

Community Services & Facilities



Photo by: Lou Putnam

VISION

Goshen will offer residents, businesses and visitors excellent community services. The City will develop programs that generate or conserve energy, reduce waste and promote responsible use and reuse of resources.

GOALS & OBJECTIVES

C-1: Provide and maintain excellent public facilities

A public facility is established for the benefit and service of residents. These may include schools, parks, libraries, streets, water and sanitary sewer, waste facilities, as well as fire and police buildings. Goshen's public facilities will meet the community's health, recreation, social and cultural needs. They will be well-maintained, sustainable and accessible for all residents.

1. Incorporate civic plazas, gathering places, courtyards, sidewalk extensions and other amenities in redevelopment and new development
2. Develop green guidelines for the maintenance of public green space and landscaping
3. Use energy conservation strategies in all City buildings
4. Maintain excellent buildings, structures, streets and other city-owned properties
5. Ensure that public facilities are accessible to all citizens

C-2: Pursue innovative ways to provide and deliver community services

Goshen has seen modest population growth over the last few decades. In order to meet the needs of a growing community, the City must be proactive in planning and providing community services. Several community services are provided by the City, while others are offered in partnership with other public agencies, nonprofit organizations and faith-based organizations.

1. Encourage partnerships between service providers
2. Support and promote services and accessibility for persons with disabilities
3. Support high quality healthcare for all residents, especially those facing physical, social, and economic barriers
4. Address homelessness in the community
5. Support and promote comprehensive child care services



Photo by: Branden Beachy

6. Explore additional avenues to communicate City services
7. Explore funding sources for community services

C-3: Provide and expand parks and recreational activities for all citizens

Parks are areas of land, often in a natural state or improved with facilities for rest and recreation, set aside for the enjoyment of the public. Parks and recreational activities for residents are provided, in part, by the Goshen Parks and Recreation Department. The Parks Department currently oversees 27 park properties and 20 miles of trails/greenways, and provides over 100 recreational programs serving 50,000 people. Parks and recreational opportunities contribute to citizens' mental and physical health, promote economic development, and provide environmental benefits to the community.

1. Support the implementation of the Goshen Parks and Recreation Master Plan and the Maple City Greenway Master Plan
2. Evaluate the feasibility of park expansions
3. Integrate parks, green space and trail connections into redevelopment and new development
4. Evaluate and strengthen underserved areas for parks and recreational amenities in the City
5. Identify strategies for reaching diverse audiences for programming and activities

6. Increase the awareness of the community's recreational resources

C-4: Provide opportunities for arts and cultural engagement

Arts and culture help to reveal and enhance the identity of a community—the unique meaning, value and character of the physical and social forms. Space for arts and cultural engagement is an important part of every community. These spaces may include theatres, galleries, cinemas and museums, as well as non-traditional spaces such as music clubs, coffee houses, and other public places. Goshen offers opportunities for arts and culture through a number of artist guilds and galleries, performance venues and events.

1. Encourage opportunities for the expression of the community's diverse cultural and artistic heritage
2. Support arts and cultural events in partnership with the private/nonprofit sector
3. Incorporate public art into community design
4. Support the development of a civic facility for cultural events

C-5: Expand opportunities for lifelong learning

Lifelong learning is broadly defined as learning that is undertaken throughout life, with the goal of improving knowledge, skills and competence, within a personal, civic and/or employment-

related perspective. Lifelong learning can occur in formal or informal environments. Opportunities for lifelong learning in Goshen are available through City services and programs, nonprofit organizations, institutions and community groups.

1. Preserve and enhance the neighborhood focus of community schools
2. Continue to use schools as community gathering places
3. Encourage partnerships of municipal and educational institutions
4. Work to address language barriers within the community
5. Maintain excellent library facilities
6. Provide opportunities for Goshen residents through the Parks Department's Lifelong Learning program



Photo from City of Goshen

C-6: Provide the finest quality, professional law enforcement services to the community

The mission of the Goshen Police Department is to improve the quality of life in the community. This mission is accomplished through a strong

partnership between the City and residents and with three guiding principles as the basis for all actions—respect, integrity and excellence. Respect for members of the department and citizens, integrity in the administration of federal, state and local ordinances, and excellence in the duty and delivery of services.

