



Goshen Fire Department 2014 Activity Report



COMMON GOOD. UNCOMMONLY GREAT.

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Message from the Chief



It is my pleasure to submit Goshen Fire Department's 2014 year-end report. Our goal at GFD is to promote the health and safety of the citizens we serve and provide a quality work environment for our staff. This report cannot capture every individual's effort but I do hope that it will provide you with an overview of your fire department's activities for 2014.

The Goshen Fire Department realized an increase in call volume in 2014 of 4.3%. Our EMS Division placed into service a new software reporting program. This program is more user friendly and performs better than our previous reporting software. Dr. Jason Bailey continues as our EMS Medical Director through our partnership with IU/Goshen Hospital. An Assistant Chief position was created and filled by Merv Miller, who will oversee the EMS Division. We are improving our productivity and timeliness of accomplishing tasks by having added attention to detail given daily to EMS processes and procedures.

Chief Inspector Mike Happer has had a busy year working through our large manufacturing community providing inspections and fire safety consultations for employee safety. For the first time in our history, by cost sharing an Inspector position in with the Building Department, we have completed inspecting all class 1 structures in the city in one year!

On a regional level; we continue to participate in the Indiana Department of Homeland Security District 2 Disaster Management team and in 2014 there were no deployments of our staff for disaster assistance.

Credit for this report should go to Assistant Chief Jim Ramer, who does an outstanding job of coordinating our reporting groups for your review. In 2015 we will take on new challenges in a professional manner all while providing dedicated care and protection for the citizens we serve.

Dan Sink

Chief of the Department



Goshen Fire Department Mission Statement

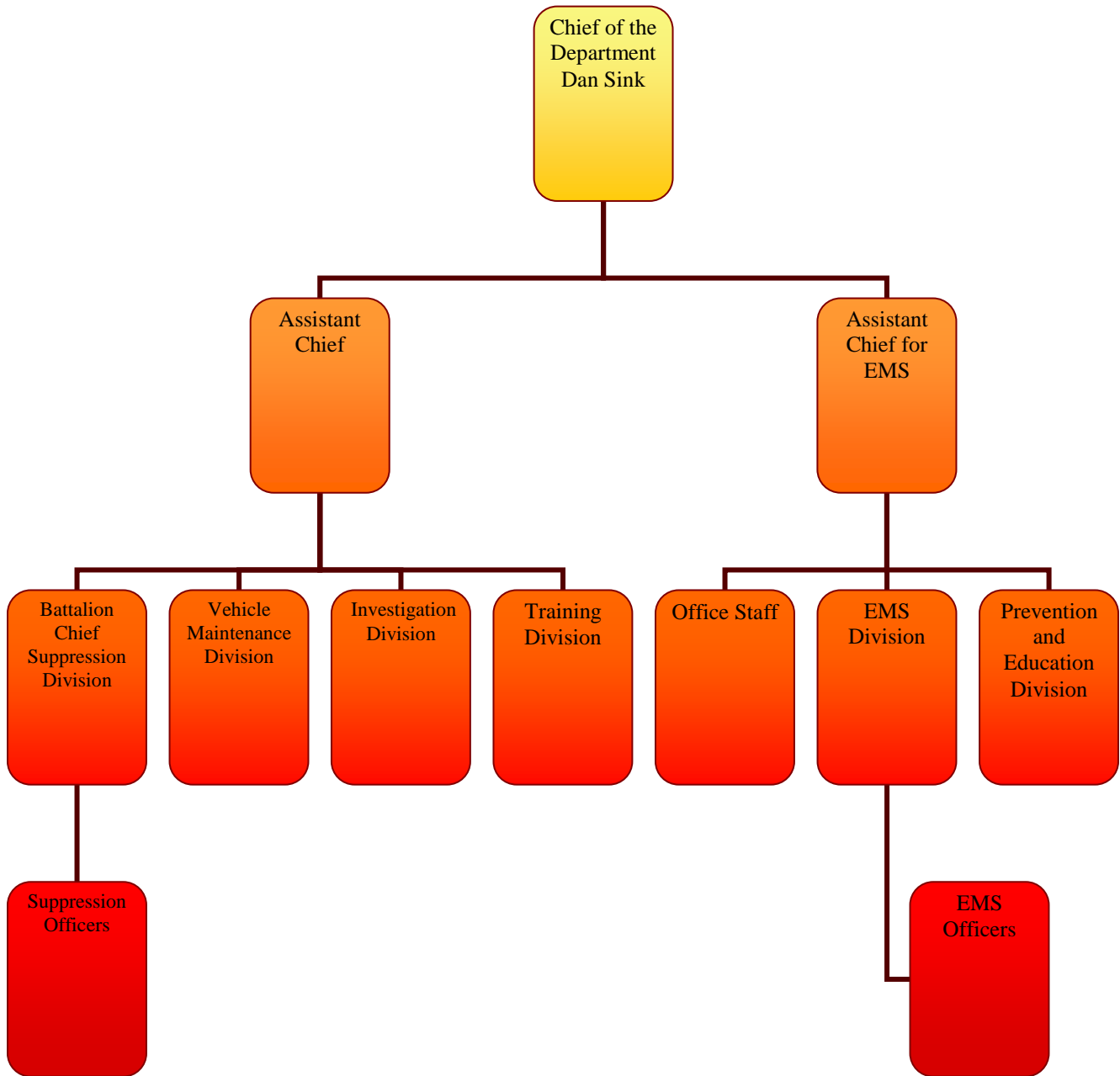
Our mission is to provide a positive workplace with continual training and adequate equipment so that we may give our customers the very best service possible. The importance of our service; fire suppression, rescue, prevention and investigation, paramedic ambulance service, and public education: compels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

Goshen Firefighter Oath of Office

I do solemnly affirm that I will support the constitution of the United States and the constitution of the State of Indiana and that I will faithfully and impartially discharge my duties as firefighter on the Goshen Fire Department according to the law and to the best of my ability, so help me God.



