



# GOSHEN FIRE DEPARTMENT

2018 ANNUAL ACTIVITY REPORT



## Table of Contents

Message from the Chief -----	2
Mission Statement/Firefighter Oath -----	4
Organization Chart -----	5
Overview -----	6
Operations -----	7
Emergency Medical Services -----	12
Training -----	15
Investigations -----	18
Inspections -----	19
Prevention/Education -----	22
Human Resources -----	23
In Memoriam -----	28
Budget -----	29
Summary-----	30

## Message from the Chief



It is my pleasure to present our Goshen Fire Department year-end report for 2018. Although the individual efforts of our staff can never be captured in its entirety; this report does provide the reader an overview for each division's activity in 2018.

Our calls for service in 2018 resulted in a new record for GFD at 4638. We completed our Insurance Services Organization (ISO) survey and assessment and are continuing our efforts to attain and ISO of 2 for the City of Goshen. We worked with the Goshen Utilities Department to record and maintain water hydrants' throughout the city. We are working through aspects of our practices at GFD that will also help us attain an ISO rating of 2.

Obviously as we look back at 2018, the event that affected us all in many different ways was the flooding that occurred near the end of February 2018. It was an extraordinary event in my career at GFD and I could not be more proud of our staff and their efforts during such an event. The professionalism and skill associated with the rescues involved was inspiring.

The EMS division continues to work on new software integration for EMS and fire reporting. As technology continues to explode in our market, we expect software integration to be an ongoing and never ending process at GFD. Thanks to Asst. Chief Miller, Asst. Chief Happer and EMS Lieutenant Courtney Snyder for their dedicated work on this project. Also on the technology front GFD is fortunate to have Capt. Shane Heeter who coordinates the CAD and GIS for our onboard computers in each of our apparatus.

The Inspection Division continues to do an amazing job with our commercial, manufacturing and retail partners in Goshen in helping to keep their workplace environment safe. Chief Inspector Scott Thomas has assumed the leadership role of coordinating fire investigations. Pvt. Lucas Mason has assumed the role of coordinating our GFD Public Education initiatives and our fire safety education in the Goshen School system allows us to reach every 1<sup>st</sup>, 3<sup>rd</sup> and 4<sup>th</sup> grade student in the school system with important lessons on fire safety.

Newly appointed Asst. Chief, Anthony Powell has assumed leadership of our training division. The

Training Division does an incredible job of keeping abreast of the new science and new techniques in firefighting and rescue. Our goal for the division this year is completion of the training site development and begin training with our local fire-rescue partners in Elkhart County. Of note, with regard to training in 2018; we participated with GPD and Goshen Schools in our first ever active assailant drill. This was a watershed event for GFD as, for a first time, we brought together law enforcement and school resources to provide the best results possible for our children should an event like this occur.

This year we will say farewell to GFD members Lyle Bontrager, Eric Stutzman and Don Showalter as they retire and begin a new chapter in their lives. We appreciate their dedication and service to our Goshen community and wish them the best in their new endeavors.

Credit for this report should go to Assistant Chief Mike Happer, who does an outstanding job of coordinating our reporting groups for your review. In 2019 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

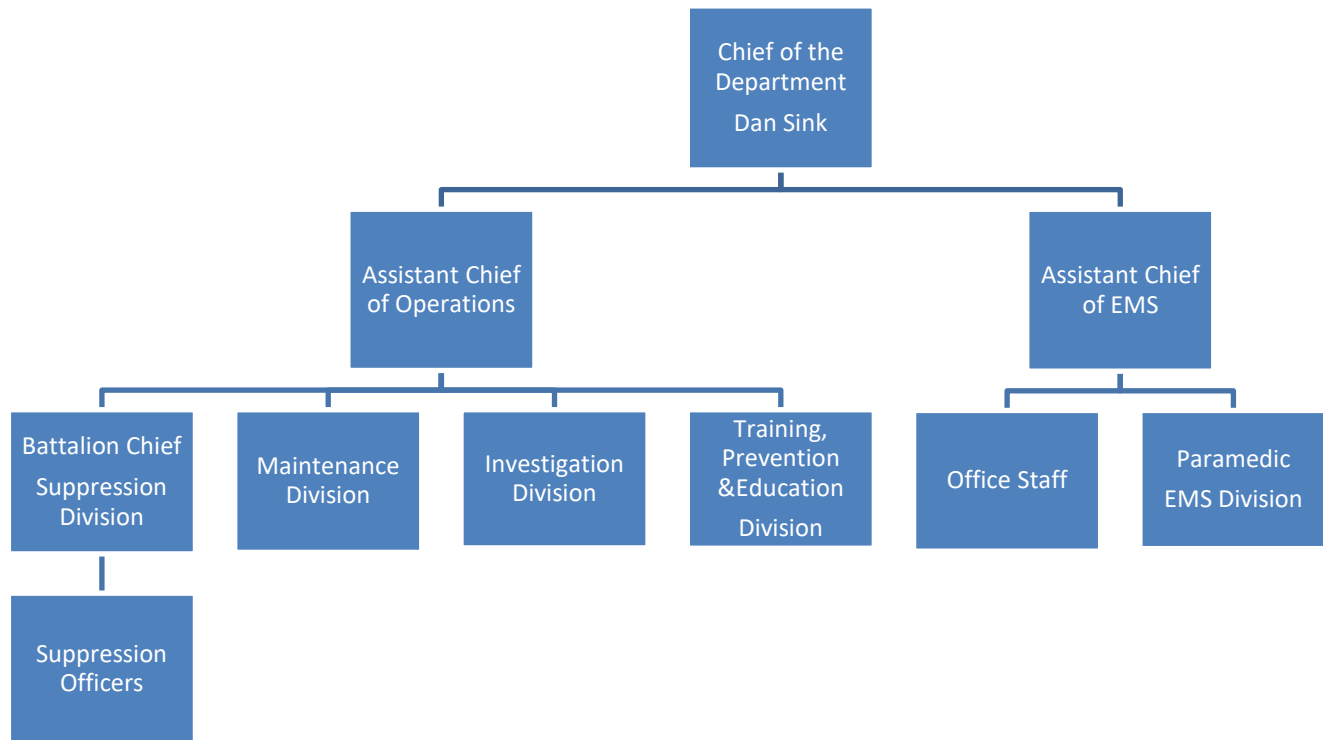
*Our mission is to provide a positive workplace with continual training and adequate equipment so that we may give our customers the very best service possible. The importance of our service; fire suppression, rescue, prevention and investigation, paramedic ambulance service, and public education: compels 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 4,638 calls for service in 2018, an 0.6% increase from 2017. Average response time for the first arriving unit on emergency calls from our dispatch to arrival on scene, was 5 minutes and 9 seconds.

The annual dollar loss from investigated fires was estimated at \$542,805 down from \$2,687,403 in 2017. The percent of property value saved in structures fires during 2018 was 97% compared to 88% in 2017.

# Operations

## ➤ Suppression – Assistant Chief of Operations Mike Happer

In Table #1, 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.

In Table #2, illustrates the type of emergencies that the fire department responded to during 2018. Furthermore, the type of call is indicated by month.

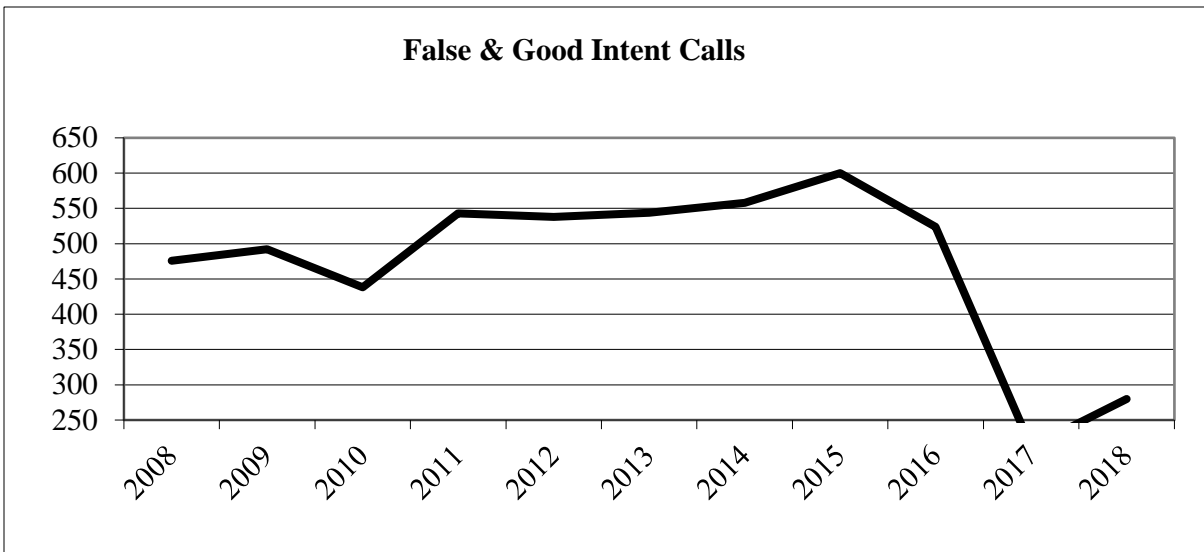
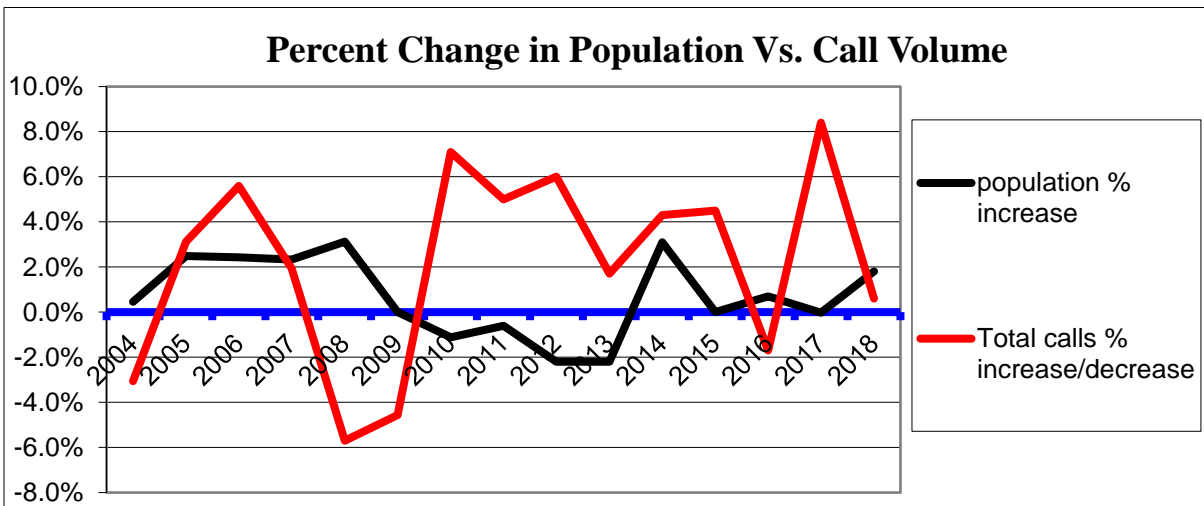
Table #1	2015	2016	2017	2018	% Change from last year
Estimated Population	32,500	32,267	33,000	33,600	1.8%
Total Calls	4,431	4,253	4,610	4638	0.6%
EMS Patients	3,862	3,733	4,056	3856	-5.0%
EMS Assist Calls	2,103	2,190	2,350	2132	-9.2%
Fire/Hazardous Conditions	197	70	59	63	0.66%
Vehicle Fire	13	8	16	10	-38.0%
False Alarms	600	524	212	280	32%
Overtime Hours	4,369	4,253	6,605	3844	-42%
Average Response Time	4:35	4:41	5:25	5:09	-0.5%
Value of Property	\$2,284,750	\$13,529,128	\$22,458,554	\$19,863,550	-13%
Value of Fire Loss	\$1,053,760	\$240,328	\$2,687,403	\$542,805	-79%
Percentage of Property Saved	54%	98%	88%	97%	9%
Calls Per Day	11.9	11.7	12.6	12.7	0.01%

