

WELCOME TO



AMHERST, *NEW HAMPSHIRE*



October 7, 2019

AMHERST FIRE RESCUE STRATEGIC PLAN UPDATE FOR FY21-22

MISSION STATEMENT

- ❑ 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

- ❑ 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.

MOTTO



EXCELLENCE

IS MY

RESPONSIBILITY

-DO YOUR JOB
-TREAT
PEOPLE RIGHT

-HAVE AN ALL
IN ATTITUDE
-GIVE ALL OUT
EFFORT

HISTORICAL PERSPECTIVE

□ Goals for Amherst Fire Rescue.

- Goal # 1 Continuously Improve Our High Level of Service.
- Goal # 2 Infrastructure Stability.
- Goal # 3 Continue to meet the needs of the community with the protection of life and property.

□ Strategic Initiatives for Goal #1

- Retain our experienced providers and recruit additional high quality providers.
- Offer training and educational opportunities for our providers to increase knowledge and skills.

HISTORICAL PERSPECTIVE (CONT)

□ Strategic Initiatives for Goal #2

- Continue to maintain safe and dependable fire rescue vehicles via an established vehicle replacement program.
- Continue to provide emergency medical care while meeting or exceeding national standards and regulations

HISTORICAL PERSPECTIVE (CONT)

- ❑ Strategic Initiative for Goal #3.
 - Continue with the current model.
 - ❖ Reduce response times.
 - ❖ Increase the level of compensation.
 - ❖ Continue the cross training allowing for increase manpower use for fire and medical calls.

WHAT DOES AMHERST FIRE RESCUE DO?

□ Amherst Fire Rescue Provides...

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

DEPARTMENTAL OVERVIEW

❑ Fire Services:

- 41 members.
- 21 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.)

❑ Rescue:

- 45 members:
- 16 are paramedics.
- 16 are advanced EMT.
- 13 are emergency medical technicians.
- 24 members have fire certification.

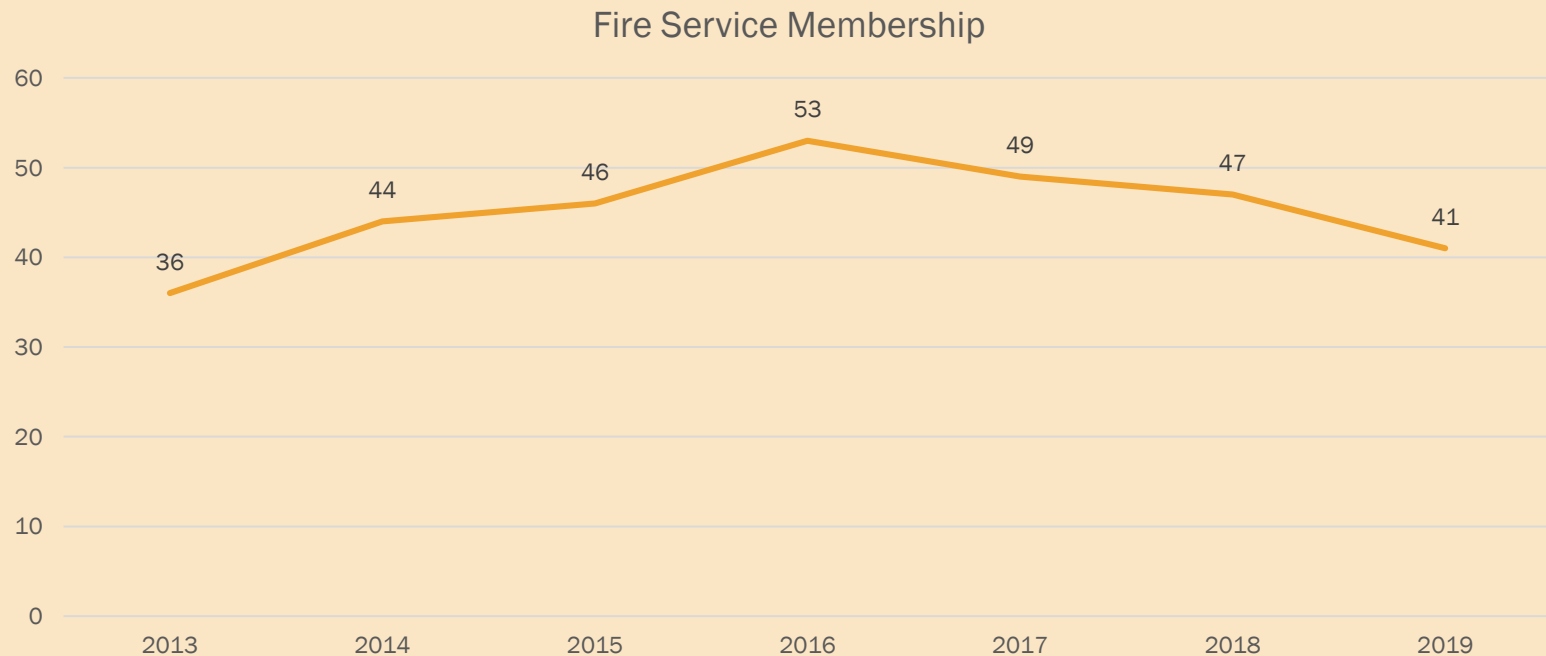
❑ Vehicles:

