

WELCOME TO



AMHERST, *NEW HAMPSHIRE*



October 19, 2016

# AMHERST FIRE RESCUE STRATEGIC PLAN

# MISSION STATEMENT

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- ❑ Amherst Fire Rescue is a community all-hazard emergency services organization comprised of members dedicated to the health and well-being of its citizens by providing high quality, prompt, skillful, caring and professional emergency response, prevention education, life safety code enforcement and community support services.

# VISION STATEMENT

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- It is the vision of Amherst Fire Rescue to be recognized as an all-hazards, all-risk service provider by developing and maintaining strategic community partnerships, hiring and training exceptional people, developing efficiencies in service provision to ensure fiscal sustainability for the entire organization and maintaining our core infrastructure.

# HISTORICAL PERSPECTIVE

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- ❑ The Board of Selectmen made the decision to integrate the Fire and EMS Departments based on the results of a study that was conducted by Municipal Resources Incorporated to be effective July 1, 2015.
- ❑ The newly formed organization operates under the name of Amherst Fire Rescue.

# WHO WE ARE AND WHAT DO WE DO

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## □ Amherst Fire Rescue

- Fire suppression, rescue and all hazards mitigation.
- Fire prevention, code enforcement and inspections.
- Emergency medical services.
- Emergency management.
- Community public education.

# DEPARTMENTAL OVERVIEW

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## □ Fire Division:

- 46 members.
- 22 have EMS Certification.

## □ Vehicles

- Four Class A Pumpers.
- One Tower Ladder.
- One Tanker (3000 gallons).
- One Forestry Tanker (all wheel drive).
- One Forestry (pick-up 4 wheel drive with skid unit).
- One Ford Explorer SUV with 4 wheel drive (command).
- One Ford Pick-up with 4 wheel drive (utility / command).

# DEPARTMENTAL OVERVIEW (CONT.)

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## □ Rescue Division:

- 49 members:
- 19 are paramedics.
- 18 are intermediate / advanced.
- 12 are emergency medical technicians.
- 27 members have fire certification.

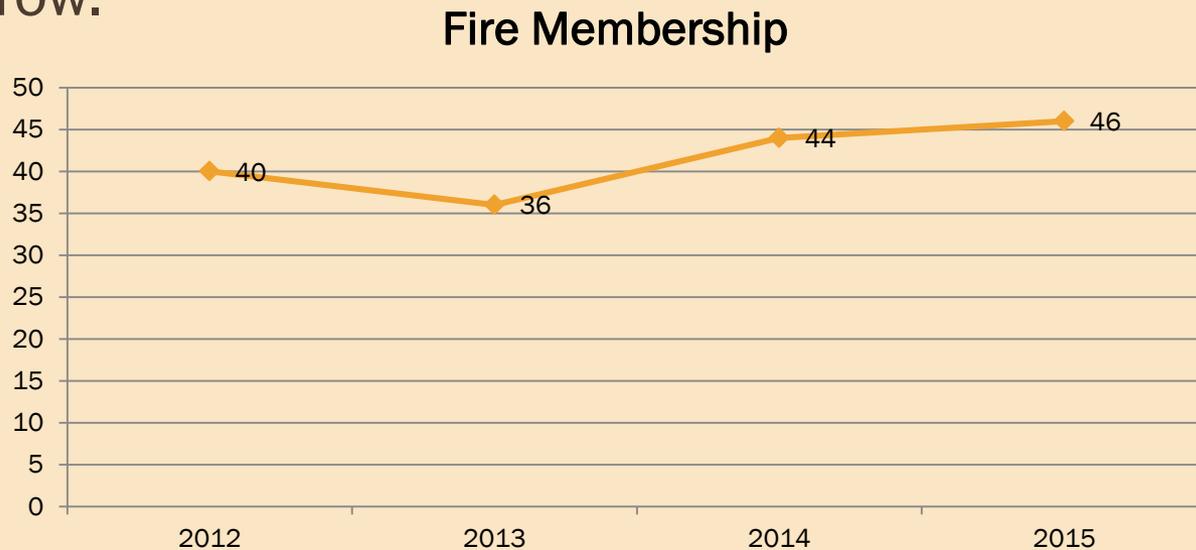
## □ Vehicles:

- Two Type I Ambulances with 4 wheel drive.
- One Ford Explorer SUV with 4 wheel drive.

# MEMBERSHIP HISTORY

## □ Fire membership trends:

- Despite the fact that some communities are struggling to maintain members, Amherst's membership base continues to grow.

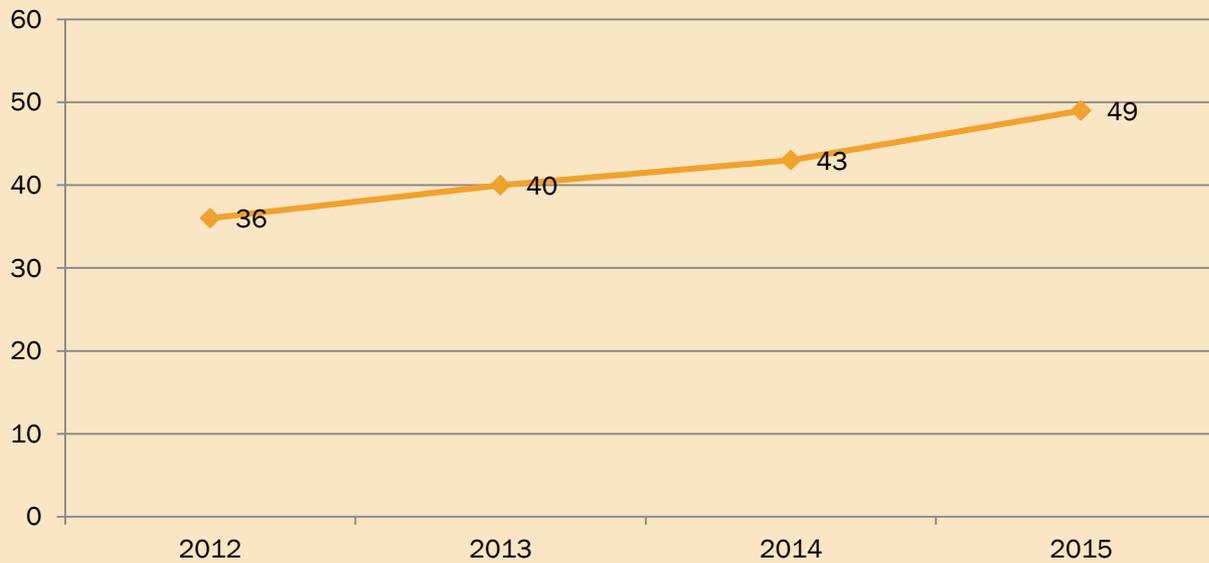


# MEMBERSHIP HISTORY (CONT.)

## □ Rescue Membership trends:

- We have become an attractive and highly competitive organization as a result of our initiatives.

