine Hours	Miles	Incidents	Engine Hours/Incident	Miles/Incident	Incidents/Day
Medic 3	1,301	10,174	1,336	1.0	7.6	3.7
Medic 1	907	8,610	1,178	0.8	7.3	3.2
Engine 3	932	9,545	1,021	0.9	9.3	2.8
Rescue 1	593	3,446	1,007	0.6	3.4	2.8
Medic 4	990	11,467	693	1.4	16.5	1.9
Batt. Chief	n/a	5,239	597	n/a	8.8	1.6
Engine 4	608	n/a	532	1.1	n/a	1.5
Ladder 1	138	161	84	1.6	1.9	0.2



➤ **Emergency Medical Services** - *Chief Paramedic Kit Castetter*



Goshen Fire Department's EMS Division experienced another busy and challenging year in 2010. The implementation of our Zoll "ePCR" EMS reporting system was a major highlight for 2010. Lieutenant Merv Miller and Sergeant Jason Miller spent countless hours diligently building the program and refining ePCR to meet our department's specific needs. Our reporting system is able to electronically capture patient signatures, integrate data from our cardiac monitors to the patient's care report, and help fulfill our goal of having an integrated records management system for fire and EMS. Panasonic "Toughbooks" were purchased for use with ePCR and have facilitated seamlessly transmitting of 12 lead ECG's to the hospital of our choice in addition to providing a more mobile and flexible platform for completing EMS reports.

Philips cardiac monitors were purchased in 2010 to replace our obsolete Welch Allyn PIC 50 monitors. The new monitors have proven a valuable addition to our diagnostic repertoire. Enhanced 12 lead acquisitions, end tidal carbon dioxide monitoring, and

QCPR are new additions to our monitoring capabilities. End tidal CO2 monitoring allows us to assess the efficacy of our effort to adequately ventilate the patient. QCPR is an assessment tool used on the cardiac arrest patient that prompts caregivers to perform chest compressions at an optimal rate and depth. This is of paramount importance in effectively managing the out of hospital cardiac arrest patient.

Township inter-local agreements were restructured, going into effect January 1, 2010. Our goal of being more competitive with other area ALS providers was realized as our call volume to the townships increased from 303 runs in 2009 to 474 runs in 2010, a 64% increase. The affected townships are now able to cost effectively have the closest ALS provider respond for assistance and our department has benefitted by an increased revenue stream.

Computer based education was implemented this year for both fire and EMS. Target Safety Corporation was the vendor chosen to provide this service. Increased training efficiency and the ability to perform “in-house” training are the advantages of this new training delivery method. Ambulance clinical ride-time schedules are now completed electronically utilizing computer software. This has eased the burden of scheduling students for clinical time and decreased the number of errors that often occurred with manual scheduling.