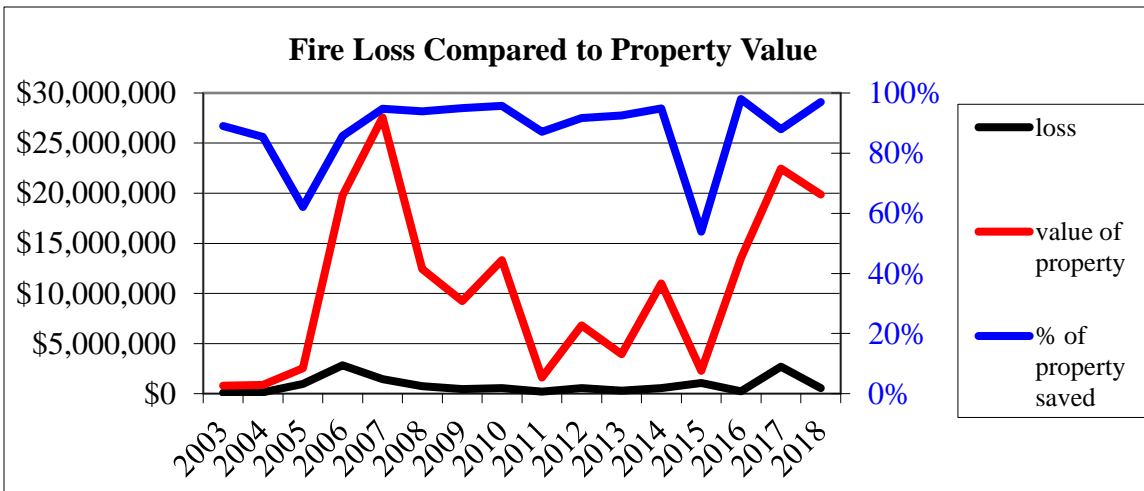
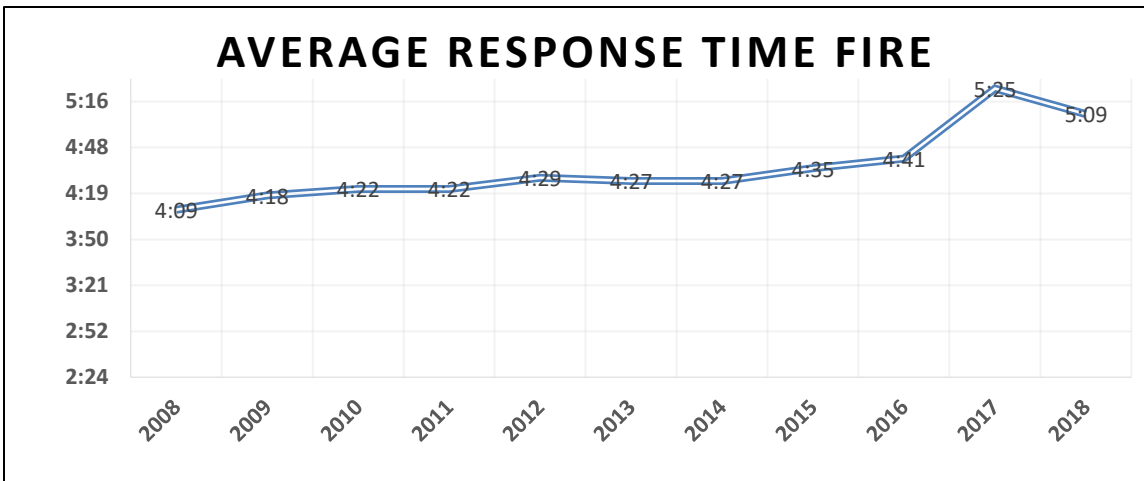
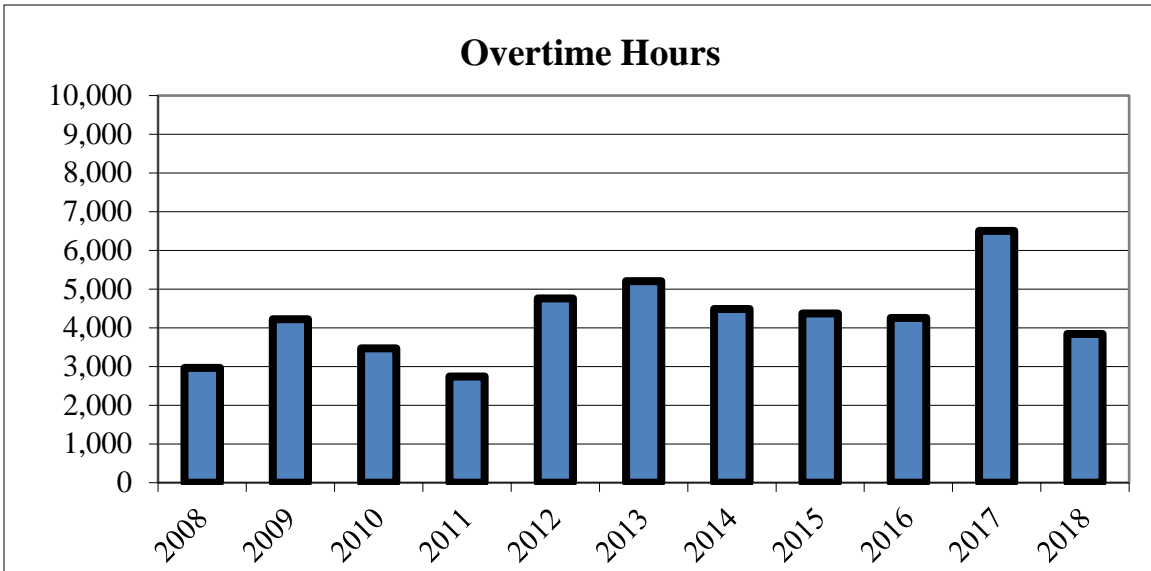
Table #2	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Motor Vehicle Crash	6	5	14	9	12	8	8	11	10	15	15	12	125
Vehicle Extrication	2	1	0	0	0	0	1	0	0	1	1	0	6
Medical Calls	359	286	286	294	326	306	295	312	286	283	229	287	3547
Fire Alarms	23	13	27	29	20	29	24	26	22	15	19	33	280
Cancelled Enroute	16	18	20	21	14	24	29	16	11	24	13	16	222
Structure Fire	4	1	6	0	1	3	1	1	1	3	3	2	26
Rubbish Fire	0	2	0	4	5	2	4	5	2	1	0	2	27
Vehicle Fire	2	1	1	0	2	0	3	0	0	0	1	0	10
Natural Gas Leak	2	2	4	3	2	2	3	2	3	1	2	1	27
CO Incident	1	1	0	0	0	0	1	1	0	3	1	0	8
Service Calls	3	6	6	4	5	9	10	12	13	27	6	4	105