Goshen Fire Department Organization Chart

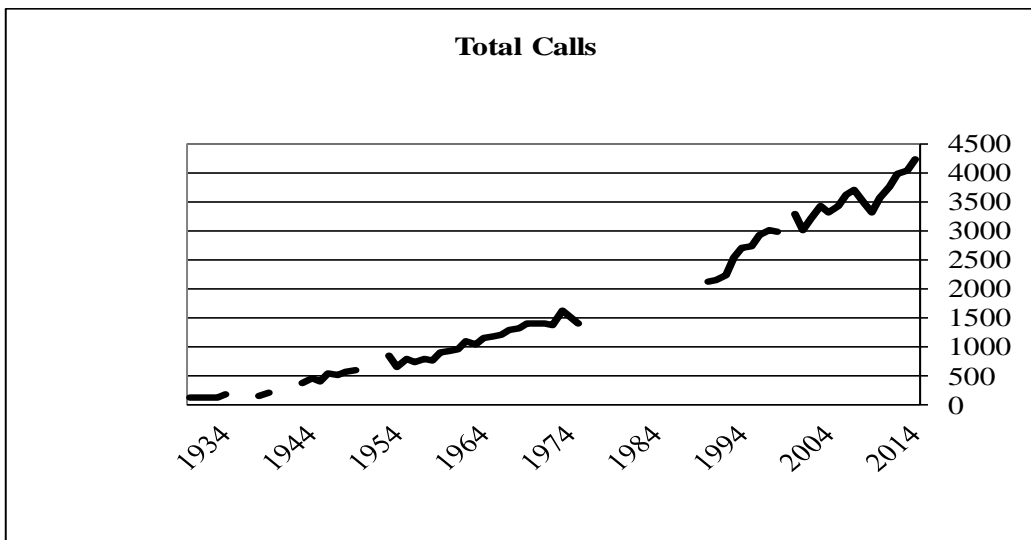




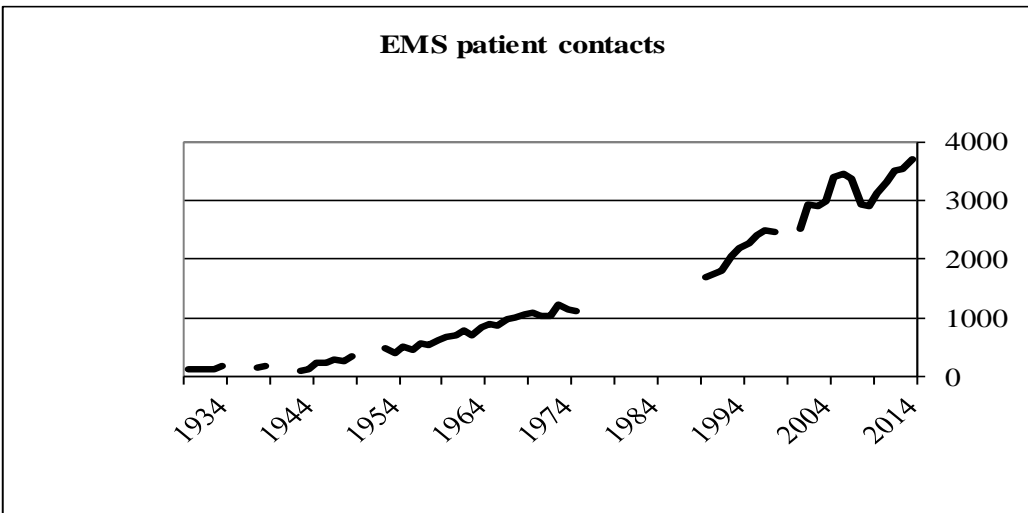
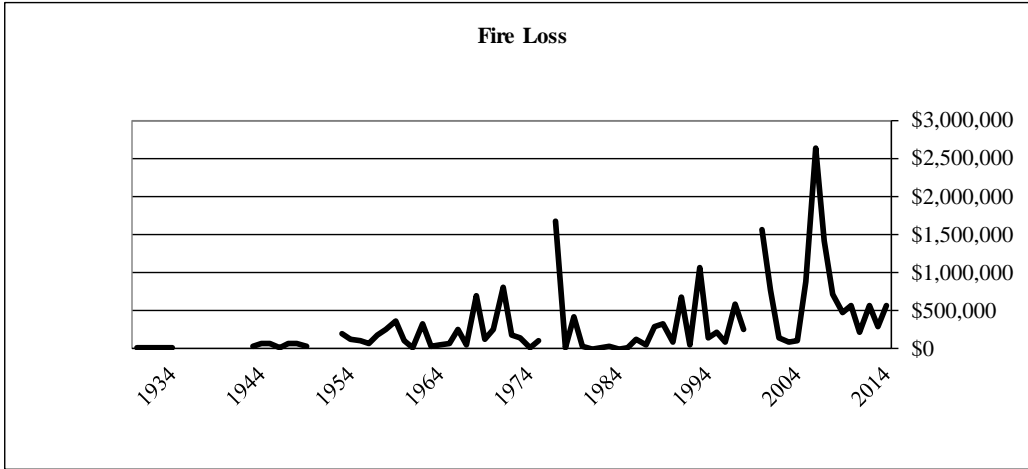
Overview:

The Goshen Fire Department responded to 4,224 calls for service in 2014, a 4.5% increase from 2013. Average response time for the first arriving unit on emergency calls in the City was the same as 2013 at 4:27 minutes. The annual dollar loss from investigated fires was estimated at \$561,589, up from \$294,325 in 2013. The percent of property value saved in structures fires during 2014 was 95% compared to 93% in 2013.