1. Continue to pursue funding mechanisms for police training and services
2. Ensure adequate facility space for the department's needs and services
3. Use advances in technology to obtain greater efficiency and effectiveness in operations
4. Enhance and expand the positive relationship between the Police Department and the community through the Neighborhood Liaison Program, Speakers Bureau and other outreach activities
5. Continue to administer the School Resource Program in cooperation with Goshen Community Schools

C-7: Promote the health and safety of the community by providing excellent emergency and preventative Fire Department services

The Goshen Fire Department's mission is to provide a positive workplace with continual training and adequate equipment to provide Goshen residents with the very best service possible. Services provided by the Fire Department include fire suppression, rescue, prevention and investigation, paramedic ambulance service and public education. The Goshen Fire Department performs these services in a sincere, skillful, dedicated and professional manner.

1. Provide excellent services, including fire suppression, emergency medical and technical rescue
2. Maintain and enhance the quality of life safety inspections, juvenile fire setter program, pre-building life safety consulting, plan review and building inspections
3. Ensure consistency with emergency risk management practices



Photos from City of Goshen

4. Plan for the relocation and construction of a new central station and the relocation of the College Avenue Station to meet the current and projected needs of the community
5. Enhance public outreach to Goshen Community Schools, IU Health Goshen Hospital, the local Emergency Planning Committee and other community partners
6. Maintain the City’s current Insurance Service Organization (ISO) rating of 3
7. Coordinate Emergency Medical Services (EMS) to coincide with the Affordable Care Act (ACA) regulations
8. Address Indiana Department of Homeland Security & Emergency Management Agency needs through proper planning, coordination and implementation
9. Continue joint efforts and partnerships with City departments and civic groups to ensure safe living and working environments
10. Maintain and enhance the relationship with Norfolk Southern to proactively plan for emergency preparedness and mitigation of railway incidents

C-8: Provide efficient and effective Street Department services that enhance quality of life for Goshen residents

The Goshen Street Department is responsible for the maintenance of all public streets within the City. In addition to street maintenance, the Goshen Street Department administers a host of services to enhance the quality of life in the community for residents. Some of these services include Dial-a-Truck, limb and tree removal and snow removal. The Street Department works collaboratively with citizens and all other City Departments to provide high quality services to the community.

1. Ensure adequate staffing to meet the growing needs of the community
2. Maintain all City streets in excellent condition, integrating safety improvements—guardrails, barriers, posts—where necessary
3. Offer a host of services to Goshen residents, including Dial-a-Truck, barricades for downtown and neighborhood events, brush pick up and snow removal
4. Continue to work collaboratively with other City Departments to address issues and explore opportunities for greater efficiency in the delivery of City services
5. Expand the capacity of the City’s tree crew
6. Work collaboratively with the City Forester on maintenance of trees and landscaping in the public right-of-way and other City-owned properties
7. Provide and support training and certifications for Street Department staff

8. Continue work to decrease the number of citizen complaints received regarding street conditions



Photo from City of Goshen

C-9: Provide a high level of Utility Department service

Goshen Utilities has provided utility services for over 100 years. As the City has grown, Goshen Utilities has expanded its service territory and added treatment capacity to support the community. The Utilities Department seeks to maintain the community's trust by providing safe, clean, and reliable water and wastewater services that remain under the community's ownership and administrative control.

1. Maintain and upgrade existing utility infrastructure
2. Assess service capacity and coordinate land use decisions accordingly
3. Continue and enhance positive customer relations
4. Continue to train personnel and provide high quality services

5. Set reasonable expansion and operation goals that do not overly burden the utility rate payers
6. Maintain the public nature of City utilities

C-10: Maintain and improve water quality

Water quality is a measure of the suitability of water for a particular use, based on the selected physical, chemical and biological characteristics. The Goshen Water Utility's mission is to produce safe, clean drinking water, meeting or exceeding all state and federal requirements.