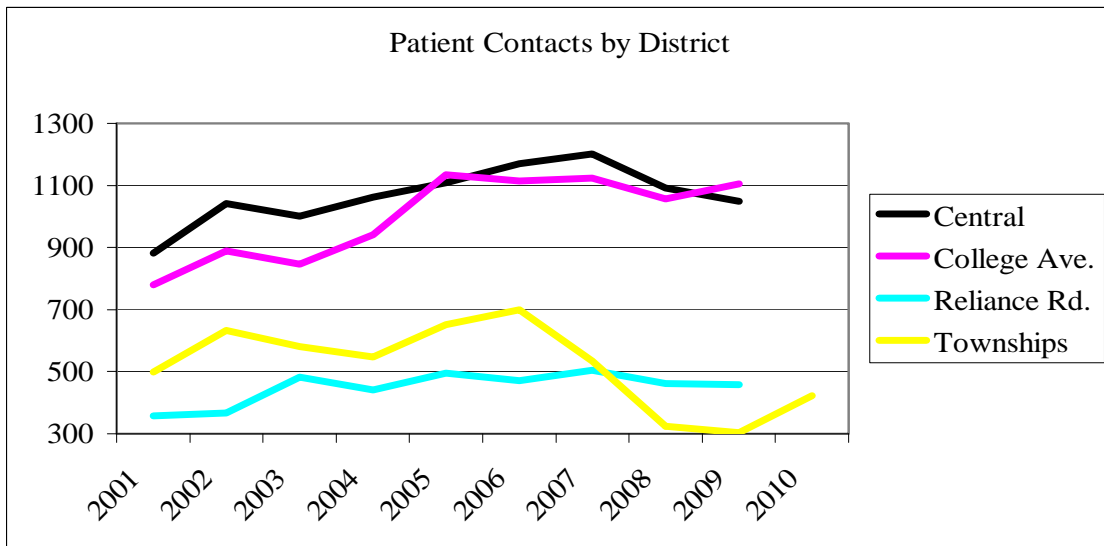
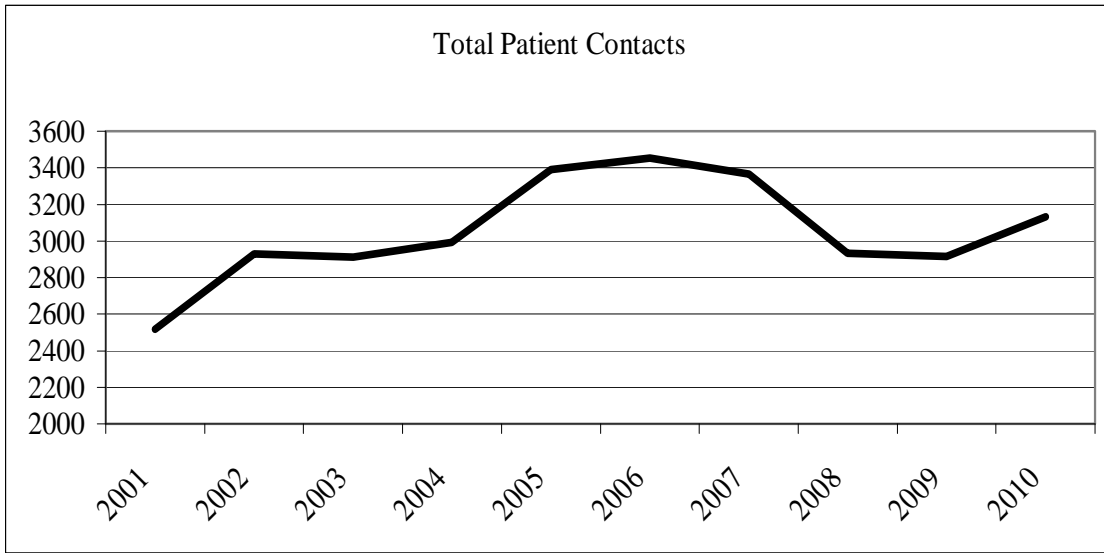
Three new paramedics were welcomed to the EMS ranks. Private Jerod Erb and Private Scott Thomas completed paramedic training in the spring of 2010 and Private Patrick Linn joined the department as a certified paramedic in the fall. All three have proven to be valuable assets to the EMS division and the department.

Goals and objectives for 2011 will include developing specifications for a new ambulance. Safety and durability are the two most important prerequisites for Goshen Fire Department's next ambulance. Pass code protected narcotic safes and a new narcotic control policy are on the agenda for 2011. Hands on simulation training will supplement lectures to gain maximum benefit from our trainings sessions. Continued budget constraints will necessitate diligent management of our variable costs while exploring innovative opportunities for additional revenue in the upcoming year. The EMS Division will work tirelessly to achieve our stated goals and objectives this upcoming year and report their completion at years end.

In 2010, the department had 3,132 patient contacts, which were 6.9% more than 2009. The table below shows total patient contacts and contacts per station for 2003 - 2010. *Data is unavailable for Dec 2010.

	2003	2004	2005	2006	2007	2008	2009	2010
Central	1001	1062	1109	1169	1202	1092	1049	*
College Ave.	847	941	1135	1114	1124	1056	1104	*
Reliance Rd.	483	442	495	471	505	462	458	*
Townships	581	547	652	699	534	324	303	422
Total Patient Contacts	2912	2992	3391	3453	3366	2934	2914	3132

These graphs represent the data from the table.