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



¹ Data missing from several years



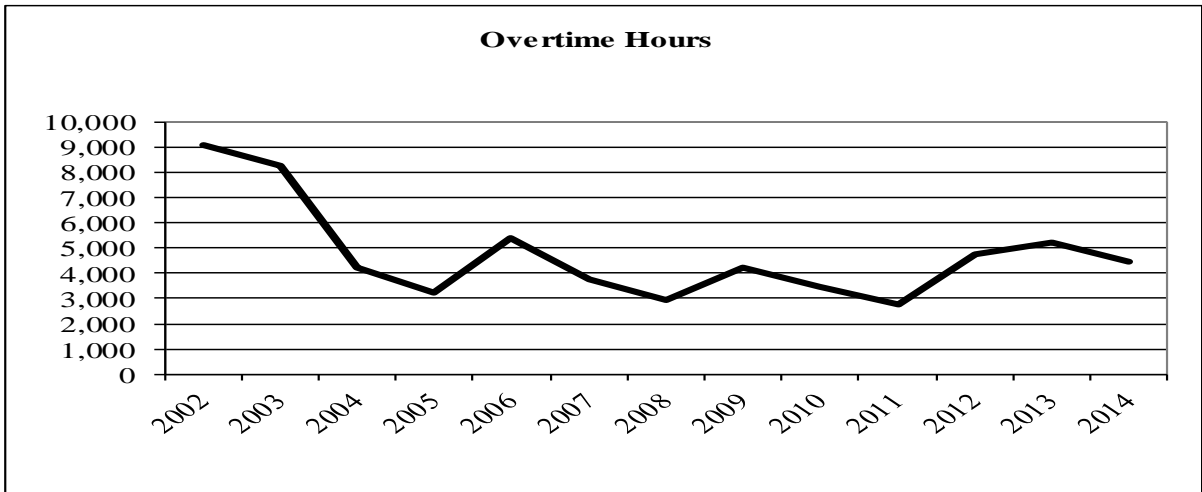
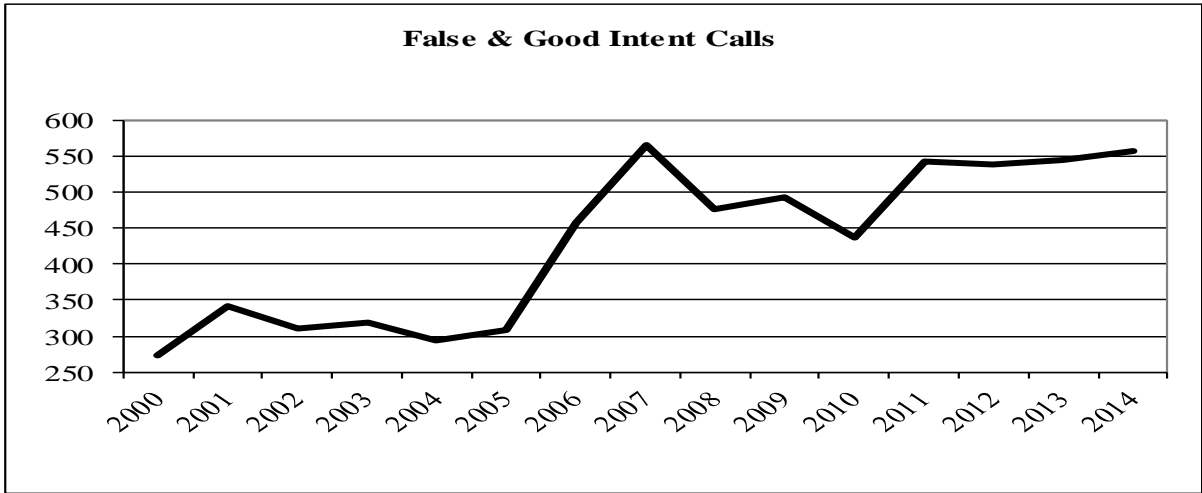
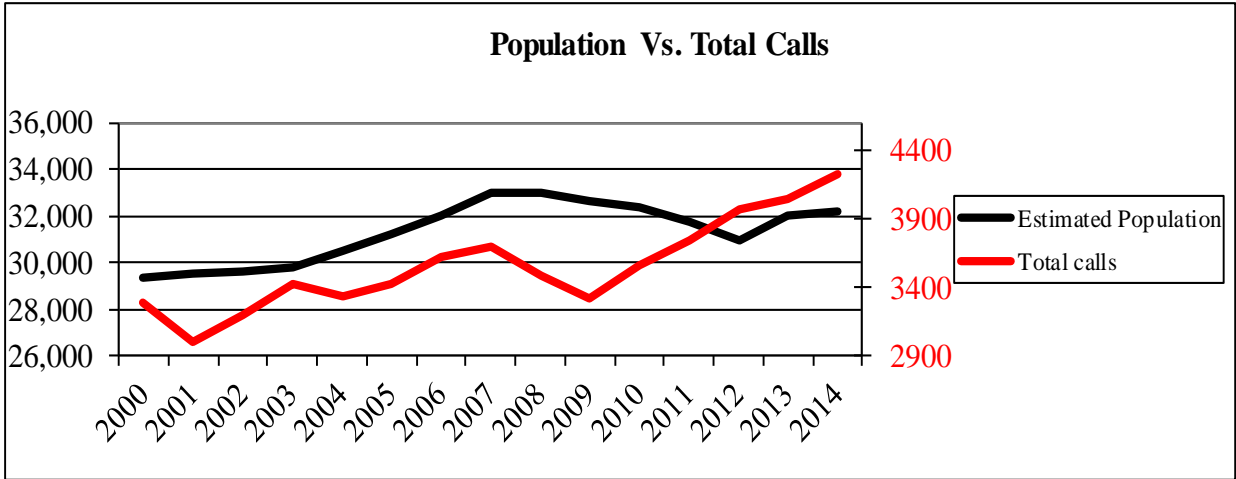


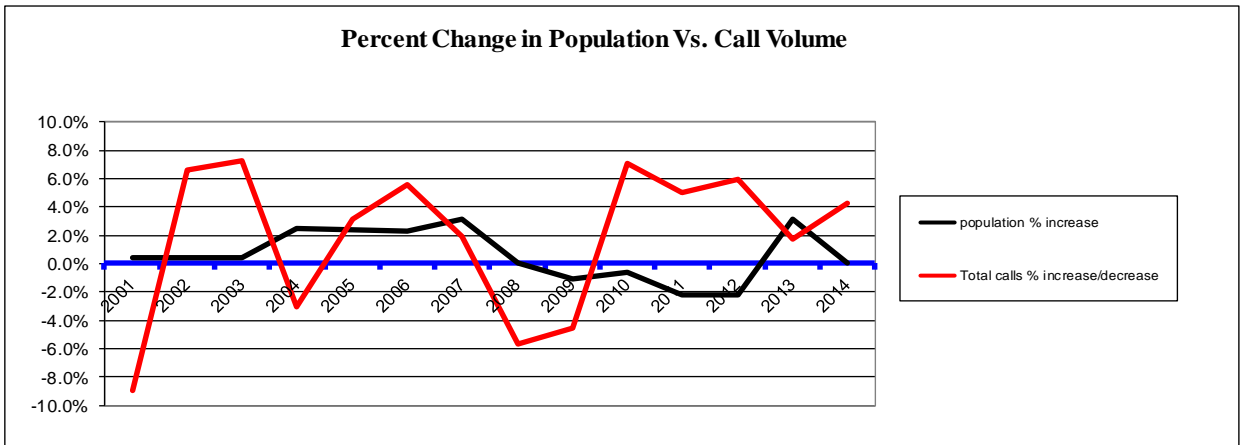
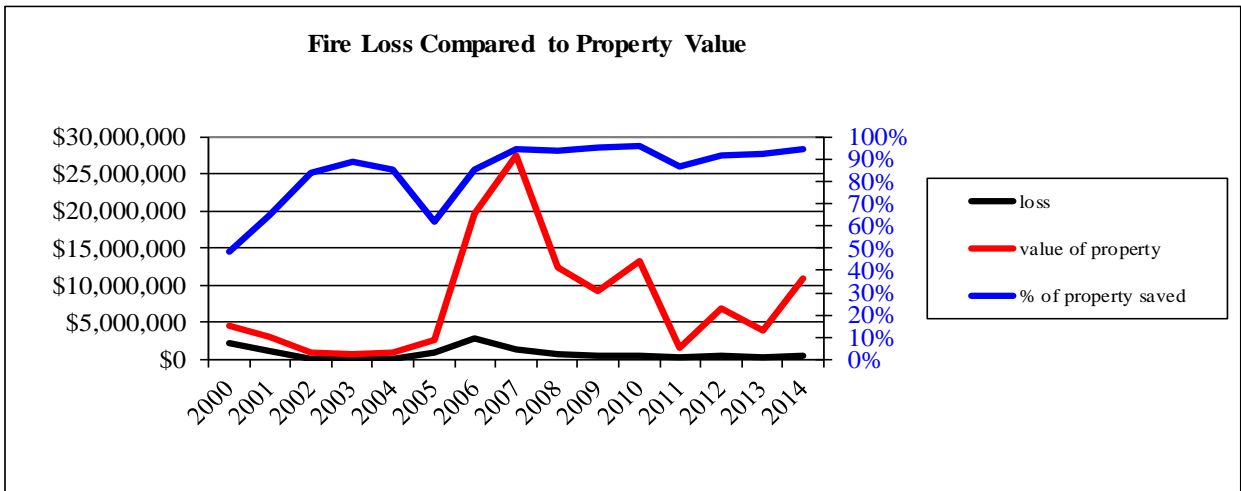
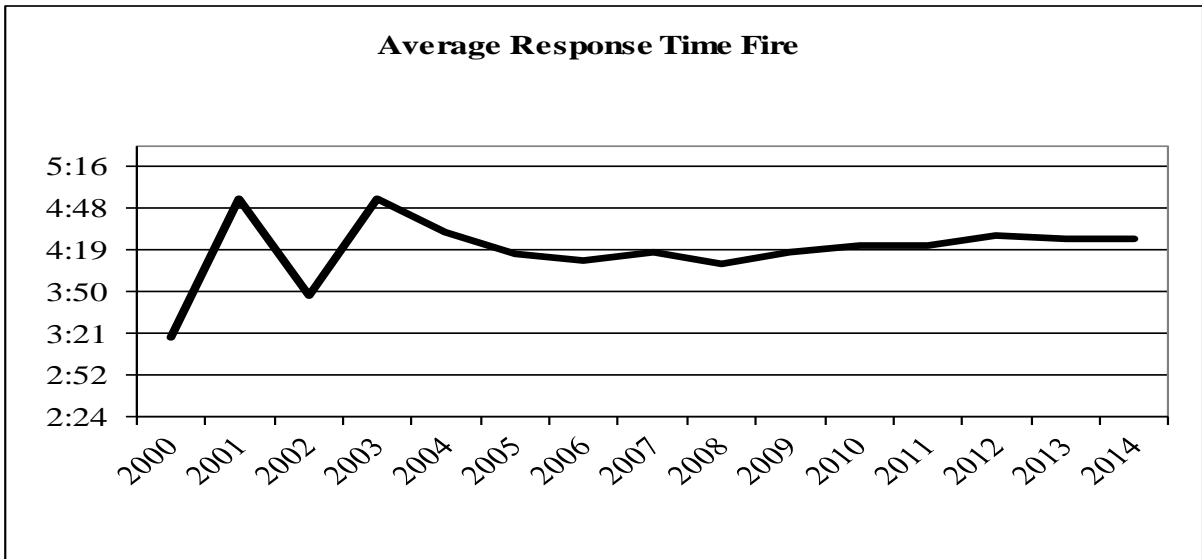
Operations

