

# Goshen Fire Department 2016 Annual Report



Dan Sink  
Chief of the Department



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## Message from the Chief



It is my pleasure to present our Goshen Fire Department year-end report for 2016. 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 2016.

For three years in a row we had a rise in our call volume and in 2016 the trend in call volume stabilized with 80 fewer calls for service. GFD currently has 6 staff members in paramedic class with graduation slated for September 2017 and we have 3 of our staff beginning paramedic class in April 2017. Having new paramedics enter our system, put us in a position to allow our senior members who have served the community for many years on the ambulance, sometimes without a break, the opportunity to take a less active role in EMS response.

The EMS Division currently has an ambulance in repair for our first ever "remount". This process takes the patient compartment box off an ambulance and places it on a new chassis. By repurposing the patient compartment box we saved approximately \$60,000 when compared to the purchase a new ambulance.

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. The division also coordinates our participation in the delivery of public education throughout the year allowing 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. Scott Thomas was promoted to Chief Inspector of the division and Matt Stamm was promoted to Inspector in 2016.

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 2016 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.

2016 was a year of change at the Goshen Fire Department. Lt. Craig Hursey and Assistant Chief Ramer both retired. Mike Happer was promoted to Assistant Chief, replacing Jim Ramer and Bill Phillips was promoted to Lieutenant, replacing Craig Hursey.

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 2017 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

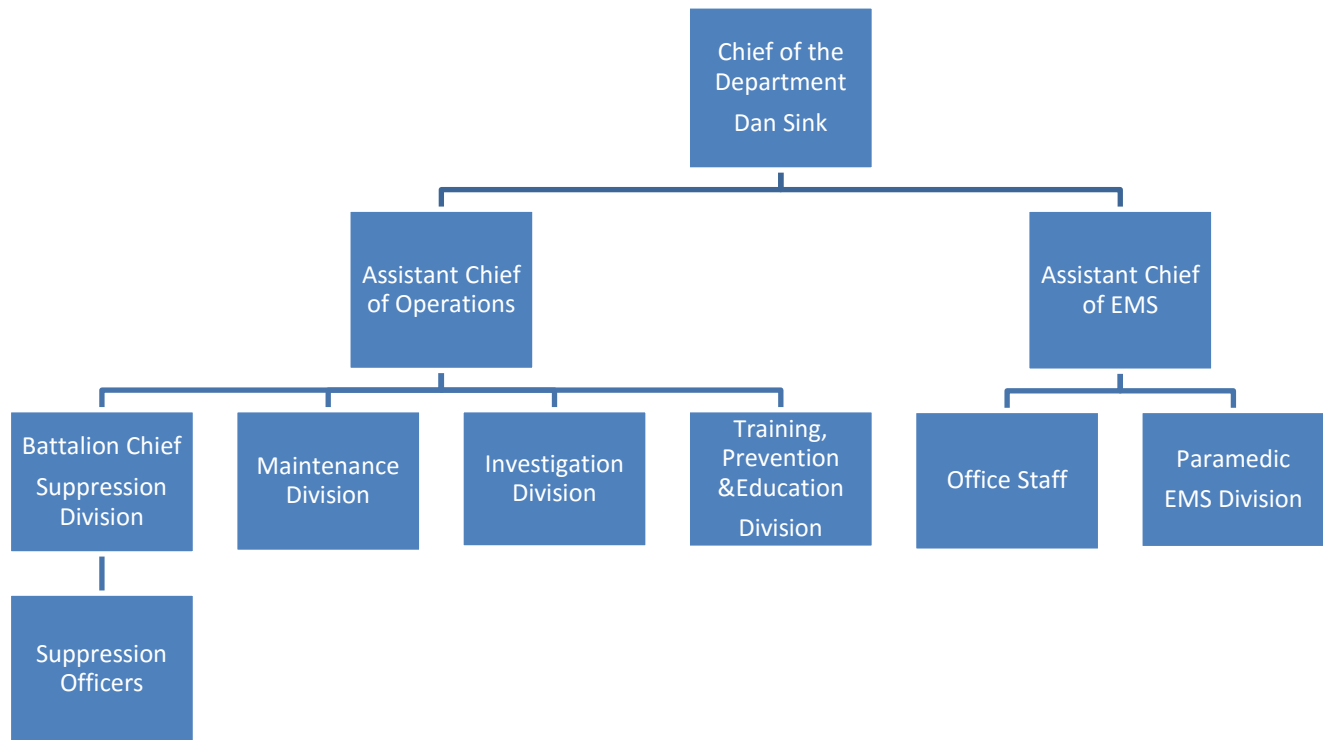
*Our mission is to provide a positive workplace with continual training and adequate equipment so that we may give our customers the very best service possible. The importance of our service; fire suppression, rescue, prevention and investigation, paramedic ambulance service, and public education: compels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

