

# 2017



## GOSHEN FIRE DEPARTMENT

ANNUAL ACTIVITY REPORT



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## Message from the Chief



It is my pleasure to present our Goshen Fire Department year-end report for 2017. 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 2017.

Our calls for service in 2017 resulted in a new record for GFD at 4610. We completed our Insurance Services Organization (ISO) survey and assessment. The number assigned from ISO is used by the insurance industry to set insurance rates. This rate can have a dramatic effect on insurance costs to our commercial and manufacturing partners in our community. The ISO process includes an assessment of GFD operations, the Elkhart County Dispatch Center and Goshen Utilities with regard to water system. I am happy to report that we have maintained our ISO rating of 3 and in 2018 we will begin an assessment of what we need to accomplish to lower our rating to 2.

Technology is a large part of all our lives and GFD is no different. We began working with a new software program for EMS and fire reporting. In the spring of 2018 we will begin beta testing a new inspection program through our Prevention Bureau. Once all of the reporting pieces are in-place we will have a complete relational database allowing all of the components to complement each other. Thanks to Asst. Chief Miller, Asst. Chief Happer and EMS Lieutenant Courtney Snyder for their dedicated work on this project.

The EMS Division finalized the remount of Medic3, accomplished in partnership with Crossroads Ambulance, a local firm that specializes in this type of work. One EMS goal for 2018 is to install and train our staff in the use of new heart monitors

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. EMS Sgt. Andrew Priem coordinates 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.

Our Training Division does an incredible job of keeping abreast of the new science and new techniques in firefighting and rescue. They deliver well thought out, quality education to our staff and in 2017 they began to instill leadership education for all members, helping to build our future leaders at GFD. We continue as always to participate in training opportunities with our response partners in the county, region and state.

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 2018 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

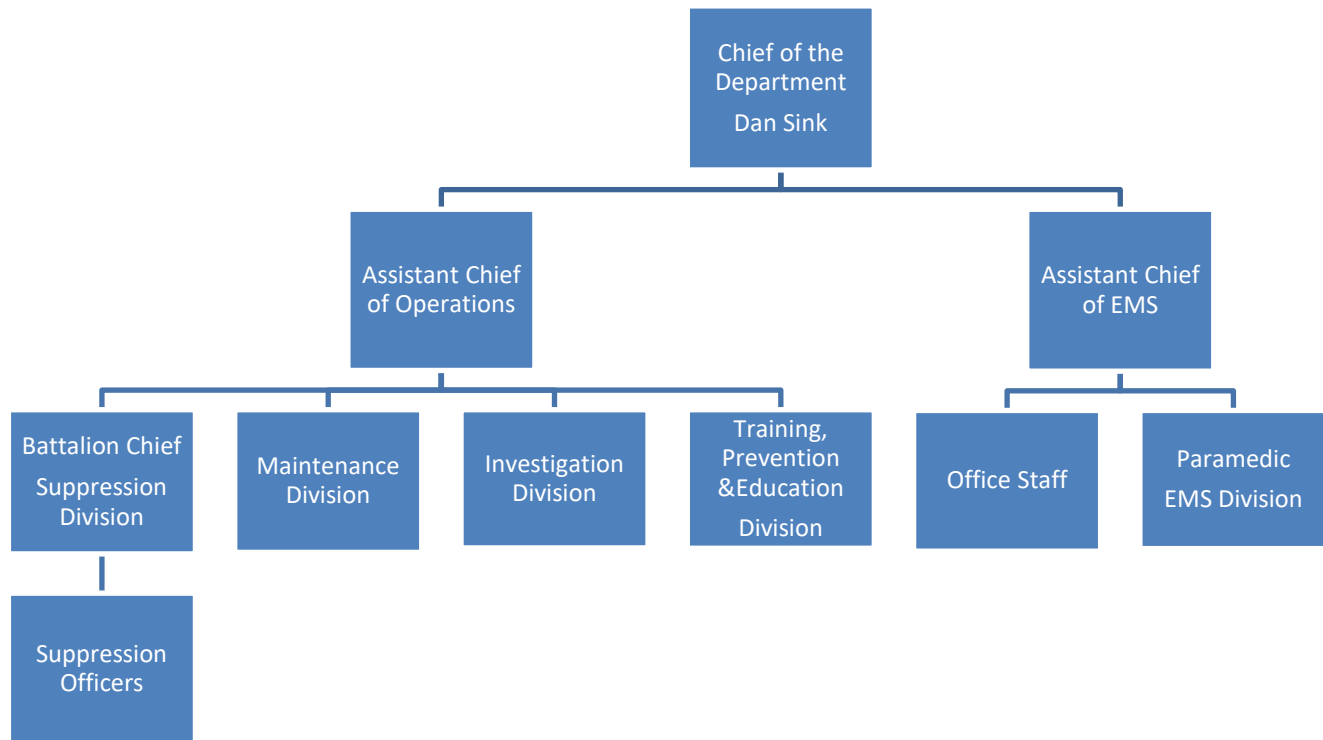
*Our mission is to provide a positive workplace with continual training and adequate equipment so that we may give our customers the very best service possible. The importance of our service; fire suppression, rescue, prevention and investigation, paramedic ambulance service, and public education: compels 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 4,610 calls for service in 2017, an 8.4% increase from 2016. Average response time for the first arriving unit on emergency calls from our dispatch to arrival on scene, was 5 minutes and 25 seconds.

The annual dollar loss from investigated fires was estimated at \$2,687,403 up from \$240,328 in 2016. The percent of property value saved in structures fires during 2017 was 88% compared to 77.2% in 2016.

# Operations

➤ **Suppression** – *Assistant Chief of Operations Mike Happer*

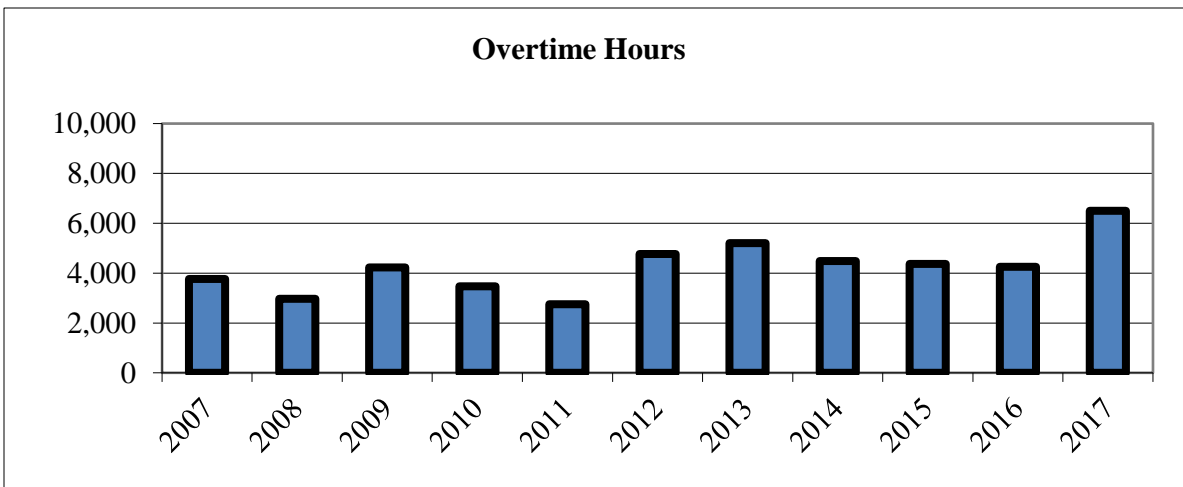
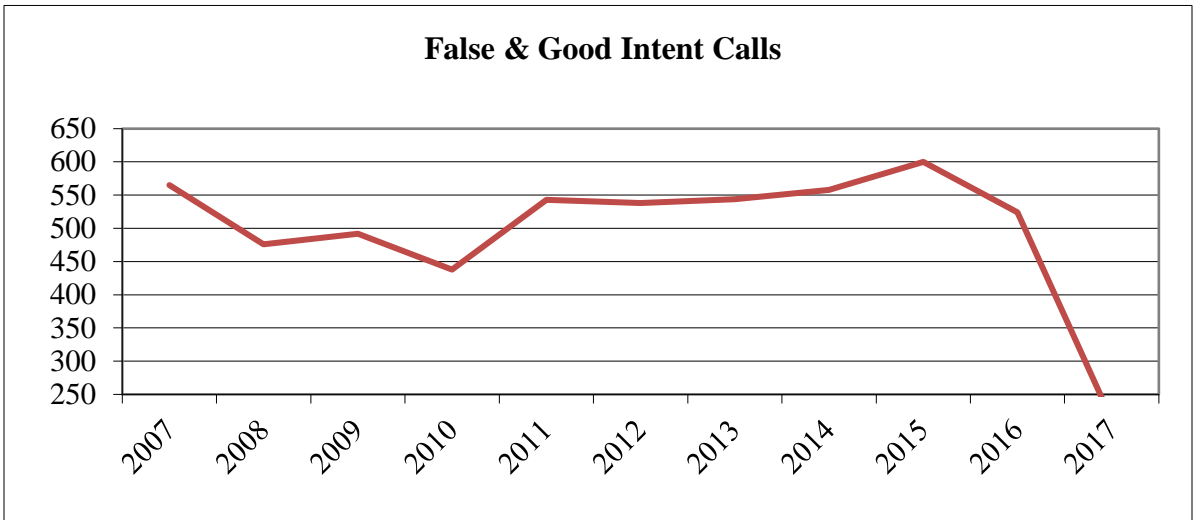
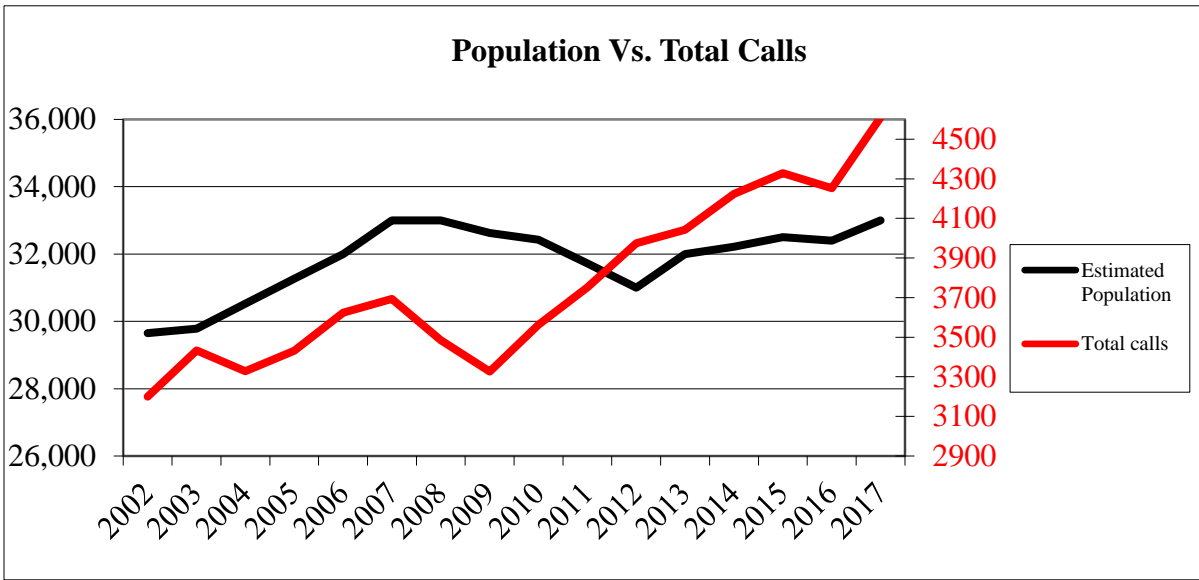
In Table #1, shows the types of calls for service, overtime hours, average response times, estimated fire loss/property value, percent of property saved and average calls per day.