**Rescue Membership**



# MEMBERSHIP HISTORY (CONT.)

- Combined staffing:

## Cross Trained Members

Fire Division Members  
Cross Trained

22

49

27

Rescue Division  
Members Cross Trained

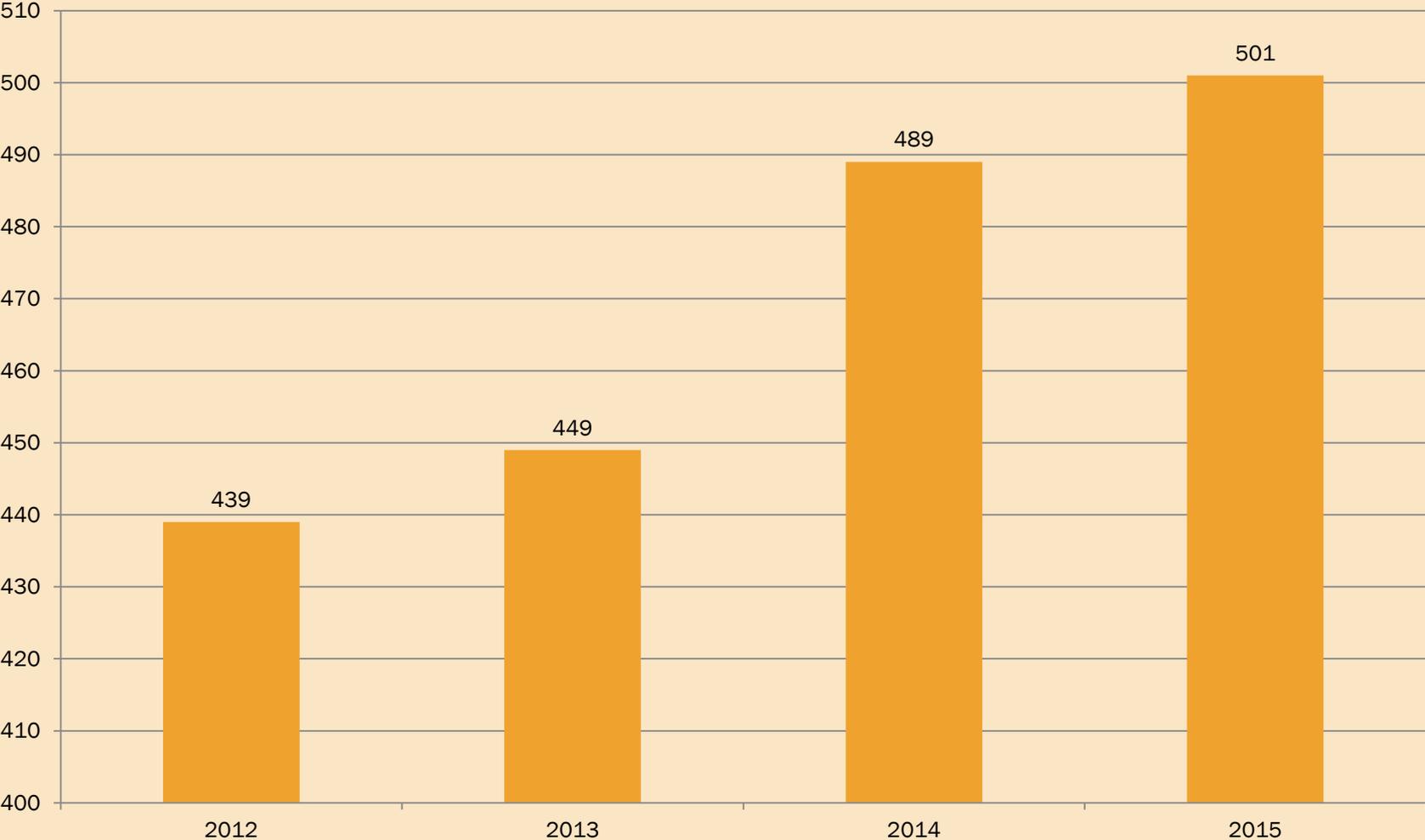