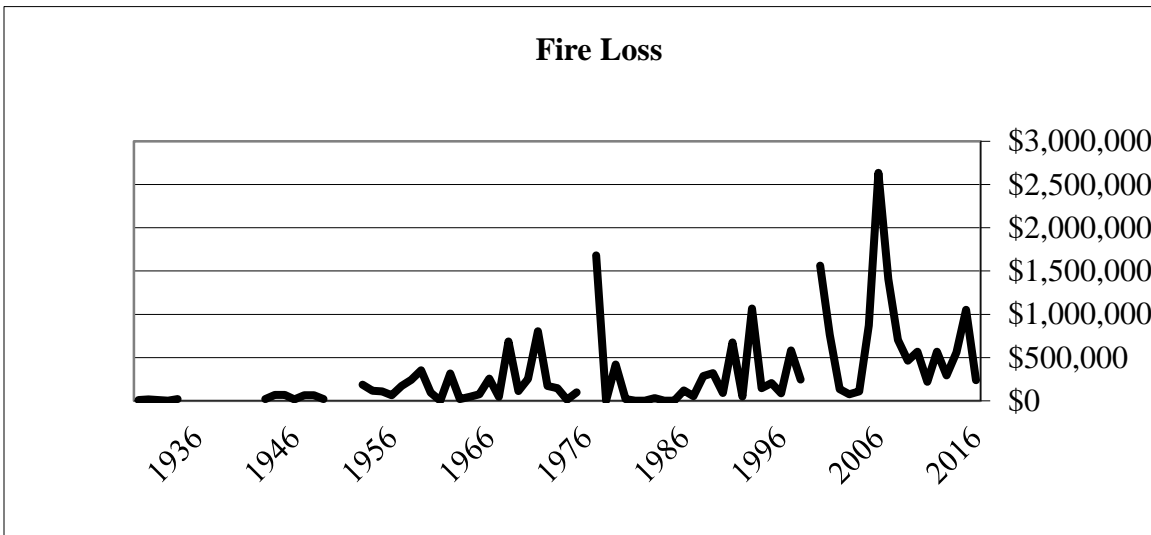
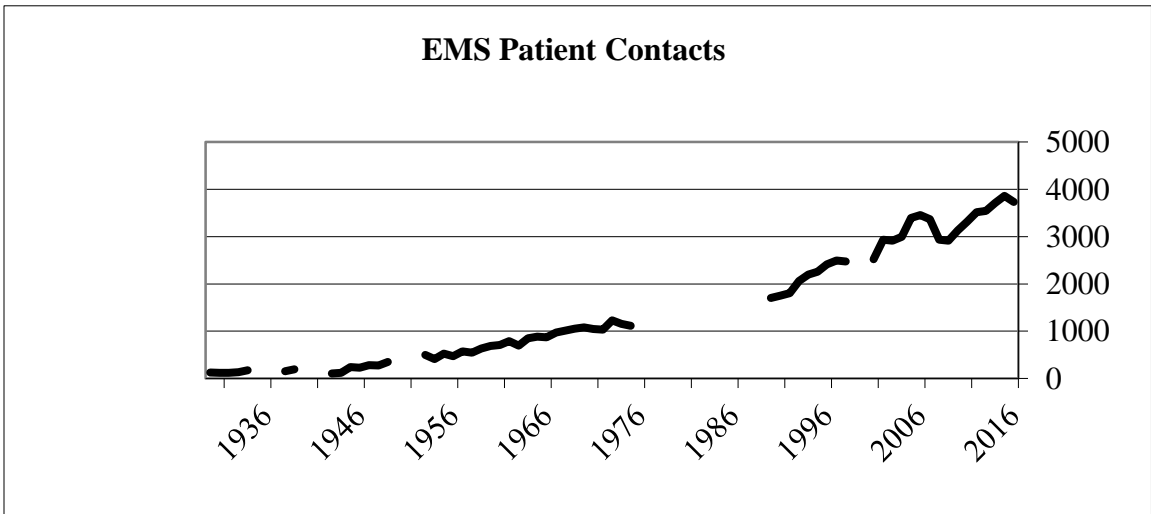
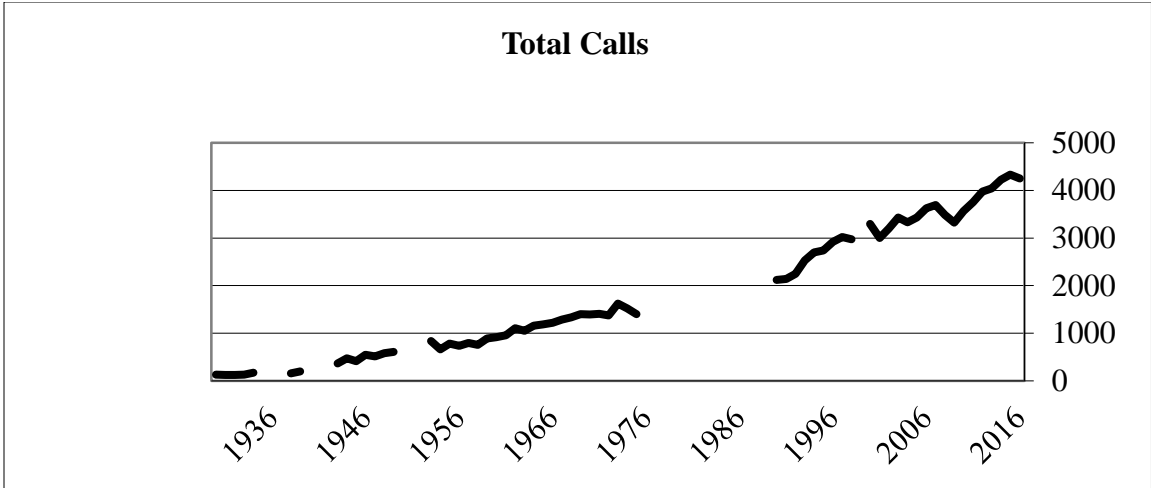
The Goshen Fire Department responded to 4,253 calls for service in 2016, a 1.8% decrease from 2015. Average response time for the first arriving unit on emergency calls in the City was 4:41 minutes up from 4:35 in 2015.

The annual dollar loss from investigated fires was estimated at \$240,328, down from \$1,053,760 in 2015. The percent of property value saved in structures fires during 2016 was 77.2% compared to 54% in 2015.

The following charts show requests for services and dollar loss dating back to 1930.<sup>1</sup>

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<sup>1</sup> Data missing from several years