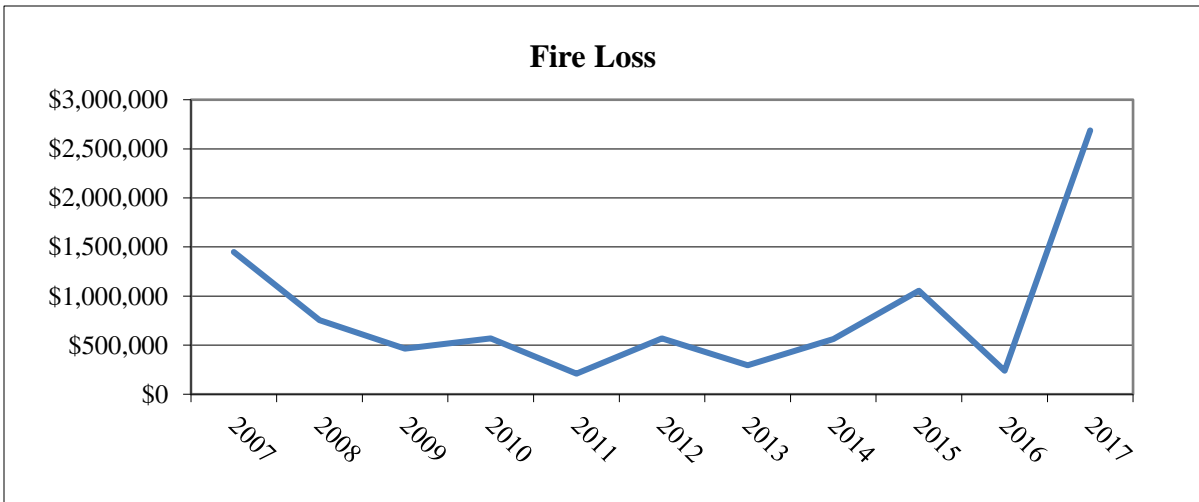
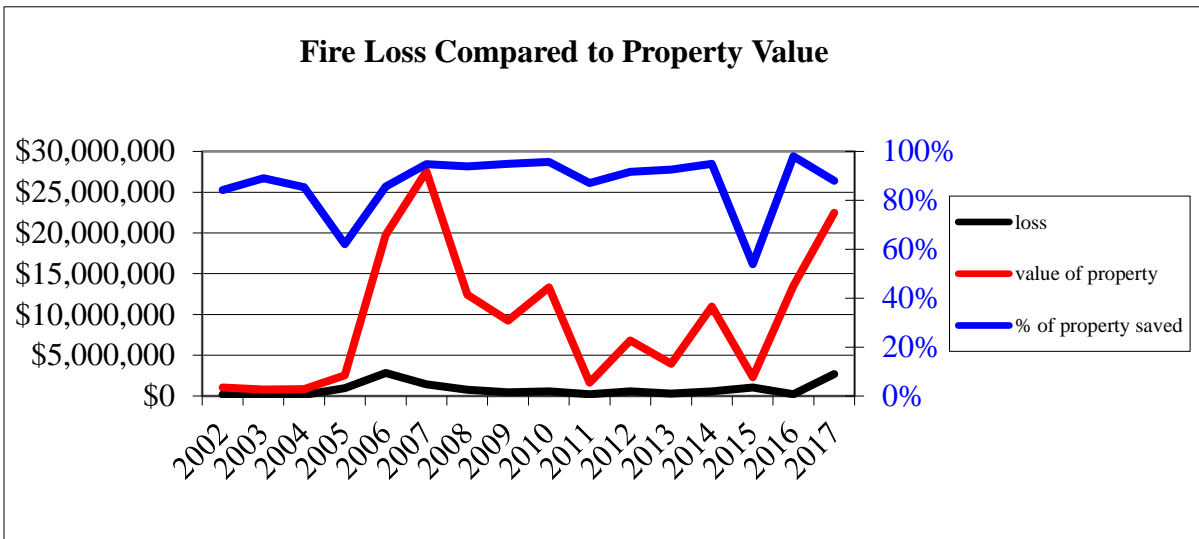
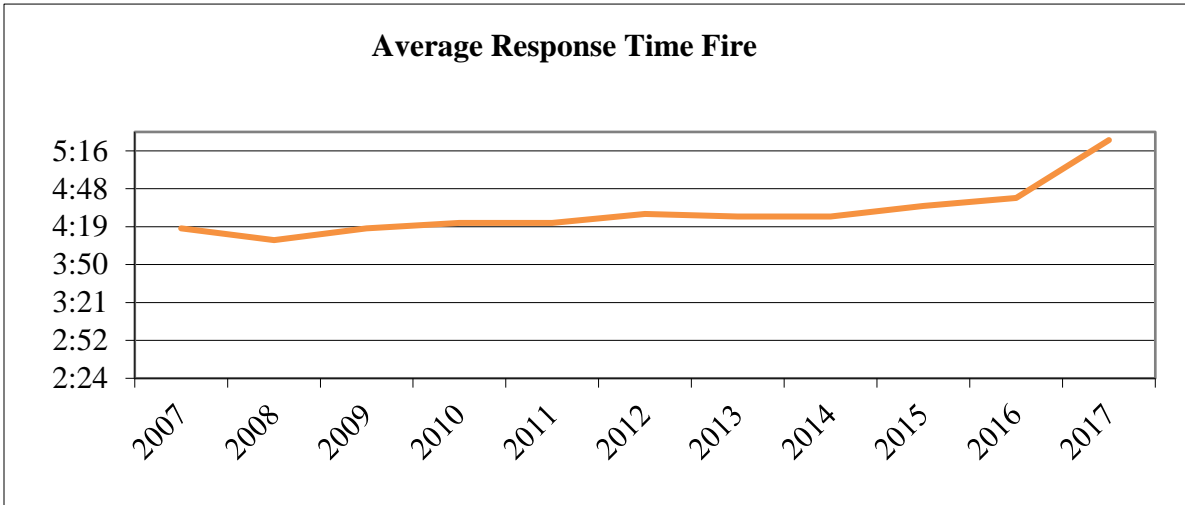
In Table #2, illustrates the type of emergencies that the fire department responded to during 2017. Furthermore, the type of call is indicated by month.

