



# Goshen Fire Department 2009 Activity Report

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## Message from the Chief



On behalf of the Goshen Fire Department, it is my pleasure to submit our 2009 year-end report. Our goal at GFD is to always promote and enhance the health and safety of the citizens we serve. Our staff at GFD and the team effort involved in supplying all of our services requires a tremendous amount of dedication; often community service comes before personal needs and comfort. Because of this level of commitment to community service, our staff continues to be our greatest asset. This report cannot capture every individual effort but I do hope that it will provide you with an overview of your fire department's activities for 2009.

The following is a snapshot of our accomplishments in 2009. From our experience with 12-lead EKG field acquisition and through the combined efforts of Goshen Fire, Elkhart Emergency Physicians, Goshen Health Systems and Midwest Cardiology, we are reviewing and reshaping our process to meet the goal of transmitting 12 lead EKG's from the field to the emergency room. Facing an uncertain economic climate in 2009, we restructured our inter-local ambulance service agreements and to date, four area townships have returned, signing on for GFD Paramedic response. Pvt. Jerod Erb and Pvt. Scott Thomas will be graduating from Paramedic School in April and are beginning a new chapter in their careers at GFD.

In 2009, we completed rope rescue training to the operations and technician levels along with coordinating swift water rescue pre-requisites for training. We acquired the state's Live Fire Trainer trailer through the Indiana Department of Homeland Security (IDHS) and partnered with other area fire departments for state funded live fire training. I

am also pleased to report that, along with six area departments, we are participating in an IDHS District II Swift Water/Flood Response Team. This team will be activated by the Governor of Indiana for disaster response needs across the state.

Our Public Education Division partnered with Goshen Community Schools, Red Cross, Safe Kids, and the Chamber of Commerce in various events that included extrication demonstrations, fire safety education, and First Aid training. We have completed the first year phase-in of our quartermaster system for personal protective equipment (PPE). This program, when fully developed, will provide PPE for our staff on a nationally recommended replacement schedule and will ensure continuity of up-to-date PPE.

Our goals for 2010 are as follows. We will begin installation of our new EMS patient care reporting software allowing electronic filed reporting, targeting a June 2010 completion date. Our commitment to technical rescue training will continue and include confined space and vehicle extrication operations certification. We will also continue sending staff to the South Bend River Rescue School at the East Race further enhancing our water rescue capabilities. In addition, we will participate in new incident command training for our officers. Our opportunities for improvement are endless but restricted primarily by time. As with most municipal agencies in Indiana, our largest challenge in 2010 will be budget-related due to property tax changes that impact local government funding.

In summary, I believe that with our dedicated staff, your fire department has met and exceeded the challenges of 2009. Credit for this report should go to our division heads Paramedic Chief Kit Castetter, Inspector John Alheim, Lieutenant Steffen Schrock, Lieutenant Mike Bontrager, and Office Manager Kimberly Whitehead and especially to Assistant Chief Jim Ramer who coordinates all of the reporting groups. He has done an outstanding job of bringing our productivity into focus for you to review. In meeting these new challenges, we will persistently and professionally work at all phases of care and protection for the citizens of Goshen with

**PRIDE, HONOR and INTEGRITY.**

*Danny Sink*

Chief of the Department

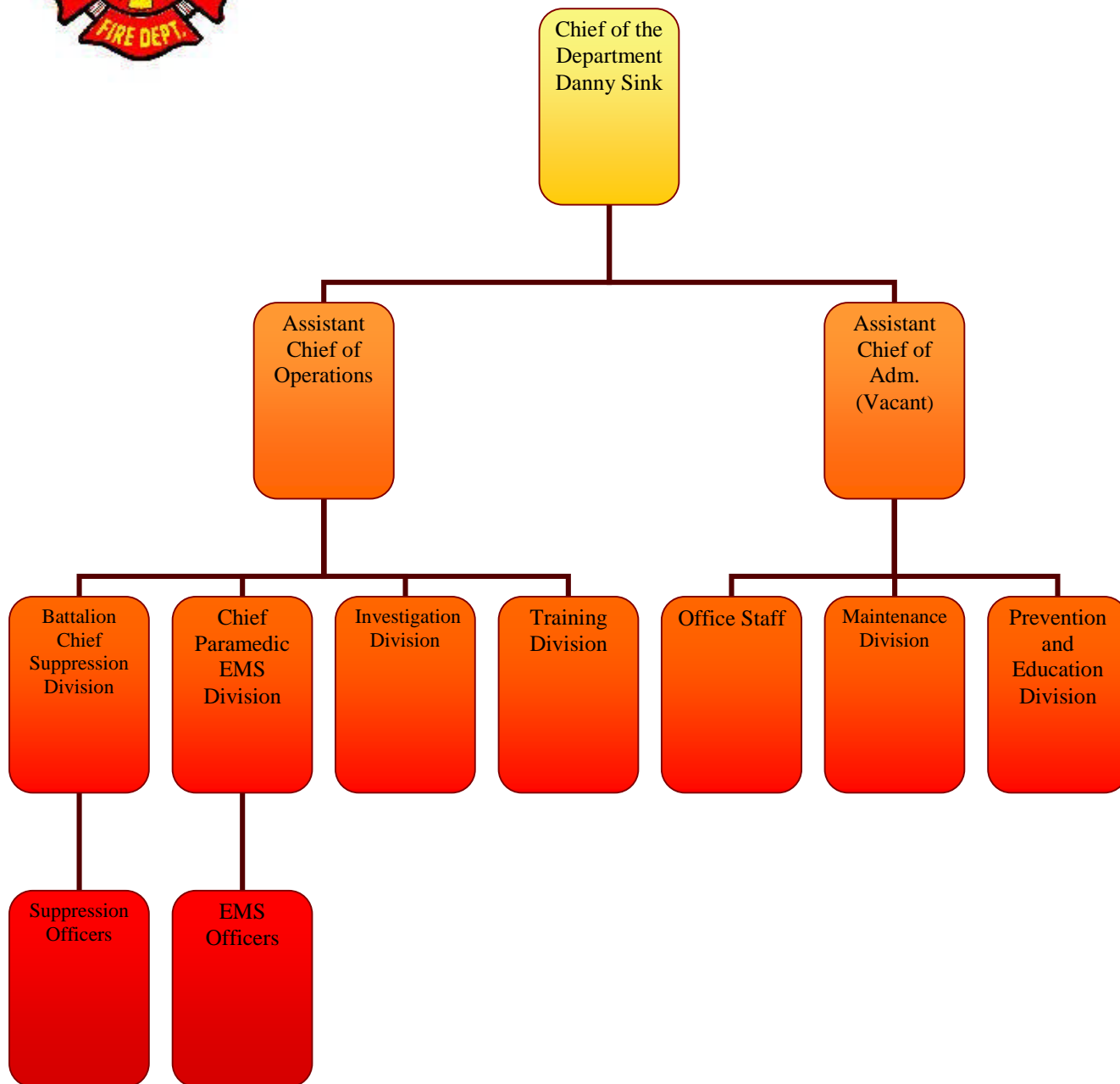


## Goshen Fire Department Mission Statement

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



# Goshen Fire Department Organization Chart





**Overview:**

The Goshen Fire Department responded to 3,326 calls in 2009, a -4.5% decrease from 2008. This included 2,914 EMS patient contacts, a reduction of -0.6 % from 2008. In 2009, 698 fire related calls



were received, a -1.5% decrease from the previous year. Average response time for the first arriving unit on emergency calls in the city was 4:18 minutes, a 3.5% increase from 2008.