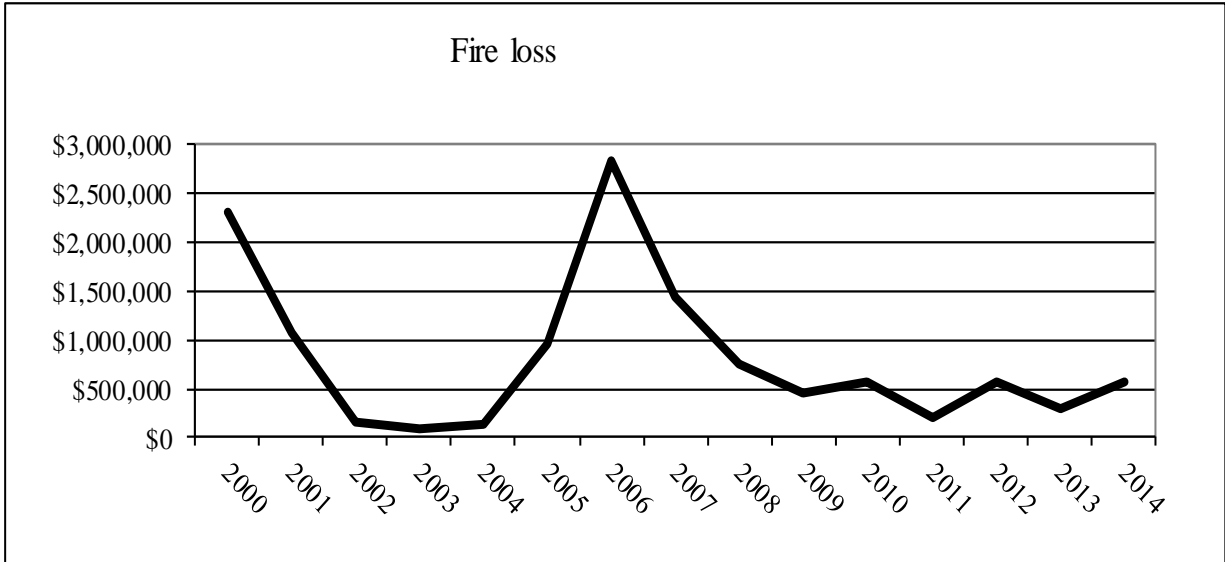
➤ **Suppression** – *Assistant Chief of Operations James Ramer*