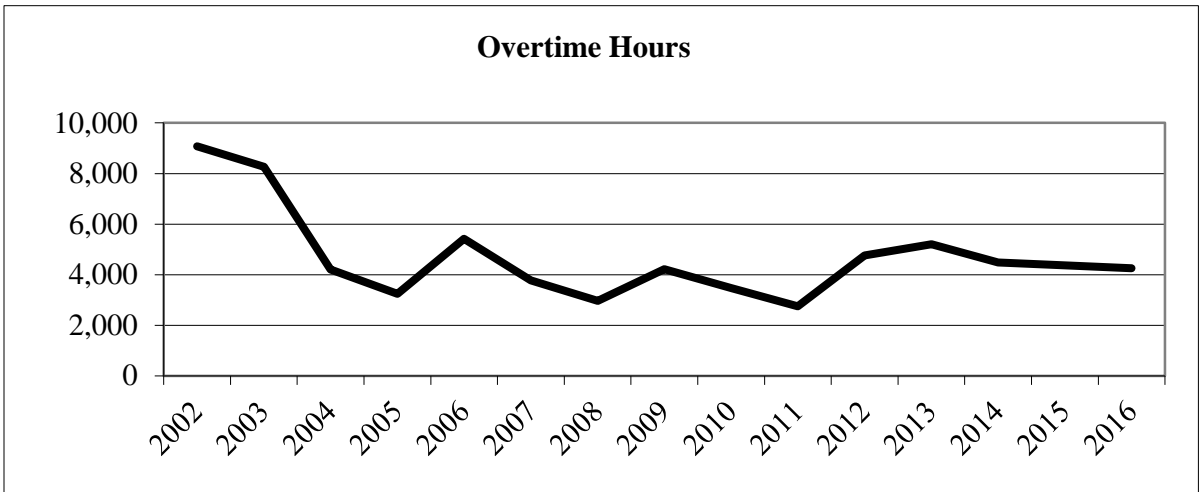
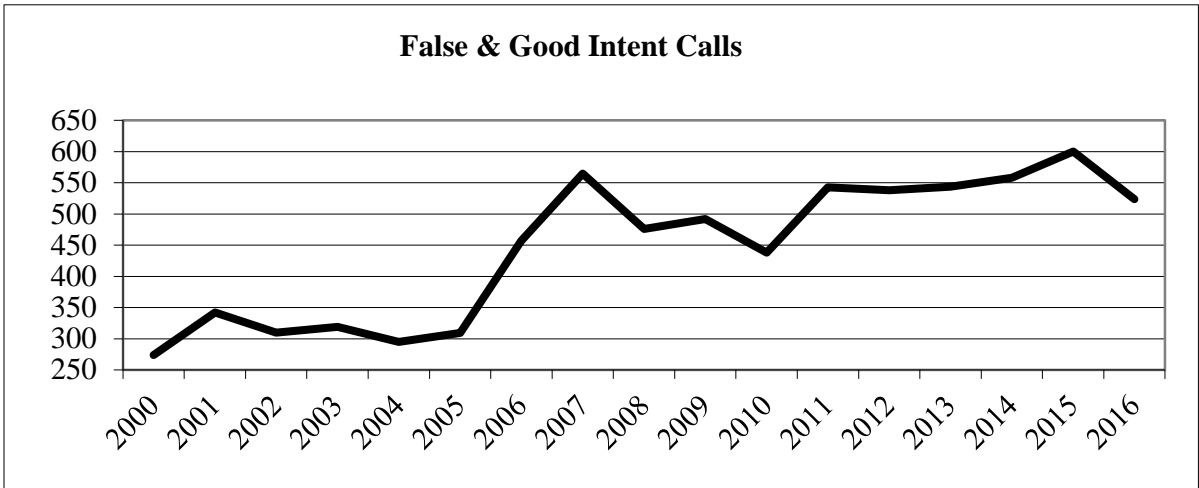
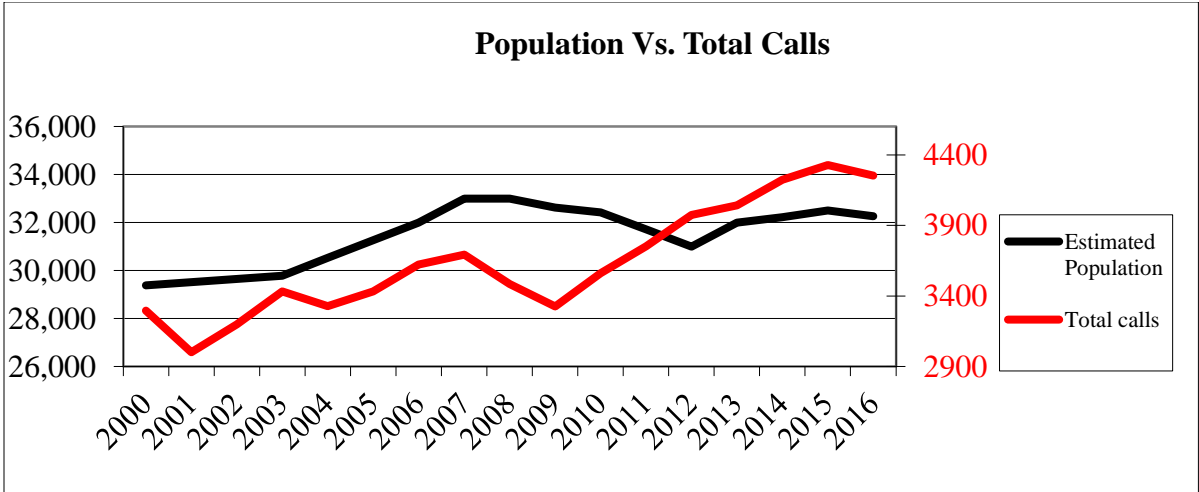


## Operations

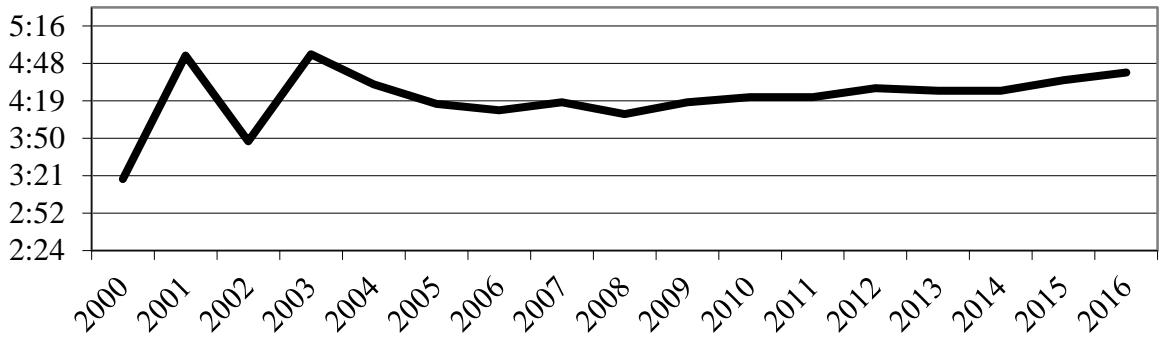
### ➤ Suppression – Assistant Chief of Operations Mike Happer

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.

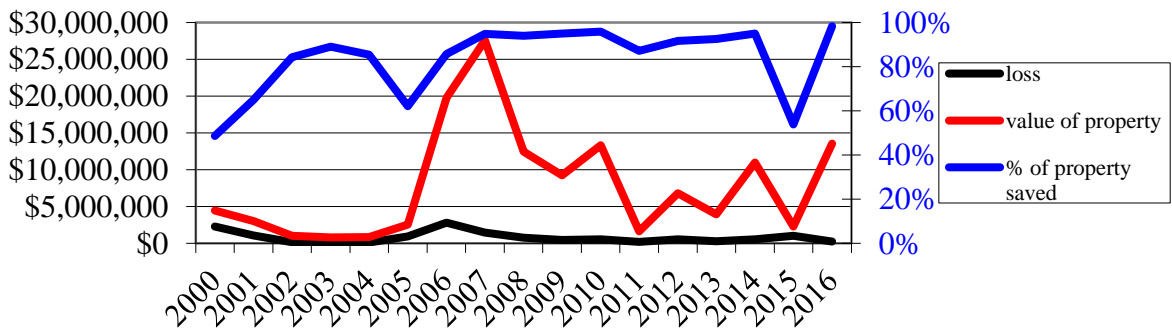
	2011	2012	2013	2014	2015	2016	% Change
Estimated Population	31719	31,000	32,000	32500	32500	32267	-0.7%
Total calls	3,751	3975	4,043	4224	4331	4253	-1.8%
EMS Patients	3314	3516	3545	3709	3862	3733	-3.5%
EMS assists	1,968	2112	2,211	2087	2103	2190	4.0%
Fire/Haz Conditions	169	191	165	198	197	70	-181.4%
Vehicle fires	15	16	14	12	13	8	-62.5%
False Calls	543	538	544	558	600	524	-14.5%
Overtime Hours	2,747	4763	5,202	4485	4369	4253	-2.7%
Average response time Fire	4:22	4:29	4:27	4:27	4:35	4:41	2.1%
loss	209,697	\$568,813	\$294,225	\$561,589	\$1,053,760	\$240,328	-338.5%
value of property	\$1,621,575	\$6,809,993	\$3,937,454	\$10,993,514	\$2,284,750	\$13,529,128	83.1%
% of property saved	87%	92%	93%	95%	54%	98%	45.1%
Calls/Day	10.3	10.9	11.1	11.6	11.9	11.7	-1.8%