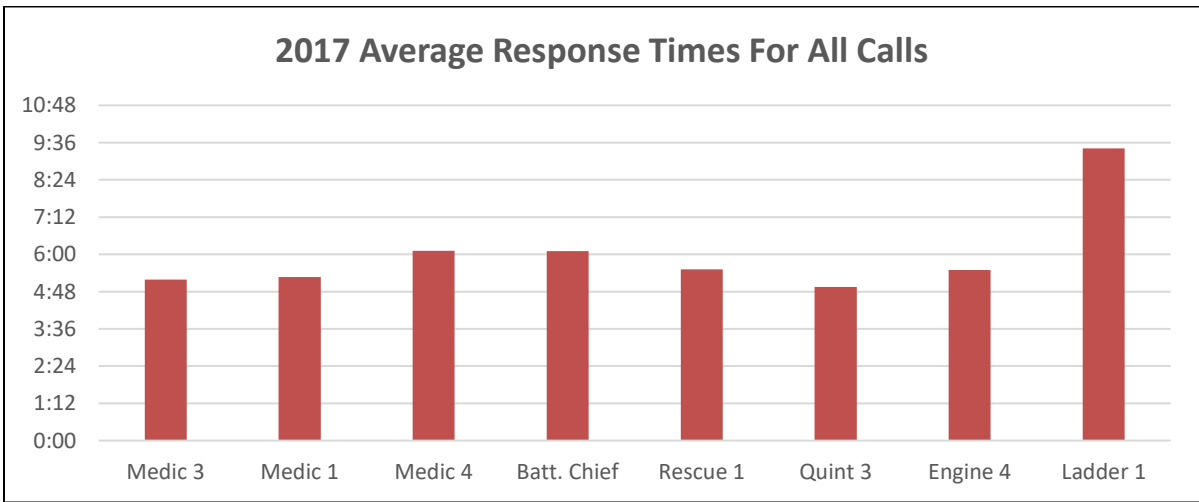
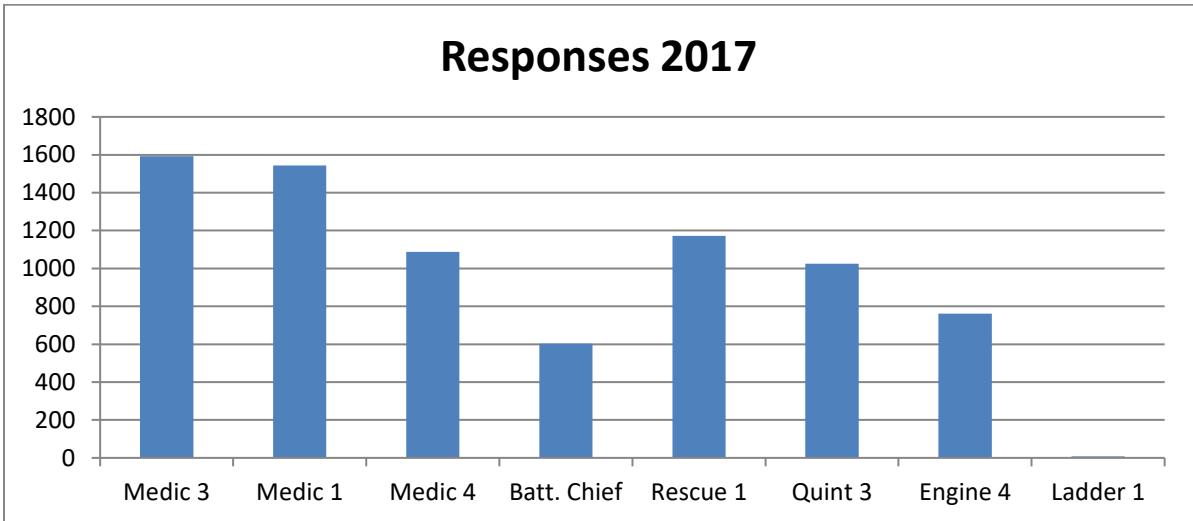
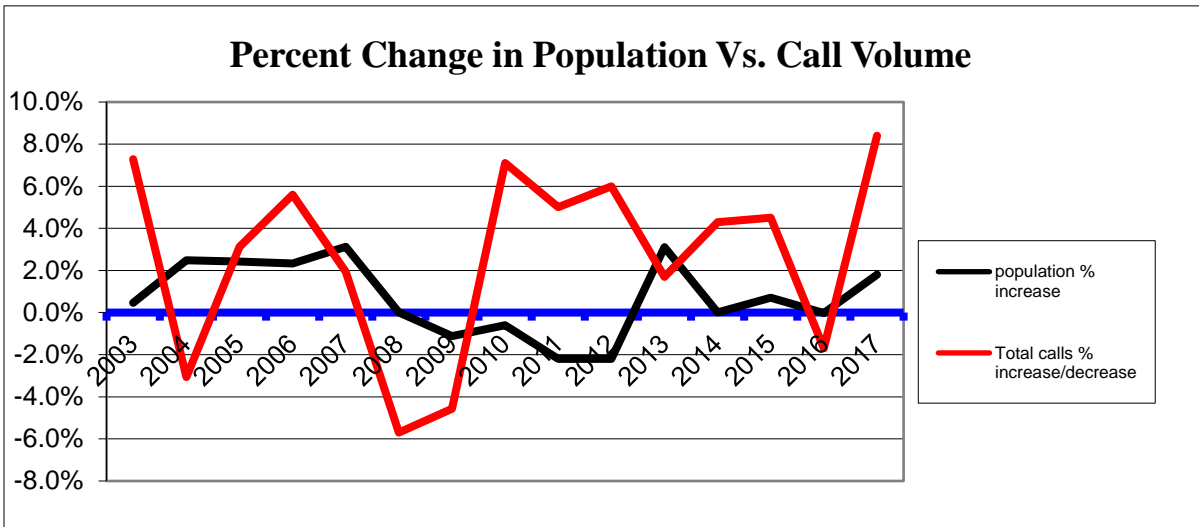
Table #1	2014	2015	2016	2017	% Change
Estimated Population	32,500	32,500	32,267	33,000	1.80%
Total Calls	4,224	4,431	4,253	4,610	7.70%
EMS Patients	3,709	3,862	3,733	4,056	8%
EMS Assist Calls	2,087	2,103	2,190	2,350	6.80%
Fire/Hazardous Conditions	498	197	70	59	-18.60%
Vehicle Fire	12	13	8	16	50%
False Alarms	558	600	524	212	-59.50%
Overtime Hours	4,485	4,369	4,253	6,605	34.60%
Average Response Time	4:27	4:35	4:41	5:25	13.50%
Value of Property	\$10,993,514	\$2,284,750	\$13,529,128	\$22,458,554	39.80%
Value of Fire Loss	\$561,589	\$1,053,760	\$240,328	\$2,687,403	91.10%
Percentage of Property Saved	95%	54%	98%	88%	-11.40%
Calls Per Day	11.6	11.9	11.7	12.6	3.20%

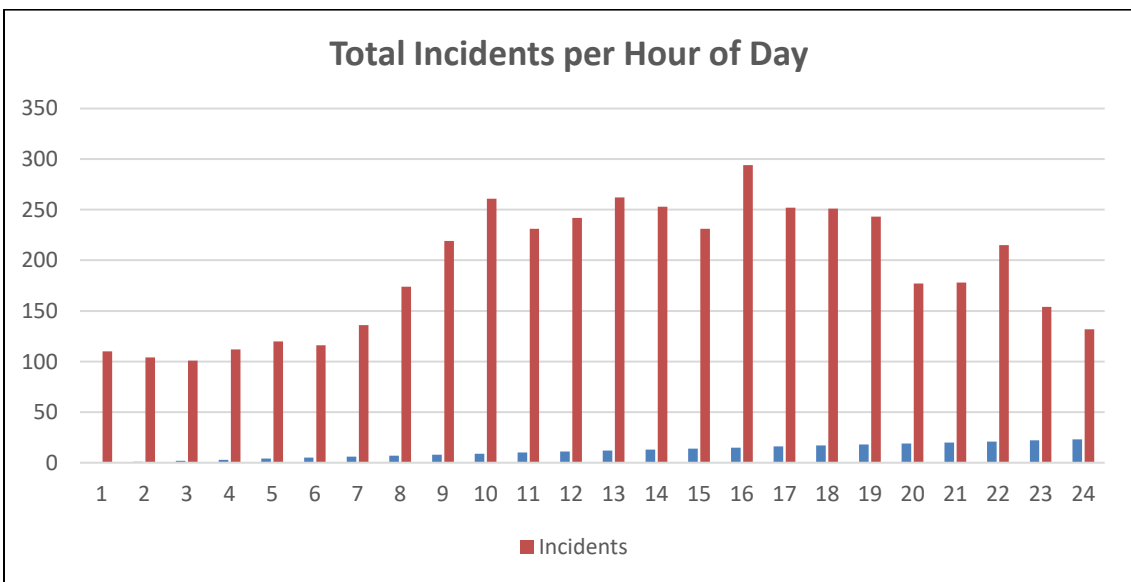
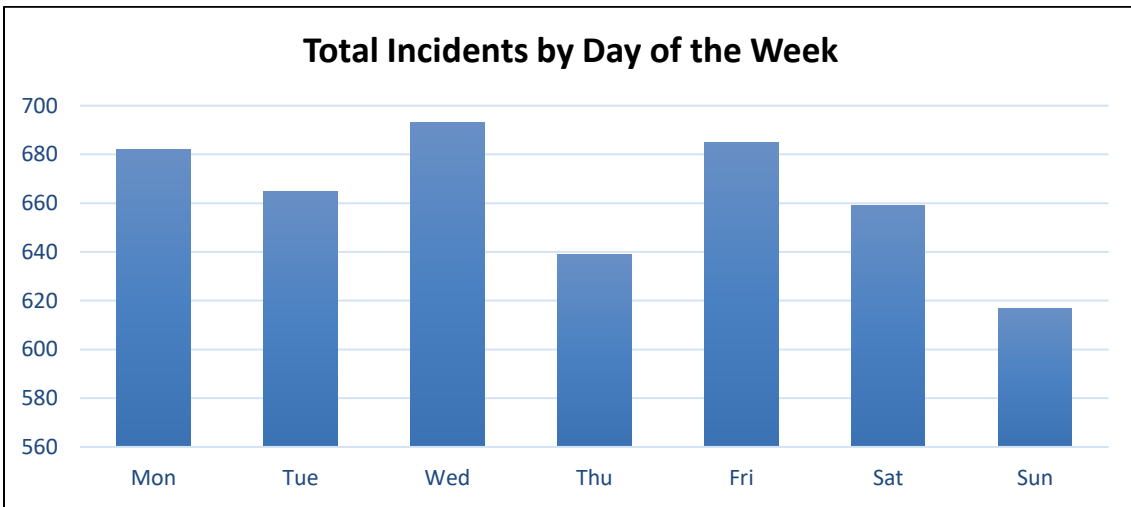
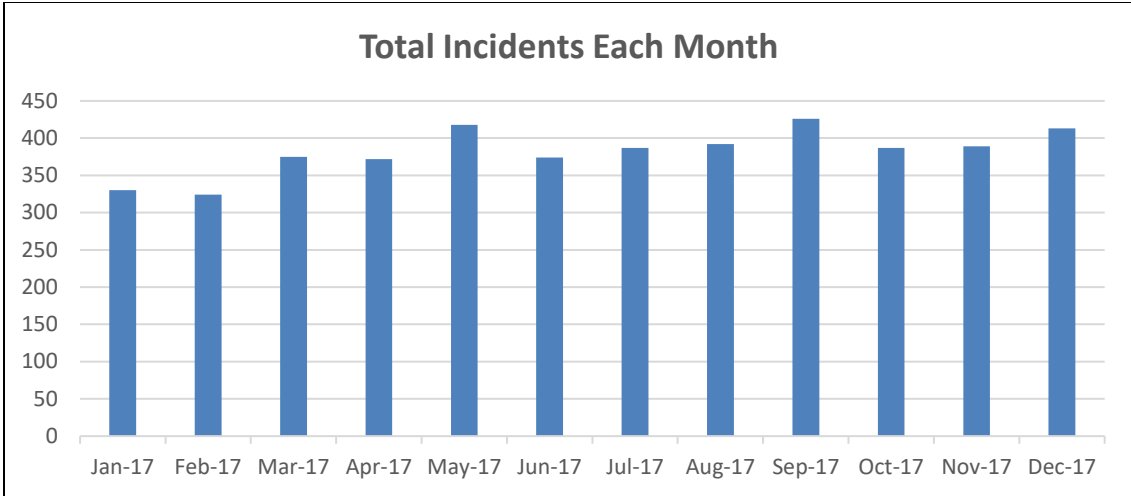
Table #2	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Motor Vehicle Crash	13	15	14	20	24	21	23	23	16	10	10	12	201
Vehicle Extrication	0	0	0	0	0	1	1	0	2	1	1	0	6
Medical Calls	256	263	299	278	311	270	287	301	331	299	310	331	3536
Fire Alarms	22	6	15	16	9	20	20	15	9	10	6	14	162
Cancelled Enroute	11	21	18	26	29	25	22	22	16	17	25	20	252
Structure Fire	2	2	3	3	2	1	1	2	5	6	1	1	29
Rubbish Fire	2	4	2	10	9	5	7	4	9	2	4	4	63
Vehicle Fire	0	2	2	4	1	2	0	1	3	1	3	0	19
Natural Gas Leak	6	2	3	3	5	3	4	1	7	0	1	0	37
CO Incident	1	1	1	1	3	3	0	1	0	0	2	1	14
Service Calls	6	1	5	4	14	12	8	7	15	28	5	6	111