➤ **Training** – *Lieutenant Steffen Schrock, Fire Training Coordinator*



The goal of the training division is to instill a growth mindset while fostering preparedness. This is achieved by providing instruction in a robust training structure that allows flexibility for our demanding schedule. The objectives for this goal are skill proficiency, knowledge retention, and to provide high quality training rather than a high quantity of training.

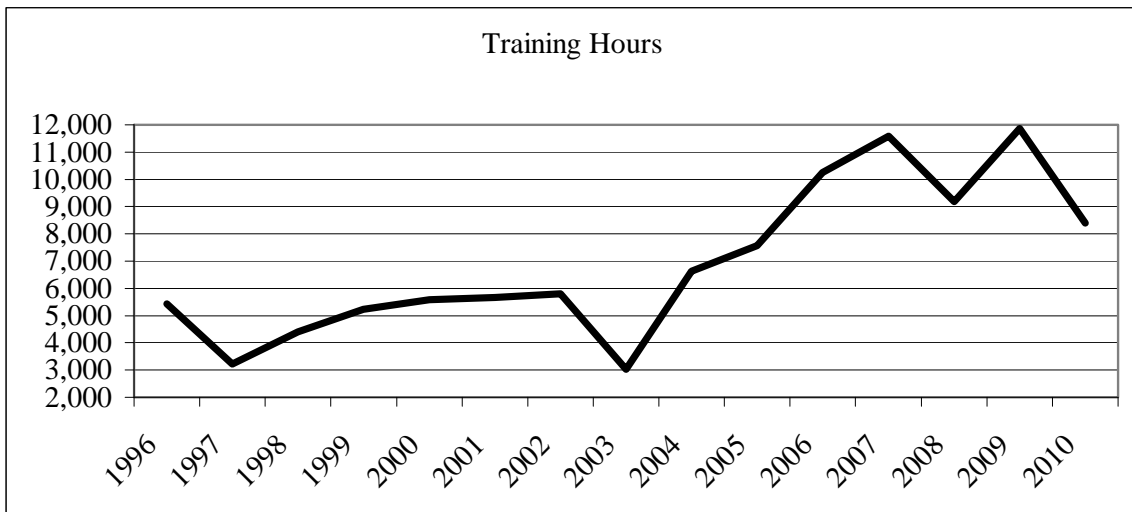
The training accomplishments for 2010 include the completion of an Indiana DHS Confined Space Rescue course and the implementation of online training through Target Safety Corporation. Other highlights include our continued commitment to Indiana River Rescue School and our involvement in the development of the District II surface water rescue team. An Indiana Foundation Grant was also received for confined space equipment.

A training focus in 2011 will be the implementation of the Blue Card Command structure. Among the many positive aspects of the Blue Card program is it will improve our ability to complete a scene size up, assume command, communicate and make

strategic and tactical decisions. Moving forward into 2011, the focus will transition to a back to basics approach. Training on the basic skills of our profession will conflate well with the tactical elements that Blue Card has to offer. GFD's technical rescue program continues to grow. Training that concentrates on skills and scenarios will help the program mature. Air management training will continue and at a greater frequency. Personnel can expect to see more vehicle rescue training and a new officer development program.

As professionals, we should be making a personal commitment to learning and striving to acquire skill proficiency. Just as a successful football team drills and repeats the same play over and over in practice so they can perform with excellence on the field. We need to train everyday in order to be prepared to protect our community.