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

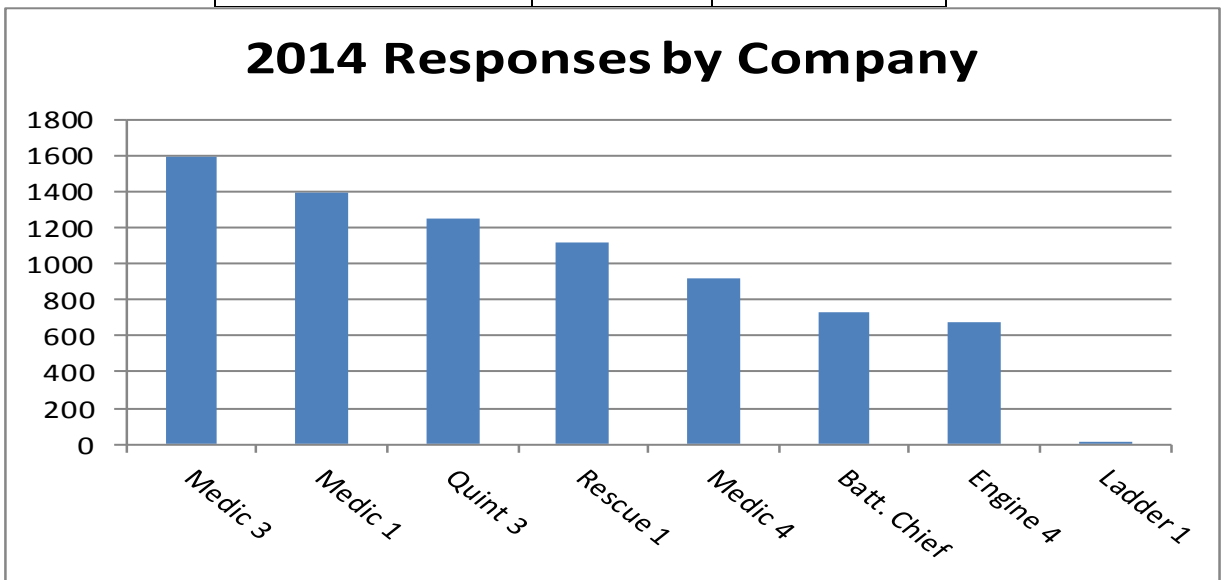
| | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|---------------------|--------------|-------------|--------------|-------------|-------------|--------------|--------------|
| Estimated Pop. | 33,000 | 32,630 | 32,426 | 31,719 | 31,000 | 32,000 | 32,212 |
| Total Calls | 3,485 | 3,326 | 3,562 | 3,751 | 3,975 | 4,043 | 4,224 |
| EMS Patients | 2,934 | 2,914 | 3,121 | 3,314 | 3,516 | 3,545 | 3,709 |
| EMS Assists | 1,645 | 1,564 | 1,741 | 1,968 | 2,112 | 2,211 | 2,087 |
| Fire/Haz Conditions | 214 | 184 | 210 | 169 | 191 | 165 | 198 |
| Vehicle Fires | 19 | 22 | 21 | 15 | 16 | 14 | 12 |
| False Calls | 476 | 492 | 438 | 543 | 538 | 544 | 558 |
| Overtime Hours | 2,965 | 4,222 | 3,469 | 2,747 | 4,763 | 5,202 | 4,485 |
| Avg. Response Time | 4:09 | 4:18 | 4:22 | 4:22 | 4:29 | 4:27 | 4:27 |
| Loss | \$755,465 | \$465,857 | \$567,816 | \$209,697 | \$568,813 | \$ 294,225 | \$561,589 |
| Value of Property | \$12,437,895 | \$9,251,157 | \$13,335,820 | \$1,621,575 | \$6,809,993 | \$ 3,937,454 | \$10,993,514 |
| % of Property Saved | 94% | 95% | 96% | 87% | 92% | 93% | 95% |
| Calls/Day | 9.5 | 9.1 | 9.8 | 10.3 | 10.9 | 11.1 | 11.6 |







| 2014 | Responses | Responses/Day |
|-------------|-----------|---------------|
| Medic 3 | 1592 | 4.4 |
| Medic 1 | 1393 | 3.8 |
| Quint 3 | 1249 | 3.4 |
| Rescue 1 | 1116 | 3.1 |
| Medic 4 | 914 | 2.5 |
| Batt. Chief | 734 | 2.0 |
| Engine 4 | 676 | 1.9 |
| Ladder 1 | 10 | 0.0 |





➤ **Emergency Medical Services** – *Asst. Chief Merv Miller*

The EMS division of Goshen Fire Department has seen many changes throughout the 2014 year. The department reorganized the EMS division upgrading the EMS Chief position to an Assistant Chief, working Monday through Friday. A significant thank you goes to previous Medic Chief Kit Castetter for his leadership, advancing the EMS division for 14 years. The new Asst. Chief is Merv Miller. The transition has been smooth and Kit remains a great resource.

We have replaced our aging Toughbook computers with Hewlett-Packard Revolves, which has worked great. During the latter part of 2013, we switched our EMS reporting software to “ESO Solutions.” ESO Solutions is allowing our paramedics to complete their EMS patient care reports in a more timely and efficient manner. We purchased a new Philips MRX monitor replacing our very outdated Zoll ECG monitor. Our current MRX monitors are being refurbished. The MRX’s will have the internal components replaced with the new technology which will give us another three years of service. We are currently still working on computer aided dispatch (CAD) feed from Elkhart County Dispatch Center that will stream information directly into our ESO software making our EMS report times and locations more accurate.

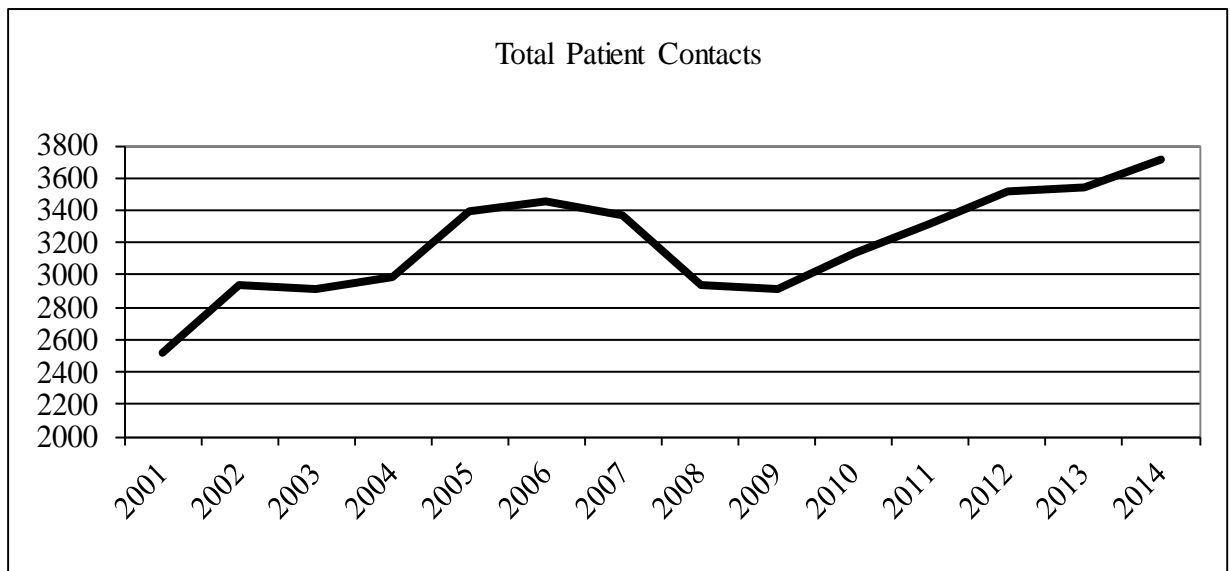
We welcomed a new Medical Director, Dr. Jason Bailey. It has been a pleasure working with Dr. Bailey and Indiana University Health Goshen Hospital’s EMS Coordinator Tanya Shields in sharing ideas on the future of EMS in Goshen. Many new

treatments and procedures are on the horizon for EMS nationwide. The EMS division will strive to make sure the personnel have the education and training to move forward with future changes.

For the 2015 year, we will be looking at replacing an ambulance. Currently four members are enrolled in Paramedic class finishing in October 2015. We are looking into benchmarking to make sure our personnel are operating at the highest level possible. We will continue to put safety first while delivering the best advanced care possible.