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

The EMS division of the Goshen Fire Department had a busy and productive 2017 calendar year. The division, as a whole, has seen many changes. We welcomed two new EMS Sergeants, Jonathan Weishaupt and Andrew Priem. Three GFD members 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. In addition to the three new paramedics, there are four members currently enrolled in a paramedic program and three additional employees who will be starting the program soon. Consistently sending our members to participate in a paramedic programs allows us to staff our ambulances with two paramedics each. Staffing our ambulances in this manner, allows GFD to offer the high level of care that Goshen residents expect.

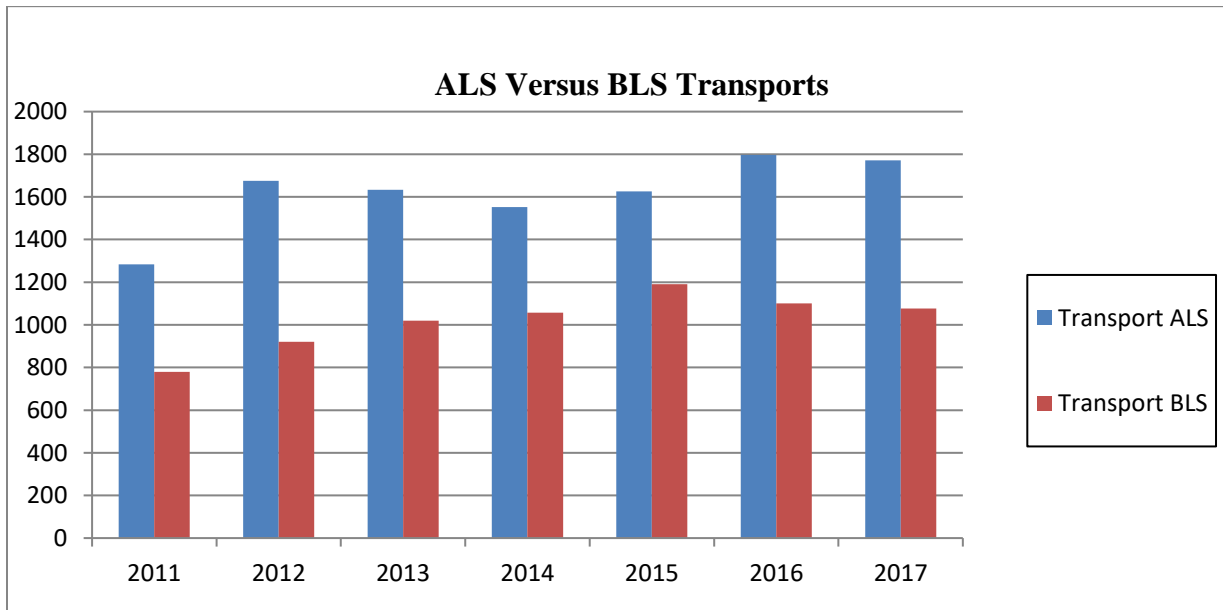
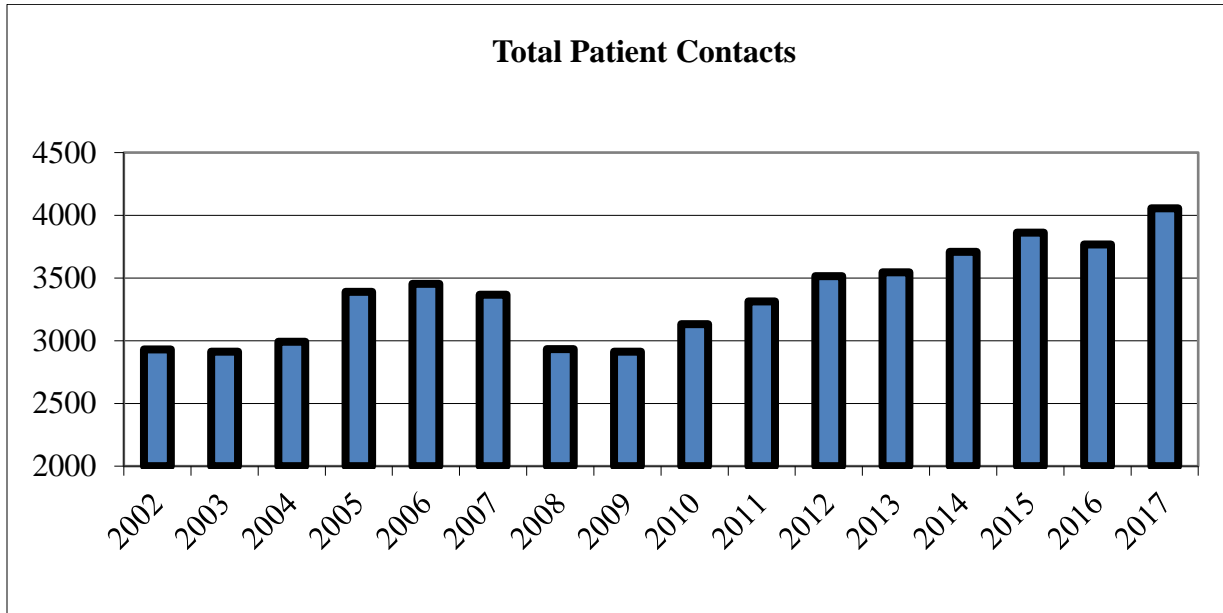
This past year, the EMS division has, once again, seen an increase in the total number of incidents. There was also an unforeseen increase in cost of EMS related supplies. In order to respond to these challenges, the division is exploring new avenues to decrease cost. One example of this is performing a remount of Medic 3. This remount was completed in 2017, and the completed apparatus is a much improved ALS ambulance. The division is also looking into a reserve paramedic program. This program will allow members, who had previously served as paramedics, to affiliate and work as a part-time paramedic with the department.