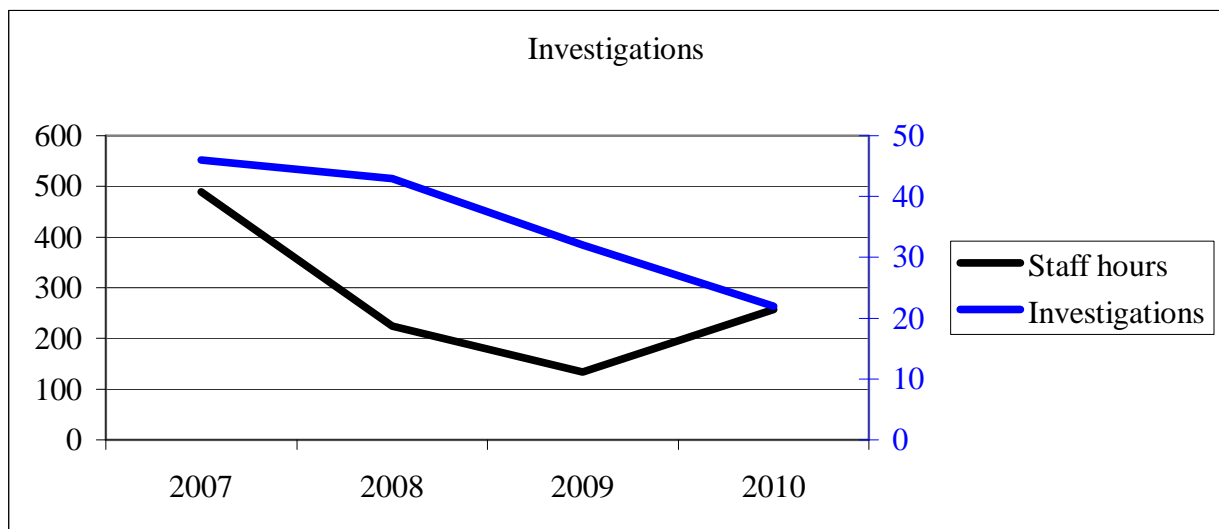
Semper Paratus.
(Always Ready)



Investigation - Assistant Chief of Operations James Ramer



In 2010, the division investigated 22 fires, a -31% decrease from 2009, and recorded 257 hours for an average of just over 11 hours per investigation. Of these 22 investigations, 6 or 27% were determined to be arson. This translates to 20 arsons per 100,000 population and compares favorably to 2009 arson reports from Elkhart at 41/100k, South Bend at 41/100k and Mishawaka at 32/100k.