Total Membership of 95

# FIRE DIVISION

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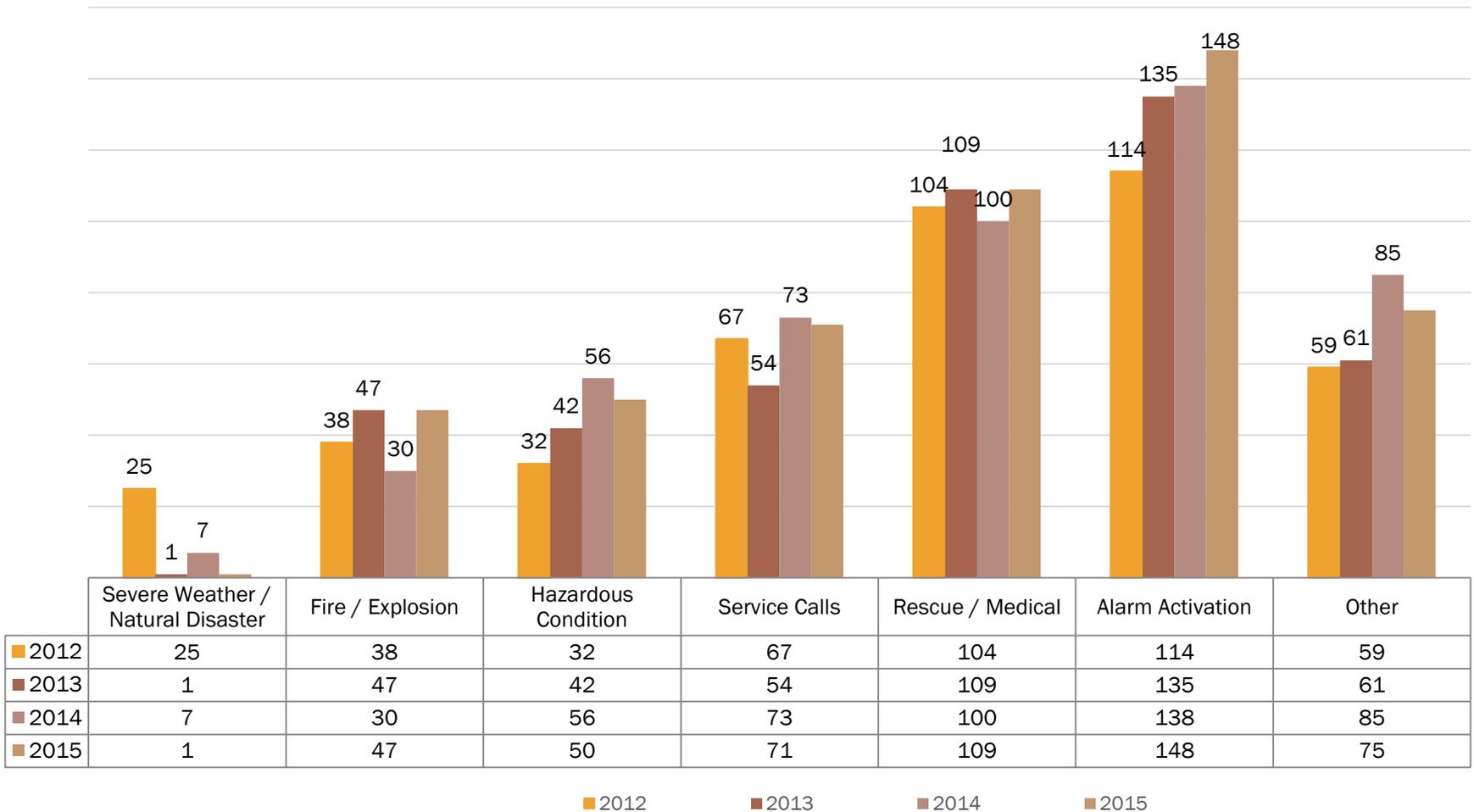
# HISTORICAL FIRE FACTS

## Fire Calls



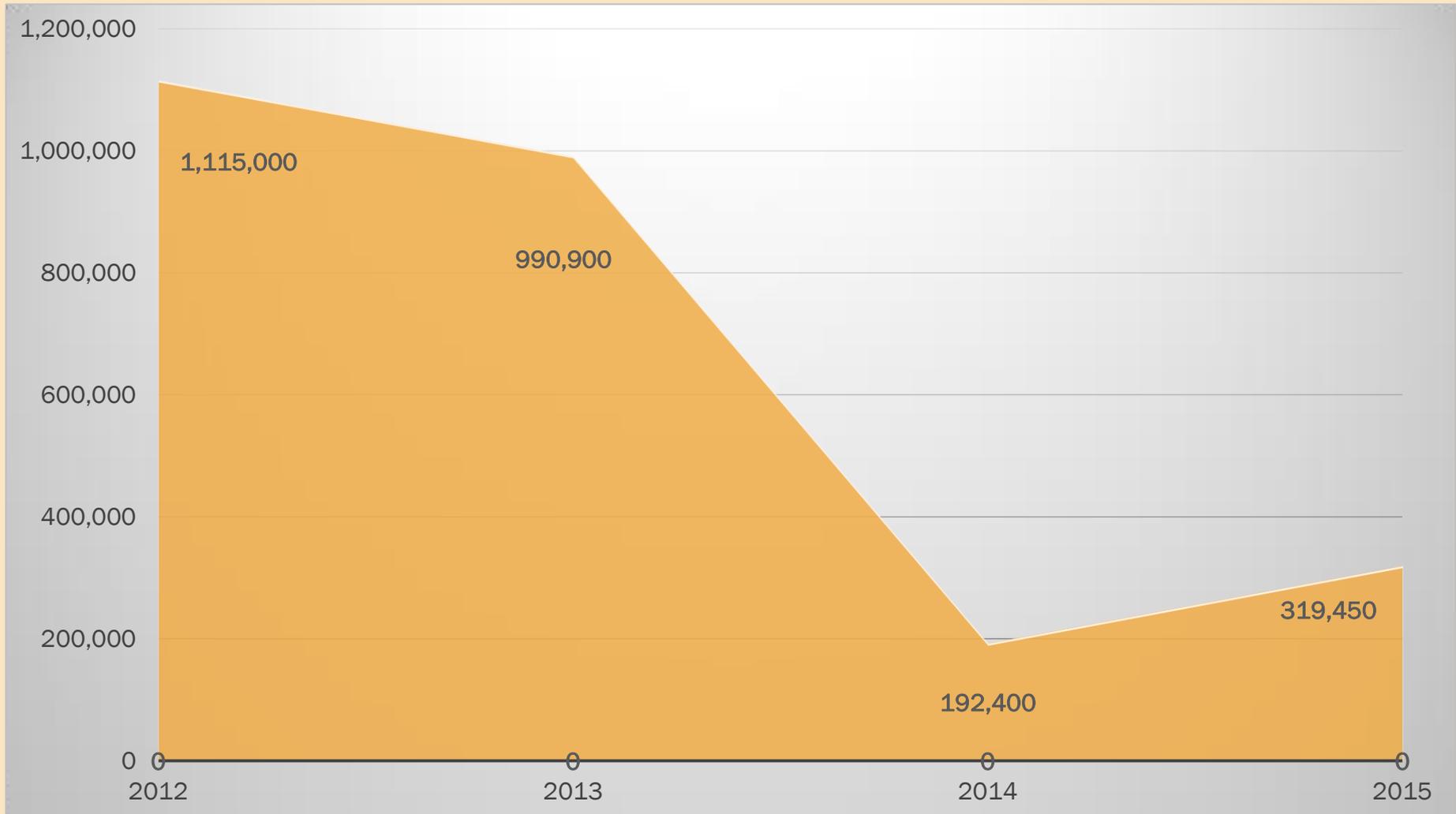
# HISTORICAL FIRE FACTS (CONT.)