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

MEMBERSHIP HISTORY

□ Fire membership trends:

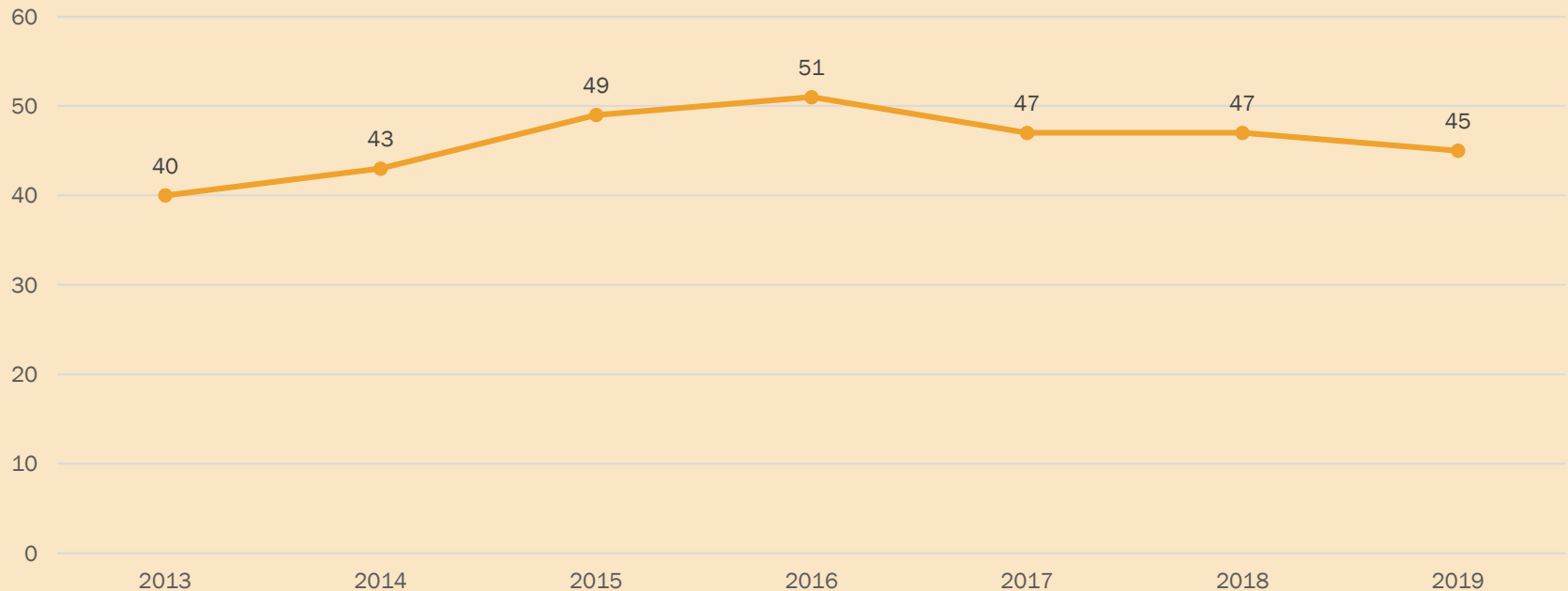
- Over the past three years we have seen our membership fluctuate.



MEMBERSHIP HISTORY (CONT.)

❑ Rescue Membership trends:

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



MEMBERSHIP HISTORY (CONT.)

- Combined staffing:

Cross-Trained Members

Fire Service Members
Cross-Trained

21

Rescue
Members Cross-Trained

24

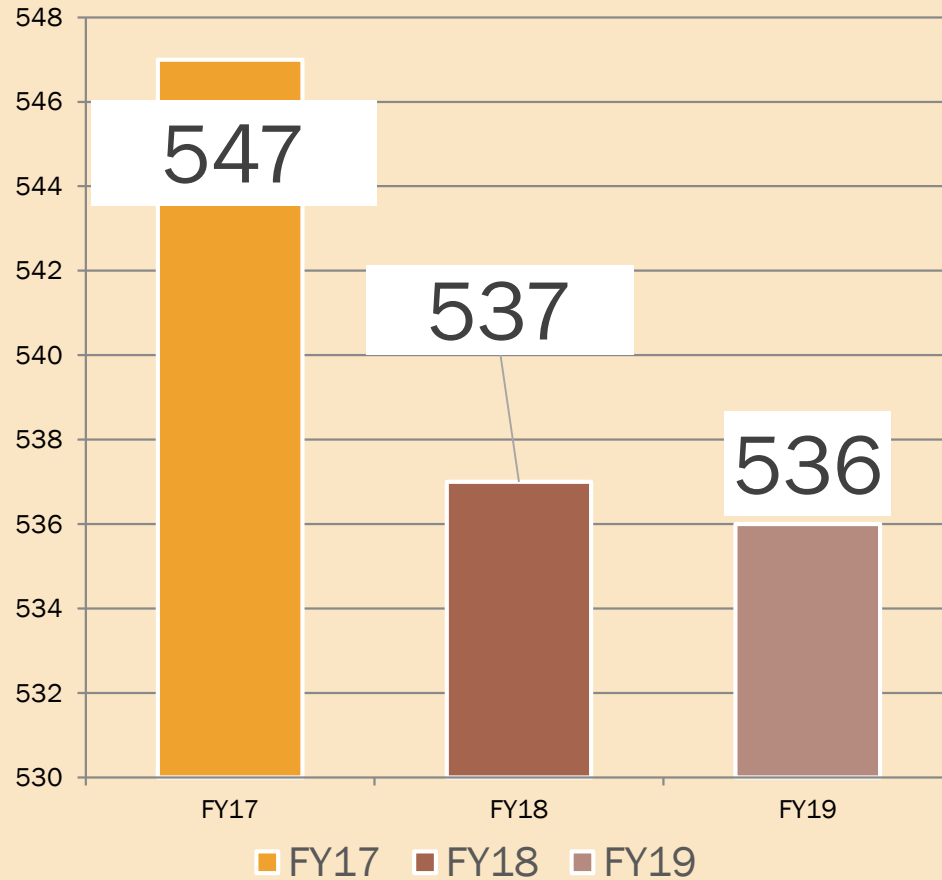
45

Total Fire Members
41

Overall number is