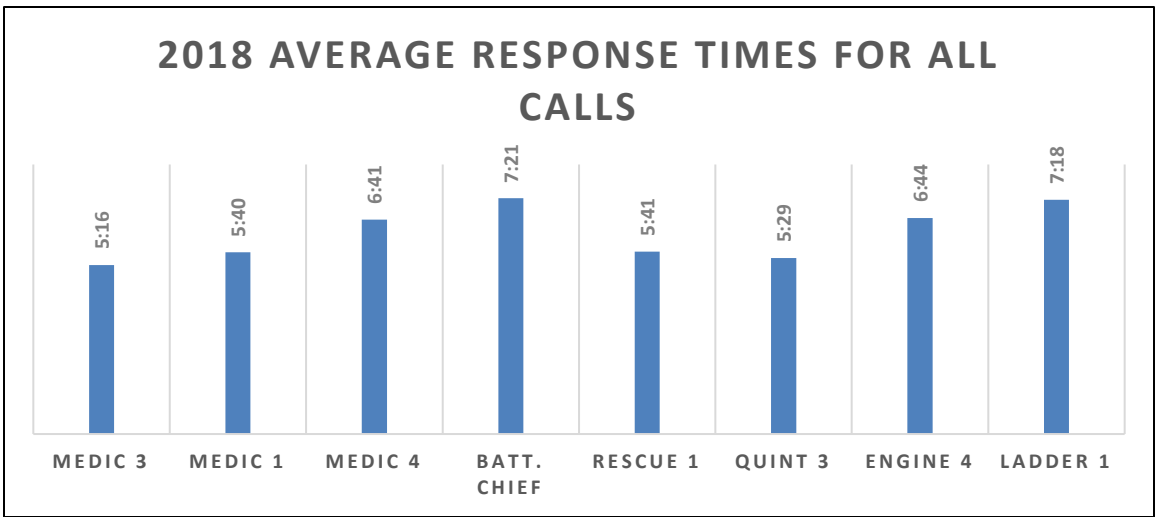
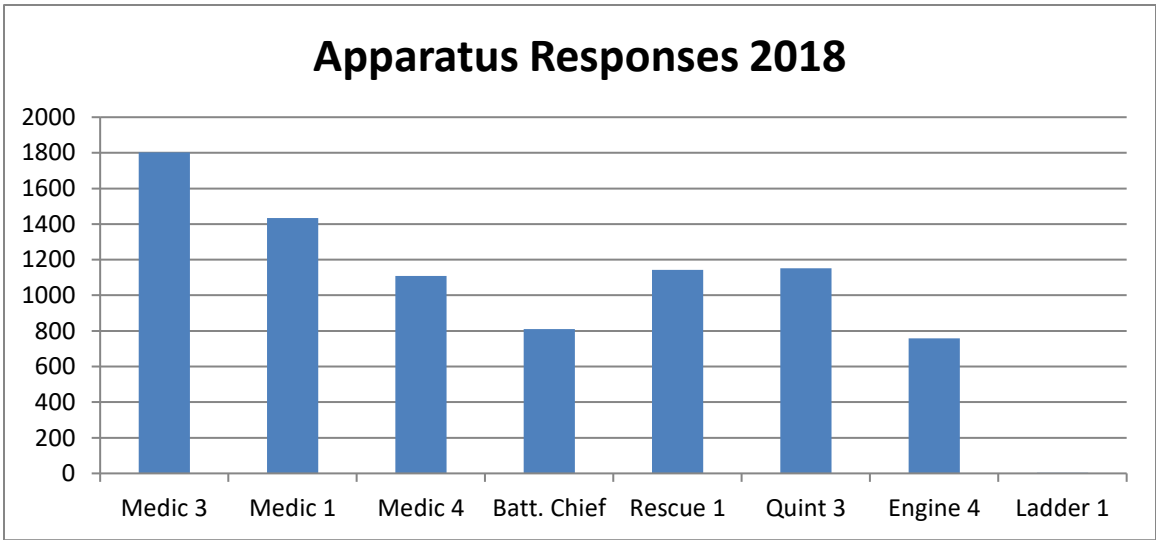
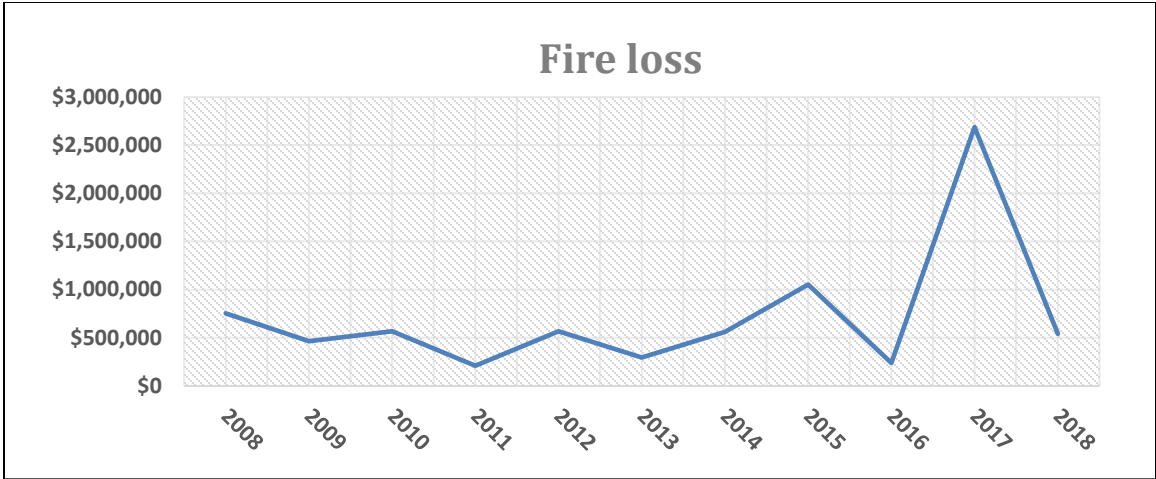


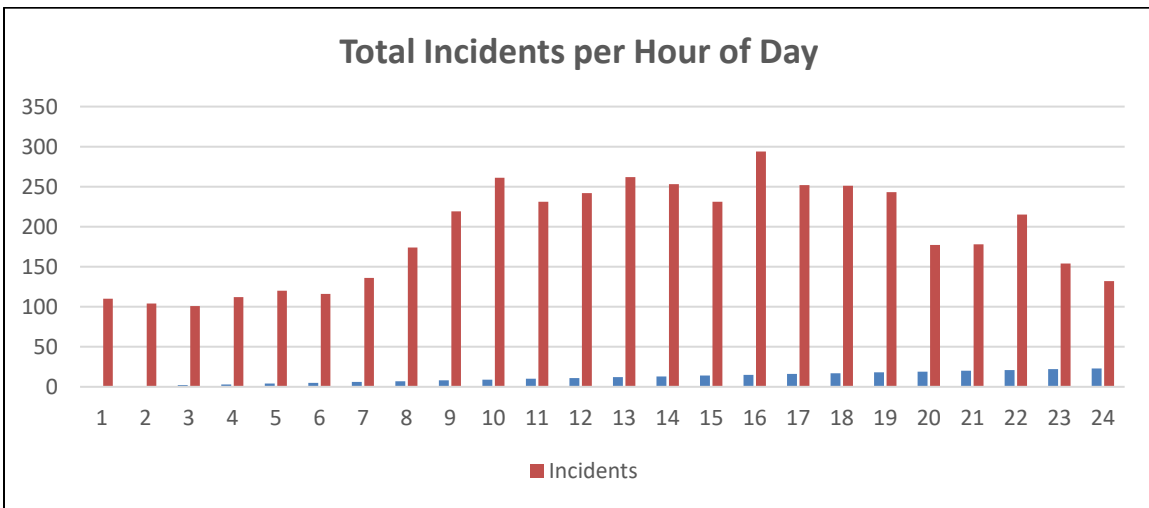
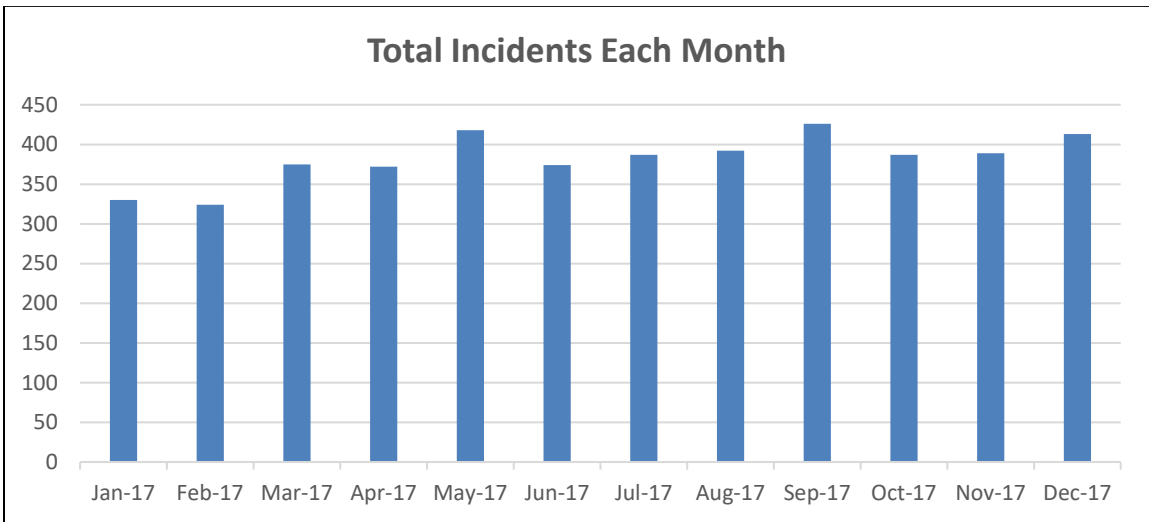
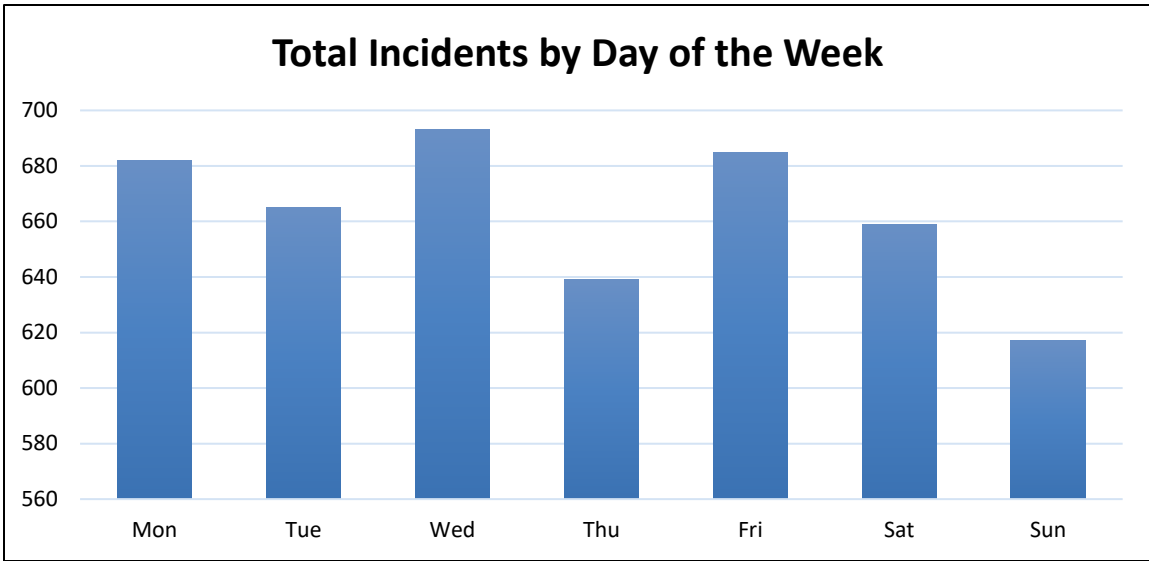
2018 Manpower			
Daily Staffing Level	Total Days of Year	Average Days Per Month	% of Year
13	126	10.5	35%
14	137	11.4	38%
15	60	5	16%
16	29	2.4	8%
17	8	0.7	2%
18	5	0.4	1%