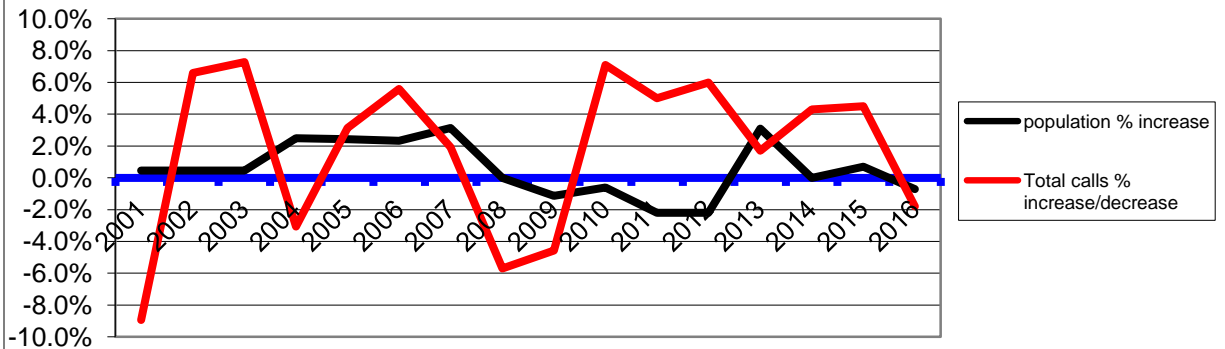
**Average Response Time Fire**

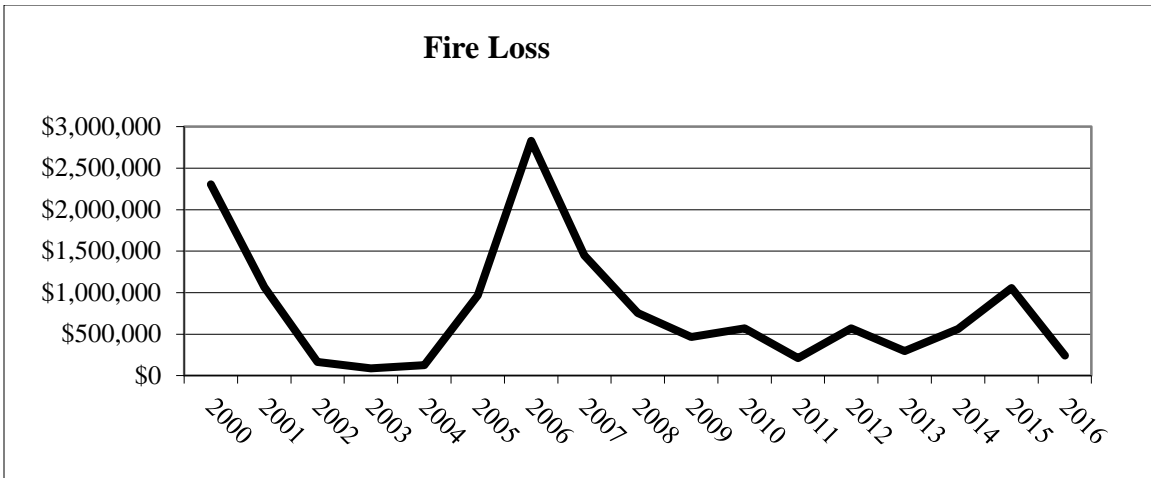


**Fire Loss Compared to Property Value**

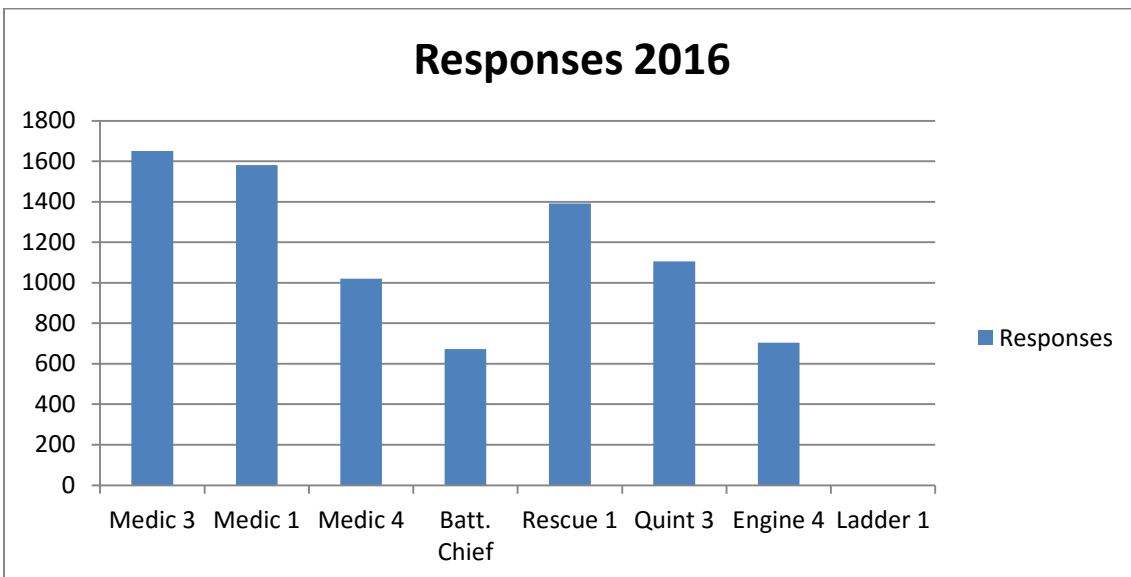


**Percent Change in Population Vs. Call Volume**





2016	Responses	Responses/Day
<b>Medic 3</b>	1651	4.5
<b>Medic 1</b>	1582	4.3
<b>Medic 4</b>	1021	2.8
<b>Batt. Chief</b>	672	1.8
<b>Rescue 1</b>	1391	3.8
<b>Quint 3</b>	1105	3
<b>Engine 4</b>	704	1.9
<b>Ladder 1</b>	1	0





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

The EMS division of Goshen Fire Department has seen changes throughout the 2016 year. Sgt. Jeff Frank, and Lt. Gary Mast received permission from the Board of Works to drop their role as active paramedics and will continue their career as emergency medical technicians. The division added Stryker patient power loads to the ambulance. The power loads will raise and lower patients into the ambulances and will reduce back injuries for our members.