In 2014, the department had 3,709 patient contacts, or 4.4% more than 2013. The table below shows total patient contacts and contacts per station for 2007 -2009. *Data is unavailable for 2010 and 2014.

| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|
| Central | 1202 | 1092 | 1049 | * | * | * | * | * |
| College Ave. | 1124 | 1056 | 1104 | * | * | * | * | * |
| Reliance Rd. | 505 | 462 | 458 | * | * | * | * | * |
| Townships | 534 | 324 | 303 | 422 | 491 | 499 | 558 | 501 |
| Total Patient Contacts | 3,366 | 2,934 | 2,914 | 3,132 | 3,314 | 3,516 | 3,545 | 3,709 |





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

2104 was a productive year for the Goshen Fire Department Training Division. We were successful in accomplishing several goals and increased our total training hours. The overall goal of the Training Division is to provide meaningful instruction which produces understanding and promotes improved preparation. The Training Division strives to have a growth mindset. Our duty to the community, to the profession, and each other requires us to be prepared to respond to a call for service.

The success of our training program is dependent on participation and feedback. As stated by former Chicago Fire Dept. Chief of Training Steve Van Dorpe, “I challenge you to stay engaged in the fire service.” Chief Van Dorpe’s challenge asks that we work hard to become better fire service professionals. Improvement begins with a choice by each individual. Then, teamwork is required for improvement and preparation to take hold department wide. When we train as a team, we work together as a team and we are dependent on one another.

In 2014 a total of 9,350 training hours were accumulated. This is a 26% increase from the total training hours of 2013. The training hours were spread across several disciplines that included EMS, Fire, Technical Rescue, Hazardous Materials, and Public Education.

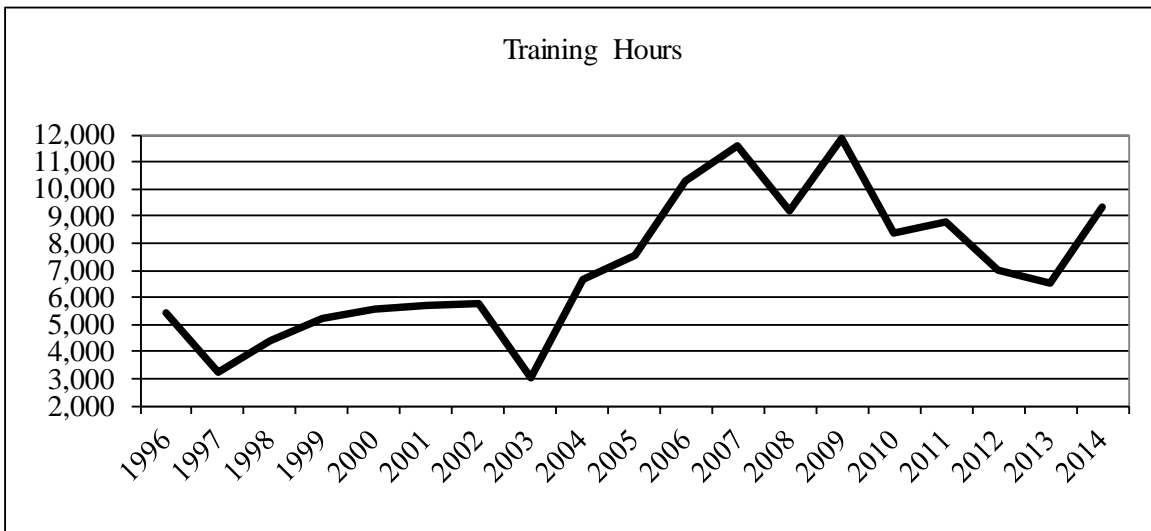
The training goals accomplished in 2014 included participation in the ALIVE education program. The ALIVE program educates firefighters on recent research in modern fire behavior and dynamics. The program prepares us to make better strategic and tactical decisions based upon our scene size up.

Seventeen personnel participated in a Driver Operator state certification course. The course also segued into a Street Smart Pump Operator course which was offered department wide. Both classes improved our awareness of apparatus construction, driving safety, and pump operations. Implementation of new concepts and practices will continue into 2015.

We also continued to fulfill our Technical Rescue Training goals in 2014. The department was able to send four personnel to a Rope Rescue Operations and Technician course, two personnel to a Confined Space Rescue course, and four personnel to the Indiana River Rescue School. We also realized a long term goal of joining the MABAS 201 Technical Rescue Team.

The focus of training in 2015 will be divided between a continuation of projects from 2014 and a set of new objectives. As a result of our Pump Operator training last year, we will continue to work towards standardizing nozzles, hoses, and pumping operations of our apparatus. We will also continue to participate in the ALIVE program as new lessons on fire behavior and dynamics are developed.

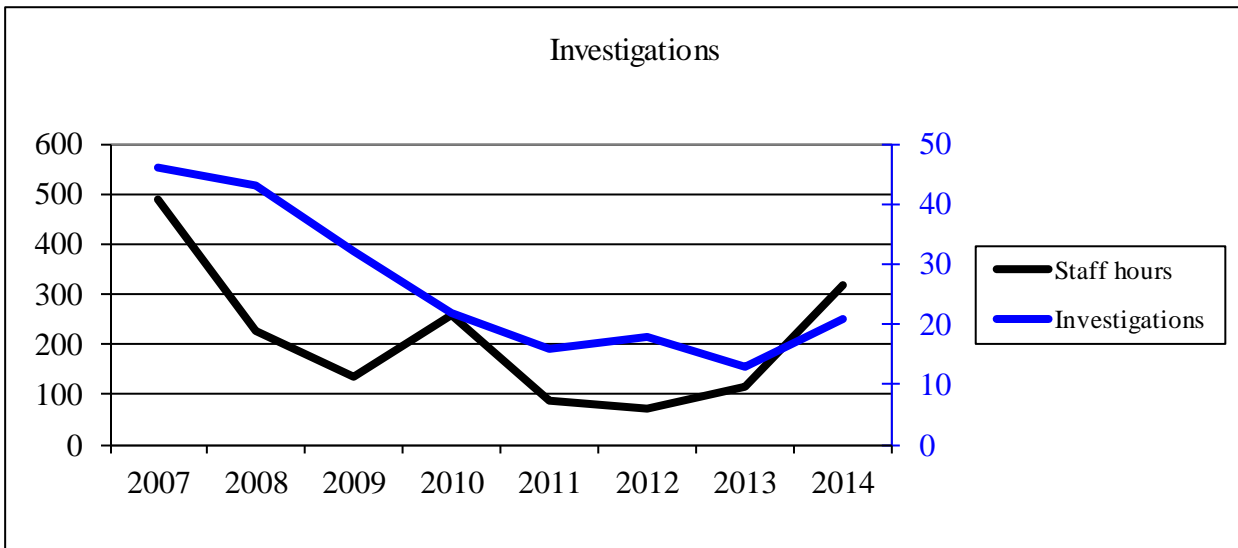
New agenda items for 2015 include a focus on improving our Mayday operations. We also will be working on improving our search and rescue techniques. The Training Division is looking forward to accomplishing our goals for 2015. The Department will achieve many great things if we work together and strive for improvement.