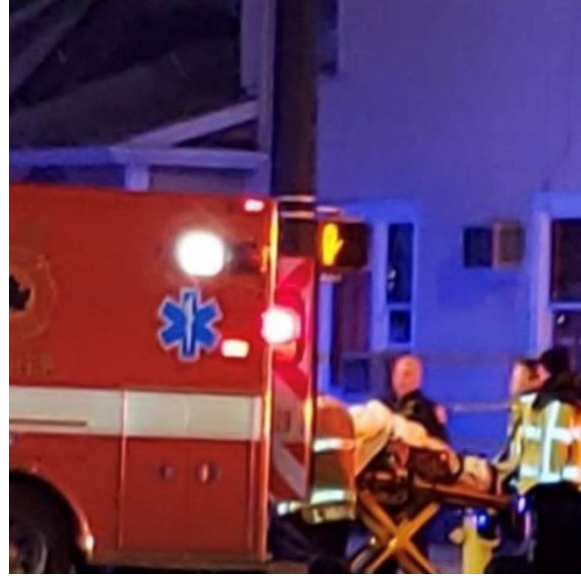
The percentages represent days in which personnel are at the station for a full 24 hour shift, this does not count personnel working partial days due to TC, classes, etc.











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

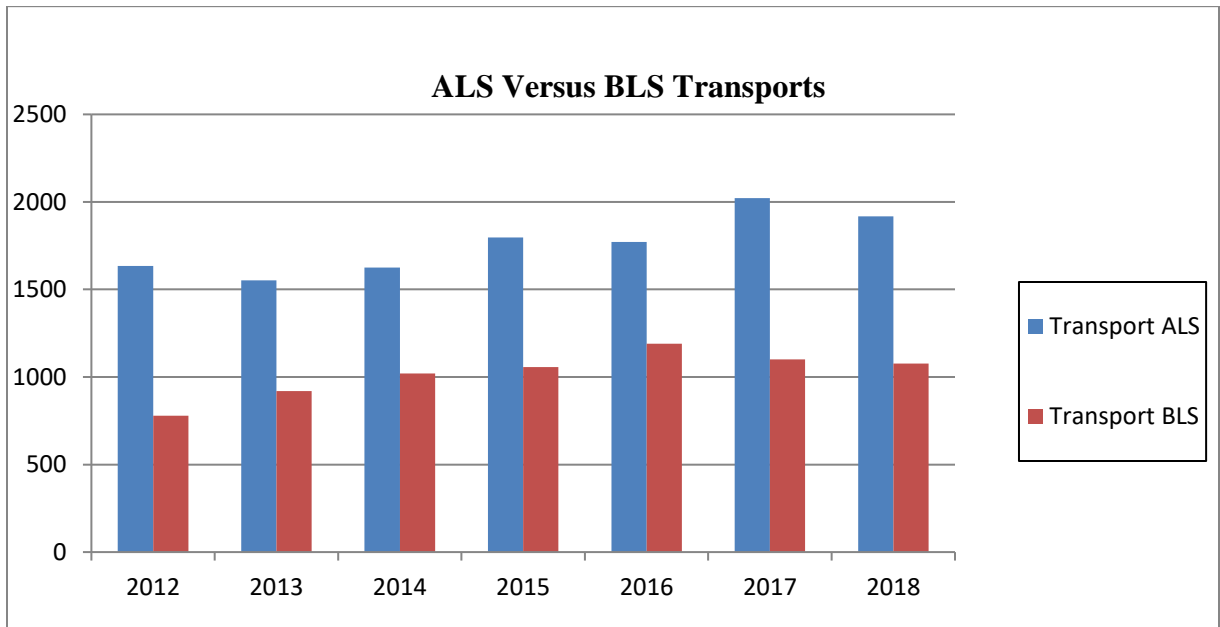
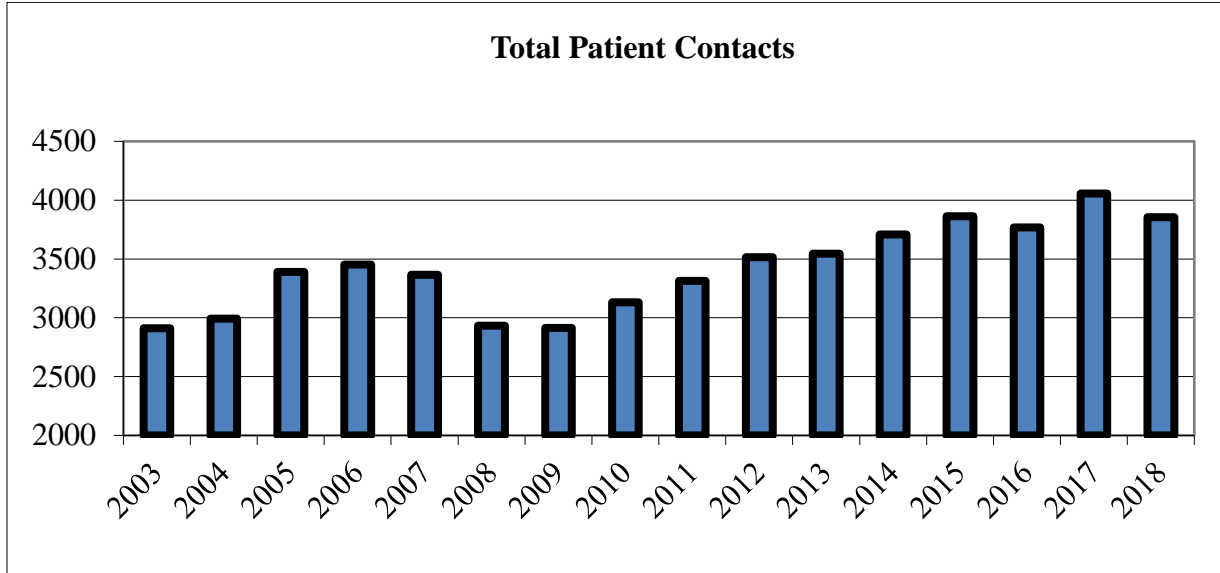
The EMS division of the Goshen Fire Department experienced an exciting and productive 2018 calendar year. Many changes and improvements occurred within the past year. Four members have recently completed the paramedic program through Goshen Hospital. These employees now function as fully licensed paramedics offering advanced life support to the residents of Goshen. There are also three GFD members who are currently enrolled in the paramedic program. Goshen Fire places an emphasis on our members becoming paramedics during their careers. This is done to allow us to staff each ambulance with two paramedics. Staffing our ambulances in this manner allows GFD to offer the high level of care that Goshen residents expect to receive.