## Fire Call Types and Frequency



# HISTORICAL FIRE FACTS (CONT.)

Property loss in dollars:

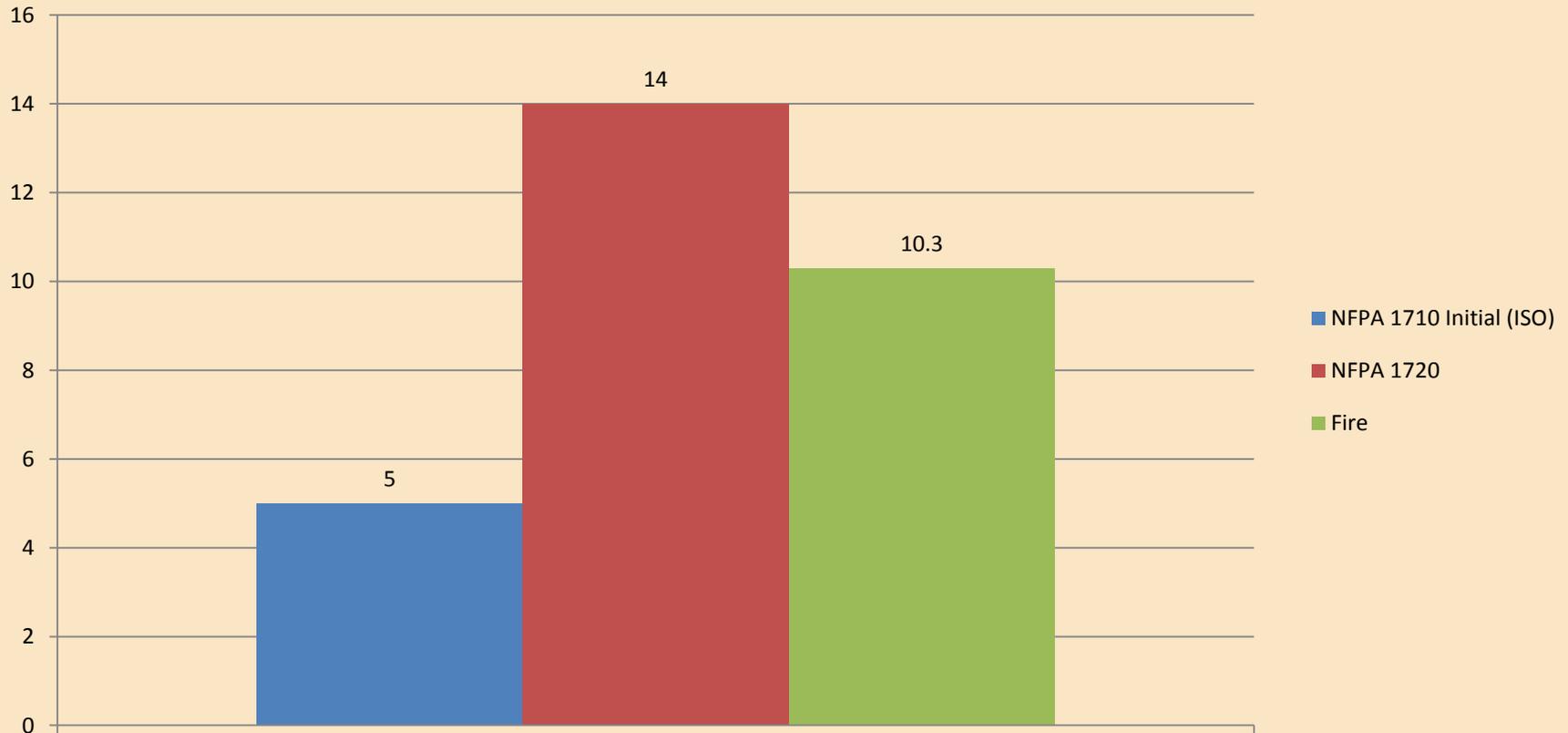


# INDUSTRY STANDARDS FOR FIRE RESPONSE

- NFPA 1710 Standard for Career Departments, first arriving fire apparatus is on scene within five minutes of call notification and eight minutes for a full first alarm assignment to all fire calls 90% of the time.
- NFPA 1720 Standard for Call / Volunteer Departments, is for six staff to assemble an attack in 14 minutes 80% of the time.