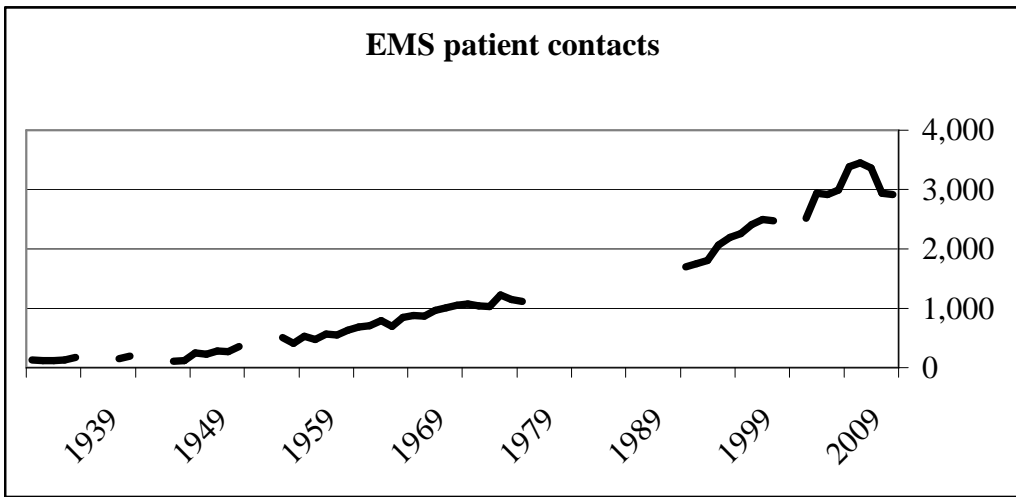
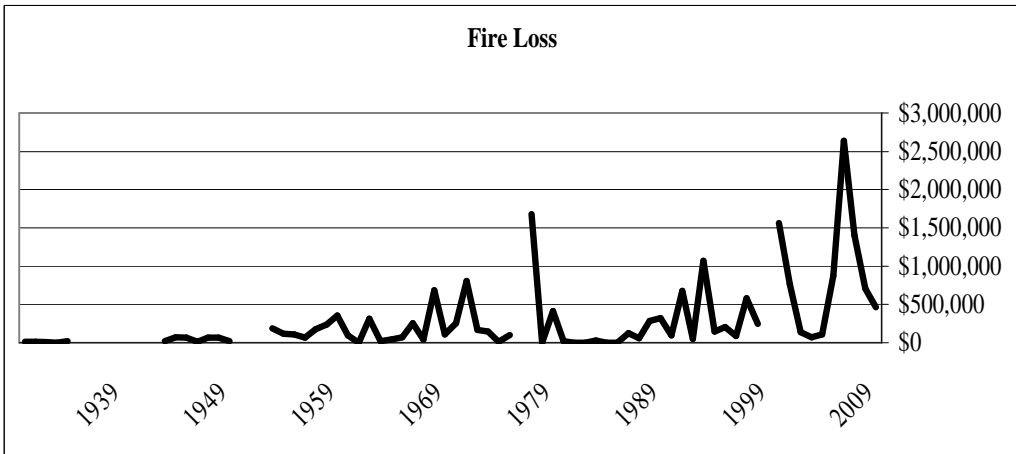
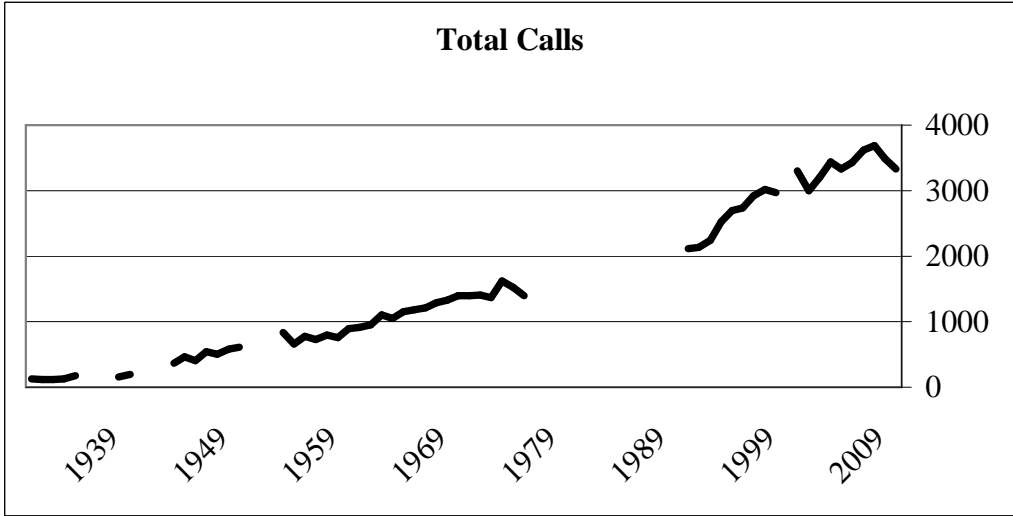
The annual dollar loss from investigated fires was estimated at \$465,857, down 38% from 2008. The percent of property value saved in structures fires during 2009 was 95% compared to 94% in 2008.