86

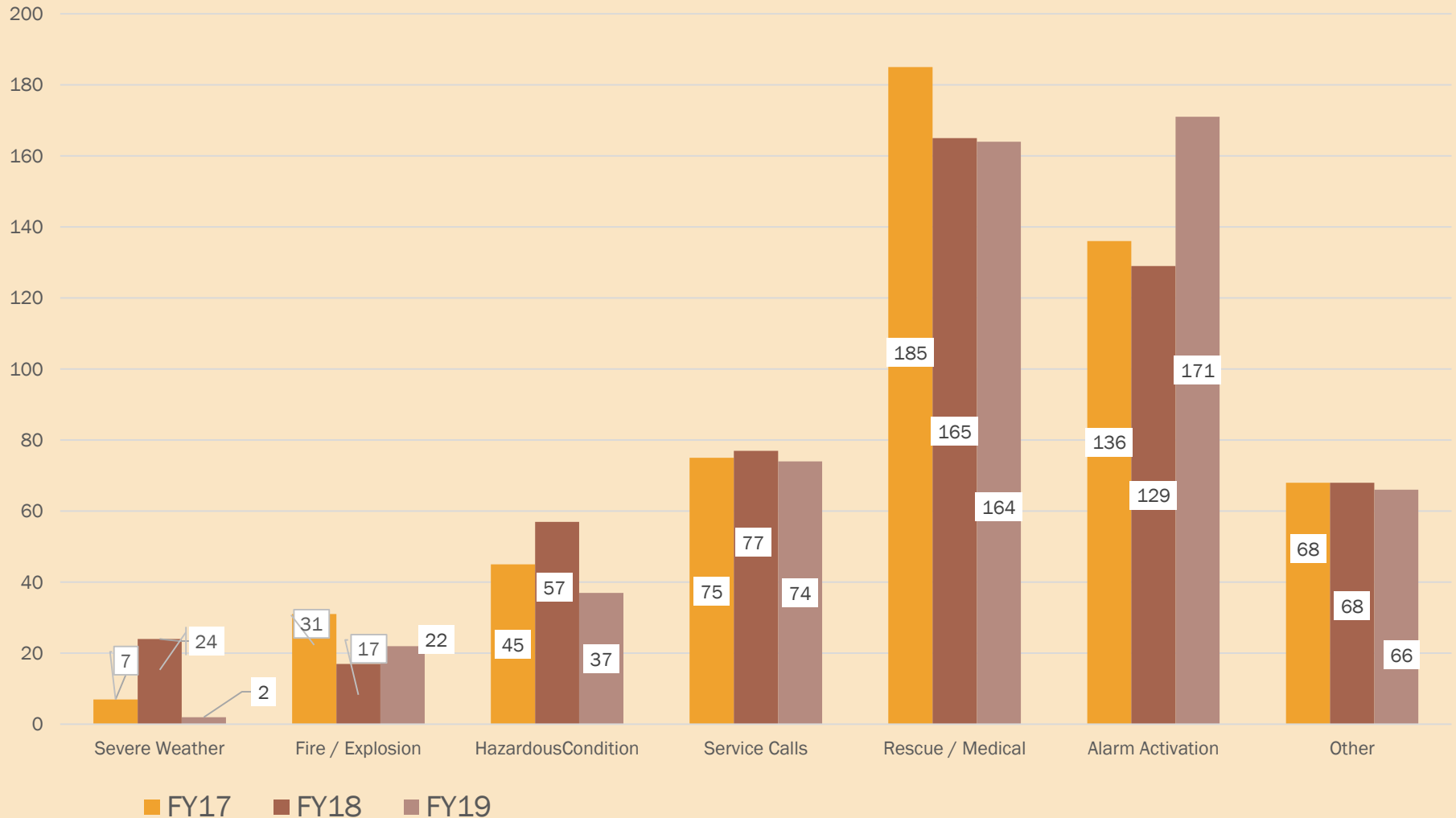
Total Rescue Members
45

HISTORICAL FIRE FACTS



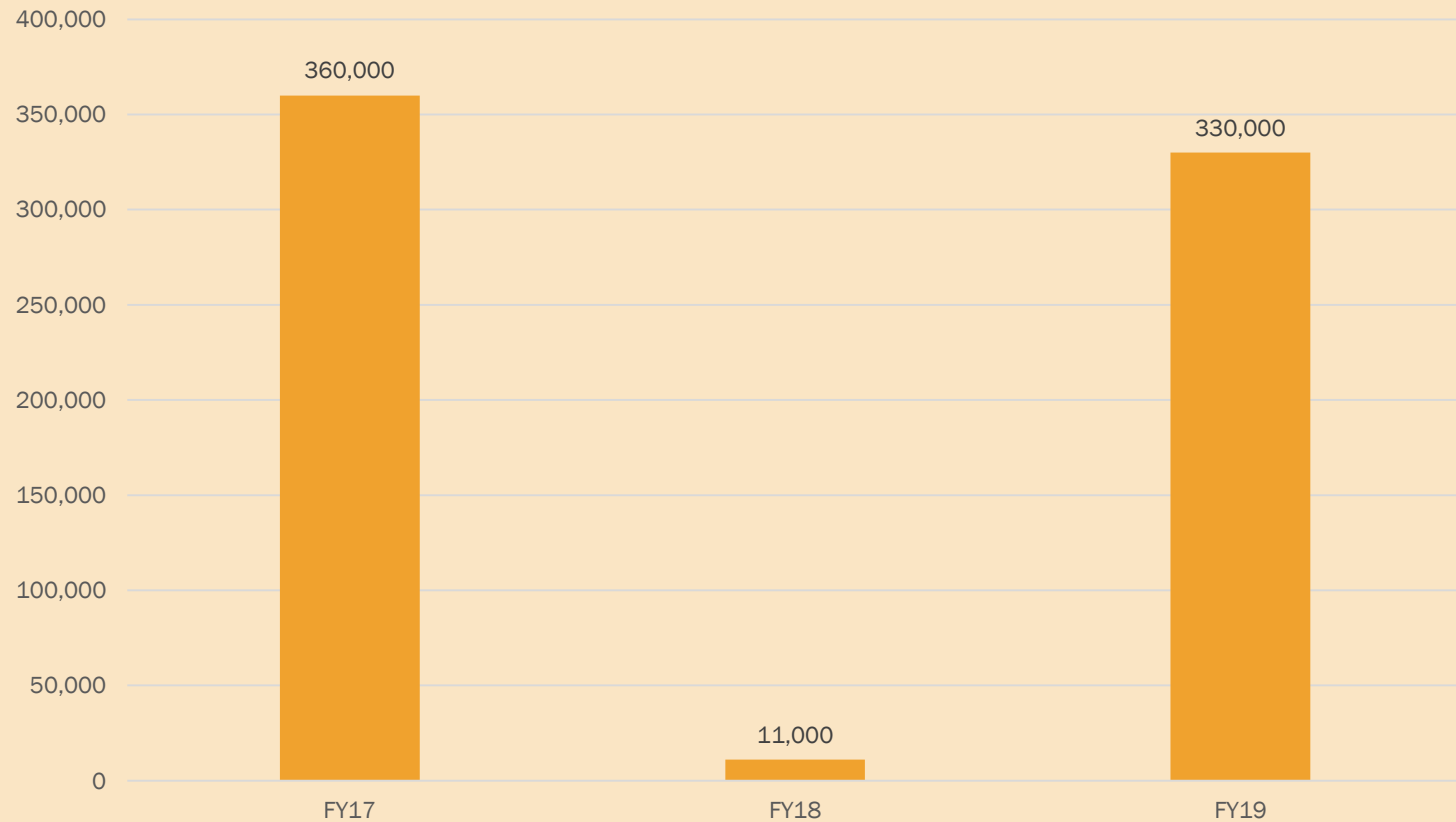
HISTORICAL FIRE FACTS (CONT.)