Investigation – *Chief Inspector Mike Happer*

In 2014, the division investigated 21 fires, a 38% increase from 2013, and recorded 316 hours for an average of 15 hours per investigation.





➤ **Inspections/Fire Prevention/Education**

Chief Fire Inspector Mike Happer

The Fire Prevention Bureau has added a job-shared position this year. Private Scott Thomas was promoted to Fire Inspector and has been a great asset to the Division. Inspector Thomas has completed all the mandatory requirements this year, which were; the state Fire Inspector I & II and Fire Investigator I class, and is now certified. Inspector Thomas will be working for the Prevention Bureau Wednesday thru Friday, and will be assisting the Building Department with conducting rental inspections on Mondays and Tuesdays.

Besides performing regular business fire/safety inspections, the Fire Prevention Bureau has been conducting plan review, inspecting newly built commercial buildings and construction projects, giving construction consults, investigating complaints, assisting our Building Department, providing public education, and determining fire's origin and cause.

This year we have implemented new computer software to assist with fire inspections. We are able to electronically send our inspection reports to the owners of the businesses instantly. This has eliminated almost all of our postage needs.

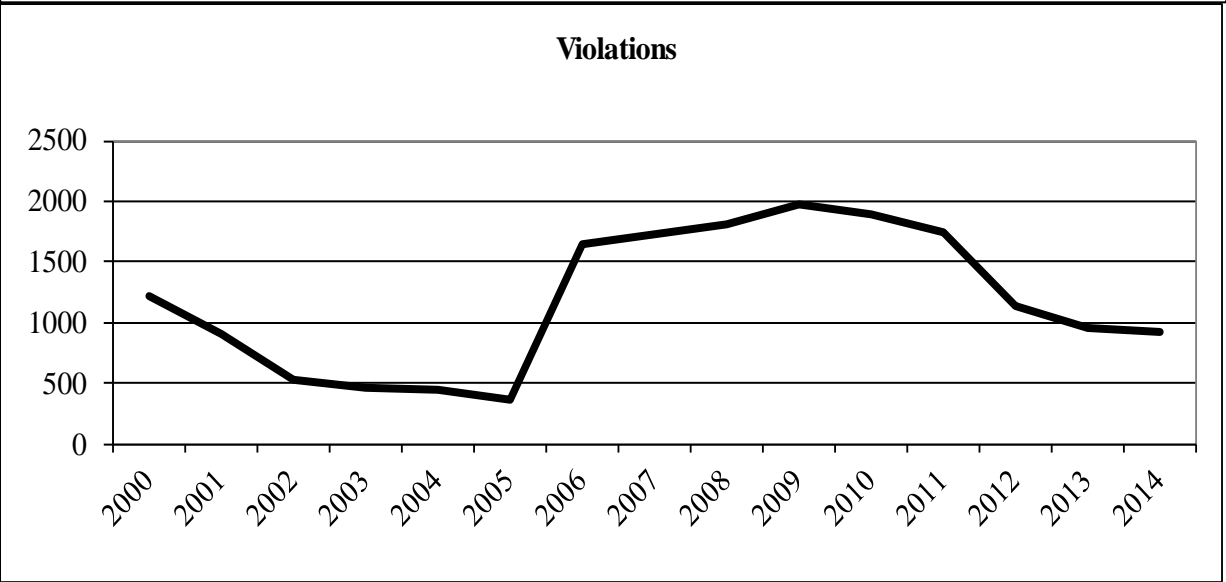
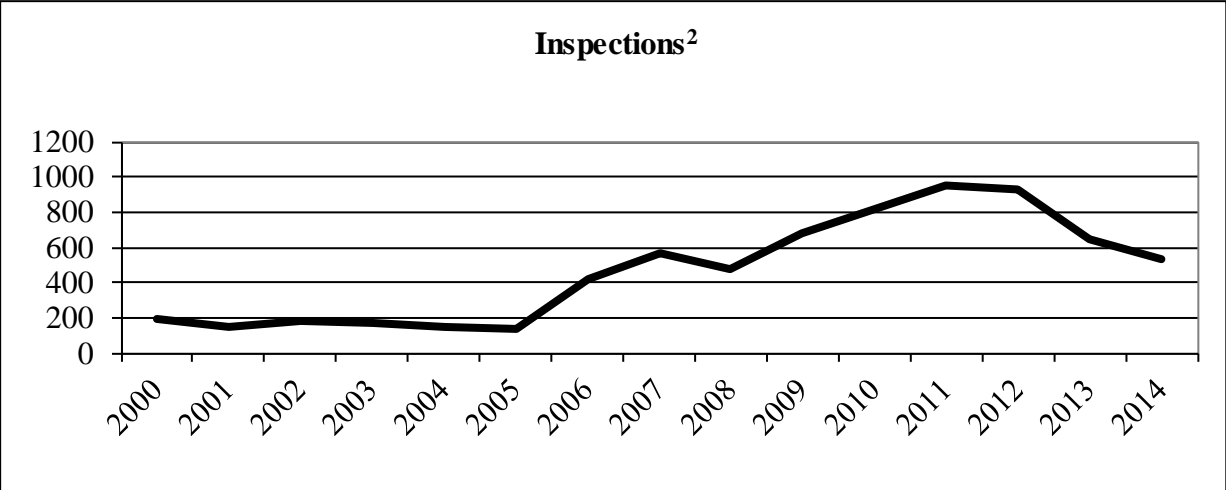
Another large part of what we need to do is continuing education and training to remain current with different code adoptions and rule changes. We are now members of the Fire Inspectors Association of Indiana (FAI) and Indiana Association of Building Officials (IABO). Membership in these organizations allow us to have a network of people across Indiana that we may call with questions or concerns about building projects or violations found.

My goal has always been, to do a thorough inspection for all the business within the City and to develop good working relationships with all the business owners. We have completed this goal by finishing the inspections of the buildings in the Industrial Park this summer. It has taken approximately 2.5 years to complete this goal. We will continue to educate the public and keep our working relationships strong with our business owners. This will help ensure that our City will grow and be a safe place to live.

Inspections 342
Re-inspections 188
Violations Found 919
Violations Corrected 454
Consultations 119
Complaints 12

| | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|-----------------------------------|------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Inspections | 141 | 423 ² | 569 ² | 479 ² | 678 ² | 815 ² | 955 ² | 925 ² | 644 ² | 530 ² |
| Violations | 360 | 1640 | 1731 | 1805 | 1971 | 1887 | 1738 | 1131 | 962 | 919 |
| Violations per inspection | 2.6 | 3.9 | 3 | 3.7 | 2.9 | 2.3 | 1.8 | 1.2 | 2.6 | 1.7 |
| Avg. inspections per month | 11.8 | 35.3 | 47.4 | 53.2 | 56.5 | 67.9 | 79.6 | 77.1 | 53.6 | 44.1 |

² 2006-2014 inspection totals includes re-inspections, previous years do not.