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



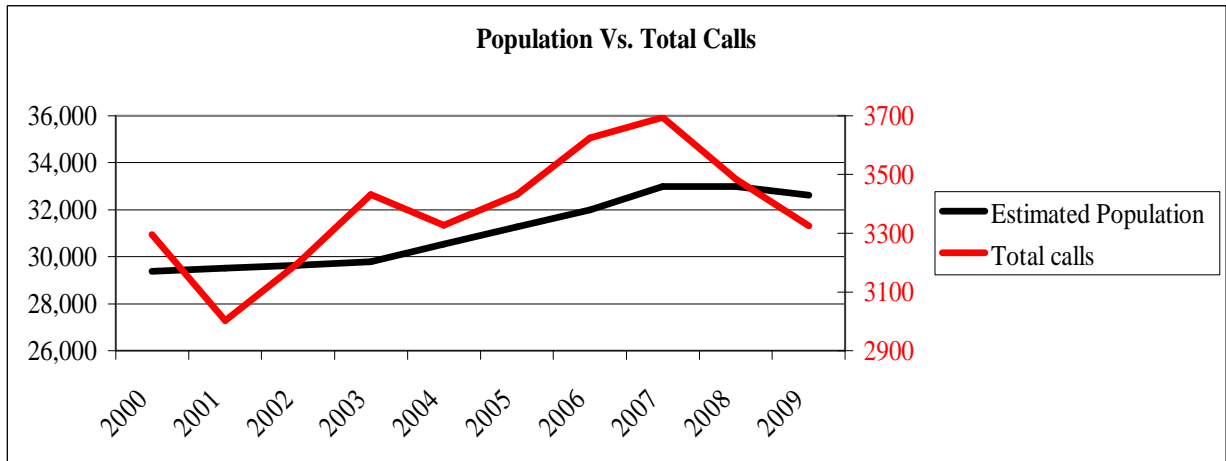


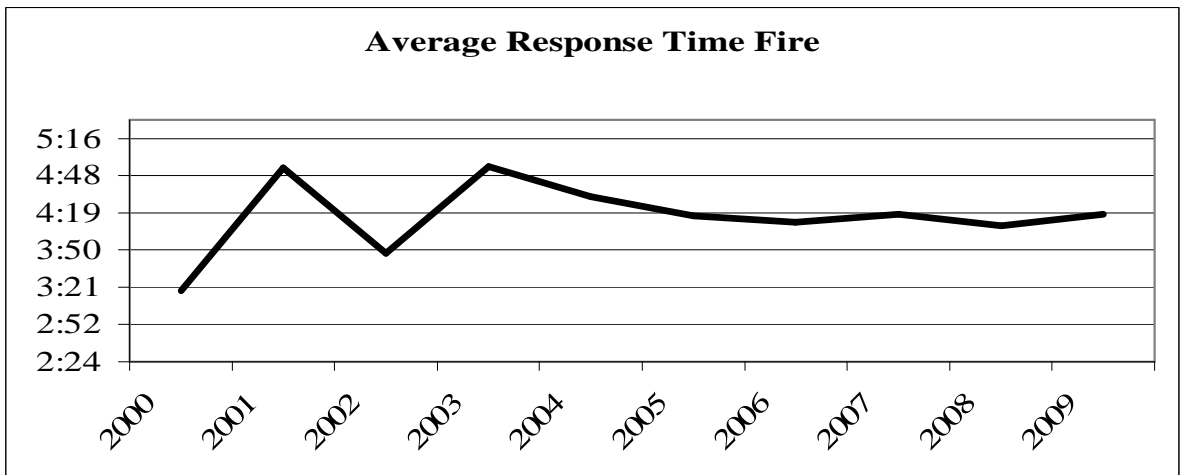
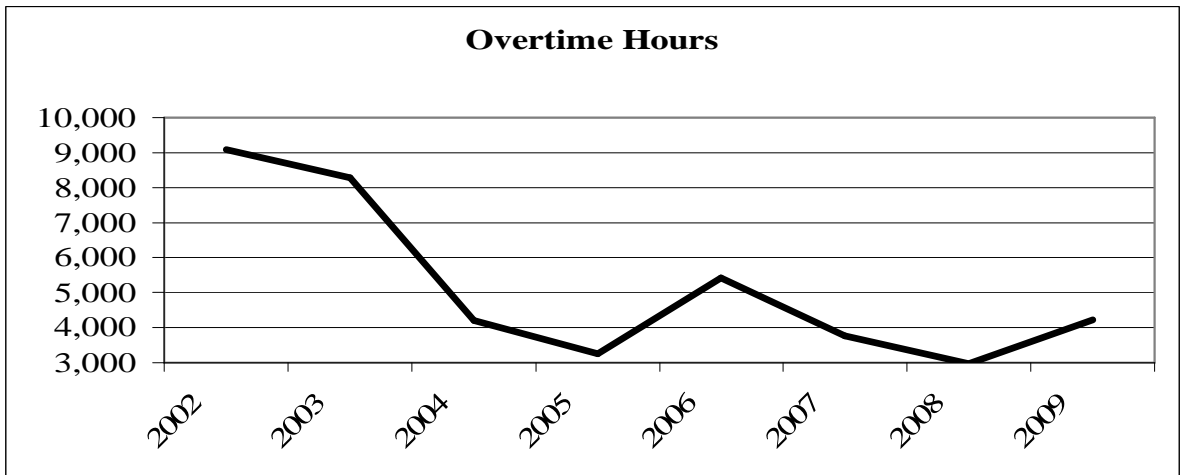
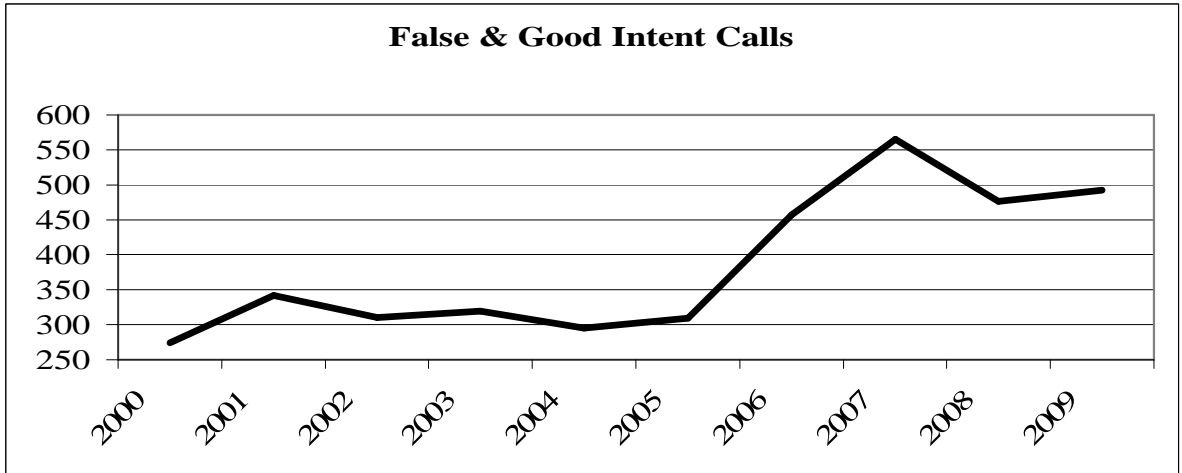
# Operations