Fire Call Types and Frequency



HISTORICAL FIRE FACTS (CONT.)

Property loss in dollars:

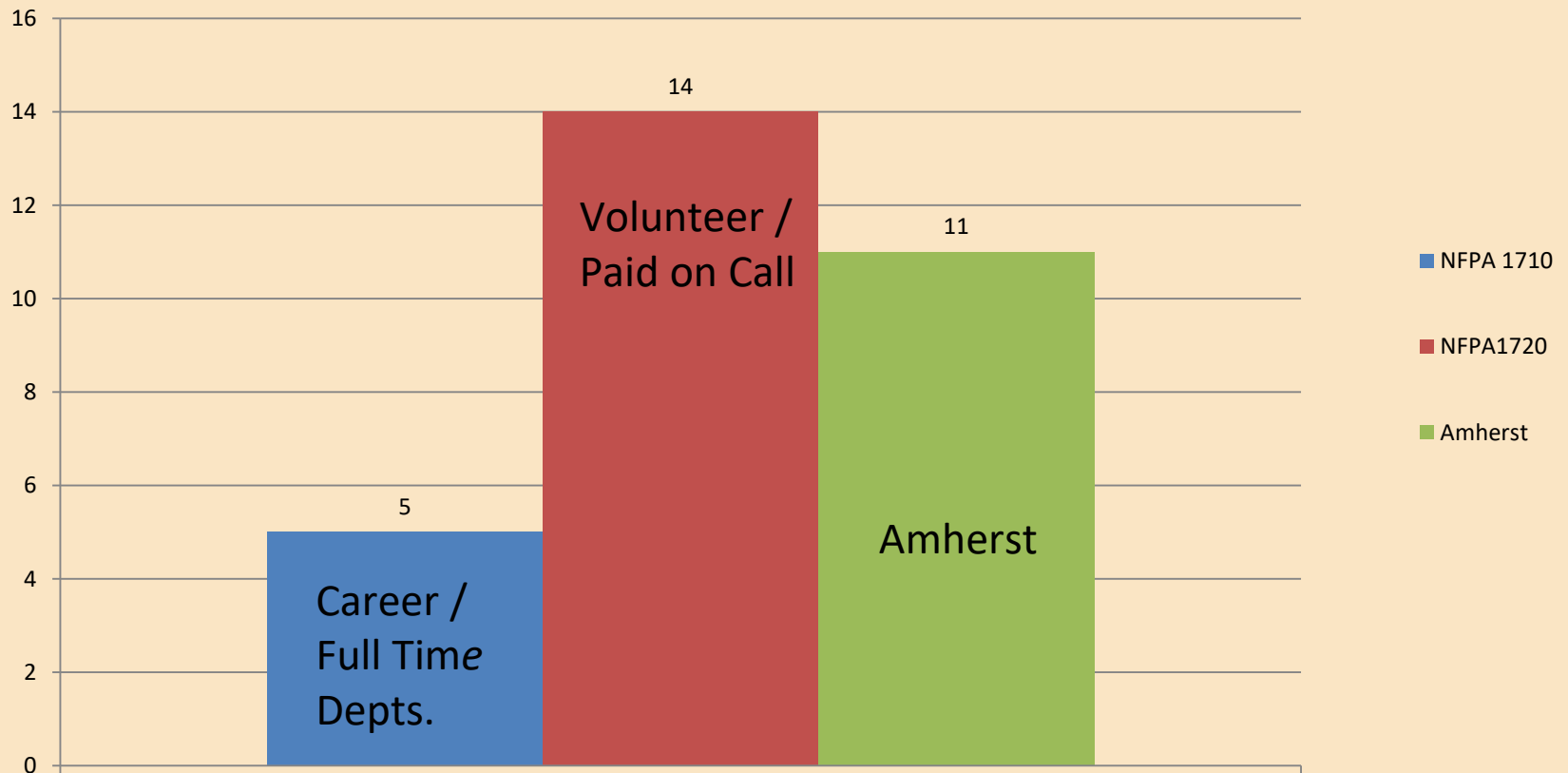


INDUSTRY STANDARDS FOR FIRE RESPONSE

- 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.