# AMHERST'S PERFORMANCE

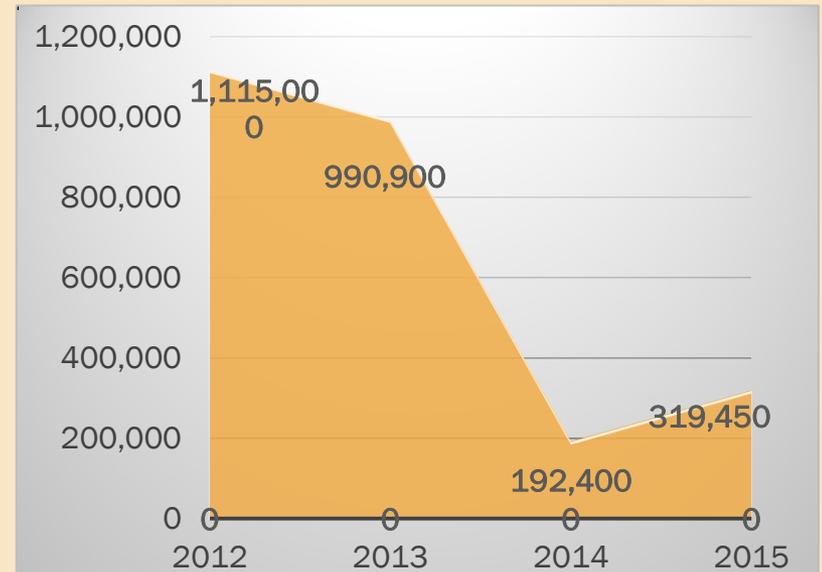
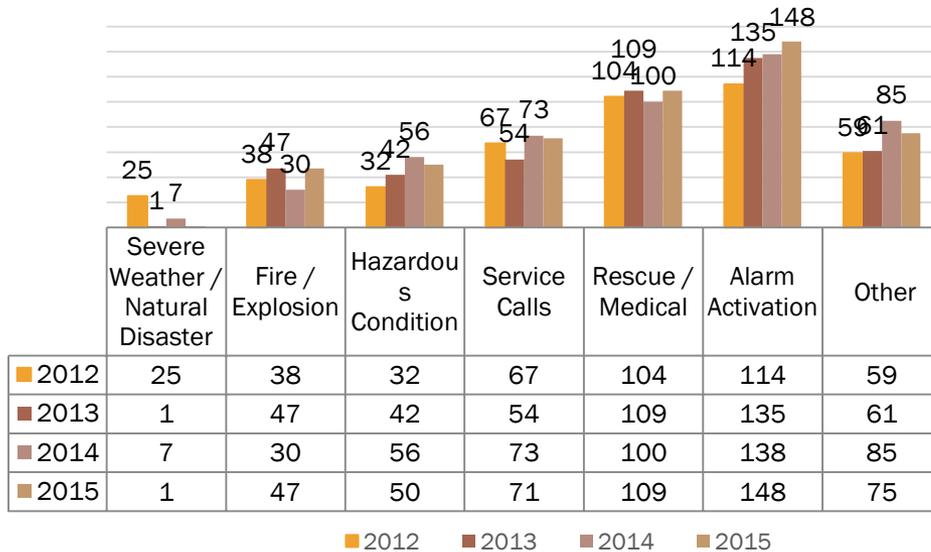
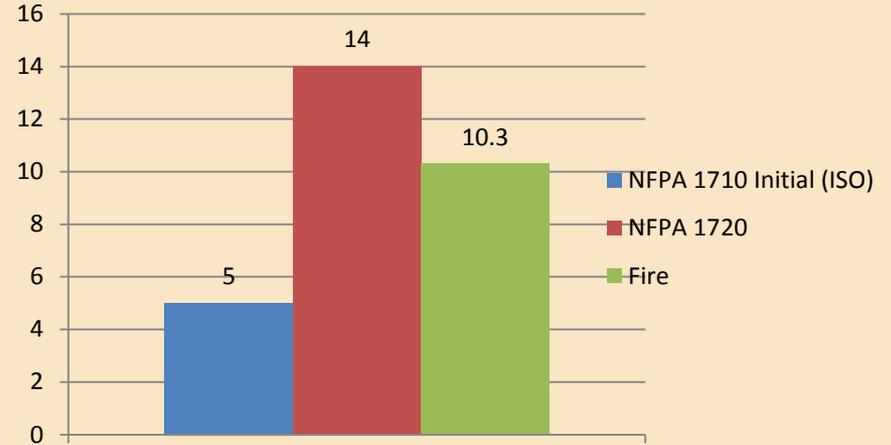
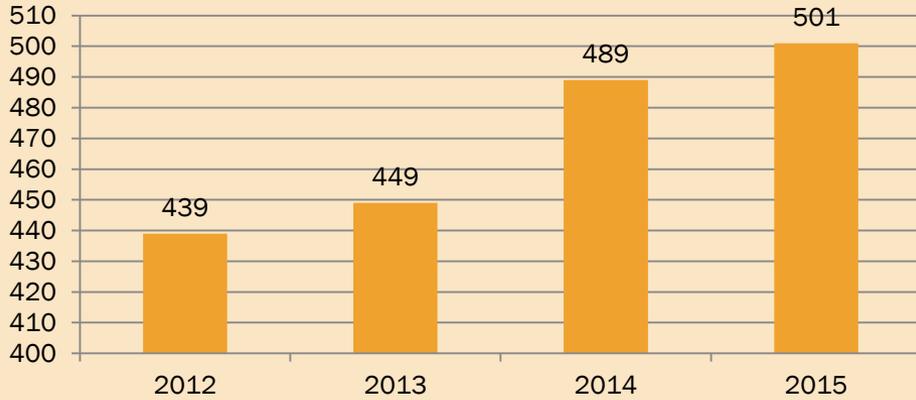
- Where does Amherst Fire Rescue fit in with response to fire calls.



Amherst Fire Division is below the national average for response times.

# HISTORICAL DASHBOARD

## Fire Calls



# FIRE PREVENTION

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## ❑ Code Enforcement:

- Inspections.
- Site Plan review.
- Building Plan review.

## ❑ Educating the community:

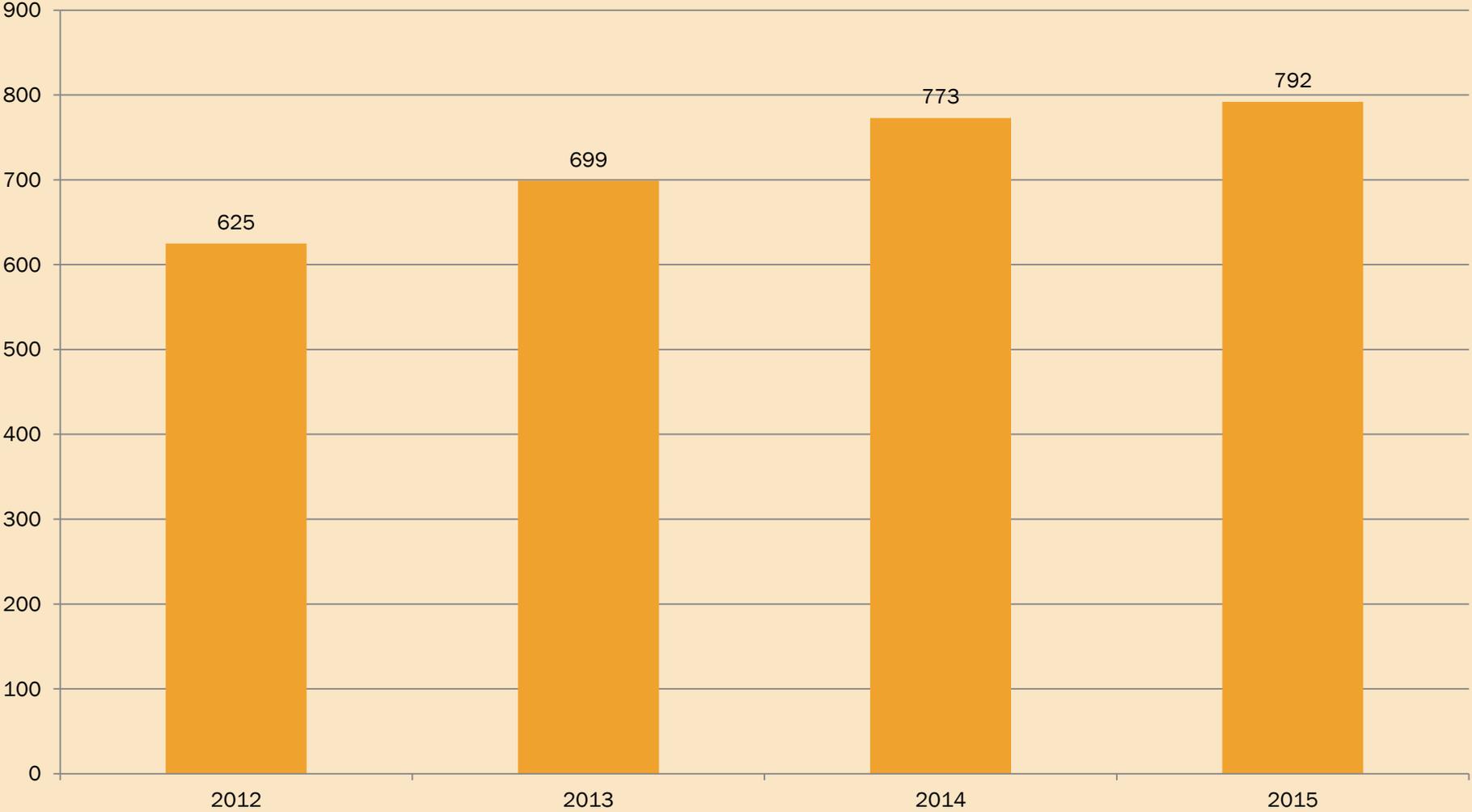
- Contact during call responses.
- Inspections.
- Public presence.
- Station tours.