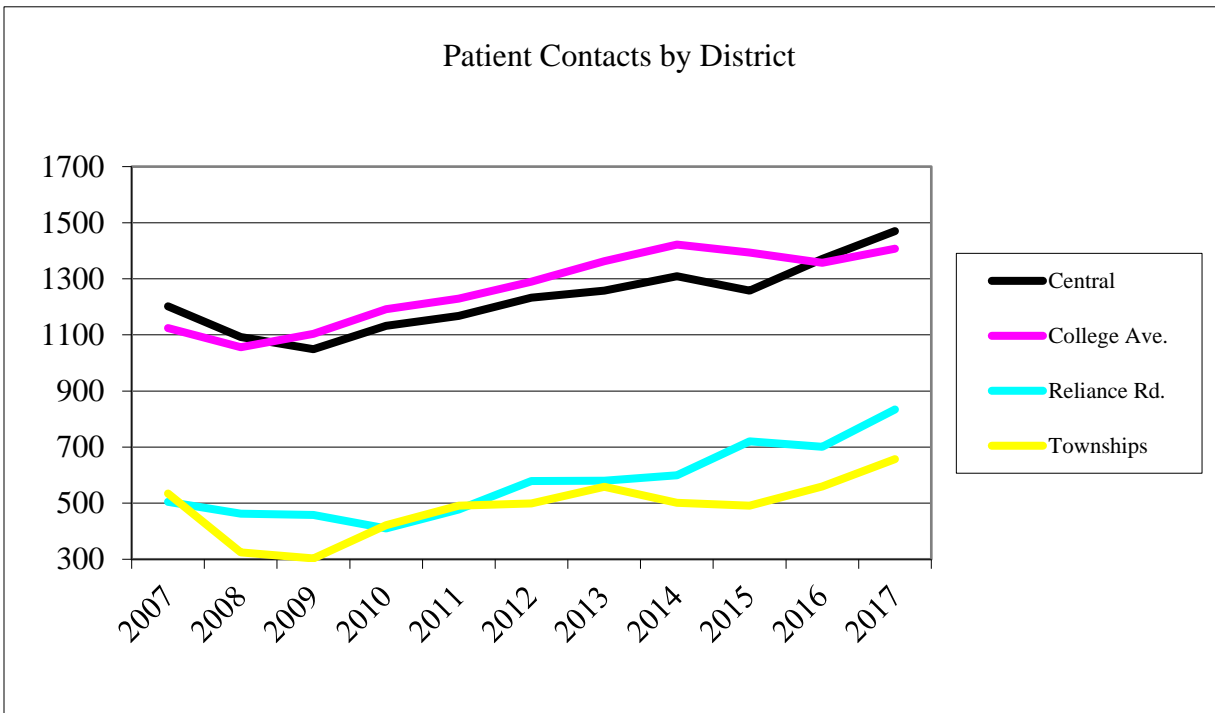
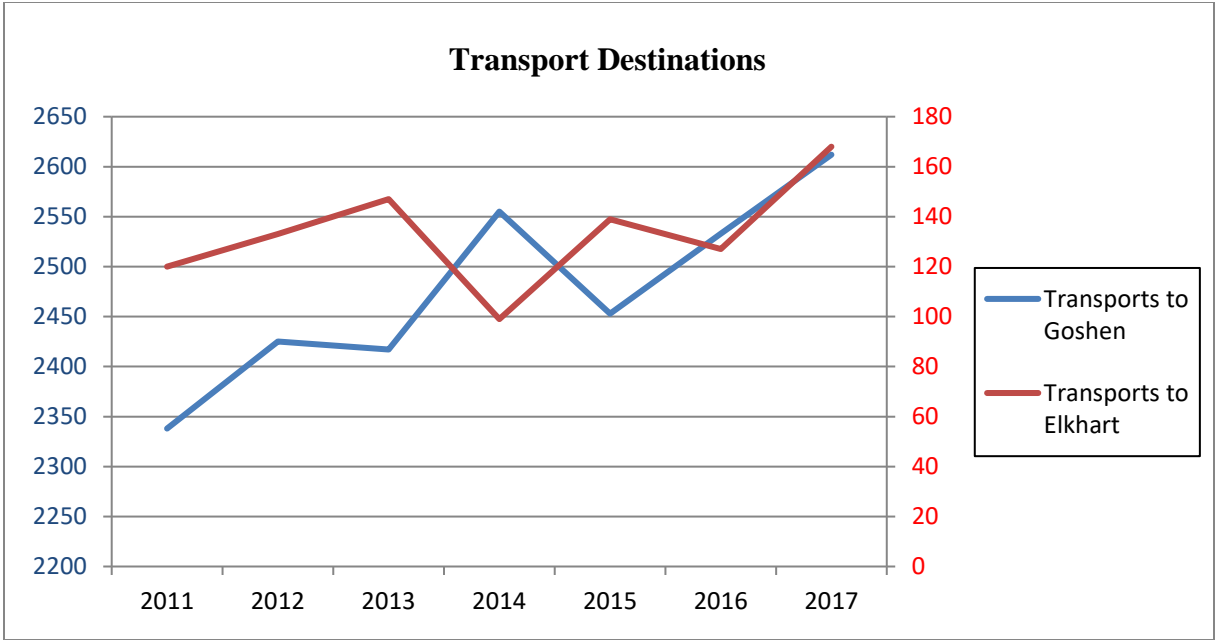
There are many goals that the EMS division wishes to accomplish in this coming year. The division is working on replacing all of our monitors. These monitors are an instrumental tool allowing our members to provide quality ALS care to members of the community. We are also working on specifications for a new ambulance. Another hope is to replace the tablets that GFD members use to report with a newer and more user friendly option. The division is consistently looking for ways to decrease cost, while still providing an exceptional workplace that allows our members to provide extraordinary care.



In 2017, the department had 4056 patient contacts, which was an increase of 288 or 7.6%. The table and chart below shows total patient contacts, total of advance life support vs. basic life support transports and transport destinations.

	2011	2012	2013	2014	2015	2016	2017
<b>Total Patient Contacts</b>	3314	3516	3545	3709	3862	3768	4056







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

The Goshen Fire Department Training Division is proud to serve the members of our Department. We strive to provide instruction and guidance that focus on relevant topics and value of content. Our primary goal is to meet the needs of our teammates. We will serve with the vision of building the best team possible. A secondary goal of Training Division is to provide a service that is built around quality and truth. We want our team members walking away from a training session as better firefighters. The members of Goshen Fire Department will be well trained and not just train well.

Leadership and teamwork is needed on a team that wants to accomplish their mission. The ability to lead lies within all members of the team. The relationship between a leader and his team is dynamic. The team relies upon the leader for guidance and direction. The leader relies upon his teammates to accomplish the work needed to be done to win the goal. The leader is to serve his teammates. However, it's not all about work. Tightly knit and cohesive teams have a unique relationship that focuses on trust, honesty and communication. If these qualities can be nurtured and developed, the work that needs to happen to accomplish the goal will be much easier to complete. A team also needs discipline to maintain the course to be successful.

One guiding philosophy of the Training Division is to "Help Others Be Their Best". Collectively we are stronger if all members are able to work together. In order for this to occur the needs of teammates must be met. Creating an environment in which members are able to be the best versions of themselves is important. Providing avenues for ownership and team buy in are needed. Helping teammates find value in themselves and identifying how they can benefit the team should be one objective of the leader. Team members will be more successful if

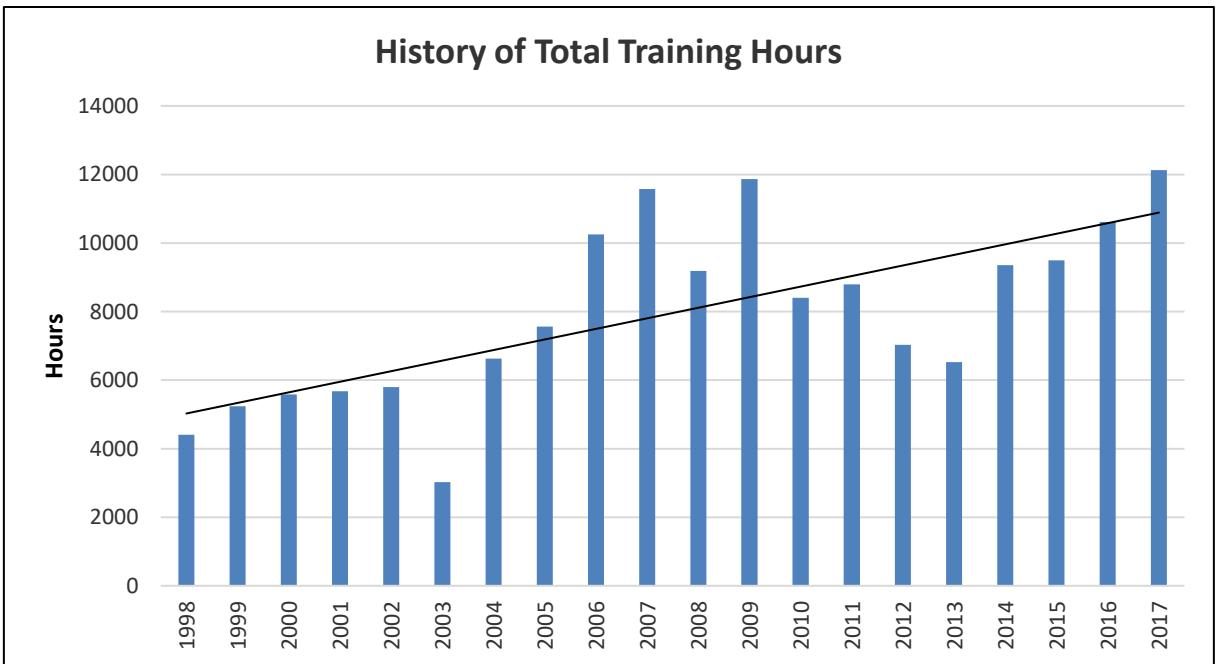
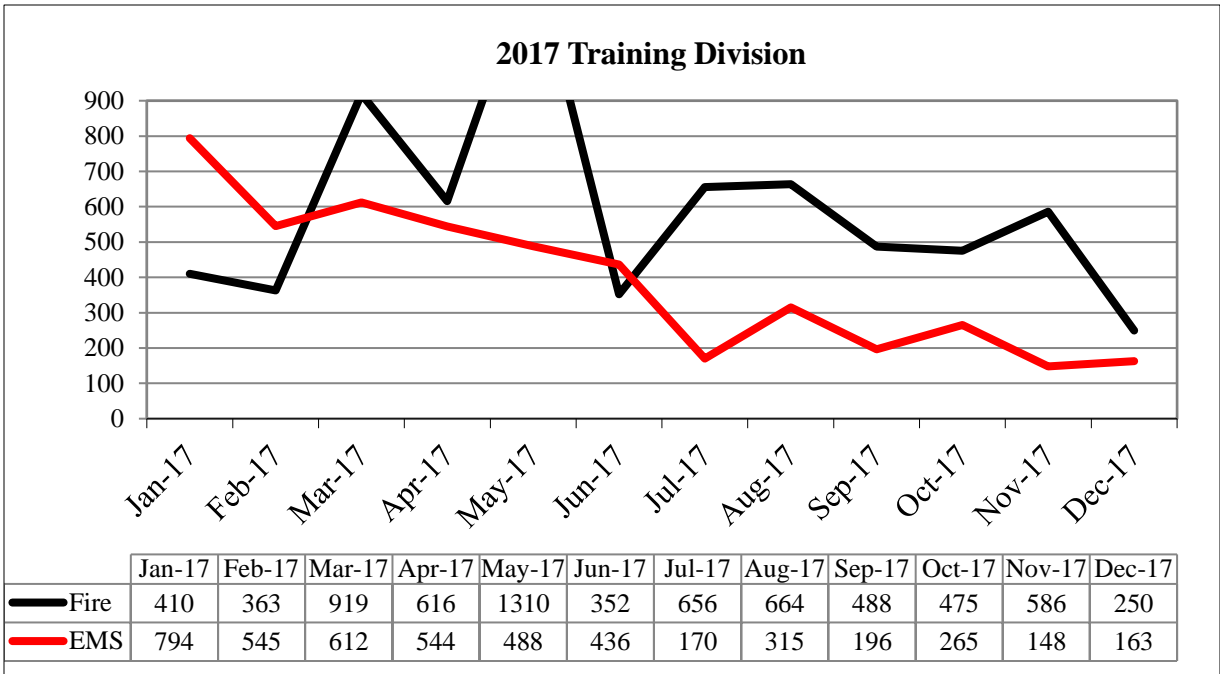
their emotional and physical needs are fulfilled. They will be able to focus on the task at hand.