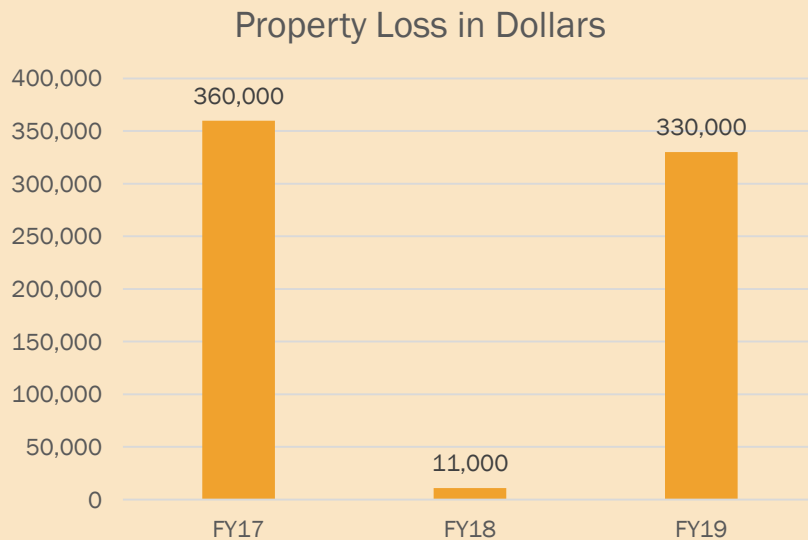
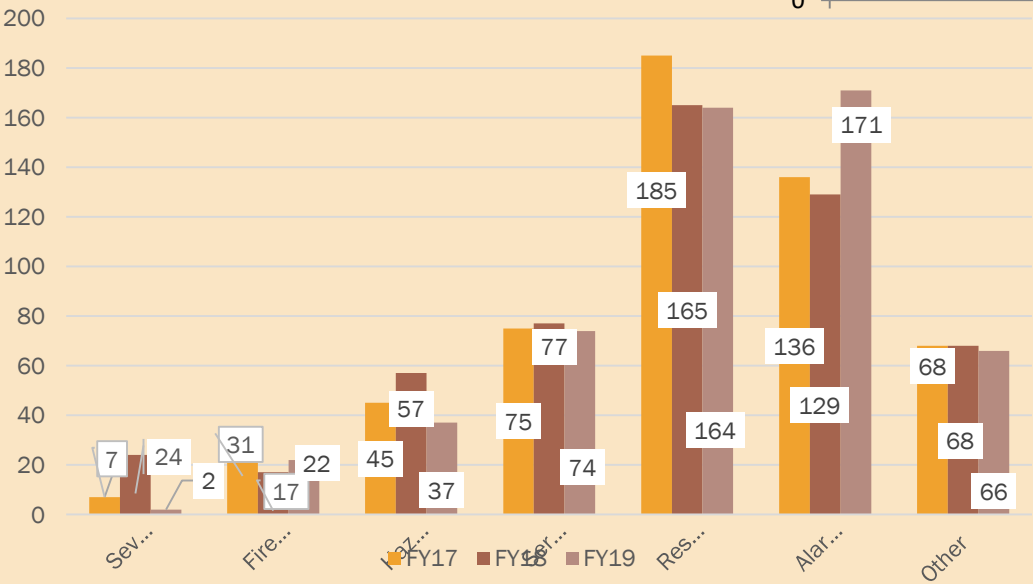
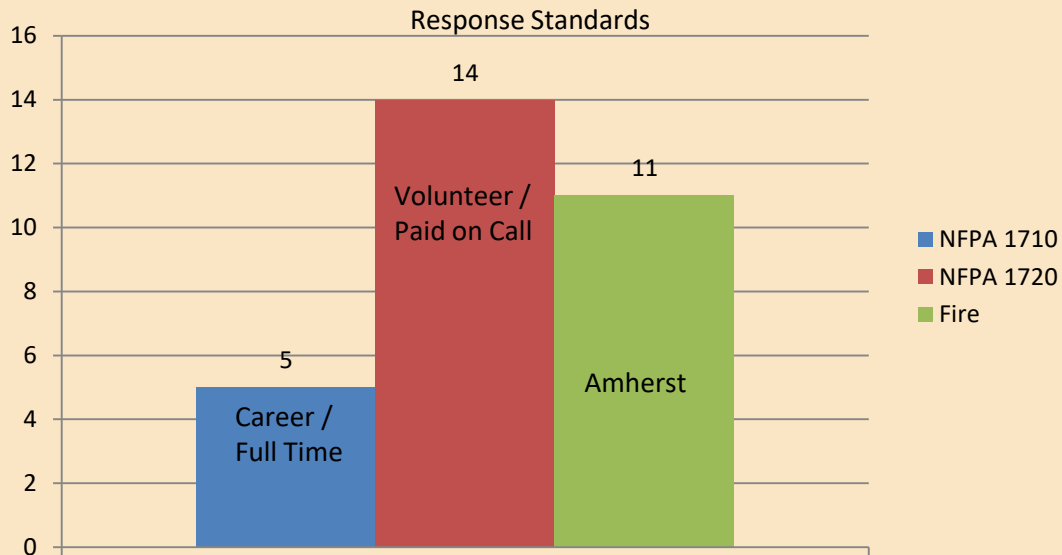
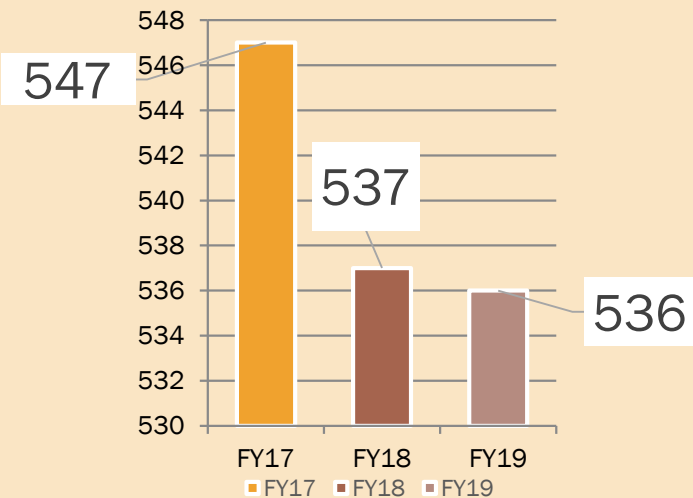
AMHERST'S PERFORMANCE