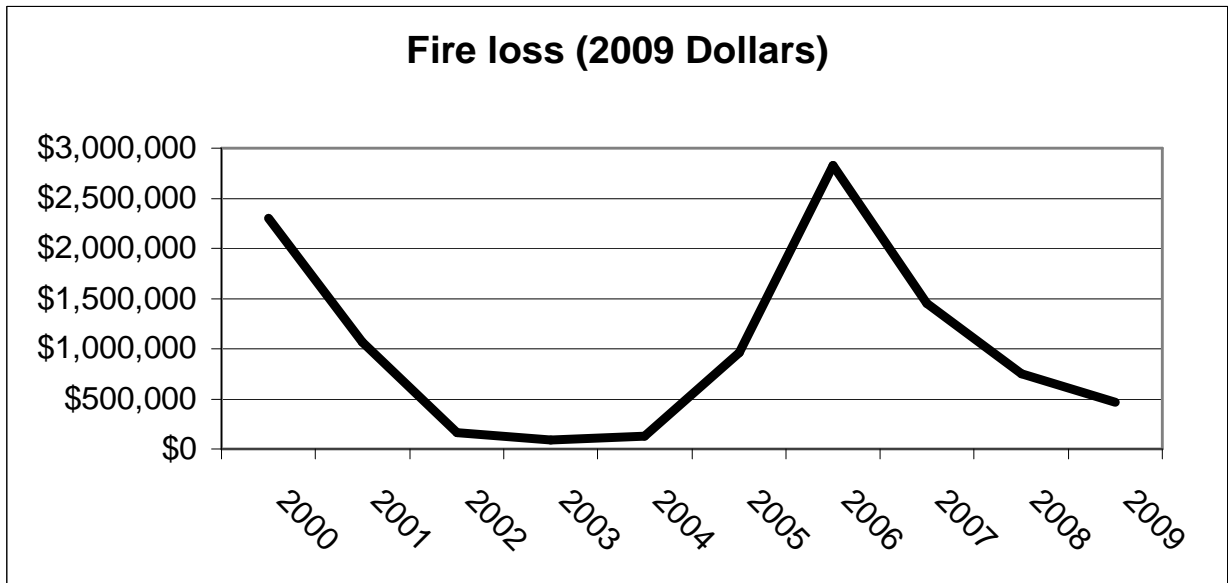
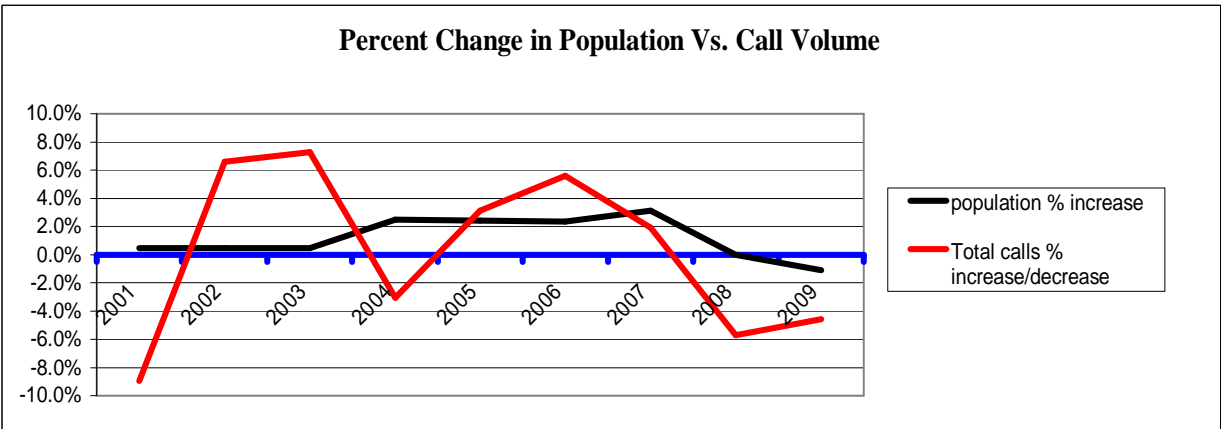
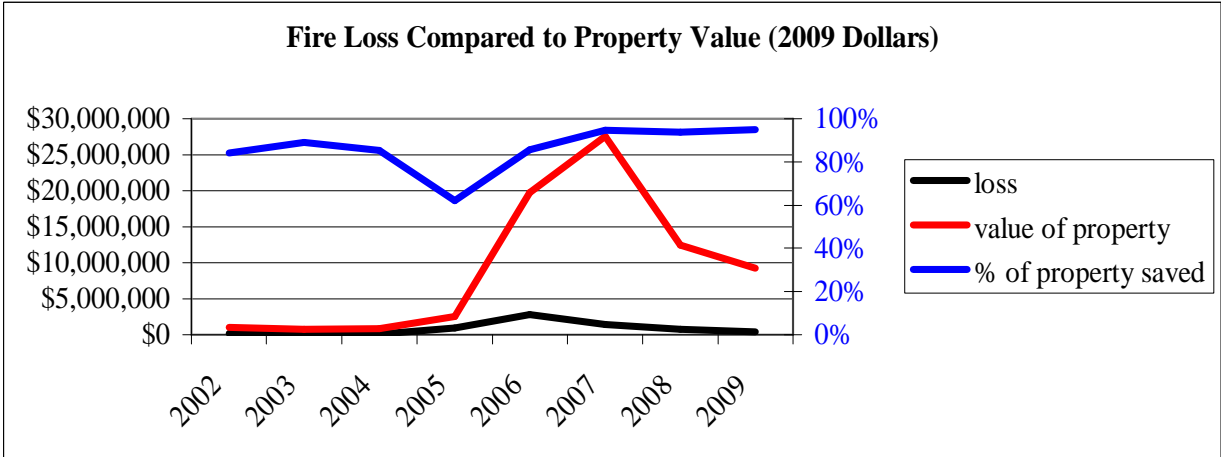
➤ **Suppression** – *Assistant Chief of Operations James Ramer*

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

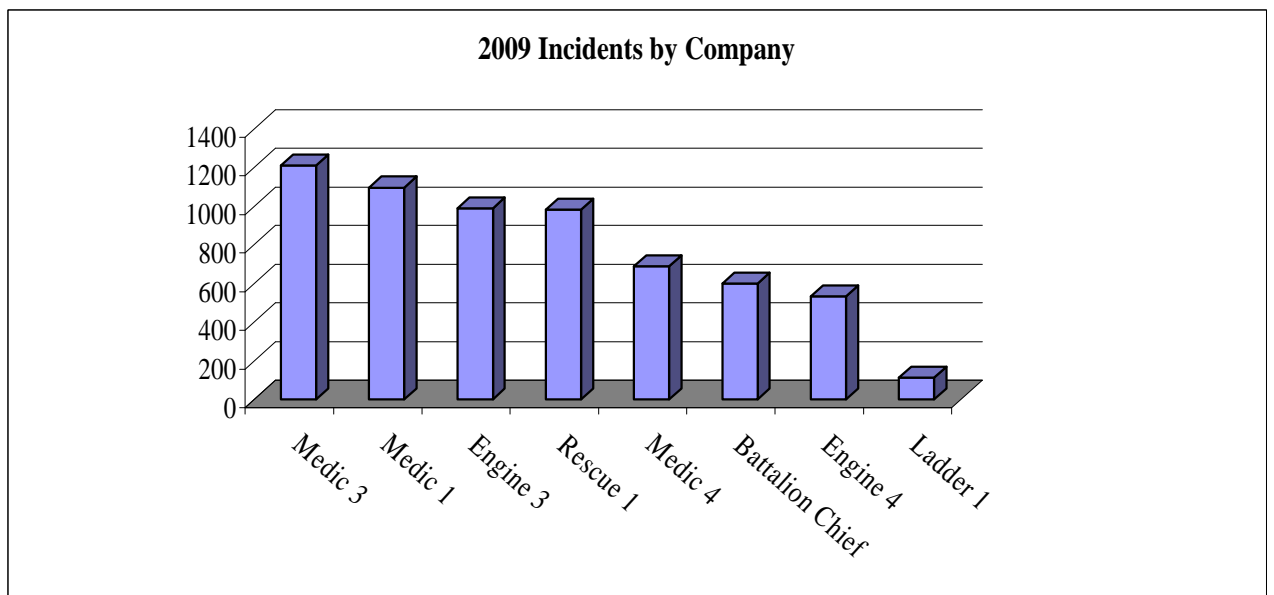
	2003	2004	2005	2006	2007	2008	2009
Estimated Pop.	29,787	30,528	31,269	32,000	33,000	33,000	32,630
Total Calls	3433	3328	3432	3624	3694	3485	3326
EMS Patients	2912	2992	3391	3453	3366	2934	2914
EMS Assists	1253	1325	1434	1668	1662	1645	1564
Fire/Haz Conditions	265	257	307	238	208	214	184
Vehicle Fires	30	33	21	28	19	19	22
False Calls	319	295	309	457	565	476	492
Overtime Hours	8271	4200	3246	5419	3769	2965	4222
Avg. Response Time	4:55	4:32	4:17	4:12	4:18	4:09	4:18
Loss	\$87,788	\$125,180	\$965,724	\$2,828,662	\$1,448,187	\$755,465	\$465,857
Value of Property	\$797,248	\$858,959	\$2,547,989	\$19,762,172	\$27,569,144	\$12,437,895	\$9,251,157
% of Property Saved	89%	85%	62%	86%	95%	94%	95%
Calls/Day	9.4	9.1	9.4	9.9	10.1	9.5	9.1