Another guiding principal of the Training Division is “Semper Paratus”. Our hope is that all member of Goshen Fire Department are operationally ready to go to work upon arrival at an incident. In order for a state of operational readiness to occur a lot of preparation is needed. Personnel need to be well trained, well equipped, well informed, have good physical and mental conditioning and be well led. Additionally, everyone must adopt or buy in to this philosophy. The responsibility of being always prepared lies in the administration and company officers to lead by example as well as all other teammates to have personal accountability to become better every day. Please understand though that while the physical preparation is important and demanding the mental and emotional preparation is the key component for operational readiness. Relationships that are built on trust, honesty and communication must be in place for a team to be “On point”. Community members call us in a time of need. We have the duty to respond and by ready to help.

A total of 15,965 personnel training hours were accumulated in 2017. This is a 43% increase from 2016’s total of 11,142 hours. The Training Division is happy to see an increase in training hours but we realize the hours will fluctuate from year to year. Our main focus is on the quality of training. A well prepared and presented training program that is meaningful can be more beneficial than a longer presentation.

The programming for 2018 will be focused to meet the needs of our newest firefighters. We currently have 18 members with five years or less on the department. Additionally, we will be hiring three new firefighters in 2018. Training and fostering the growth of a new firefighter is an important job that will require the assistance of all members. If we capitalize on this opportunity we can have a positive and dynamic impact on the future of the department. Programming will be focused on core skills that will be repeated quarterly throughout the year. The participation and collaboration of our company officers is necessary to complete this goal.

The Training Division is looking forward to accomplishing our goals for 2018. The Department will achieve many great things if we work together and strive for improvement.

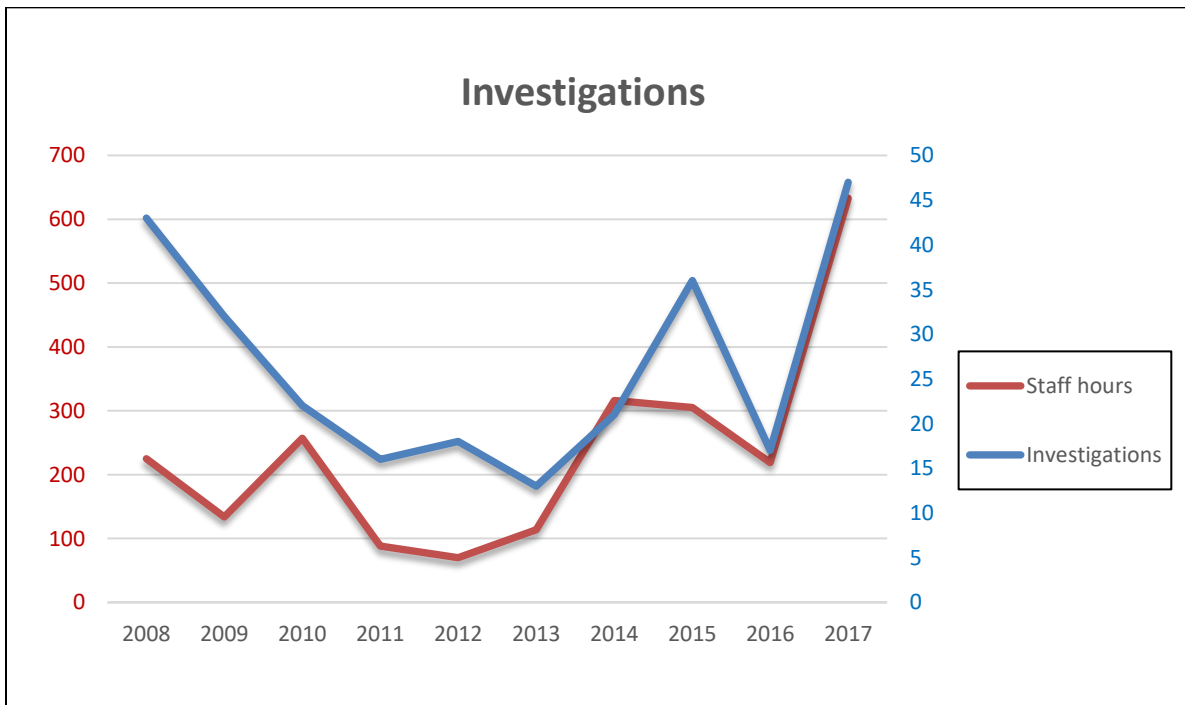






➤ **Fire Investigations** – *Chief Inspector Scott Thomas*

In 2017, the division investigated 47 fires, a 275% increase from 2016, and recorded 633 hours for an average of 13.5 hours per investigation.