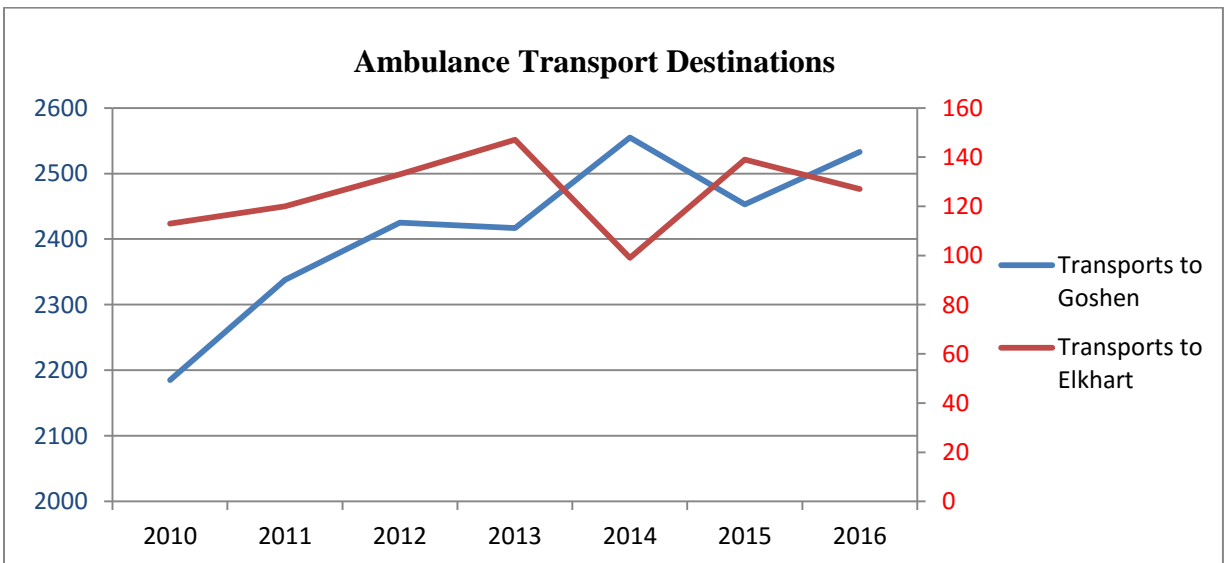
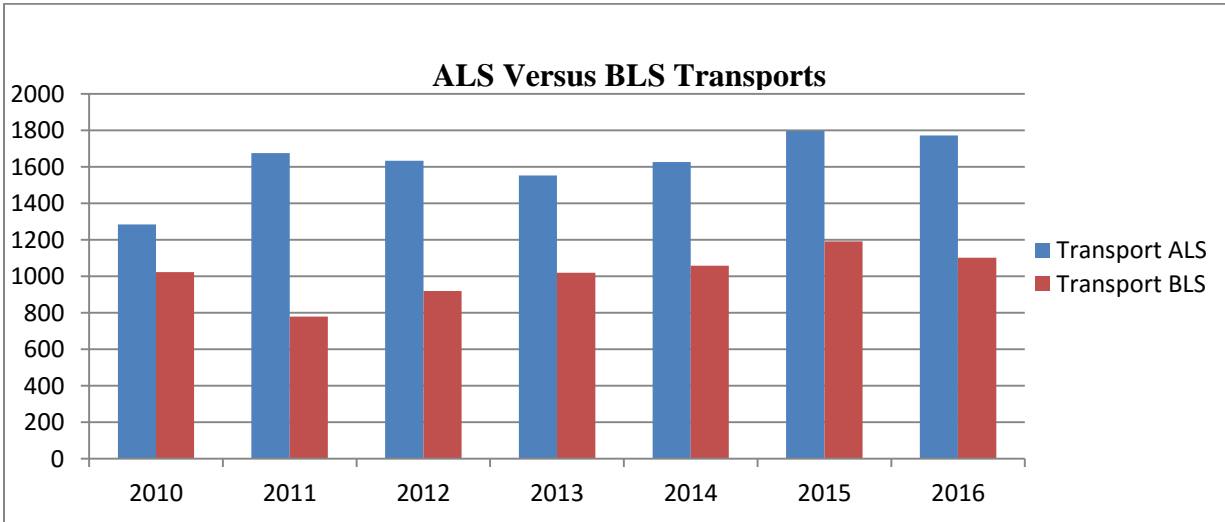
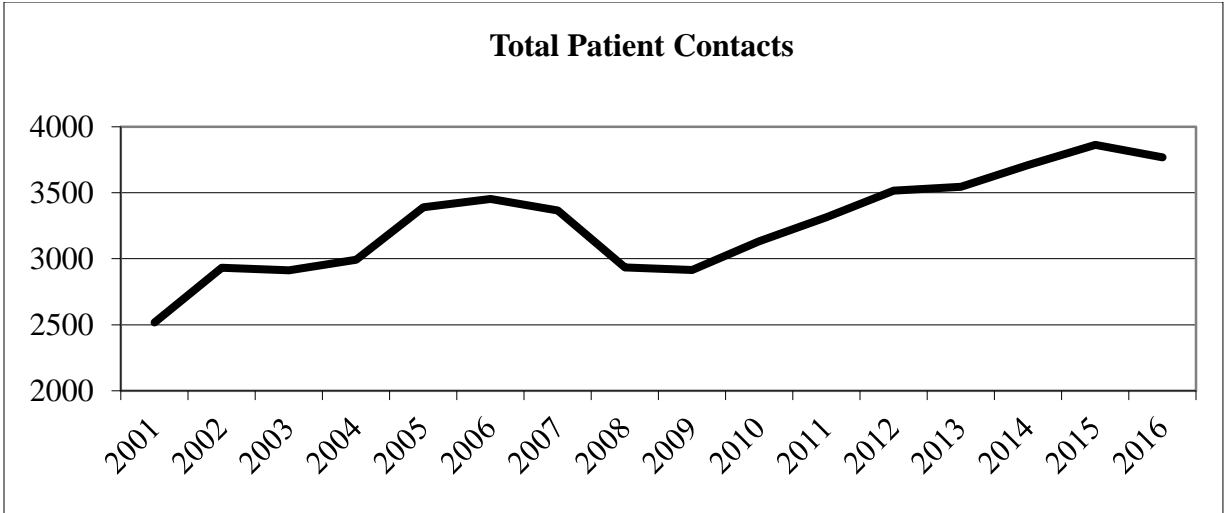
The trend of increasing EMS incidents continued. For 2017 the division will be putting together a bid spec for a new ambulance. As the cost of supplies continues to increase, the division keeps exploring other avenues to save costs.

We continue working on a computer aided dispatch (CAD) that will stream line information directly into our ESO patient care software, with a goal of making our EMS reporting information more accurate. The division will be adding ESO Personnel Management software. The software will enable each member to better track their continuing educational training.

The EMS Division will welcome five new licensed Paramedics at the end of 2017 and three more members will be enrolled in the 2017-2018 Paramedic class.

In 2016, the department had 3768 patient contacts, which was a decrease of 94 or 2.5%. The table and chart below shows total patient contacts, total of advance life support vs. basic life support transports and transport destinations.

	2010	2011	2012	2013	2014	2015	2016
<b>Total Patient Contacts</b>	3132	3314	3516	3545	3709	3862	3768





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

It is known that in order for a group to be successful a leader needs to emerge, an objective needs to be declared, and expectations need to be defined. The success of the group or team also depends on how cohesive the group is. Are the qualities of trust, honesty and love in place?