2009	Engine Hours	Miles	Incidents	Engine Hours/Incident	Miles/Incident	Incidents/Day
Medic 3	1086	8628	1210	0.90	7.13	3.3
Medic 1	904	11739	1097	0.82	10.70	3.0
Engine 3	736	7792	988	0.74	7.89	2.7
Rescue 1	542	3477	983	0.55	3.54	2.7
Medic 4	814	9620	688	1.18	13.98	1.9
Battalion Chief	n/a	4548	600	n/a	7.58	1.6
Engine 4	591	n/a	532	1.11	n/a	1.5
Ladder 1	128	564	113	1.13	4.99	0.3



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



2009 proved to be both a rewarding and challenging year for Goshen Fire Department's EMS Division. Acquisition and transmission of 12-lead electrocardiograms was stymied early in 2009 by the sale of our cardiac monitoring company, Welch Allyn, to another vendor. Numerous issues related to service and maintenance occurred throughout the year forcing our department to explore monitor replacement options much earlier than anticipated. Quality patient care was diligently maintained as we worked towards a solution. Following a thorough review of Physio Control, Zoll, and Philips brand cardiac monitors, we found our solution in Philips. The monitors are on order with a January 2010 expected delivery date.

Healthware Solutions, our EMS reporting software, was also sold to another vendor. Technical support and updates for Healthware, our current patient care reporting system, will be terminated in December of 2010. A long term fire department goal has been to integrate fire and EMS reporting and this process was expedited by Healthware Solution's sale. Zoll ePCR was chosen as a replacement for our current system as it will interface with our current fire reporting system. This acquisition will facilitate a completely integrated records management system for our department. The new software allows utilization of a user-friendly system that will be markedly more efficient in records management for our department. Paperless EMS reporting and electronic signature capture will become a reality in early 2010 which will reduce our paper reports dramatically.

Inter-local agreements with outlying townships were restructured and executed in 2009. The restructuring has allowed our department to better compete with other ALS providers for township call volume. We were able to add several townships to our response area in addition to increasing call volume in townships already contracting with us.

Refrigerators were installed in all Goshen Fire Department ambulances and the therapeutic hypothermia protocol is fully functional at Goshen General Hospital. Our updated protocols will involve cooling resuscitated cardiac arrest patients to prevent neurological impairment and improve post arrest outcomes. Fluid warmers are also being utilized by Goshen Fire Department medics. Mass fluid infusions and associated hypothermia have the potential to adversely affect the trauma patients' outcomes. Warmed fluids will help to prevent heat loss in this patient population. Carbon monoxide

sensors have been purchased and will be placed in the ambulances early in 2010.

Firefighter rehabilitation capabilities will be greatly enhanced with this new technology as will, assessing and treating patients with carbon monoxide exposures.

Power cots have been purchased to help mitigate back strain and injury for EMS personnel who are frequently required to lift/move heavy patients. The cots have a 700 pound lift capacity and are ergonomically designed to maximize lifting form. This will help to decrease work-related back injuries and associated sequela. New stair chairs with tracks for sliding, instead of lifting, patients up and down stairs have also been purchased to complement our power cots. This will help to prevent back strain and injury as well.

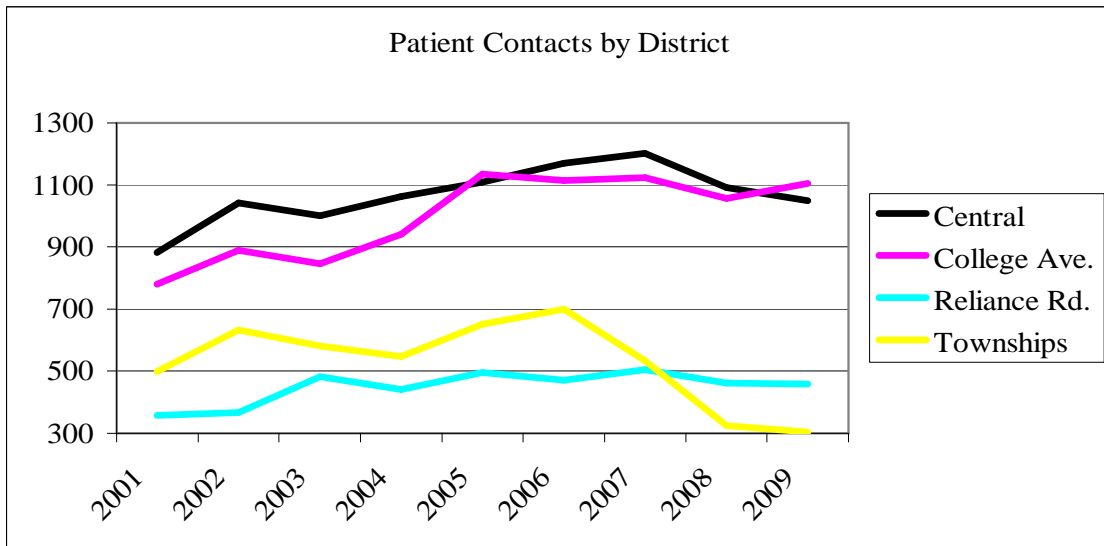
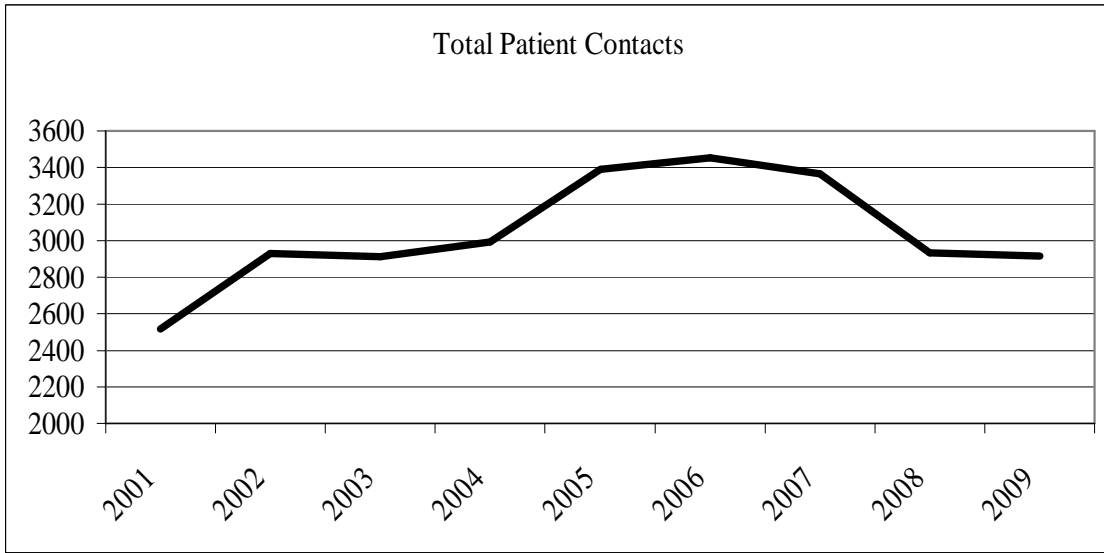
2010 goals will be diverse and challenging. Focusing on implementing the Zoll ePCR and becoming completely paperless is a priority for the year. Ambulance safety will be addressed with supplemental restraint systems, priority responses, and new siren technology being investigated. We will continue in our efforts to optimize training opportunities for our members while staying current with ever changing EMS trends. I anticipate another busy and rewarding year for Goshen Fire Department's EMS division and look forward to reporting on our progress next year.