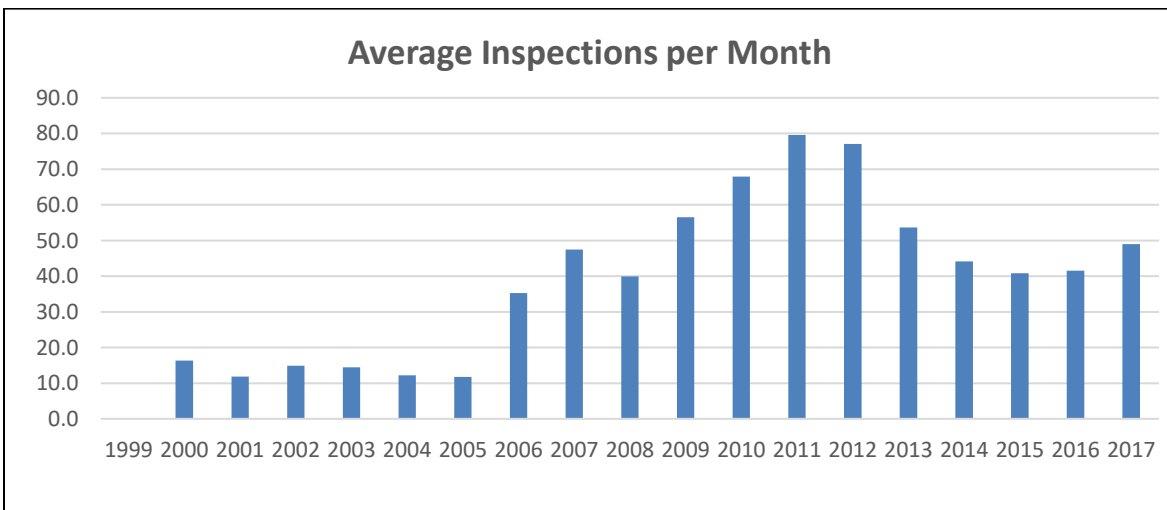
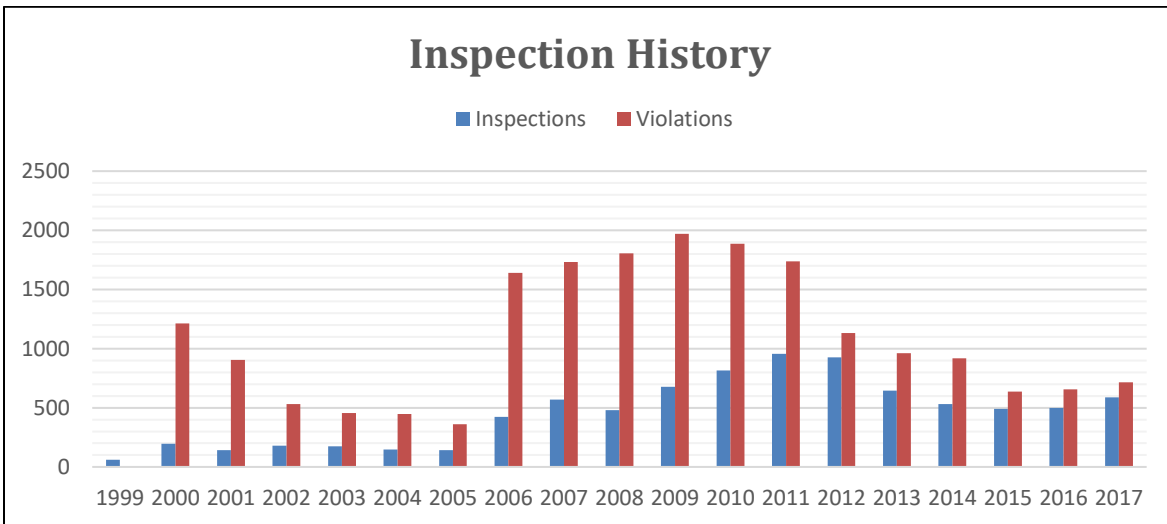
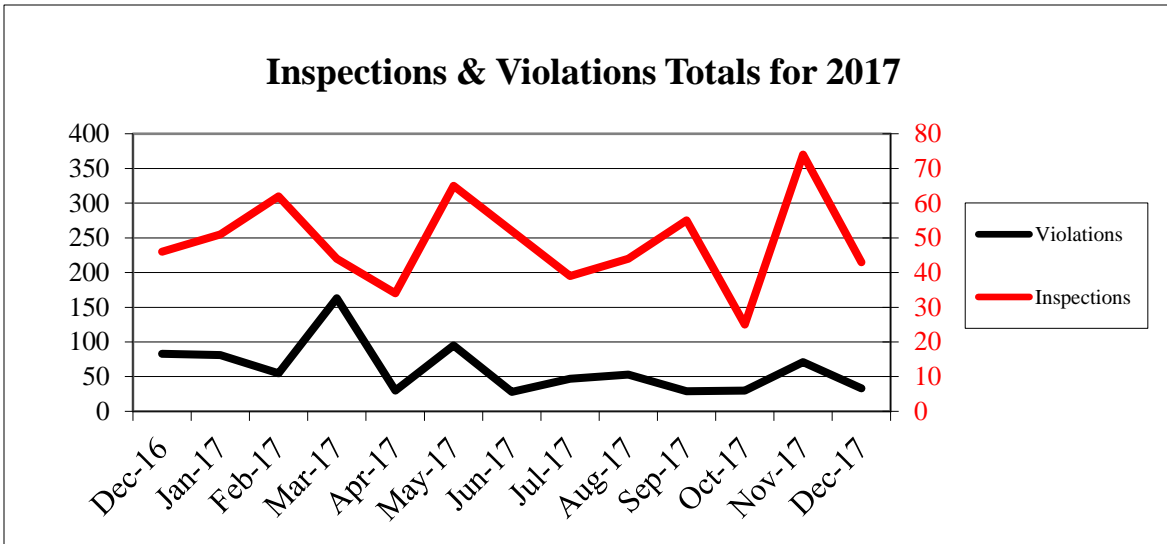
➤ **Inspections** – *Chief Inspector Scott Thomas*

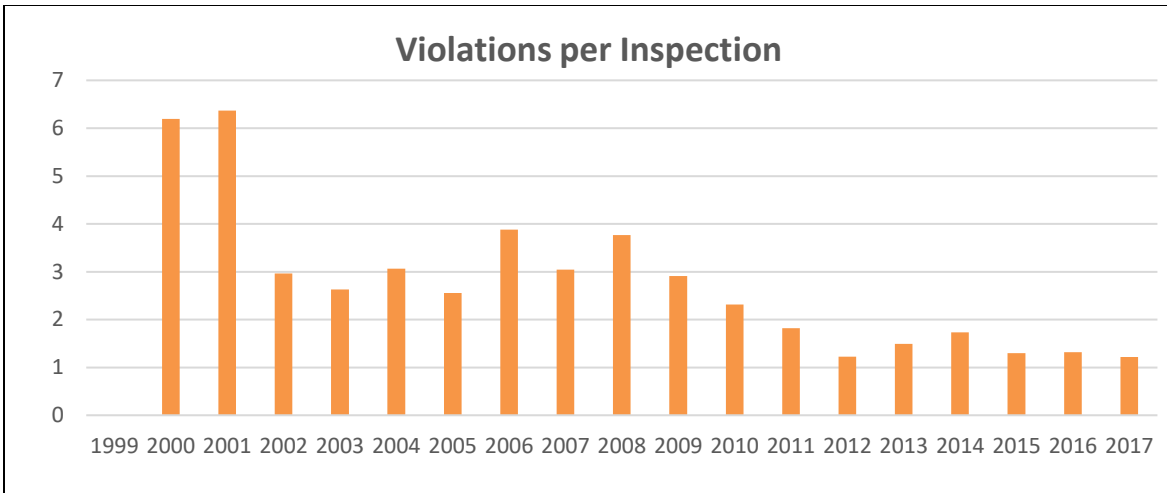
As we all know 2017 was a very successful year for Goshen’s economy, the Goshen Fire Department’s Fire Prevention Bureau was proud to be involved with this success. We have worked closely with other city departments, local businesses and the citizens of Goshen to help ensure a safe environment for all.

While it is obvious the Goshen Fire Department’s Fire Prevention Bureau conducts annual fire inspections, we also responsible for construction life safety plan reviews, conducting fire investigations, overseeing fire department pre-incident planning, assisting with public education, and assisting with 911 calls as needed. With all of our responsibilities comes extensive continuing education. The Goshen Fire Department Inspectors and Investigators spend long hours in various classes keeping our knowledge and skills polished.

While the department may have a division specifically for fire prevention, it is a team effort throughout the whole department. I would like to thank all of the Goshen Fire Department members for their hard work in keeping our city safe. I look forward to the growth for our city in 2018, it is our goal to keep the City of Goshen safe through fire prevention and safety.

	2011	2012	2013	2014	2015	2016	2017
<b>Inspections</b>	955	925	644	530	490	498	588
<b>Violations</b>	1738	1131	962	919	636	657	715
<b>Violations per inspection</b>	1.8	1.2	1.5	1.7	1.3	1.3	1.2
<b>Average inspections per month</b>	79.6	77.1	53.7	44.2	40.8	41.5	49





➤ **Fire Prevention/Education**

*Sergeant Jon Weishaupt Public Education Coordinator*

The Public Education division of Goshen Fire Department remained busy throughout the 2017 calendar year. Commonly referred to as “Pub Ed,” this division aims to educate the public about fire safety. There are currently four Goshen Fire employees officially involved with public education. We attend multiple events throughout the year. A few examples of such events include Diversity Day held at Rogers Park and Kids Day at the Elkhart County 4H Fair. At these events, the Pub Ed crew sets up a tent, interacts with the public, and answers any questions they may have. We also have informational brochures that explain common questions, such as how to properly install a smoke detector.

Pub Ed offers any local company the opportunity to participate in fire extinguisher training for a small donation. Typical fire extinguisher training consists of two GFD members giving a small presentation to employees. This presentation outlines the different types of fire extinguishers and their proper use. We then set up our fire extinguisher training device. This device safely creates actual fire in a controlled manner; employees are then asked to douse the fire with an actual extinguisher using proper technique. This training allows attendees to become comfortable with using a fire extinguisher if the need ever arises.

As it was in previous years, October remained the busiest month for the Public Education division. October is National Fire Prevention Month. Pub Ed utilizes this month to get involved with local schools. Every school in Goshen practices a fire drill in October. We also travel to each school and give a presentation to first and third grade. The first grade presentation is a puppet show. During the puppet show, we teach the kids about fire safety. This includes crawling low under smoke, calling 911 if there is an emergency, and knowing that fire is not a toy. The kids enjoy the show, and it continues to be an effective method of teaching fire safety. Our third grade presentation is a short video about EDITH, which stands for Exit Drills in the Home. The video explains how to practice getting out of your house in case there is a fire. Pub Ed members bring in a model house and demonstrate how to complete an EDITH. The students are given packets which contain all the necessary materials to complete an EDITH on their own home.

Pub Ed is an integral component of the Goshen Fire Department that allows GFD to get involved with the community. We participate in multiple events in the community, offer training to many local businesses, and teach Goshen students about fire safety. Each year, we hope to become more active in the community. We feel that such involvement will only make Goshen a safer and better place to live.

➤ **Human Resources**

As of December 31, 2017, the department is staffed with 56 sworn personnel, 1 civilian administrative assistant and 2 civilian chaplains.

**Change in Rank**

Andrew Priem	Promoted to EMS Sgt. Nov. 20th	Jon Weishaupt	Promoted to EMS Sgt. Mar. 24th
Camron Haberstich	Promoted to Private June 21st	Kyle Stamm	Promoted to Private May 17th
John Szuba	Promoted to Private July 12th	Matt Dunithan	Promoted to Private Sept. 26th





## Retirements / Separations

Trevor Kercher	Disability Sept. 30th		Bryant Lehman	Resigned Nov. 20th
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**Appointments**

Devan Garcia	Hired Nov. 28th		Winston Lechlitner	Hired Sept. 25th
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**Perfect Attendance**

Kit Castetter	Winston Lechlitner	Matt Stamm
Erik Crisp	Devan Garcia	Scott Thomas
Mike Happer	Jason Miller	Jonathan Weishaupt
Shane Heeter	Merv Miller	Lyle Wingard
Rick Kauffman	Steffen Schrock	Corey Wortinger
Jeremy Krezel	Kyle Stamm	John Yoder



# In Memoriam



*In Loving Memory Of*



**Raymond D. Hill**  
1923 - 2017

*In Memory Of*  
**RAYMOND D. HILL**

*Born*

May 27, 1923  
Knoxville, Iowa

*Died*

May 25, 2017  
Battle Creek, Michigan

*Service*

Farrand Funeral Home  
White Pigeon, Michigan  
Thursday ~ June 1, 2017  
2:00 p.m.