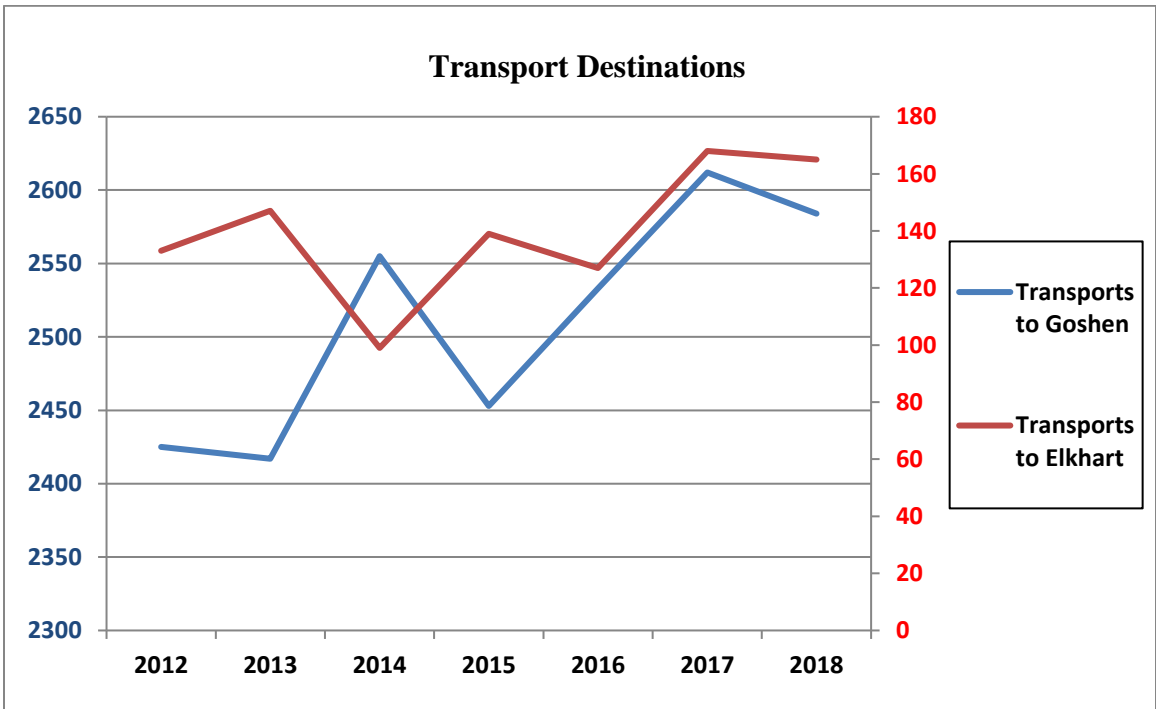
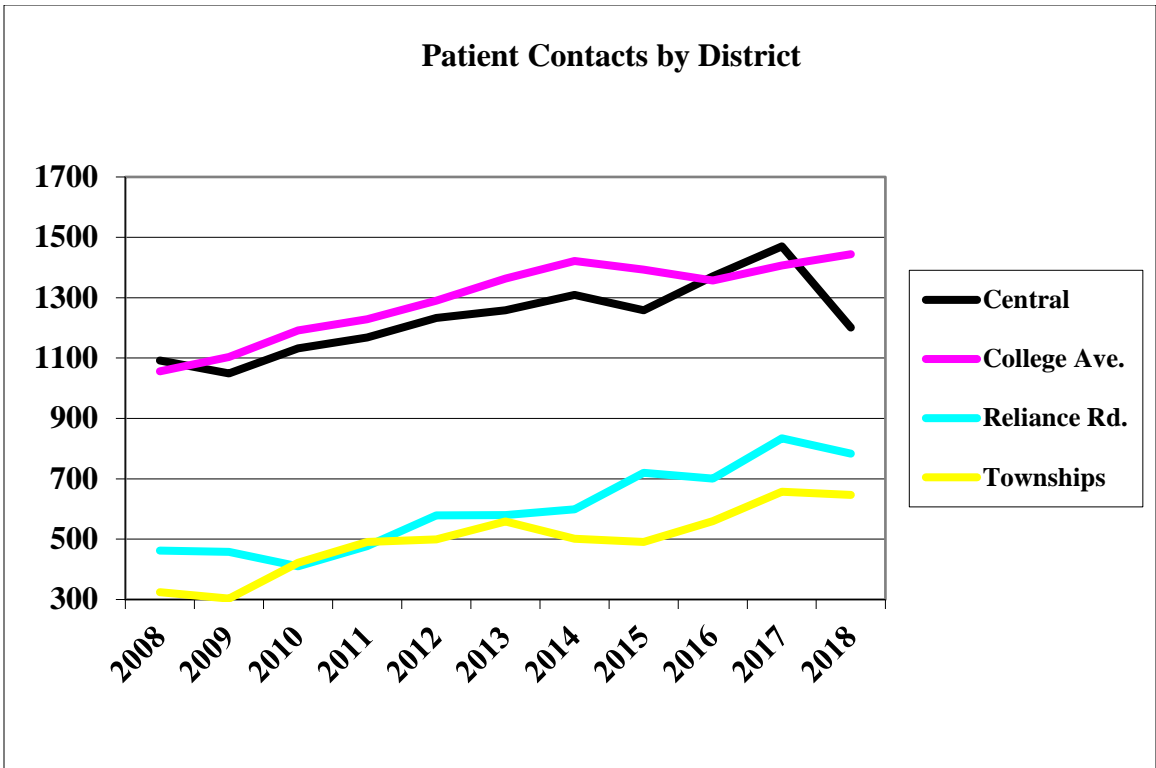
Once again, the total number of incidents that we respond to has increased. This increase in call volume coupled with an increased cost of supplies has created some challenges for the EMS division. We have responded to these challenges by exploring new avenues to decrease cost, while still providing professional service. One example of this is applying for grants to make improvements to our equipment. We received one such grant, which allowed us to purchase a brand new cot. The division also had preventative maintenance performed on one of our ambulances, which should allow that ambulance to run as a front line apparatus for years to come.

The EMS division has many goals for the upcoming year. We are constantly striving to make positive changes that allow our members to excel at their jobs and provide exceptional care to the members of our community. With a continued dedication to excellence, we hope to make 2019 even more constructive and exhilarating than 2018.

In 2018, the department had 3856 patient contacts, which was a decrease of 200 or -5%. The table and chart below shows total patient contacts, total of advance life support vs. basic life support transports and transport destinations.

	2012	2013	2014	2015	2016	2017	2018
<b>Total Patient Contacts</b>	3516	3545	3709	3862	3768	4056	3856







➤ **Training** – *Lieutenant Anthony Powell, Fire Training Coordinator*

The Goshen City Fire Department Training Division is proud to serve the Goshen Community, other City Departments, and the members of the Fire Department. We strive to provide new age training that is relevant to the science of today's fire and emergency services. Our Primary goal is to meet the needs of the Goshen Community and its surrounding area.

In 2018 a total of 15,401 personnel hours were accumulated. This is on track with 2017 hours and we were able to complete two large scale exercises.

Leadership and Teamwork is an essential part of a Fire Department. The Training Division has put focus on Officer Development training to foster leadership in our department. Our primary focus of this training is to make sure our Fire and EMS Officers have the tools, knowledge, and confidence to lead in our organization.

With the growing suicide and mental health rates in society the fire service has come to realize we are not exempt to this disease and may actually be more susceptible. Knowing this realization the Fire Service as a whole has stepped up its game to provide the assistance needed to combat this disease. Goshen Fire Department Training Division has recognized the need for a Mental Health program. In 2018 several members have attended courses on mental health, the Indiana State Fire Marshal's office made it an initiative, and the International Association of Firefighters (IAFF) opened the IAFF Center for Excellence.

The Fire Department trained with Goshen Police Department and Goshen Community Schools to develop a response plan to active killer incidents. The Goshen Fire Department has adopted the rescue task force (RTF), which is a specific fire department role for entering the hot zone to assess, treat, and move victims. The department conducted several training concepts, movement formations, triage, and patient removal to safety in 2018. Trainings were used to integrate Goshen Police and



Fire Departments as one cohesive unit. A large scale active killer drill was conducted at Goshen Middle School on August 3<sup>rd</sup>, 2018 with outside evaluators present to identify deficiencies to improve upon. The evaluators consisted of emergency workers that had been involved in actual active shooter incidents, members of Indiana DHS, along with 30 year plus career members of other departments. After this drill and the feedback received we determined that in the event of this type of tragic incident the City of Goshen is prepared. The combined cross training of our two departments and Goshen Community Schools provided opportunity to practice unified command. Combined training scenarios will continue in 2019 with another drill planned for summer 2019.

In October of 2018 we assisted Greencroft Healthcare with an explosion drill and evacuation of the facility. This drill gave a good sense of Greencroft staff capabilities and where Goshen Fire Departments focus should be on arrival of a mass casualty incident at the facility. We did recognize that Greencroft staff is prepared and efficient in there process of removing residents in an emergency.

In 2018 the Training Division was able to secure the funds for the new training facility that will be funded by The City of Goshen, Goshen Redevelopment, and Elkhart County. This has broadened our training focus to encompass the areas surrounding The City of Goshen. Our guiding philosophy for the Training Facility will be **“A Place for All to Train”**. The Training Division began the process of accomplishing **“A Place for All to Train”** by meeting with local Fire and EMS departments of Elkhart County to begin the establishment of an Elkhart County Instructors group and identify the needs of Elkhart County. This process is in the beginning stages with great progress and promise. Through this process we identify the need for a Firefighter 1 & 2 course that will be hosted at The Training Facility by Goshen City Fire Department and funded by Indiana District 2. This course will begin February 5<sup>th</sup> 2019.