# RESCUE DIVISION

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# HISTORICAL RESCUE FACTS

## Rescue Calls



# HISTORICAL RESCUE FACTS (CONT.)

## □ Emergency call types and frequency:

|                          | 2012 | 2013 | 2014 | 2015 |
|--------------------------|------|------|------|------|
| Abdominal                | 23   | 33   | 29   | 35   |
| Altered Mental Status    | 12   | 15   | 21   | 15   |
| Allergic Reaction        | 12   | 6    | 7    | 12   |
| Breathing Problem        | 72   | 52   | 59   | 51   |
| Cardiac Arrest           | 2    | 3    | 9    | 2    |
| Chest Pain               | 53   | 48   | 52   | 56   |
| Diabetic Problem         | 10   | 17   | 11   | 13   |
| Falls                    | 84   | 83   | 92   | 117  |
| Heart Problems           | 9    | 10   | 6    | 8    |
| Hemorrhage / Lacerations | 10   | 7    | 13   | 7    |
| Medical Alarms           | 16   | 19   | 18   | 19   |
| Motor Vehicle Accidents  | 115  | 104  | 94   | 83   |
| Overdose                 | 16   | 9    | 11   | 15   |
| Other                    | 155  | 191  | 213  | 222  |
| Seizure                  | 25   | 18   | 26   | 19   |
| Sick Person              | 33   | 32   | 43   | 39   |
| Stroke / CVA             | 12   | 18   | 18   | 18   |
| Unconscious / Fainting   | 33   | 36   | 28   | 38   |
| Traumatic Injury         | 20   | 22   | 23   | 23   |
| Total                    | 712  | 723  | 773  | 792  |

# HISTORICAL RESCUE FACTS CONTINUED

## □ Average age of EMS transport:

| Age                | # of Runs   | % of Runs   |
|--------------------|-------------|-------------|
| <b>Less Than 1</b> | 16          | 0.53%       |
| <b>1 - 4</b>       | 59          | 1.97%       |
| <b>5 - 9</b>       | 50          | 1.67%       |
| <b>10 - 14</b>     | 58          | 1.93%       |
| <b>15 - 19</b>     | 146         | 4.87%       |
| <b>20 - 24</b>     | 125         | 4.17%       |
| <b>25 - 34</b>     | 184         | 6.13%       |
| <b>35 - 44</b>     | 232         | 7.73%       |
| <b>45 - 54</b>     | 375         | 12.50%      |
| <b>55 - 64</b>     | 426         | 14.20%      |
| <b>65 - 74</b>     | 419         | 13.97%      |
| <b>75 - 84</b>     | 417         | 13.90%      |
| <b>85+</b>         | 301         | 10.03%      |
| <b>Unknown</b>     | 192         | 6.40%       |
| <b>Total</b>       | <b>3000</b> | <b>100%</b> |

Average Patient Age: 55

# HISTORICAL RESCUE FACTS CONTINUED

## □ Average age of EMS transport:

| Age         | # of Runs | % of Runs |
|-------------|-----------|-----------|
| Less Than 1 | 16        | 0.53%     |
| 1 - 4       | 59        | 1.97%     |
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| 45 - 54     | 375       | 12.50%    |
| 55 - 64     | 426       | 14.20%    |
| 65 - 74     | 419       | 13.97%    |
| 75 - 84     | 417       | 13.90%    |
| 85+         | 301       | 10.03%    |
| Unknown     | 192       | 6.40%     |
| Total       | 3000      | 100%      |