In 2009, the department had 2,914 patient contacts which were -0.1% less than 2008. The table below shows total patient contacts and contacts per station for 2002 - 2009.

	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>Central</b>	1041	1001	1062	1109	1169	1202	1092	1049
<b>College Ave.</b>	890	847	941	1135	1114	1124	1056	1104
<b>Reliance Rd.</b>	367	483	442	495	471	505	462	458
<b>Townships</b>	633	581	547	652	699	534	324	303
<b>Total Patient Contacts</b>	2931	2912	2992	3391	3453	3366	2934	2914



These graphs represent the data from the table.



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



As the Goshen Fire Department Training Division looks to the future, we are guided by the Latin phrase “Semper Paratus” which means “always ready.” In 2009, Goshen Fire Department personnel trained diligently at being ready.

While the topics of fire, hazardous material, and vehicle rescue were trained on, the emphasis for the year was placed on technical rescue. By utilizing the NFPA 1670 training matrix, the training division efforts were focused on meeting prerequisites for the technical rescue disciplines of rope rescue, confined space rescue and swift water rescue. In early 2009, personnel completed the fifty-hour state course for rope operations/technician. Currently, 27 personnel are certified to the rope operations level and 10 are certified to the technician level. The remaining personnel will be tested in the new year.

The department was able to send a total of eight personnel to the Indiana River Rescue School located at the River Race in South Bend, IN. Four personnel were trained to the operational level for swift water rescue and the remaining personnel were trained to

the technician level. A rewarding opportunity for GFD in the summer of 2009 was an invitation to be a part of the Indiana Department of Homeland Security District II Flood Rescue Team. This newly developed team consists of personnel from five area departments and when requested will respond to both state and federal emergency. Being part of such a team is a first for the Goshen Fire Department.

Throughout the year, we continued to develop our air management program which was started in late 2008. Self-contained breathing apparatus, (SCBA) air management is a vital part of our profession. The goal of this program is to help our firefighters establish times for personal work cycles while becoming more confident in completing fire ground skills while breathing self contained air. The program also includes SCBA emergency operations, confidence courses and mayday (personal emergency) training. Our profession is unique in the fact that once we don a SCBA and begin breathing bottled air we must know at what rate we are consuming the air. The goal is to train our firefighters to better manage their breathing air while working.

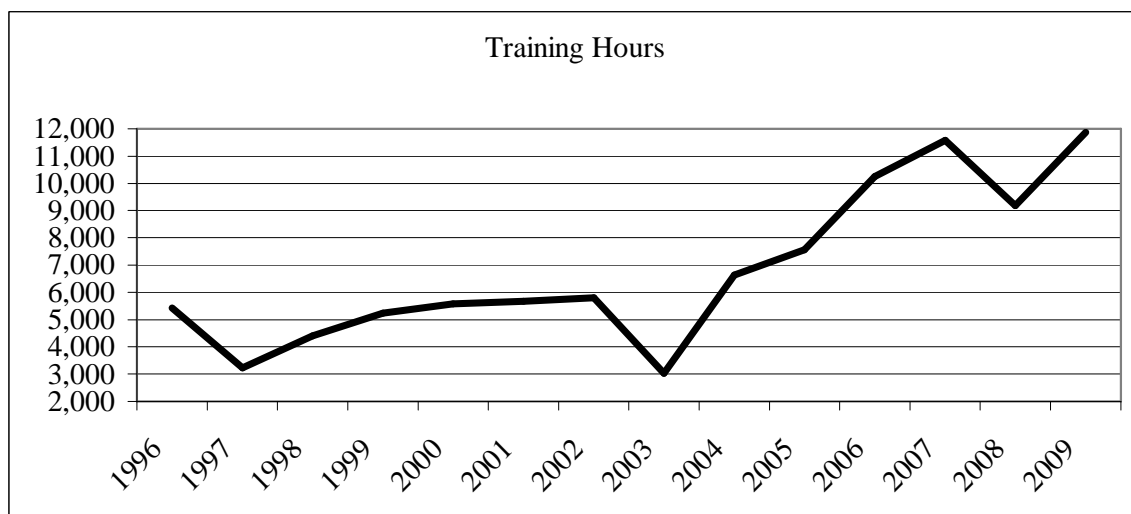
In November of 2009, the department was fortunate to have the opportunity to host the State of Indiana Department of Homeland Security's "Mobile Fire Trainer." Hosting the trainer afforded us valuable experience in working and training with over sixty firefighters from surrounding agencies. This opportunity has opened many doors and has helped bring light to the vision of future trainings at GFD.

Other programs that have been refined during 2009 include preplan procedures, company trainings and scenario based trainings. The preplan procedures have been refined into a manageable and productive tool for the department. The utilization of our apparatus mounted mobile data terminal has made accessing the preplanned information

easier. Company trainings occur on a monthly basis and are in addition to the department regular training. Company trainings are designed to improve communication, teamwork, knowledge and leadership within the work group. Scenario-based trainings were used in 2009 during rope rescue training, hazardous materials and vehicle rescue training. The training division will continue utilizing scenario-based training in 2010, with greater emphasis being placed on joint EMS, fire/rescue trainings.

As 2009 came to a close, preparations for confined space training and goal setting for 2010 occurred. A new training schedule that will bring better balance of fire and EMS training to the department will be implemented. The training division learned many lessons during 2009. We will do our best to apply those lessons as new training objectives and schedules are developed. In 2010, you can expect to see challenging and progressive objectives that are more manageable for our day-to-day operations. The division will continue to improve our network of resources and expand our ability to train with other departments. As firefighters, we have a duty to provide a service to our community. We have a duty to be always ready.