➤ **Inspections** – *Fire Inspector John Alheim*



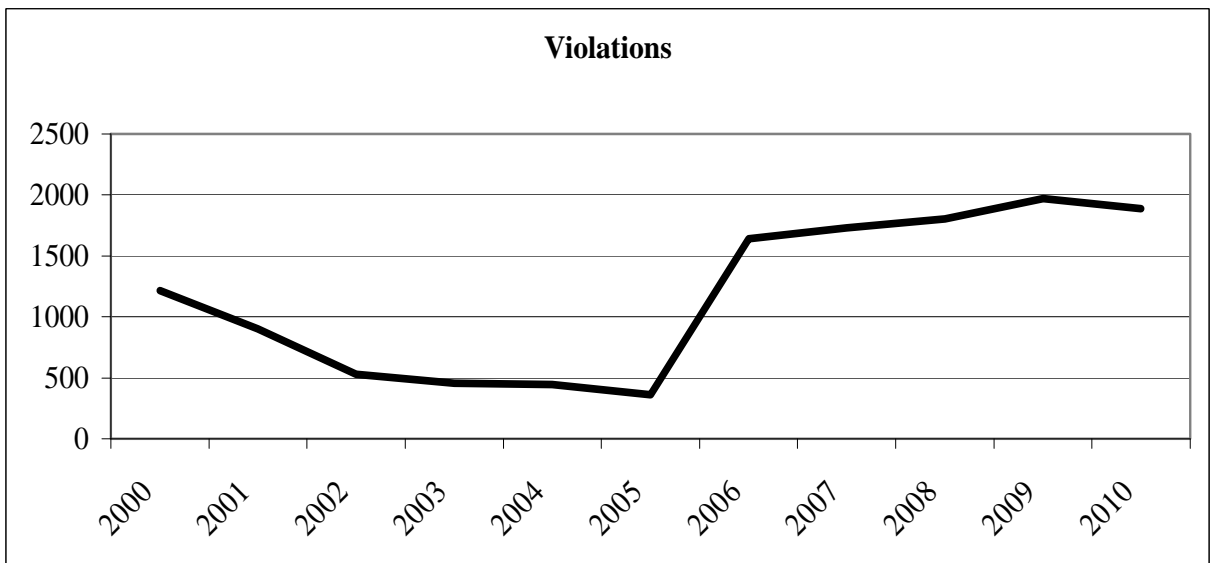
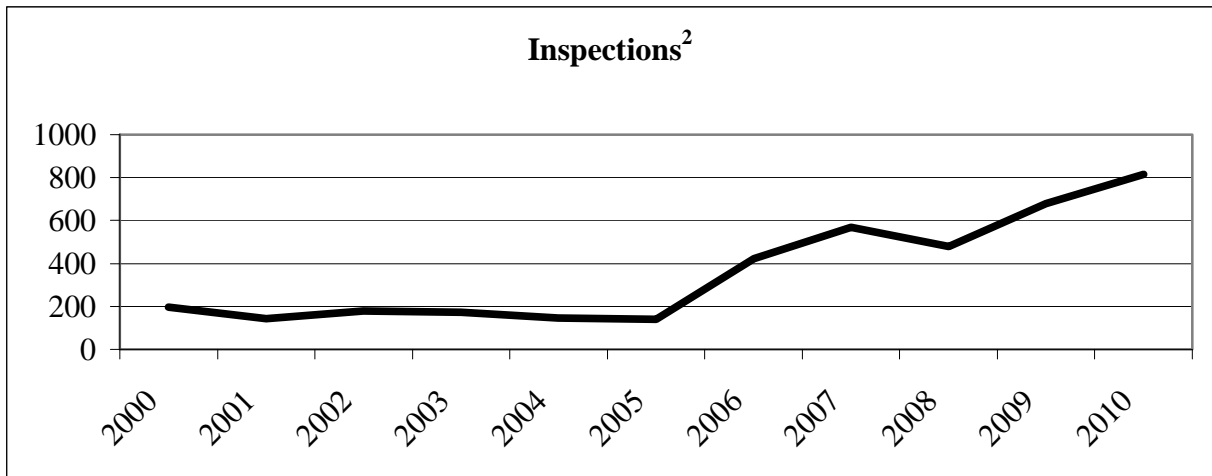
The Fire Prevention Bureau has again been extremely busy for the year of 2010. I have strived to find better ways to improve and streamline my inspections and re-inspections process. Enforcement issues continue to plague the department as always. The majority of commercial buildings I inspect are very cooperative but in too many cases, owners believe that nothing is going to happen or that inspections are an attempt by government to control how they run their businesses.

I am very pleased with the cooperation the division has received from the City, Elkhart County Health Department and the department's administration.

GOALS FOR 2011

1. To re-inspect all restaurants for fire safety.
2. Improve public awareness of fire safety for the community.
3. Continue to make the City of Goshen a much safer community.
4. Look for ways to improve my inspection process.

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Inspections	142	179	173	146	141	423 ²	569 ²	479 ²	678 ²	815 ²
Violations	904	531	455	447	360	1640	1731	1805	1971	1887
Violations per inspection	6.4	3.0	2.6	3.1	2.6	3.9	3	3.7	2.9	2.3
Avg. inspections per month	11.8	14.9	14.4	12.2	11.8	35.3	47.4	53.2	56.5	67.9



² 2006-2010 inspection totals includes re-inspections, previous years do not.

➤ **Fire Prevention/Education** - *Lt. Mike Bontrager*



2010 began with the addition of Sgt. Travis Peak to the Fire Prevention/Public Education Bureau. Sgt. Peak has been a great asset this past year and brings an enthusiasm and willingness to learn that has been extremely helpful to the division as we coordinate fire prevention/education activities at Goshen Fire.