The Training Division has defined “Help others be best” as our mission statement. This phrase was borrowed from Coach John Harbaugh. Coach Harbaugh discusses the importance of leadership and what it takes for a group to be successful in this video <https://www.youtube.com/watch?v=VEIDjB7uyFc> Please make time to watch it.

Two priority objectives of the Training Division that will help us achieve our goal include. First, to provide meaningful learning experiences that produce understanding, improved preparation and skilled firefighters. Secondly, is to be active listeners. We need to be in tune with the needs of the group we are instructing. The Training Division encourages all members of GFD 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 leadership and the relationships we have with our fellow firefighters. Preparation, instruction, participation, feedback and communication are important steps in the road to success. 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 starts 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.

A significant accomplishment in 2016 was the development of our training website at [www.goshenfiretraining.com](http://www.goshenfiretraining.com). The development of the website was an accomplishment of a long term goal. The website was originally developed as a training platform but has quickly evolved into a tool that GFD has learned to use to streamline daily operations and system functions. The Training Division considers the website an important step forward as it displays yet again how GFD remains to be a progressive fire department.

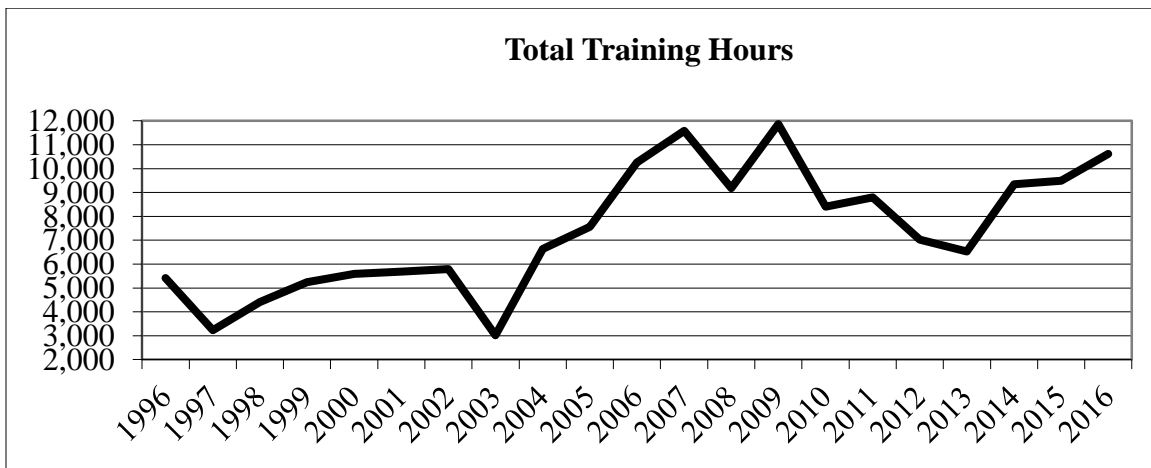
A total of 11,328 personnel training hours were accumulated in 2016. This is a 19% increase from 2015's total of 9,489 hours. The Train Division is happy to see an increase in training hours but we realize the hours will fluctuate from year to year. Our main focus is on the quality of training. A well prepared and presented training program that is meaningful can be more beneficial than a longer presentation.

In addition to developing a solid daily training program and working towards our mission statement the Training Division has set some additional goals for 2017. We will be hosting several state certification courses that include Fire Officer Strategy and Tactics, Instructor I, and Fire Officer. It has been nearly ten years since GFD has offered these courses and we are pleased to bring them back. We are excited to utilize our training website to help deliver these courses. Other planned improvements include providing better Hazardous Materials response training. The City of Goshen has a lot of hazardous products rolling through on the road and by rail. We also have a number of industrial facilities that store or utilize hazardous materials. GFD needs to be better prepared to handle an emergency with hazardous materials. Thirdly, the Training Division will continue to work and make progress towards the development of a live fire training facility on our training grounds. GFD needs a live fire training facility to develop the skills used when making an interior fire attack. As modern fire behavior and dynamics change due to construction and fuel loads we have no method of sharpening our skill of making an interior fire attack. This single duty can easily be the most stressful situation that we can be called to complete. Our ability to make decisions, maintain situational awareness and teamwork dynamics need to be on point. It is difficult to hone those skills without the real time stress that a live fire training facility can create. An additional need for the live fire training facility arises from our newest generation of firefighters. We should be planning for the future and thinking about succession. It is the responsibility of the older generation to training up the younger generation in order to assure the community is protected.

The programming for 2017 will be focused to meet the needs of our newest firefighters. We currently have 18 members with five years or less on the department. 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.



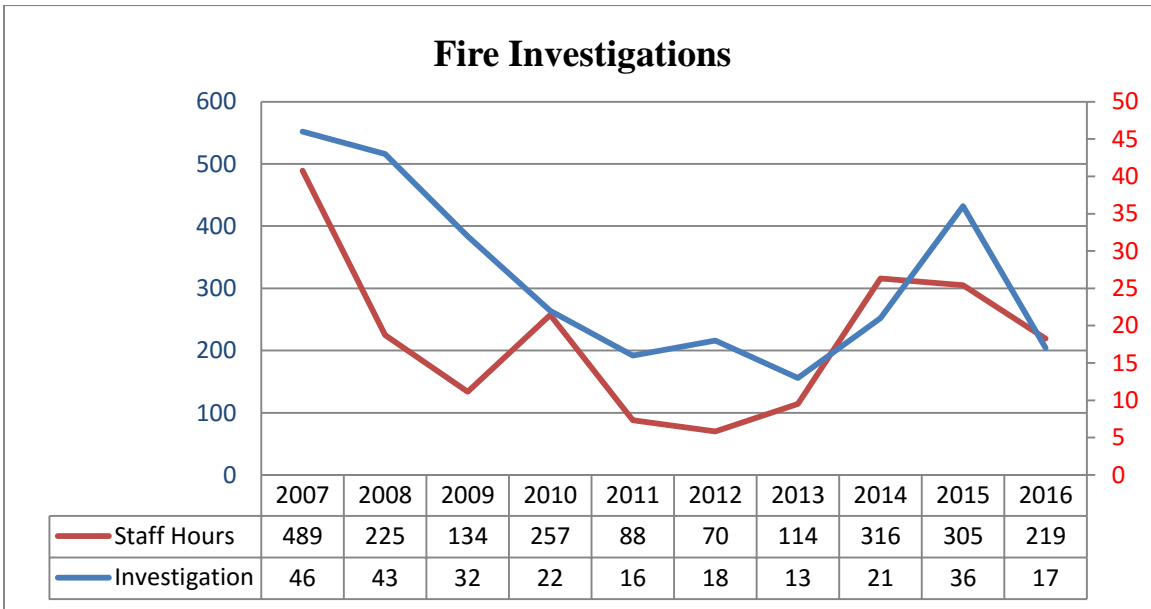
The Training Division is looking forward to accomplishing our goals for 2017. The Department will achieve many great things if we work together and strive for improvement.