*Officiating*

Goshen Fire Department

*Interment*

Mottville Township Cemetery

*Military Rites*

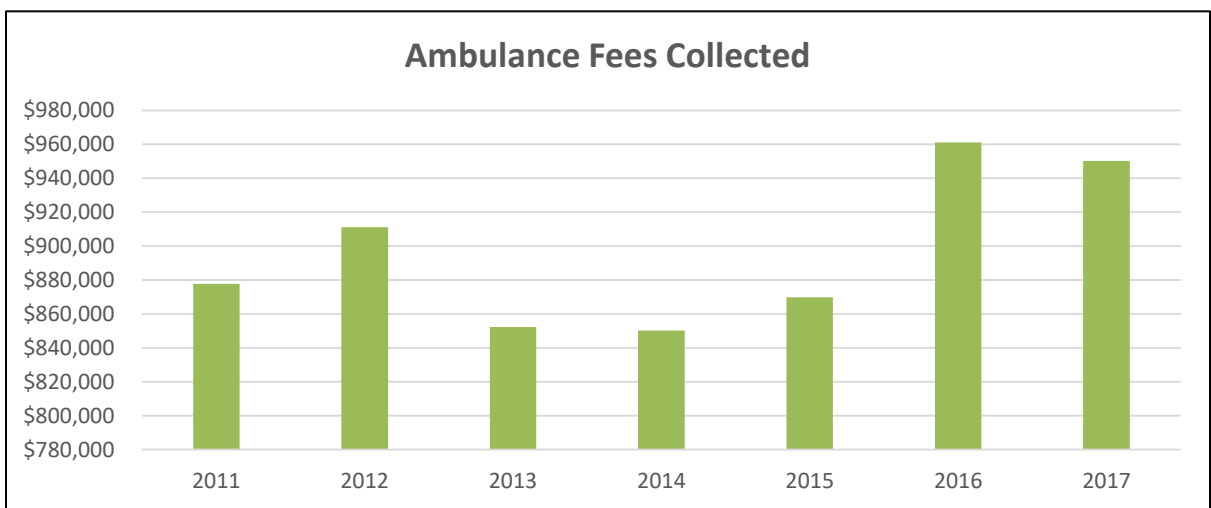
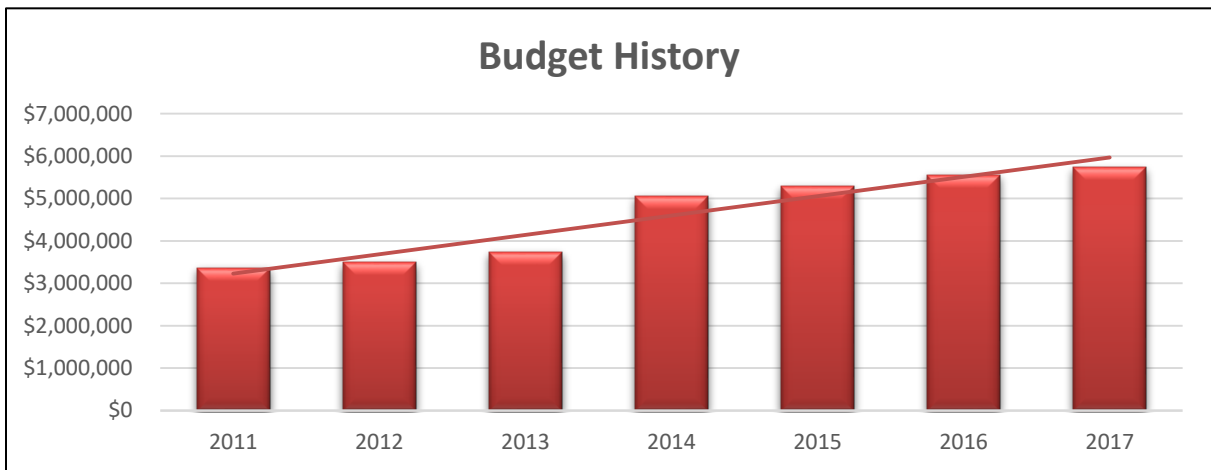
Constantine American Legion Post #223

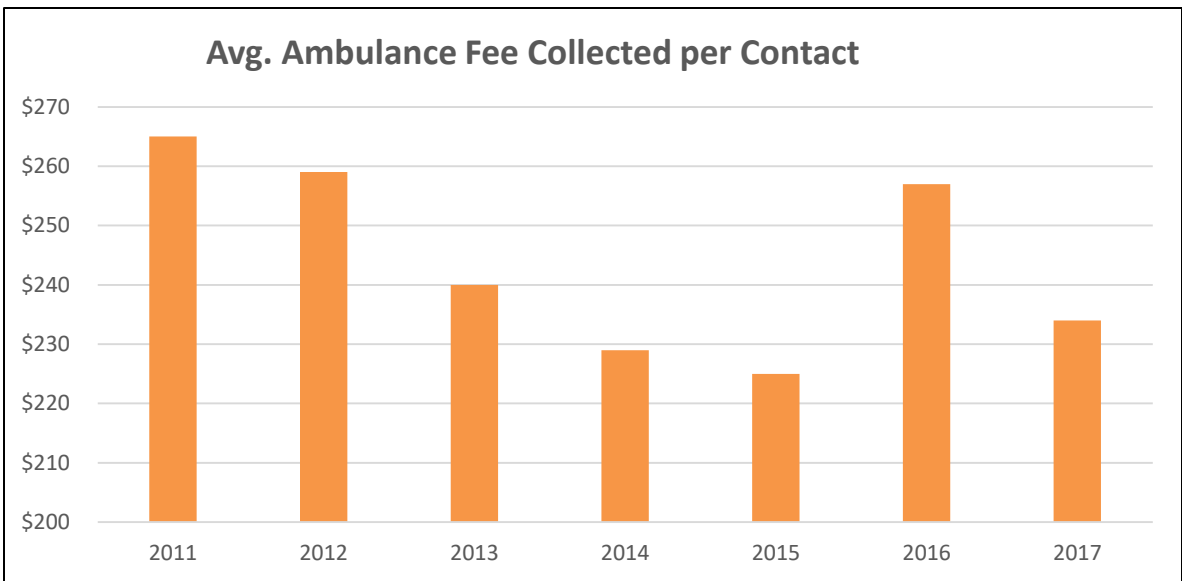
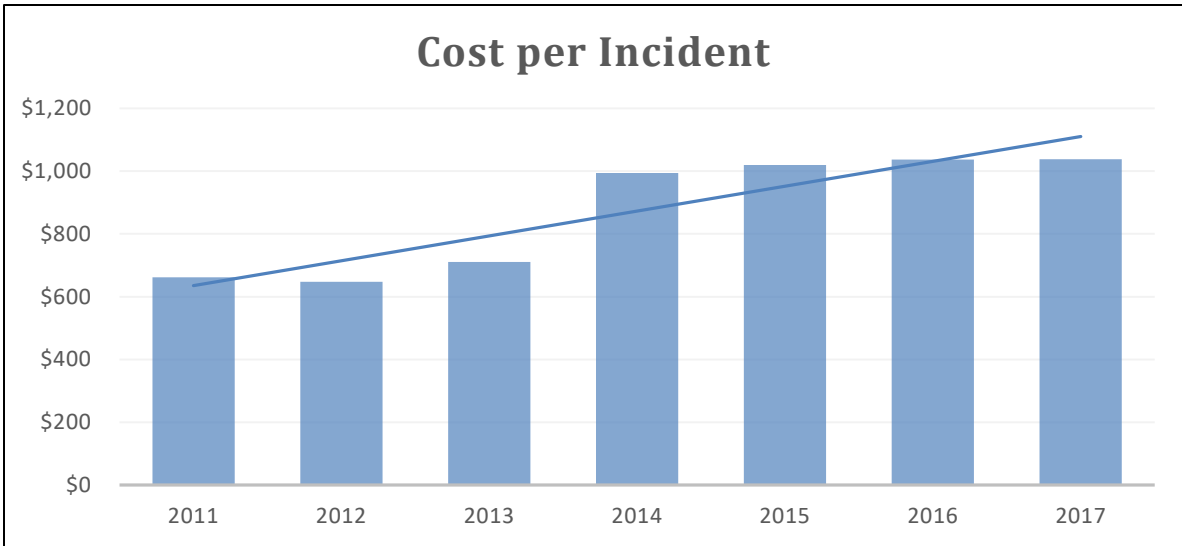


➤ **Budget**

	2015	2016	2017
<b>Budget</b>	\$5,285,743	\$537,301	\$5,733,792
<b>Ambulance Fees Collected</b>	\$869,662	\$961,029	\$950,073
<b>Budget (minus) Ambulance Fees</b>	\$4,416,081	\$4,410,985	\$4,783,719
<b>Avg. Ambulance Fee Collected per Contact</b>	\$225	\$257	\$234
<b>Cost per Incident</b>	\$1,020	\$1,037	\$1,038

**\*2017 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 2017. Additional data may be available upon request.

*Dan Sink*

Chief of the Department