➤ **Human Resources**

As of December 31, 2014, the department is staffed with 51 sworn personnel and 1 civilian.

Change in Rank

| | | |
|------------------|-------------|----------|
| Mike Happer | Chief Insp. | Jan 1 |
| Castetter, Kit | EMS Capt. | Jan 16 |
| Merv Miller | Asst. Chief | Jan 27 |
| Brown, Brian | EMS Lt. | April 21 |
| Martin, Patrick | Pvt. | April 29 |
| Snyder, Courtney | EMS Sgt. | June 20 |
| Thomas, Scott | Inspector | June 20 |
| Sheline, Garrett | Pvt. | Oct 19 |



Perfect Attendance

| | |
|-----------------|-----------------|
| Kit Castetter | Cam Bontrager |
| Trevor Kercher | Mike Happer |
| Bill Phillips | Z. Klopfenstein |
| James Ramer | Shane McKerchie |
| Jason Miller | Merv Miller |
| Corey Wortinger | Andrew Priem |
| Jeremy Johnson | Phil Schrock |
| Matt Stamm | Garett Sheline |
| Lyle Wingard | Jon Weishaupt |
| Jeff Wogoman | |



Separations/Retirements

| | |
|-----------------|---------|
| Wogoman, Brian | Aug. 1 |
| Showalter, Brad | Oct. 20 |
| Robinson, Scott | Dec 31 |



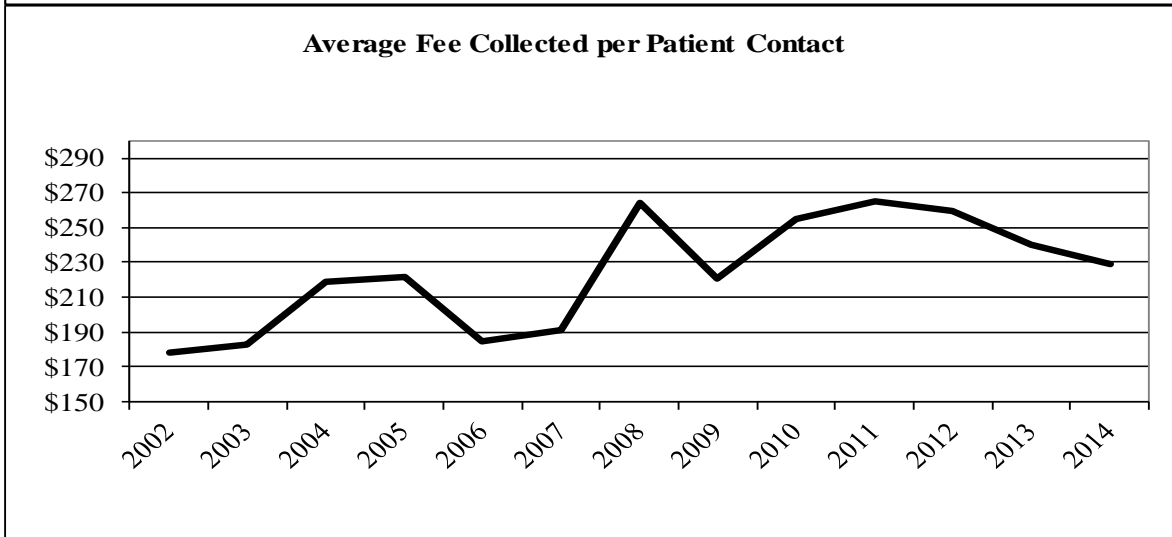
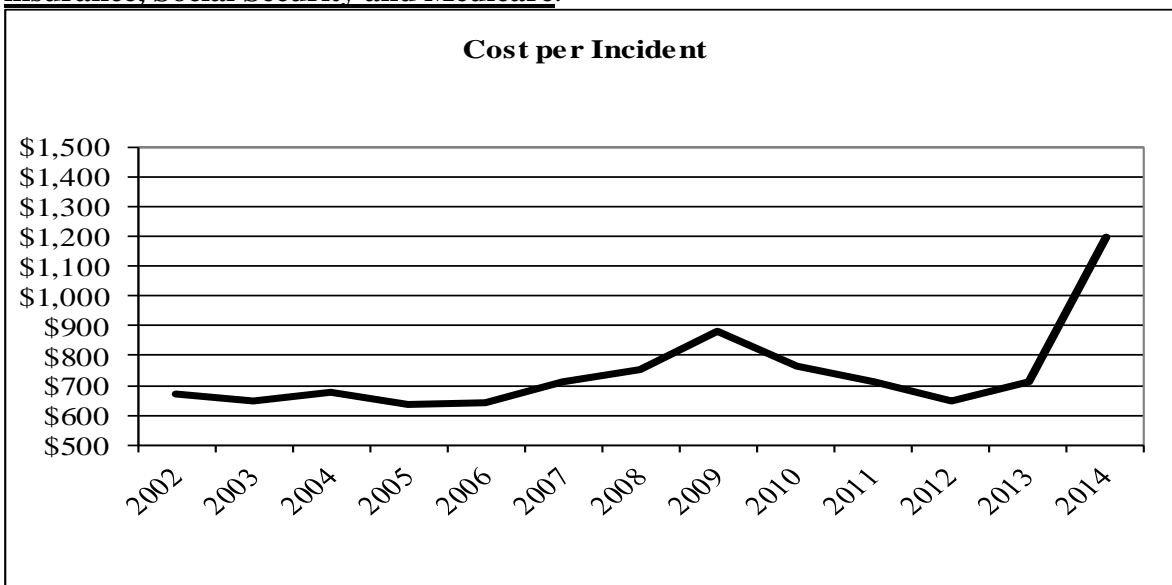
Appointments

| | |
|--------------------|----------|
| Klopfenstein, Zack | Jan 14 |
| Priem, Andrew | April 29 |
| Bontrager, Cam | Aug 19 |
| Stamm, Matt | Nov 12 |
| Wingard, Lyle | Nov 12 |

➤ **Budget**

| | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Budget | \$3,390,029 | \$3,574,199 | \$3,529,033 | \$3,540,120 | \$3,488,459 | \$3,727,639 | *\$5,047,623 |
| Ambulance Fees Collected | \$775,165 | \$644,547 | \$798,658 | \$877,562 | \$911,040 | \$852,146 | \$850,162 |
| Fire Budget (minus) Amb. fees | \$2,614,864 | \$2,929,652 | \$2,730,375 | \$2,662,558 | \$2,577,419 | \$2,875,493 | \$4,197,461 |
| Avg. Amb. Fee collected per patient contact | \$264 | \$221 | \$255 | \$265 | \$259 | \$240 | \$229 |
| Cost per incident | \$750 | \$881 | \$767 | \$710 | \$648 | \$711 | \$994 |

***2014 includes all cost of the Department. Previous years did not include pension, insurance, Social Security and Medicare.**



➤ **Summary**

This report conveys the activities of the department for 2014. Additional data may be available upon request.

Dan Sink

Chief of the Department