It was an exciting year for the Fire Prevention/Public Education Bureau as we realized the successful completion of a three-year transition period regarding programs in the Goshen's elementary schools. This year we were able to expand our fire prevention activities by unveiling our brand new first grade program utilizing puppets to present fire safety education. As with any new endeavor, there was a bit of apprehension before our first show, but we were very pleased with the response, both from the students as well as the teachers. We constantly strive to present quality education to the students in a manner that is both easy to learn and entertaining. This program's success is the result of hard work and creative collaboration between the three of us and is one we are quite proud of.

Our future plans are to enhance the presentation by building a new stage and adding more topics as we believe this is an area that could expand greatly. Also, we have been contacted regarding the possibility of performing for the kids next year at the Elkhart County 4H Fair. The program previously presented to the first grade, Exit Drills in the Home (E.D.I.T.H.) was presented for the first time to third graders in all 8 public and private elementary schools. It has shown to be a more age appropriate fit and went very smooth in its implementation. Our partnership with the American Red Cross continued as we joined them in presenting the Basic Aid Training (B.A.T.) program to area fourth graders. This is a full day program teaching various safety skills covering such areas as first aid, electrical safety and fire safety. All told, we were able to present fire safety education to more than 1450 children in the elementary grade levels with the goal that by repeated exposure to fire safety education, these lessons will become lifetime skills that will prevent them from becoming fire victim statistics.

The Bullex ITS Extreme fire extinguisher training system, purchased in 2009, was a very effective training tool we used to provide extinguisher training to numerous businesses in 2010 and we hope even more in the coming year. The system allows participants to be able to practice their skills in live fire scenarios in a safe and controlled manner and the feedback from participants has been good. This training generated over \$1200.00 in donations to the Fire Prevention fund last year, which we then used to purchase training materials and other items to continue our mission.

Goshen Fire again participated in area safety events such as health fairs hosted by The Boys and Girls Club, Goshen Community Schools, Elkhart County 4-H Fair Safe Kids, Kroger, Lowes, Meijer, the VFW, Wal-Mart and First Fridays. Participating in

these events allow us to provide fire safety displays along with useful take home information and giving the public easy access to the Fire Department to ask any fire safety questions they may have.

In closing, there is a saying in the fire service, “There is no honor in fighting a fire that was preventable” meaning, it is our duty to not only be aggressive in fighting fires, but to be just as aggressive in preventing them from occurring in the first place. 2011 will find us continuing to fulfill the mission statement of Goshen Fire by providing the public with the education necessary to make good decisions in regard to fire safety.



Human Resources

As of December 31, 2010, the department is staffed with 51 sworn personnel and 2 civilian.

Promotions

Shane Heeter	Sergeant	June 25
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Perfect Attendance

Kit Castetter
Jerod Erb
Shane Heeter
Jason Miller
Merv Miller
Bill Phillips
Jim Ramer
Dan Sink
Courtney Snyder
Corey Wortinger



Retirements

None

Resignations

Trevor Kercher	Public Education	Jan 15
Randy McMillen	Department	April 15
Jeremy Johnson	Sergeant	Dec 31