***Semper Paratus.***

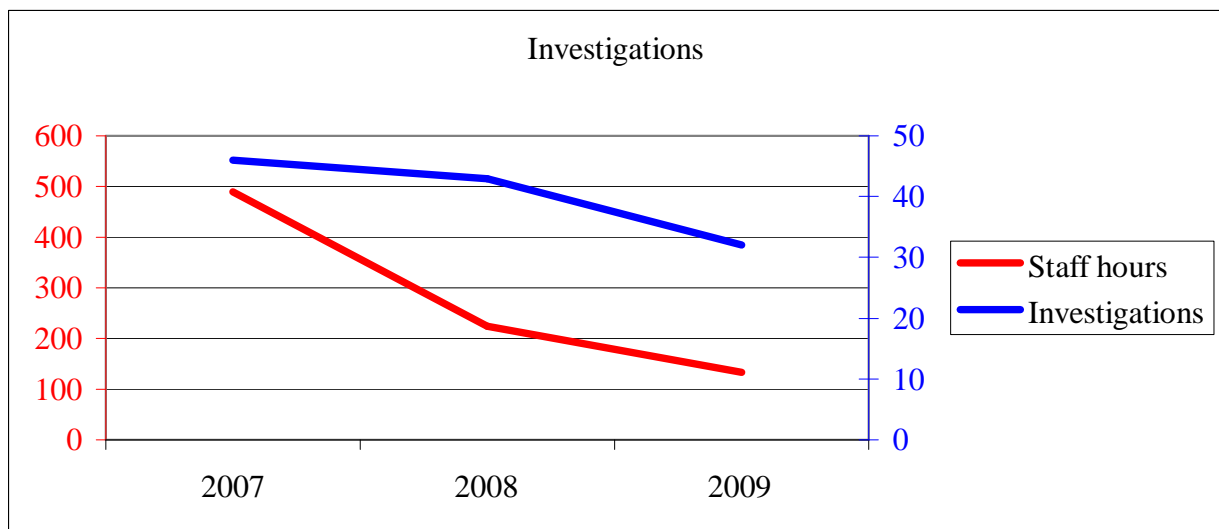


➤ **Investigation** - *Assistant Chief of Operations James Ramer*



In 2009, the division investigated 32 fires, a -25.6% decrease from 2008, and recorded 134 hours for an average of just over 4 hours per investigation. Of these 32 investigations, 4 were determined to be arson. This translates to 12 arsons per 100,000 population and compares favorably to 2008 reports from Elkhart at 59/100k and South Bend at 72/100k.

Lt. Craig Hursey resigned from the division and Sgt. Anthony Powell was added. Sgt Powell is NFPA certified and will receive additional training with the goal of being placed on the on-call investigator schedule in July and become CFEI certified in 2011.



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



The Fire Prevention Bureau was extremely busy in 2009 performing 678 inspections/re-inspections and finding 1,971 code violations. This represents a 29% increase in inspections and an 8 % increase in violations compared to 2008. Twenty-seven complaints were investigated and 22 consultations were afforded. I believe the bureau has had a positive impact on safety for the City of Goshen and our firefighters. The majority of facilities have cooperated and yet some businesses resist changes required for Life Safety.

In 2009, the bureau inspected all 93 restaurant facilities in the City of Goshen including those that serves ancillary food and beverages. Regrettably, some continue to ignore fire code violations and require continuous attention. Code violations with

uncooperative facilities present an enforcement dilemma. The State Fire Marshal's representative has been required three times for serious Life Safety violations. While the Marshal's office is cooperative, the State of Indiana lacks both staff and time to deal with local code issues. I have continued to work in partnership with Elkhart County's Health Department to remedy safety violations in food service establishments. Their cooperation has been invaluable. I am currently working with the city's legal department to formulate an Ordinance that will establish authority to enforce correction of fire safety violations.

One inspection of note uncovered a facility that had 45 Carbon Tetrachloride fire extinguishers. These types of passive extinguishers were banned several years ago when the chemical was found to be a carcinogen. The fire extinguishers were removed by a company specializing in disposal of hazardous material.

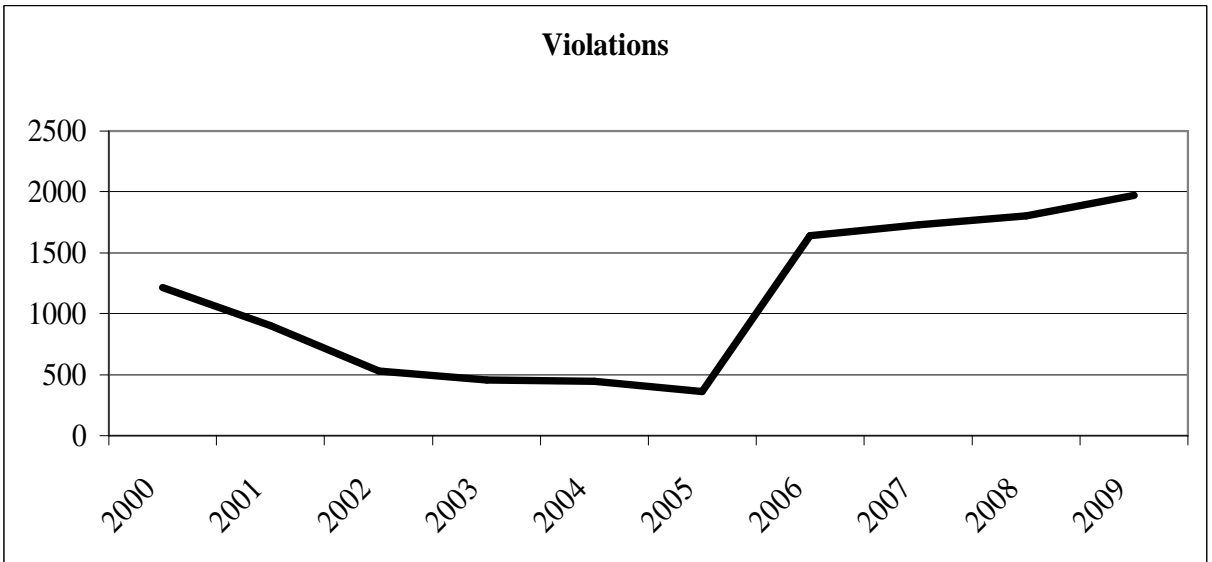
**GOALS FOR 2010:**

1. Re-Inspections of all restaurants.
2. Continuing education to enhance my code knowledge.
3. Completion of an Ordinance to provide enforcement authority of fire codes.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
<b>Inspections</b>	196	142	179	173	146	141	423 <sup>2</sup>	569 <sup>2</sup>	479 <sup>2</sup>	678 <sup>2</sup>
<b>Violations</b>	1214	904	531	455	447	360	1640	1731	1805	1971
<b>Violations per inspection</b>	6.2	6.4	3.0	2.6	3.1	2.6	3.9	3	3.7	2.9
<b>Average inspections per month</b>	16.3	11.8	14.9	14.4	12.2	11.8	35.3	47.4	53.2	56.5

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<sup>2</sup> 2006-2010 inspection totals includes re-inspections, previous years do not.





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



As we look back on 2009, we were pleased to see growth in a number of areas we have targeted. Our efforts to engage the public in fire safety issues again took shape by going into the public, private and alternative schools, health fairs, businesses and other venues, providing the tools and education needed to teach fire safe behavior.

One of the larger one day events, The Safe Kids Safety Scavenger Hunt held at the Elkhart County 4H Fair, saw a participant increase of nearly 50% compared to last year. Over 1162 kids signed up with 448 of those completing the hunt. Next year we hope to begin providing safety demonstrations throughout the day on the stage in the park area while the scavenger hunt is going on in order to reach and teach a larger audience.

Another major outreach is the Goshen Community Schools Health Fair. This year's event was held at Chamberlain Elementary school and was very well attended allowing us, as well as other health and safety professionals, an opportunity to disseminate safety information and services.