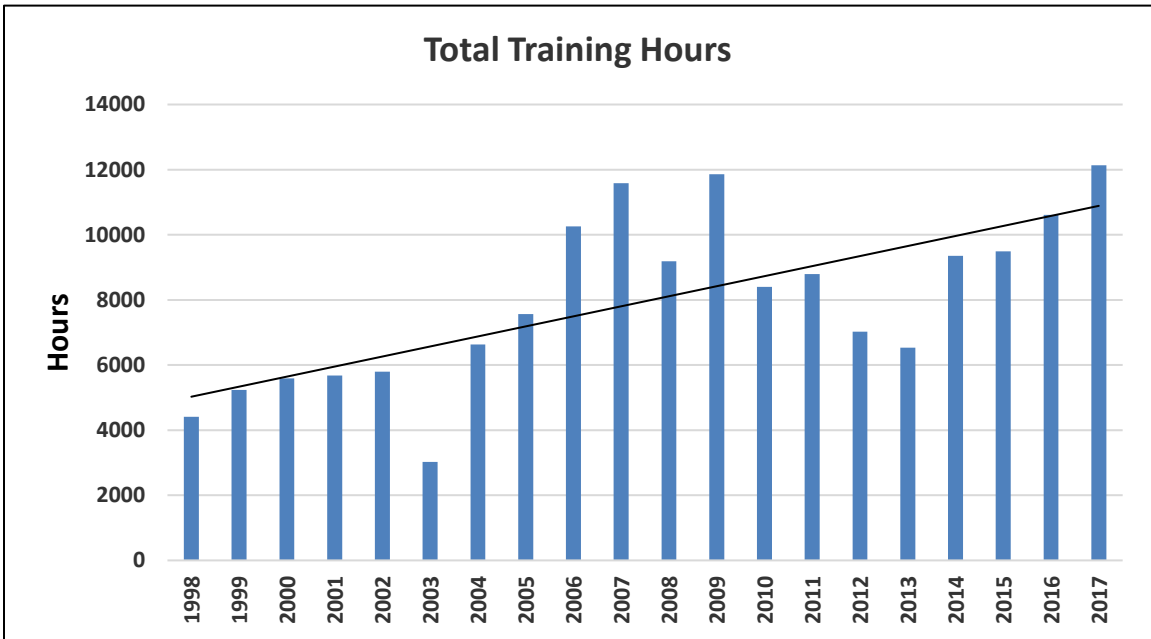
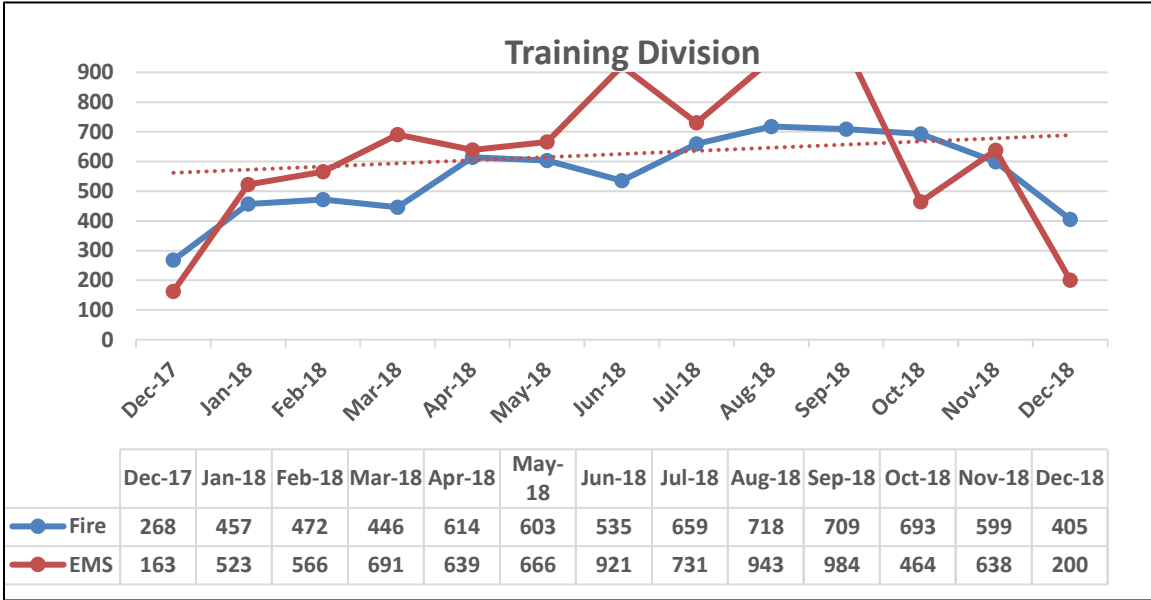
Our focus in 2019 will be on the completion of Goshen City Fire Department’s Training Facility. We will continue to work at opening more doors with surrounding Fire and EMS Departments. Continue working toward a Mental Health program with a goal of hosting Dr. David Griffin, a Captain of the Charleston, SC Fire Department. Dr. Griffin was the pump Engineer of Engine 11 at the Sofa Superstore fire that claimed the lives of 9 members of his department. Dr. Griffin struggled through Post Traumatic Stress and eventually recovered through Post Traumatic Growth. We would also like to start a department Peer Support Program and be part of the first Indiana Peer Support Program.

In 2019 we would like to improve upon our joint active killer response. We would like to move the drill to Goshen High School in 2019 and identify potential hazards at the building.

In 2019 we will have the possibility of hiring 4 new firefighters. Our department will have 23 members with 5 years or less. The Training Division will be focused on accomplishing 240 hours for members in their first year. We will continue to increase

company training hours. These improvements will directly impact ISO ratings for the city.

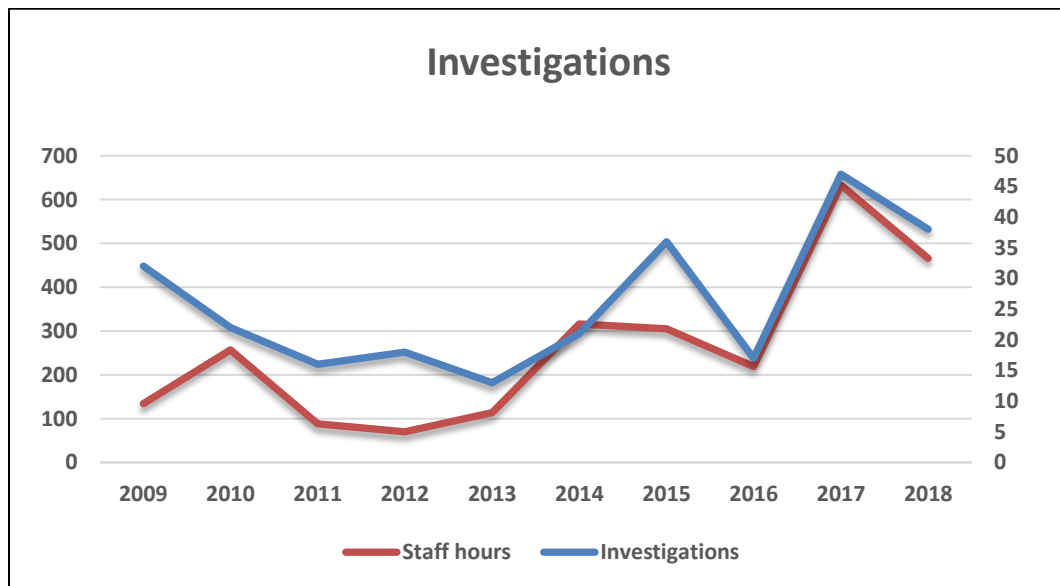
The Training Division is looking forward to 2019 with great anticipation. Our goals are attainable and realistic and we are ready to accomplish them.





➤ **Fire Investigations** – *Chief Inspector Scott Thomas*

In 2018, the division investigated 38 fires, a 22% decrease from 2017, and recorded 466 hours for an average of 12.3 hours per investigation.





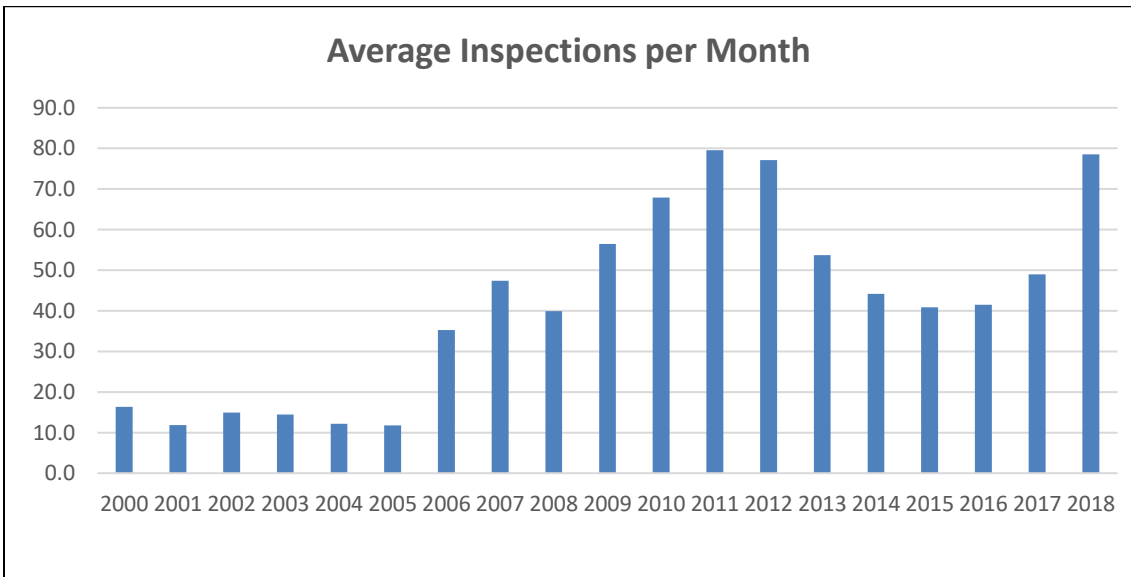
➤ **Inspections** – *Chief Inspector Scott Thomas*