Average Patient Age: 55

# RESCUE PREVENTION

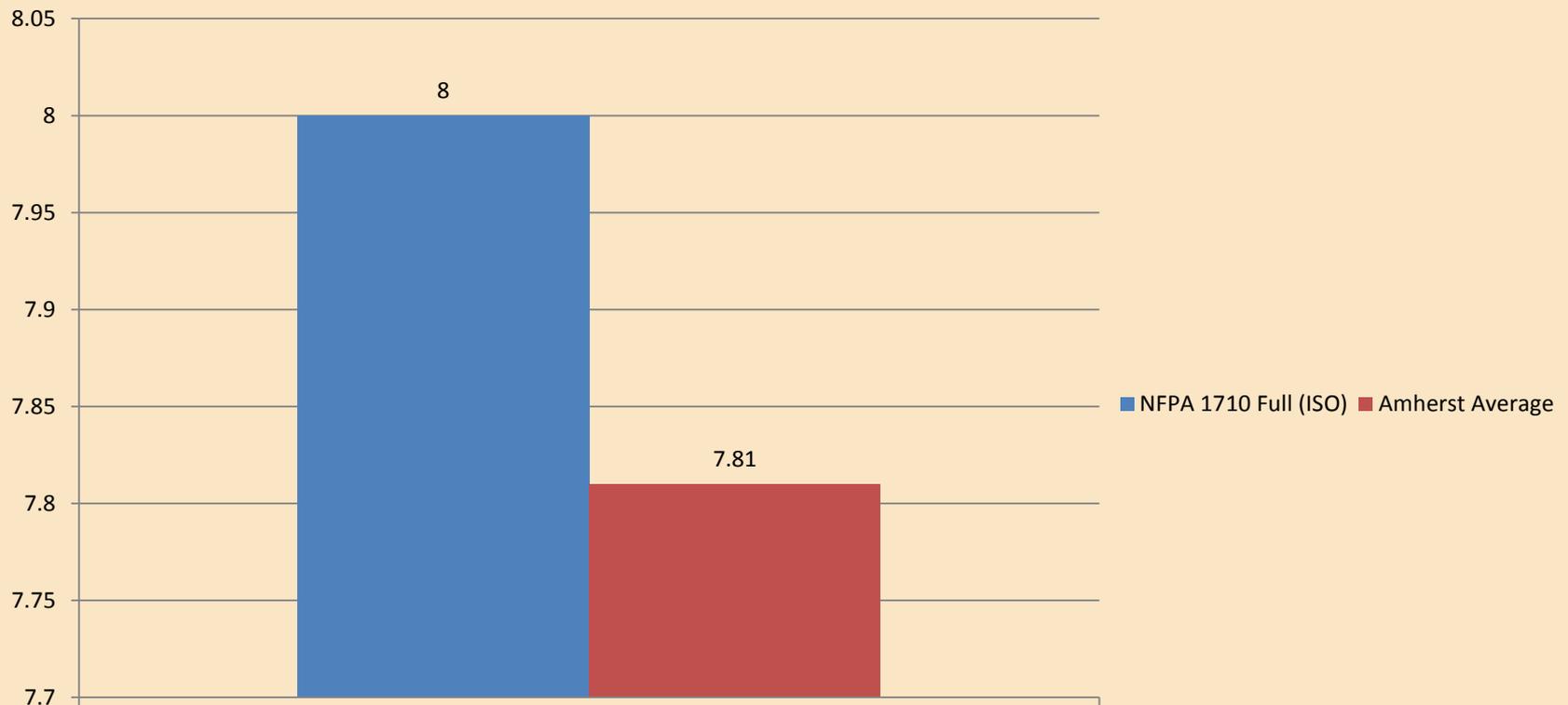
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## □ Education:

- Interaction through medical call responses.
- Public presence.
- Station tours.
- Community CPR classes.

# AMHERST'S PERFORMANCE

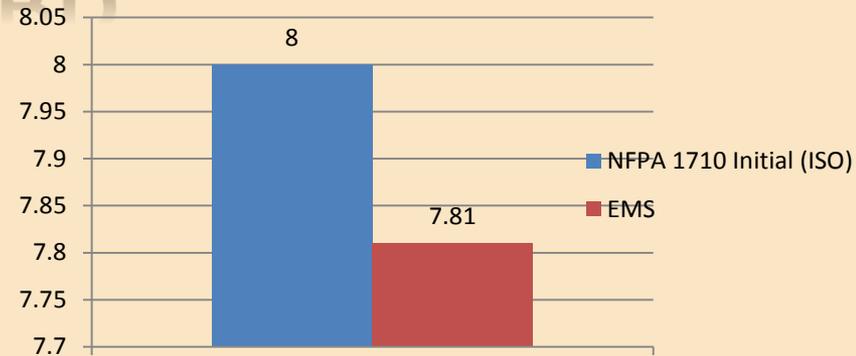
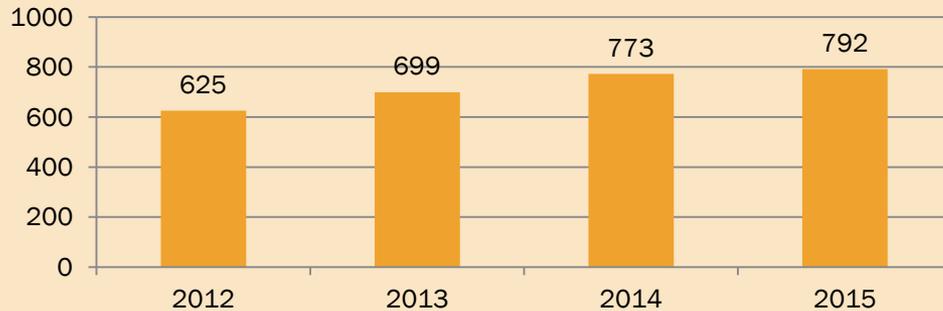
- ❑ NFPA 1710 the standard established for Advanced Life Support (ALS) response to be within eight minutes 90% of the time.



Amherst beats the industry standard for response times

# HISTORICAL DASHBOARD

## Rescue Calls



| Age                     | # of Runs   | % of Runs   |
|-------------------------|-------------|-------------|
| Less Than 1             | 16          | 0.53%       |
| 1 - 4                   | 59          | 1.97%       |
| 5 - 9                   | 50          | 1.67%       |
| 10 - 14                 | 58          | 1.93%       |
| 15 - 19                 | 146         | 4.87%       |
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| 85+                     | 301         | 10.03%      |
| Unknown                 | 192         | 6.40%       |
| <b>Total</b>            | <b>3000</b> | <b>100%</b> |
| Average Patient Age: 55 |             |             |

|                          | 2012       | 2013       | 2014       | 2015       |     |
|--------------------------|------------|------------|------------|------------|-----|
| Abdominal                |            | 23         | 33         | 29         | 35  |
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| Unconscious / Fainting   |            | 33         | 36         | 28         | 38  |
| Traumatic Injury         |            | 20         | 22         | 23         | 23  |
| <b>Total</b>             | <b>712</b> | <b>723</b> | <b>773</b> | <b>792</b> |     |

# AMHERST FIRE RESCUE INITIATIVES & GOALS

## □ Initiative #1

- Deliver the needed and required emergency services to the citizens and visitors of the Town of Amherst efficiently, professionally and timely all while protecting the tax base and reducing property loss.

## □ Goals for initiative #1

- Continue to support our current model.

# GOALS & INITIATIVES (CONT.)

- Cross use of personnel that are certified in both disciplines, which enables us to meet the response standards that are set by the NFPA for Rural Zones with an emphasis to better our response times and do so 95% of the time.