As in years past, we again partnered with the American Red Cross presenting Basic Aid Training (B.A.T.). This full day event was presented to the 4<sup>th</sup> grade

classrooms in the city, teaching such topics as: poison prevention, small and severe wounds management, electrical and fire safety, rescue breathing, Heimlich maneuver and 911. We are into our second year of transition as we move the Exit Drills in the Home (E.D.I.T.H.) to the 3<sup>rd</sup> grade. This program was previously presented to the first grade but it was determined the program would have a greater impact if it were presented to an older audience. 2010 will see expansion of our presence in the elementary schools to three grade levels with the unveiling of a new first grade program in hopes that repeated exposure to the fire safety message will be life long-lesson.

One very exciting acquisition in 2009 was the “Bullex ITS Extreme Fire Extinguisher Training System.” This live fire training system allows us to provide quality, hands-on fire extinguisher training in a safer, and more cost effective/environmentally friendly manner. Its portability and versatility allow for training to be provided in a wider range of places and because it runs on LP gas, is much cleaner than previous methods. We believe this will be a useful tool to provide extinguisher training to area businesses and citizens. We owe a huge debt of gratitude to the committee of the Flames & Dames Fireman’s Ball who named fire prevention and education bureau as the recipients of the proceeds from 2009’s event. Without their help, this purchase would not have been possible.

On a personnel note, Pvt. Trevor Kercher has stepped down from his position on the Fire Prevention/Public Education committee. He has been a great help and will be missed. Sgt. Travis Peak has been chosen for the position and we look forward to working with him as we continue to provide our safety message.

## Human Resources

As of December 31, 2009, the department is staffed with 51 sworn personnel and 2 civilian.

### Promotions

Jeremy Johnson	Sergeant	Jan 1
Jason Miller	Sergeant	Jun 1
Anthony Powell	Sergeant	Jun 8

### Attendance

	<u>Days Missed</u>
Kit Castetter	0
Jim Ramer	0
Jerod Erb	0
Jason Miller	0
Shane Heeter	0
Craig Hursey	1
Jeff Frank	1
Corey Wortinger	1
Bill Phillips	1
Brad Showalter	1
Brian Brown	1



### Retirements

None

### Resignations

Rob Schrock	Sergeant	Mar 7
Scott Robinson	Sergeant	Mar 9
Craig Hursey	Fire Investigator	Sept 18
Trevor Kercher	Fire Prevention/Education	Dec 31

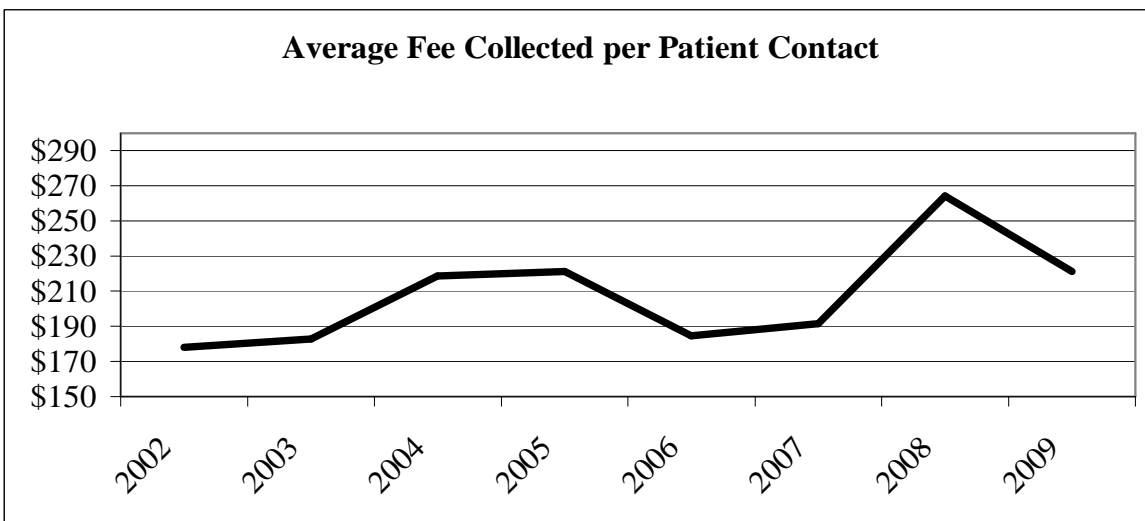
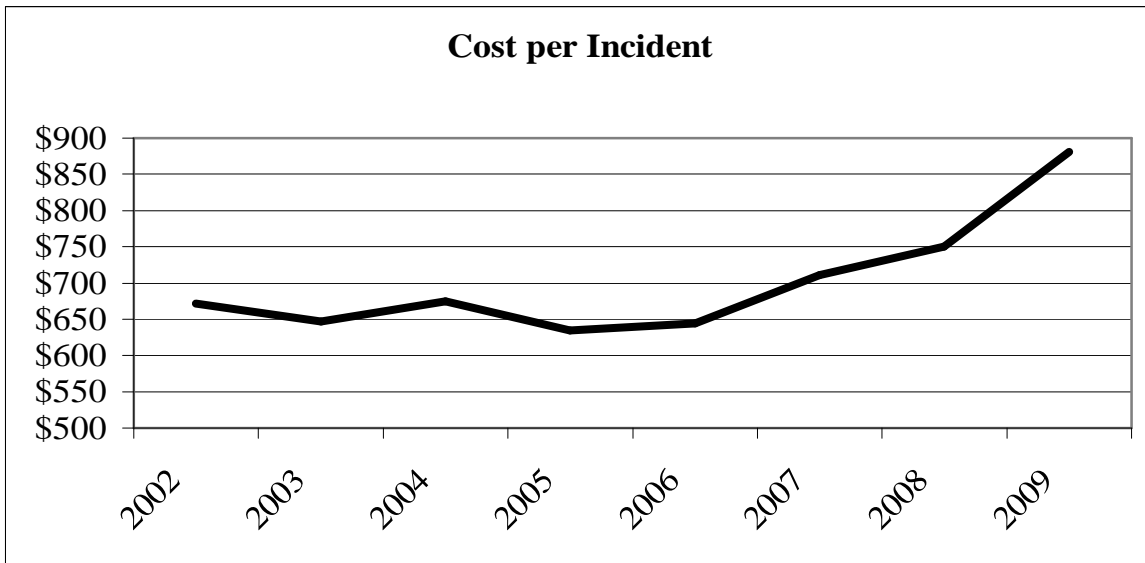


### Appointments

Anthony Powell	Fire Investigator	Dec 31
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➤ **Budget**

	2003	2004	2005	2006	2007	2008	2009
<b>Budget</b>	\$2,752,957	\$2,902,037	\$2,927,922	\$2,970,900	\$3,269,420	\$3,390,029	\$3,574,199
<b>Ambulance Fees Collected</b>	\$532,506	\$655,067	\$750,689	\$636,978	\$644,274	\$775,165	\$644,547
<b>Fire Budget (minus) Amb. fees</b>	\$2,220,451	\$2,246,970	\$2,177,233	\$2,333,922	\$2,625,146	\$2,614,864	\$2,929,652
<b>Average Amb. Fees Collected per patient contact</b>	\$183	\$219	\$221	\$184	\$191	\$264	\$221
<b>Cost per incident</b>	\$647	\$675	\$634	\$644	\$711	\$750	\$881



➤ **Summary**

This report conveys the activities of the department for 2009. Additional data may be available upon request.

***Dan Sink***  
**Chief of the Department**