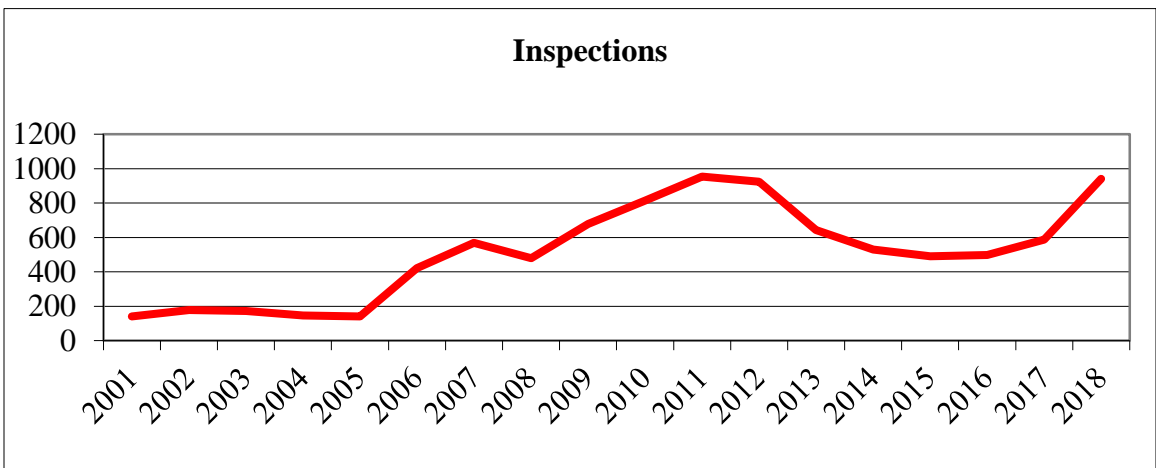
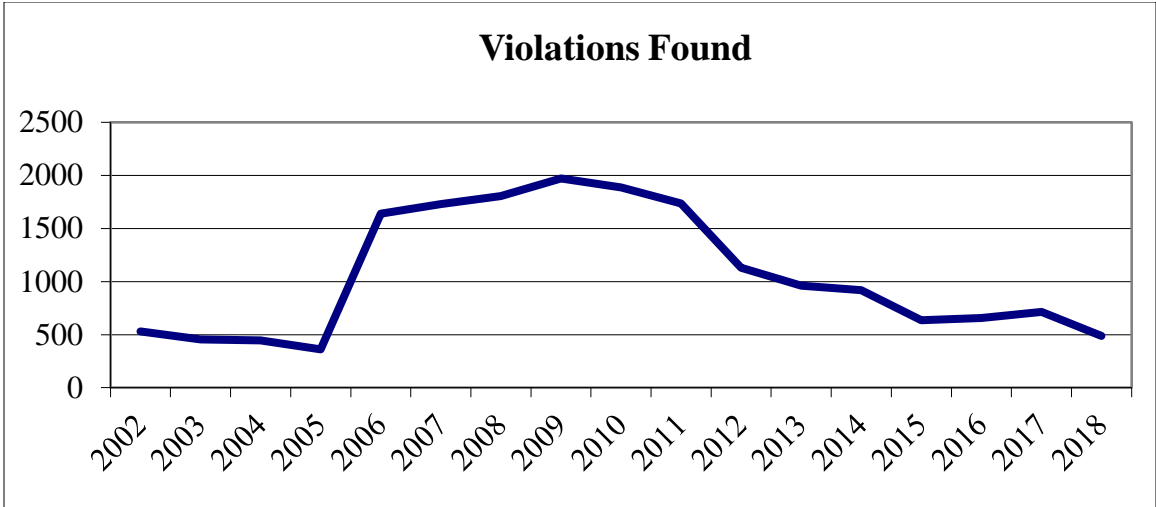
2018 was another busy year for the Fire Prevention Bureau. Most people think of our division as just fire inspectors but, we provide a broad line of services to the Maple City. Conducting annual fire inspections is just one of the many functions performed. With the continuing growth of our city, the Fire Prevention Bureau continues to provide daily consultations to businesses, contractors, design professionals and other city departments, along with the task of providing plan reviews for new construction, remodels and change of occupancies. Keeping up with building and fire codes, along with new trends in construction methods, materials and life safety protection systems is not an easy task. This is why our division continues to attend classes and seminars to stay current with technology.

One of the other major functions of the Fire Prevention Bureau is investigating all fires reported in the city. We currently have five fire investigators. Our investigators are on-call 24-7 to examine fire scenes and interview witness to determine the origin and cause of fires, often times working with local and state law enforcement agencies, along with private insurance investigators. By determining the cause of a fire, we can learn from it and try to help prevent fires in the future. Education is also one of the key components for fire investigations.

The Goshen Fire Department Fire Prevention Bureau will continue to help keep our city a safe place to live, work and visit in 2019 and we look forward to the support of our city leaders to help us do our part in keeping Goshen safe.

	2012	2013	2014	2015	2016	2017	2018
<b>Inspections</b>	925	644	530	490	498	588	942
<b>Violations</b>	1131	962	919	636	657	715	487
<b>Violations per Inspection</b>	1.2	1.5	1.7	1.3	1.3	1.2	0.5
<b>Average Inspections per month</b>	77.1	53.7	44.2	40.8	41.5	49	78.5







➤ **Fire Prevention/Education**

*Private Lucas Mason Public Education Coordinator*

The Public Education Division of the Goshen Fire Department aims to educate the public about different aspects of fire safety. The division is commonly referred to as “Pub Ed” among department members. We participate in multiple community events or fairs, visit Goshen’s elementary schools, and conduct fire extinguisher trainings for area businesses and organizations each year. Education topics include proper smoke detector installation, carbon monoxide exposure signs, tips for reducing the risk of fire in homes, proper AED usage, and many more. While all members of GFD participate in some aspect of public education, four members are designated to the division to be more active and help lead events. In 2018 two of these members stepped back from their more active role. Sgt. Andrew Priem served for three years and Sgt. Jon Weishaupt served for 5 years, two of those years as division coordinator. Their involvement has helped educate countless community members and we are grateful for their time and effort. Pvt. Michael Masbaum has taken on one of those positions with the fourth spot to be filled soon.

October is National Fire Prevention month and is always a busy time for Pub Ed. We visit all first and third grade classrooms in the city of Goshen. Our first grade presentation includes a puppet show teaching the kids to crawl under smoke, stop drop and roll, call 911 if they see a fire, and that fire is not a toy. This presentation is always fun for them and continues to be an effective method of teaching fire safety. Our third grade presentation includes a short video on exit drills in the home, or EDITH. It explains how to make and practice ways to get out of your home in the event of a fire.

The students are then left with a packet to take home and complete their own EDITH. Along with these each school in Goshen also conducts a fire drill during the month.

In 2018 Pub Ed had 40 events or interactions with the community. We conducted seven fire extinguisher trainings. This included our largest training to date where we were able to certify 800 employees of an area business on the use of fire extinguishers in a single day.

Pub Ed is an integral component of the Goshen Fire Department that allows GFD to be involved with the community. We are continually looking for new ways to expand how we do this within Goshen to help make it a safer place to live and work. All members of GFD participate in some way; one of the biggest ways we connect with the public is to just be present in an unofficial capacity. This includes attending First Fridays, school sporting events, or going to the grocery store. When members of the department are out in public they receive questions and are able to immediately respond and educate citizens on their specific questions.

➤ **Human Resources**

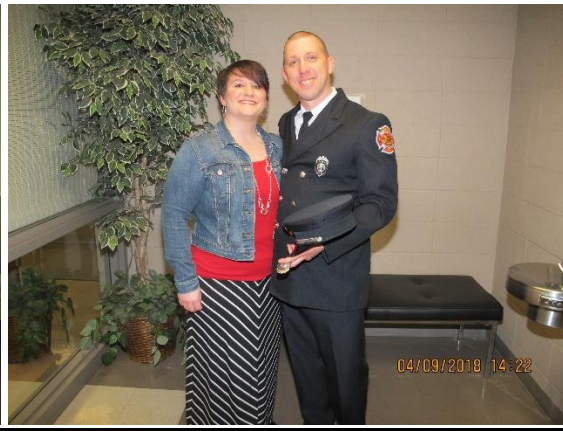
As of December 31, 2018, the department is staffed with 56 sworn personnel, 1 civilian fire chief, 1 administrative assistant, and 2 civilian chaplains.

**Change in Rank**

Courtney Snyder	Promoted April 6th to Fire Sergeant
Winston Lechlitner	Promoted September 25th to Private First Class
Devan Garcia	Promoted November 28th to Private First Class
Jerod Erb	Promoted April 6th to B-Shift Fire Trainer
Shane Heeter	Promoted April 6th to Fire Captain
Steffen Schrock	Promoted April 6th to Battalion Chief









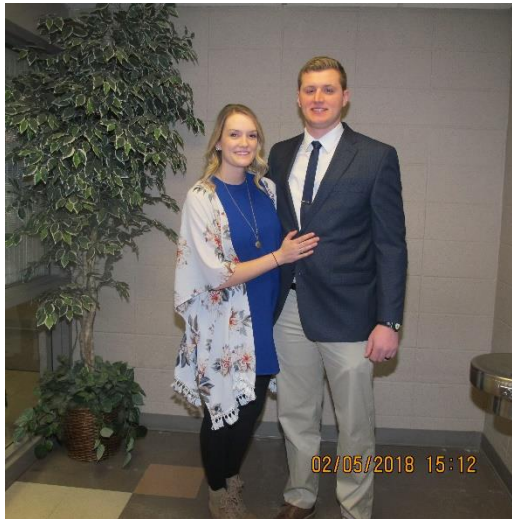
**Retirements / Separations**

Dan Sink	Retired Nov 1st		Ross Kehr	Retired March 31st
----------	-----------------	--	-----------	--------------------



## Appointments

Dan Sink	Rehired Nov 2nd as Civilian Fire Chief
Colten Cox	Hired Feb 6th as Private First Class
Joshua Ortiz	Hired Feb 6th as Private First Class
Ryan Ule	Hired Feb 6th as Private First Class
Bryant Lehman	Rehired May 3rd as Private First Class





**Perfect Attendance**


Bill Phillips	Jason Miller	Matt Stamm
Brian Brown	Jeremy Krezel	Merv Miller
Bryant Lehman	Jerod Erb	Mike Happer
Colten Cox	Joshua Ortiz	Shane Heeter
Corey Wortinger	Kyle Stamm	Steffen Schrock
Courtney Snyder	Lucas Mason	



# In Memoriam



**Celebrating the Life of**  
**Willie**  
 October 09, 1936 - December 01, 2018



**20 Years, Goshen Fire Department**

**Obituary**

Wilbur L. Klopfenstein, 82, died Saturday, Dec. 1, at Courtyard Healthcare. He was born Oct. 9, 1936 in Beaver Crossing, Nebraska to James and Mabel (Eicher) Klopfenstein.