## Cross Trained Members

Fire Division Members  
Cross Trained

22 49

Rescue Division  
Members Cross Trained

27

Total Membership of 95

# GOALS AND OUTCOMES CONTINUED

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## □ Initiative #2

- Maintain our high level of quality services.

## □ Goals for initiative #2

- ✓ Recruitment and retention of quality employees.
- ✓ Ongoing training and education.
- ✓ Three years of increased wages for Rescue.
- ✓ Three years of increased compensation for Fire.
- Institute and add Rescue and Fire (call members) to the wage matrix.

# GOALS & INITIATIVES (CONT.)

## □ Initiative #3

- Maintain, replace and expand as needed our services and capital assets.

## □ Goals for initiative #3

- ✓ Purchase of a new Engine via grant funding. (placed in service July of 2015)
- ✓ Purchase of a new ambulance. (due in Feb / March of 2017)



# GOALS & INITIATIVES (CONT.)

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- ✓ Purchase of AED's.
- ✓ Purchase of Automated CPR devices.
- ✓ Purchase electric cots for the ambulances (Expected delivery December 2016).
- ✓ Purchase iPads for our Rescue vehicles.
- Replace existing cardiac monitors.
  - Cost associated is \$95,000.00

# GOALS & INITIATIVES (CONT.)

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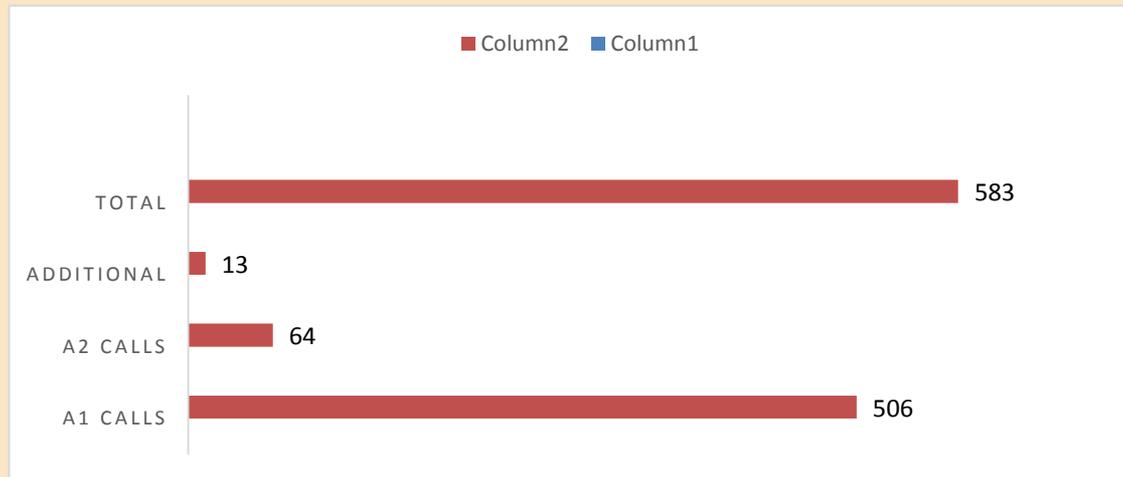
## □ Initiative #4

- Maintain our current programs and develop new community outreach opportunities.
  - ✓ AED's for the Town's Buildings.
  - CPR training for employees (outside of the emergency responders).
  - Become a HeartSafe Community.
  - AED's in large mercantile buildings (Lowe's & Wal Mart).
    - CPR training for their staff.
  - File of Life
    - Critical medical information for our responders about our patients during emergencies.

# GOALS & INITIATIVES (CONT.)

## ❑ Retain a third ambulance.

- Typical life cycle of an ambulance is 15 years. The first five years it runs as first due, the second five years it runs as second due and the last five it runs in a tertiary role.
- We can start this cycle with the retention of the current second due ambulance at a cost of \$2000.00.



# GOALS & INITIATIVES (CONT.)

□ Potential costs of our initiatives and goals.

| Vehicle Replacement          | FY17      | FY18      | FY19      | FY20      | FY21      | Funding Source             |
|------------------------------|-----------|-----------|-----------|-----------|-----------|----------------------------|
| 1991 Fire Engine replacement |           | \$575,000 |           |           |           | Fire Vehicle CIP           |
| 2005 Command replacement     |           |           | \$45,000  |           |           | Fire Vehicle CIP           |
| 1994 Fire Engine replacement |           |           |           |           | \$495,000 | Fire Vehicle CIP           |
| Ambulance purchase           |           |           |           |           | \$210,000 | EMS Vehicle CIP            |
|                              |           |           |           |           |           |                            |
| Equipment                    |           |           |           |           |           |                            |
| Cardiac Monitors             |           | \$95,000  |           |           |           | Grant or 5 year 0% finance |
| Boat                         |           |           | \$30,000  |           |           | Warrant                    |
|                              |           |           |           |           |           |                            |
| Capital Improvement Depsits  |           |           |           |           |           |                            |
| Fire Vehicle CIP             | \$150,000 | \$100,000 | \$100,000 | \$100,000 | \$100,000 | Warrant                    |
| Fire Aerial Truck CIP (NEW)  |           | \$100,000 | \$100,000 | \$100,000 | \$100,000 | Warrant                    |
| Ambulance CIP                |           | \$45,000  | \$45,000  | \$45,000  | \$45,000  | Warrant                    |
| Totals                       | \$150,000 | \$340,575 | \$365,000 | \$290,000 | \$995,000 |                            |

# CONCLUSION

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- ❑ Continue to operate under the current model and in doing so, meet the standards set forth by the NFPA through the use of our cross trained employees and do this consistently 95% of the time or better.
  - ❑ Possible budgetary impact is cost of Personal Protective Equipment (PPE) (\$18,000.00, dependent on what we have in our inventory).
  - ❑ Continue to invest in our Capital Assets.
  - ❑ Continue to promote our fire prevention and medical education to our community.

# CONCLUSION CONTINUED

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- ❑ Through our own continued training and education we are able to increase our compliance with standards set forth by the NFPA.
  - Reduction of response times, which reduces the loss of property by fire.
  - Reduce the chances of injury to the public as well as our employees.
  - Increase the survival rate of cardiac emergencies through the use of AED's , automated CPR devices and current cardiac monitor technology.

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# Discussion