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

In 2016, the division investigated 17 fires, a 53% decrease from 2015, and recorded 219 hours for an average of 13 hours per investigation.





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

2016 was another very busy and productive year for the Fire Prevention Bureau. In 2016 the City of Goshen has witnessed major growths in construction development. I have been very busy conducting plan reviews and inspections for these projects. We have also been using the newly implemented Technical Review process, a multi department effort to ensure correct site development.

As always, we work very close with our local businesses to ensure public safety in accordance with the Indiana Fire Code. We are very grateful to have so many business owners and managers who care and work to correct fire code violation issues.

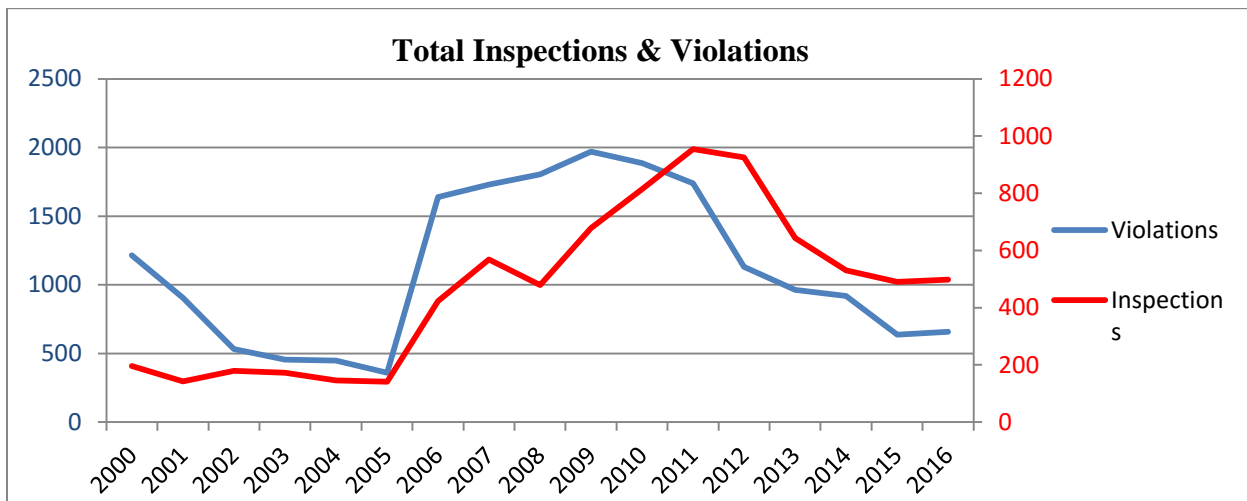
2016 was a year full of transition for the Fire Prevention Bureau. With the promotion of Mike Happer to Assistant Chief of the fire department, I was promoted to Chief Fire Inspector, overseeing the division. We also promoted Private First Class Matthew Stamm to the position of Fire Inspector. Inspector Stamm has been a great addition to the Fire Prevention Bureau and is in the process of finishing with his Indiana Fire Investigator certification class. We have also been fortunate to have Goshen Police Officer Jennifer Pauls assigned to assist the division with the investigations of arson fires; Officer Pauls is also finishing her Indiana Fire Investigation certification class.

Goshen Fire Department's Fire Prevention Bureau is responsible for conducting fire origin and cause investigations on all reported fires in the City of Goshen, which is required by Indiana state law. Through our investigation of the cause and origin of fires, we are able to help find ways of preventing fire in the future. Our fire investigators are as

followed: Assistant Chief Mike Happer, Battalion Chief Scott McDowell, Captain Bruce Nethercutt, Sergeant Anthony Powell and Chief Fire Inspector Scott Thomas.

Our goal is to help keep Goshen a safe place to live, work, and visit for years to come. We could not do our part without the support of the fire department administration, our shift fire crews, city leaders, and most importantly the support of our community. We look forward to Goshen’s growth in 2017.

	2010	2011	2012	2013	2014	2015	2016
<b>Inspections</b>	815	955	925	644	530	490	498
<b>Violations</b>	1887	1738	1131	962	919	636	657
<b>Violations per inspection</b>	2.3	1.8	1.2	1.5	1.7	1.3	1.3
<b>Average inspections per month</b>	67.9	79.6	77.1	53.7	44.2	40.8	41.5





➤ **Fire Prevention/Education**

*Sergeant Matt Whitford Public Education Coordinator*

This past year, 2016, was another productive year for the Public Education Division of the Goshen Fire Department. Our division performed more than 1000 hours at our local schools for fire prevention and education. In addition, we had the opportunity to attend the Day of Diversity Festival at Rogers Park, the Elkhart County 4-H fair, and numerous other community events throughout the year. With the exposure to our community, especially the youth, we are developing a strong understanding of fire safety and prevention.

We have provided more than 200 hours of fire extinguisher training throughout the year to local businesses. These businesses have made donations in excess of \$5000 to help fund the Public Education Division. Without these donations we would not be able to provide this vital service to our community.

Looking forward, we hope to continue to provide these valuable services, attend even more events and hopefully develop more ways to educate on fire prevention.

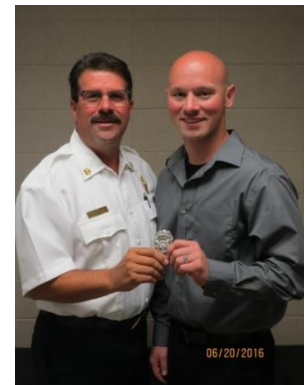
➤ **Human Resources**

As of December 31, 2016, the department is staffed with 56 sworn personnel and 1 civilian administrative assistant.

**Change in Rank**

Happer, Michael	18-Jun	Assist. Chief
Krezel, Jeremy	10-Feb	Pvt.
Lehman, Bryant	10-Mar	Pvt.
Linn, Patrick	16-Jun	Sgt.
Mason, Lucas	25-Aug	Pvt.

Masbaum, Michael	16-Jun	Pvt.
Phillips, Bill	17-Jun	Lt.
Stamm, Matt	19-Sep	Inspector
Thomas, Scott	16-Jun	Chief Insp.
Yoder, John	24-Mar	Pvt.