On Sept. 15, 1956 he married Doris Roth in Goshen. She survives, along with two children, Kelly (Brett) Doberenz, Goshen and Gary (Bobbie) Klopfenstein, Middlebury; five grandchildren, Kasie and Zachery (Katie) Klopfenstein, Alex (Heather), Austin and Arick Doberenz; four great-grandchildren, Elliott, Aliyah, Jaxon and Aiden and two brothers, Ted Klopfenstein, Goshen and Keith (Joan) Klopfenstein, Elkhart.

He was preceded in death by his parents; six sisters and three brothers.

A 1954 graduate of Goshen High School, Willie retired as a captain from the Goshen Fire Department after 20 years of service. He was a Realtor from 1982 to 2016 and was named Realtor of the Year and listed in the Top 10 Realtors of Elkhart County.

He was a member of First Brethren Church, Goshen, Maplecrest Country Club and the Elks Club. He and Doris vacationed in Venice, Florida for 20 years. He enjoyed deep sea fishing, cooking and entertaining.



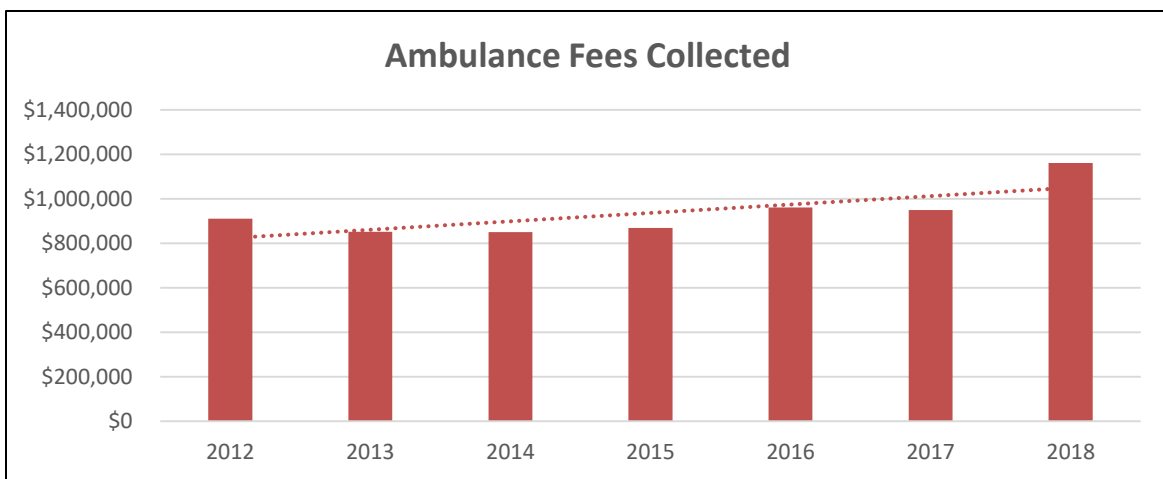
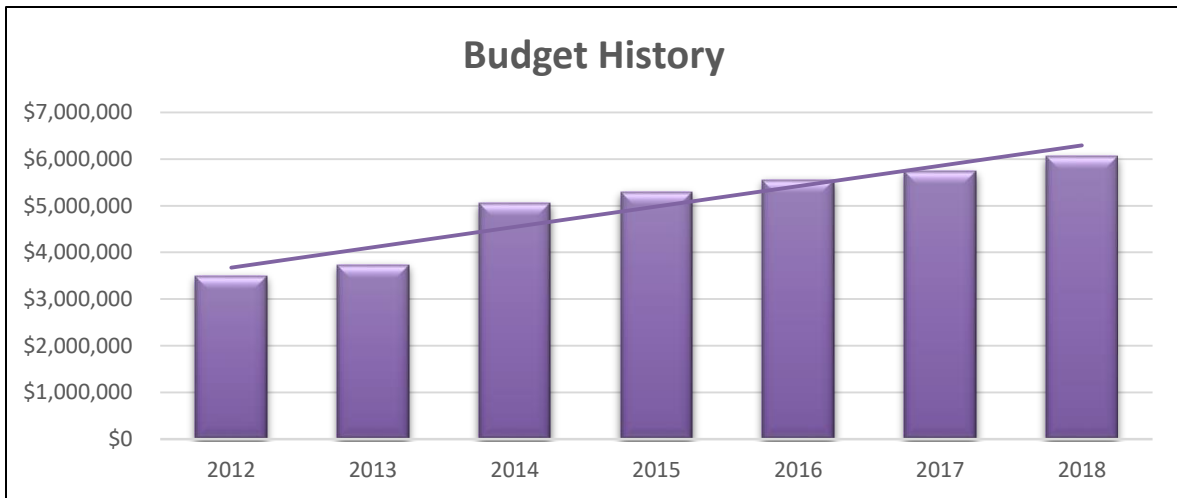
## Patti Lee Delcamp

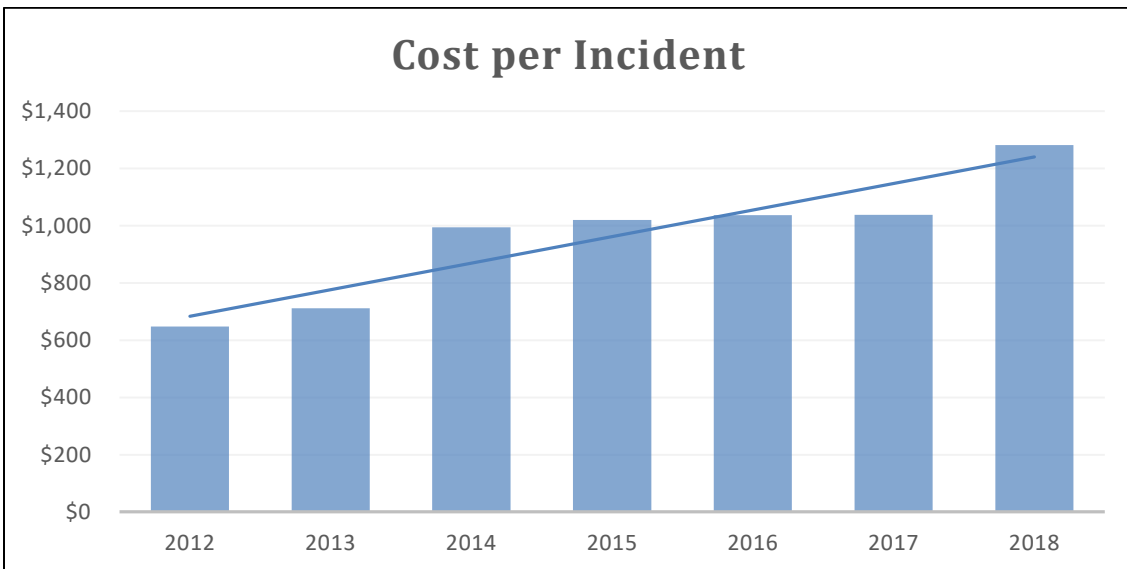
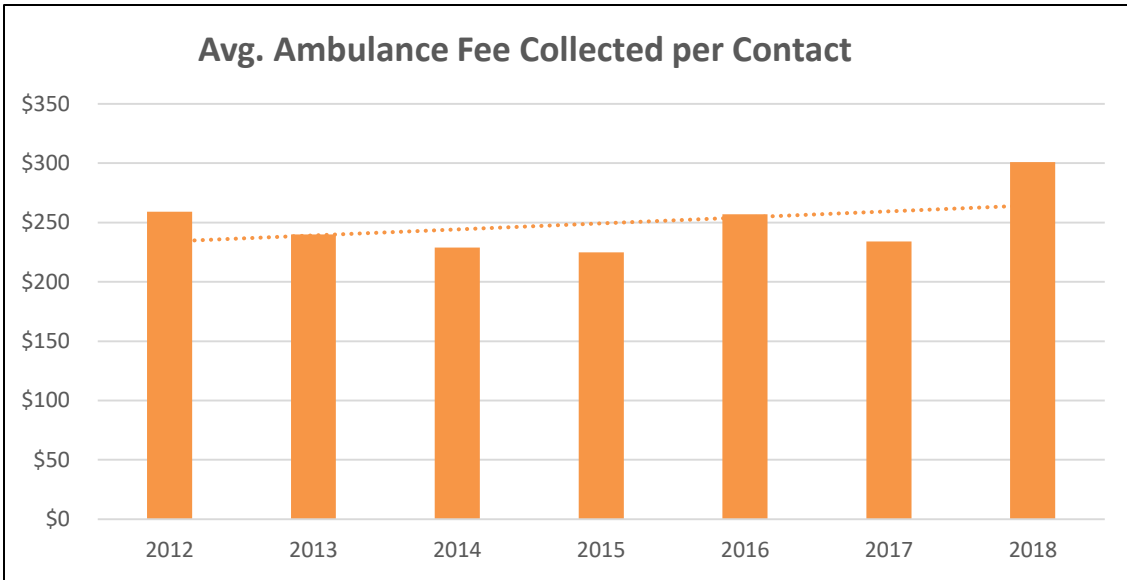
June 23, 1937 - March 08, 2018

➤ **Budget**

	2016	2017	2018
<b>Budget</b>	\$537,301	\$5,733,792	\$6,062,620
<b>Ambulance Fees Collected</b>	\$961,029	\$950,073	\$1,161,776
<b>Budget (minus) Ambulance Fees</b>	\$4,410,985	\$4,783,719	\$5,946,444
<b>Avg. Ambulance Fee Collected per Contact</b>	\$257	\$234	\$301
<b>Cost per Incident</b>	\$1,037	\$1,038	\$1,282

**\*2018 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 2018. Additional data may be available upon request.

*Dan Sink*

Chief of the Department