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



Amherst's average is 3 minutes quicker than the 1720 Standard.

HISTORICAL DASHBOARD



FIRE PREVENTION

❑ Code Enforcement:

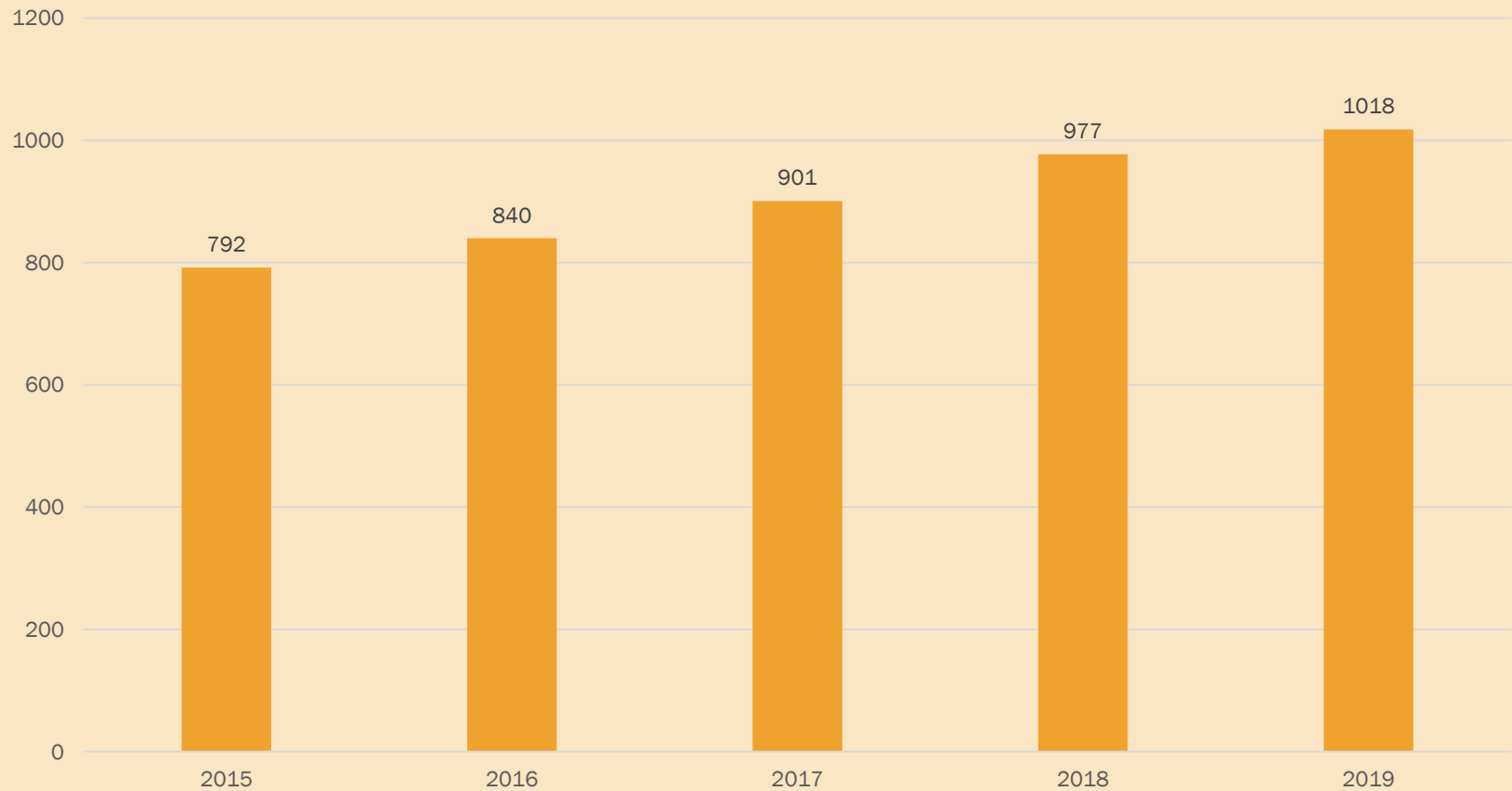
- Inspections.
- Site Plan review.
- Building Plan review.