Appointments

Travis Peak	Public Education	Jan 28
Patrick Linn	Firefighter	Aug 9

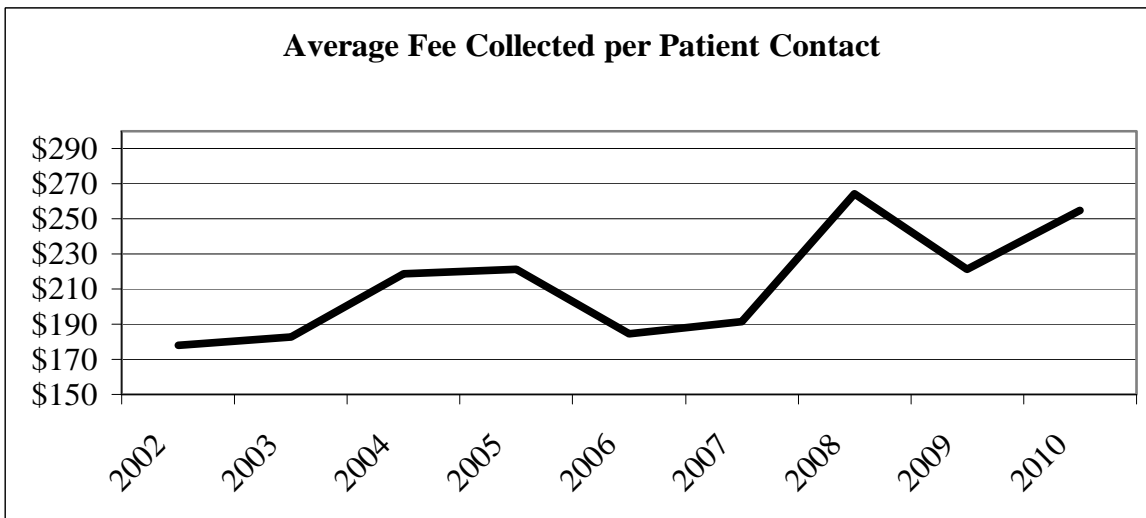
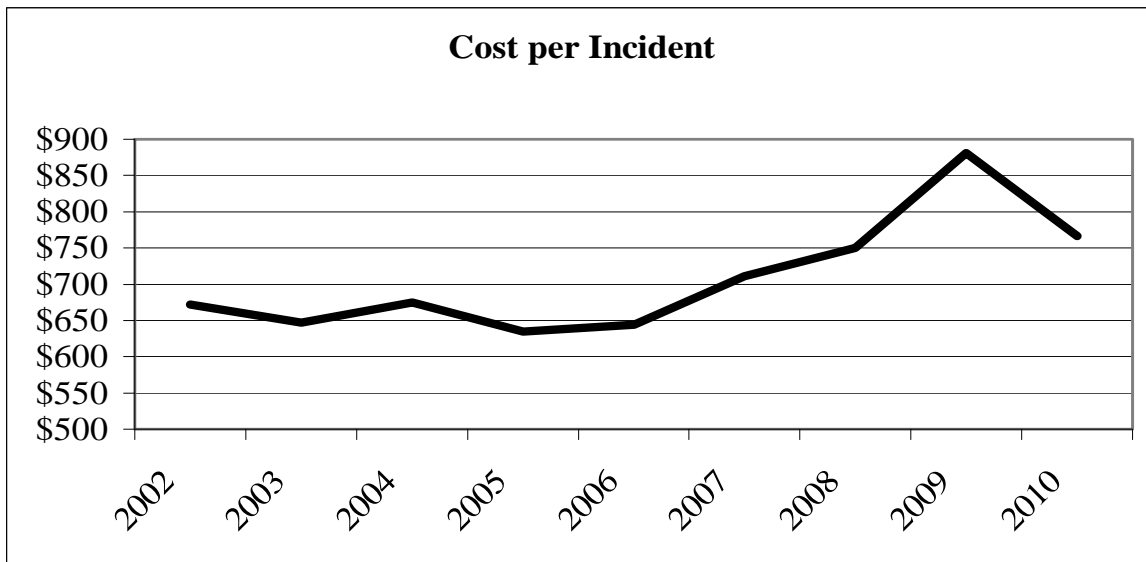
20 Years of Service

Kit Castetter	March 28
Rick Kauffman	Oct 26



➤ **Budget**

	2004	2005	2006	2007	2008	2009	2010
Budget	\$2,902,037	\$2,927,922	\$2,970,900	\$3,269,420	\$3,390,029	\$3,574,199	\$3,529,033
Ambulance Fees Collected	\$655,067	\$750,689	\$636,978	\$644,274	\$775,165	\$644,547	\$798,658
Fire Budget (minus) Amb. fees	\$2,246,970	\$2,177,233	\$2,333,922	\$2,625,146	\$2,614,864	\$2,929,652	\$2,730,375
Average Amb. Fee per patient contact	\$219	\$221	\$184	\$191	\$264	\$221	\$255
Cost per incident	\$675	\$634	\$644	\$711	\$750	\$881	\$767



➤ **Summary**

This report conveys the activities of the department for 2010. Additional data may be available upon request.

Dan Sink

Chief of the Department