1. Develop new well fields to minimize drought restrictions and provide for infrastructure expansions
2. Proactively develop and locate new well fields where they will complement land use planning objectives, provide the greatest capacity for the expenditure and protect the quality of water most effectively
3. Add elevated water storage capacity to meet 24 hour emergency operation
4. Consider opportunities to interconnect systems with neighboring municipalities
5. Implement programs to reduce unaccounted for water loss
6. Use staff input and Geographic Information System (GIS) mapping to prioritize infrastructure improvements
7. Ensure power generation at existing and proposed well sites to reduce vulnerability to outages
8. Improve water safety through the development of a local backflow protection ordinance and provide adequate staffing for the administration of the program
9. Improve groundwater reliability through the development of a local wellhead protection ordinance



Photo by: Branden Beachy

C-11: Protect and enhance the quality of ground and surface water

Groundwater is found underground in the cracks and spaces in soil, sand and rock. It is estimated that groundwater accounts for approximately 95 percent of all freshwater and as much as 51 percent of Americans' drinking water. Groundwater is essential for agriculture, industrial needs and drinking water. Surface water is water on a surface, such as a stream, river, lake, wetland or ocean. Though separate resources, groundwater and surface water are connected by the hydrologic cycle.

1. Maintain and upgrade wastewater treatment to fulfill National Pollutant Discharge Elimination System (NPDES) standards
2. Continue sewer separation, exploring and incorporating new "best practices" standards
3. Continue to evaluate alternatives to the present land application program and handling of sludge
4. Increase daily flow capacity from 5 to 7.5 million gallons, at a minimum
5. Increase first flush capacity from 12.5 to 21 million gallons, at a minimum
6. Televiser sewer lines and identify areas where spot repair is necessary
7. Continue to maintain a high level of environmental integrity in meeting standards for pre-treatment and effluent
8. Continue to administer and update the City's Wellhead Protection Program
9. Evaluate Environmental Protection Agency (EPA) classified injection wells and classified well research to determine if there are any issues that need to be addressed

10. Develop a master plan to ensure capacity and efficiency is not compromised
11. Continue working with appropriate agencies to clean up hazardous waste sites and contaminated groundwater
12. Continue and expand community efforts to protect groundwater through proper wastewater treatment, sewer separations and stormwater management programs

C-12: Minimize impacts on habitats and improve public safety and resident quality of life through enhanced stormwater management

Stormwater runoff occurs when precipitation from rain or snowmelt flows over the ground. Impervious surfaces like rooftops, driveways, sidewalks and streets prevent stormwater runoff from naturally soaking into the ground. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and radioactive material. It can pick up waste substances from animal and human activity. The Goshen Department of Stormwater Management was established by Ordinance 4295 to prevent and reduce harmful environmental impacts due to period flooding.

1. Comply with state and federal stormwater management requirements
2. Continue to address stormwater issues
3. Develop installation alternatives for EPA classified injection wells
4. Develop comprehensive stormwater standards that address public and private design requirements to minimize flooding and improve receiving stream water quality

5. Prioritize drainage concerns and direct limited resources to where they best serve the community

C-13: Match land uses with existing or potentially available utility services

Goshen has seen modest growth over the last few decades, in both population and land area. As the City continues to grow, there is a greater need for coordination of land use and utility services. New development should be located where it can be accommodated by existing or planned utility lines. Well-planned development helps maximize utility resources and ensures that service is provided in an efficient and effective manner.

1. Maintain and evaluate a municipal boundary for utility service
2. Determine where planned municipal growth can occur with the least negative impact on the utility system
3. Work with Elkhart County to coordinate conservancy district efforts, in conjunction with wildlife protection areas and wellhead protection programs, that complement municipal boundaries
4. Seek tools to receive appropriate compensation for costs associated with utility extensions
5. Identify acceptable points of connection into utility systems
6. Direct wastewater flow to underutilized portions of the existing system
7. Redevelop City infrastructure to support customers and to improve supporting service to the peripheral boundaries of the distribution and collection system



Photo by: Goshen Engineering

C-14: Create and maintain an interactive data management system to aid and support municipal decisions

Geographic Information Systems (GIS) is a computer system designed to capture, store, analyze, manage and present all types of geographical data. Users can create maps in GIS that show information relevant for planning, utilities and natural resources management. Goshen Utilities currently uses GIS; however, opportunities exist to expand GIS capabilities.

1. Use and expand GIS capabilities
2. Continue to collect, maintain and disseminate utility information to residents
3. Develop a valve and hydrant maintenance program, including replacement and mapping into GIS
4. Monitor the maintenance of the City's infrastructure
5. Transition to an electronic work order system with online forms and databases