## Retirements / Separations

Hursey, Craig	18-Jun	Retired
Ramer, Jim	10-Feb	Retired

Thibodeaux, Tyler	6-Jun	Separation
Clark, Christopher	31-Mar	Separation



## Appointments

Dunithan, Matthew	6-Sep
Stamm, Kyle	17-May

Haberstich, Cameron	21-Jun
Szuba, John	12-Jul



## Perfect Attendance

Mason, Lucas	Phillips, Bill		
Krezel, Jeremy	Brown, Brian		
Heeter, Shane	Stamm, Kyle	Castetter, Kit	Powell, Anthony
Schrock, Steffen	Masbaum, Michael	Crisp, Erik	Miller, Jason
Schrock, Phil	Priem, Andrew	Wortinger, Corey	Snyder, Courtney
Haberstich, Camron	Szuba, John	Yoder, John	Dunithan, Matthew



# In Memoriam



Shari Lynn Bontrager (FF Lyle Bontrager`s wife) April 4, 1963 - July 25, 2016

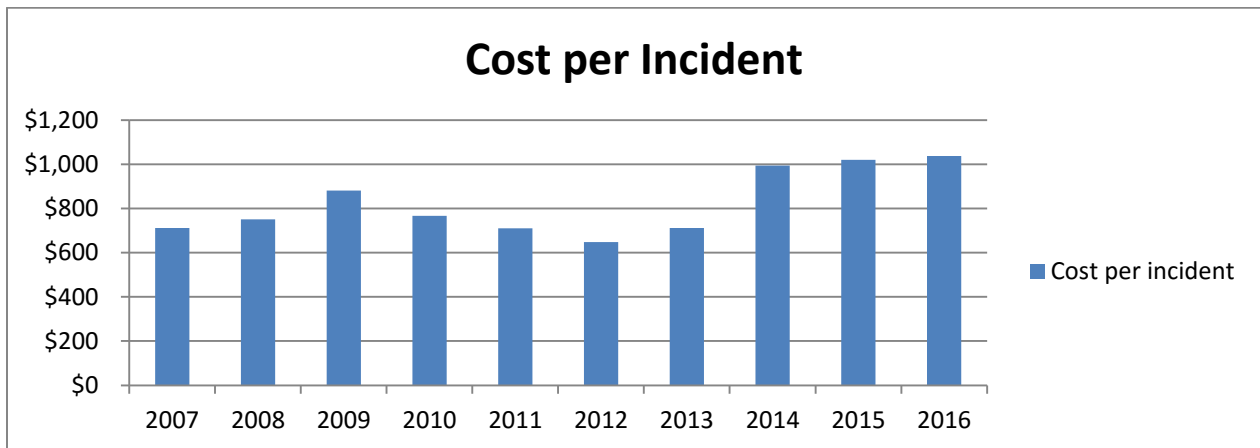
Chief Inspector Martin McCrindle (Retired) December 4, 1949 – August 8, 2016

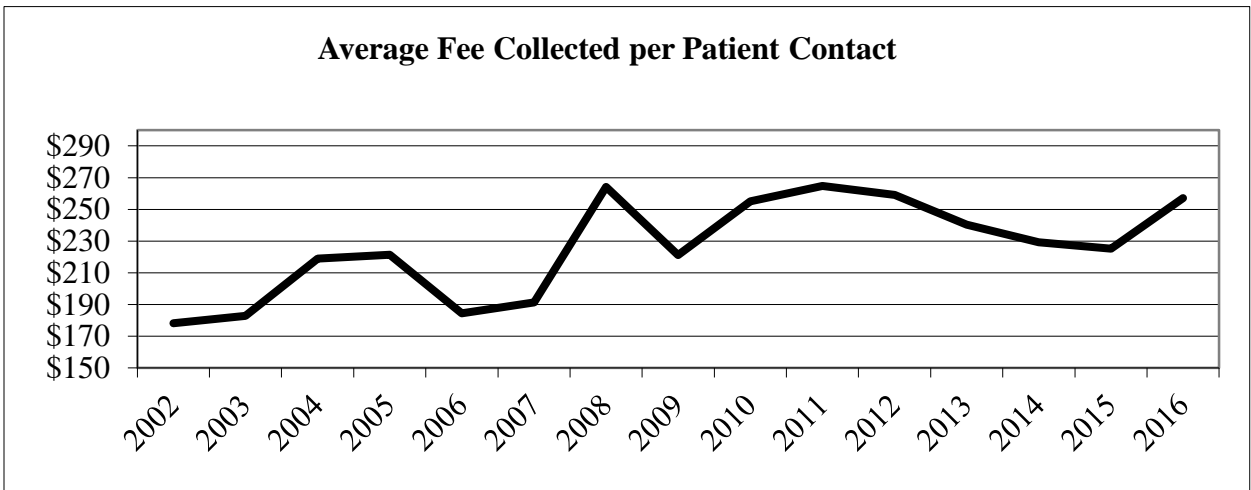
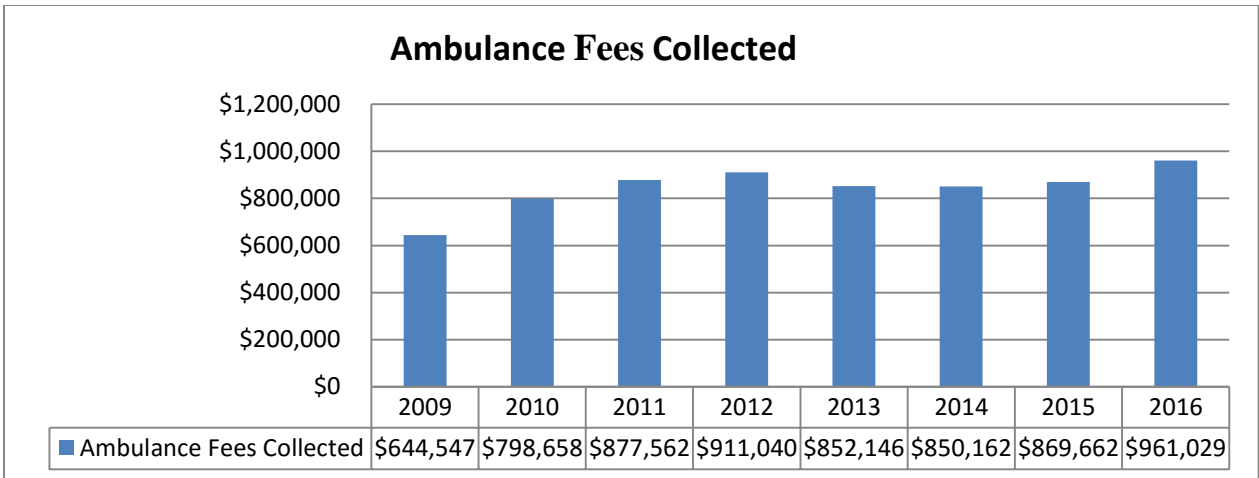


➤ **Budget**

	2011	2012	2013	2014	2015	2016
<b>Budget</b>	\$3,540,120	\$3,488,459	\$3,727,639	*\$5,047,623	*\$5,285,743	*\$5,372,014
<b>Ambulance Fees Collected</b>	\$877,562	\$911,040	\$852,146	\$850,162	\$869,662	\$961,029
<b>Fire Budget (minus) Amb. Fees</b>	\$2,662,558	\$2,577,419	\$2,875,493	\$4,197,461	\$4,416,081	\$4,410,985
<b>Avg. Amb. Fee collected per contact</b>	\$265	\$259	\$240	\$229	\$225	\$257
<b>Cost per Incident</b>	\$710	\$648	\$711	\$994	\$1,020	\$1,037

**\*2016 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 2016. Additional data may be available upon request.

*Dan Sink*

Chief of the Department