❑ Educating the community:

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

HISTORICAL RESCUE FACTS

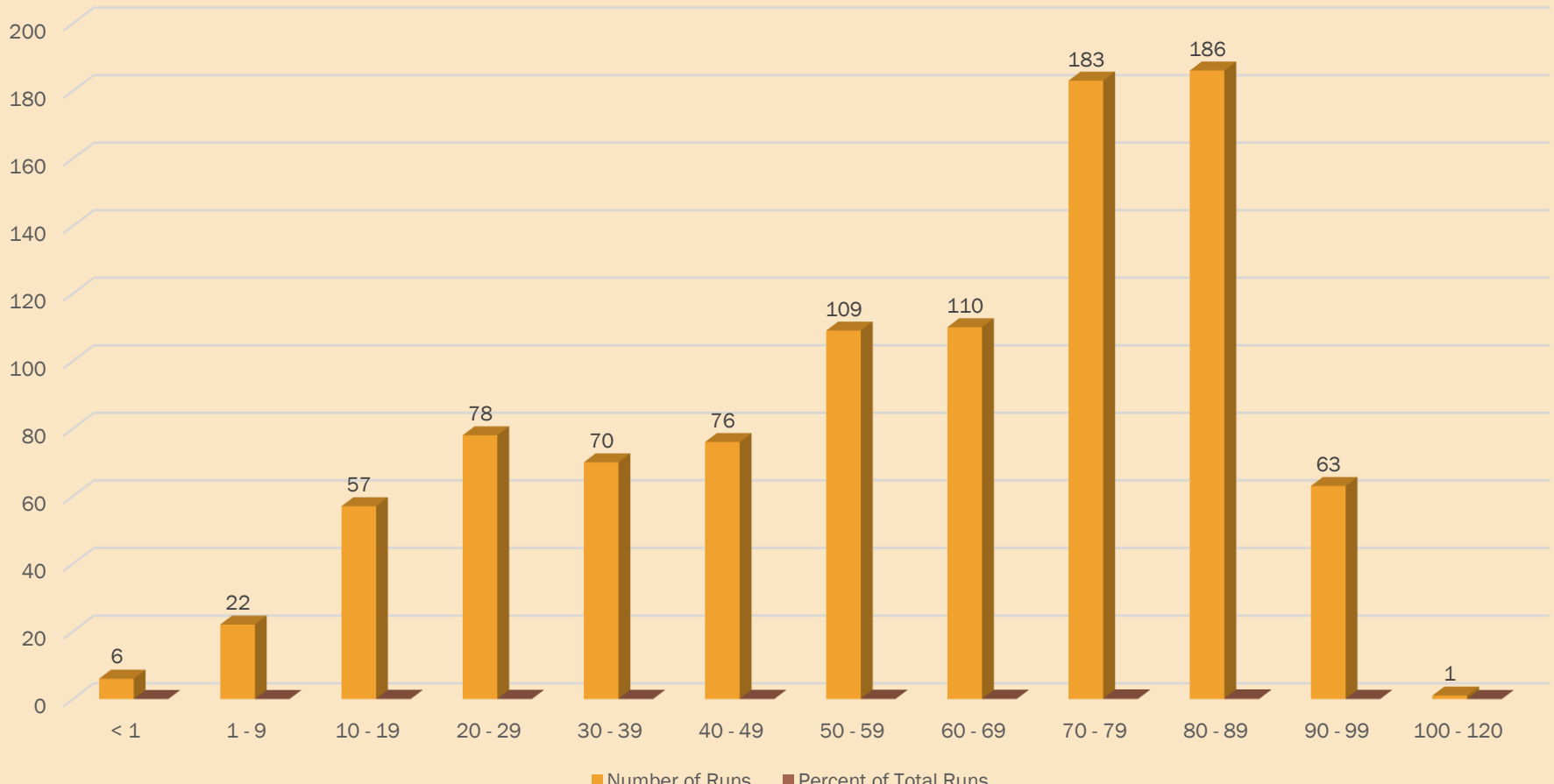
Medical Calls



HISTORICAL RESCUE FACTS (CONT.)

✕ Average age of EMS transport:

Calls by Age (FY 19)



HISTORICAL RESCUE FACTS (CONT.)

Calls by Complaint



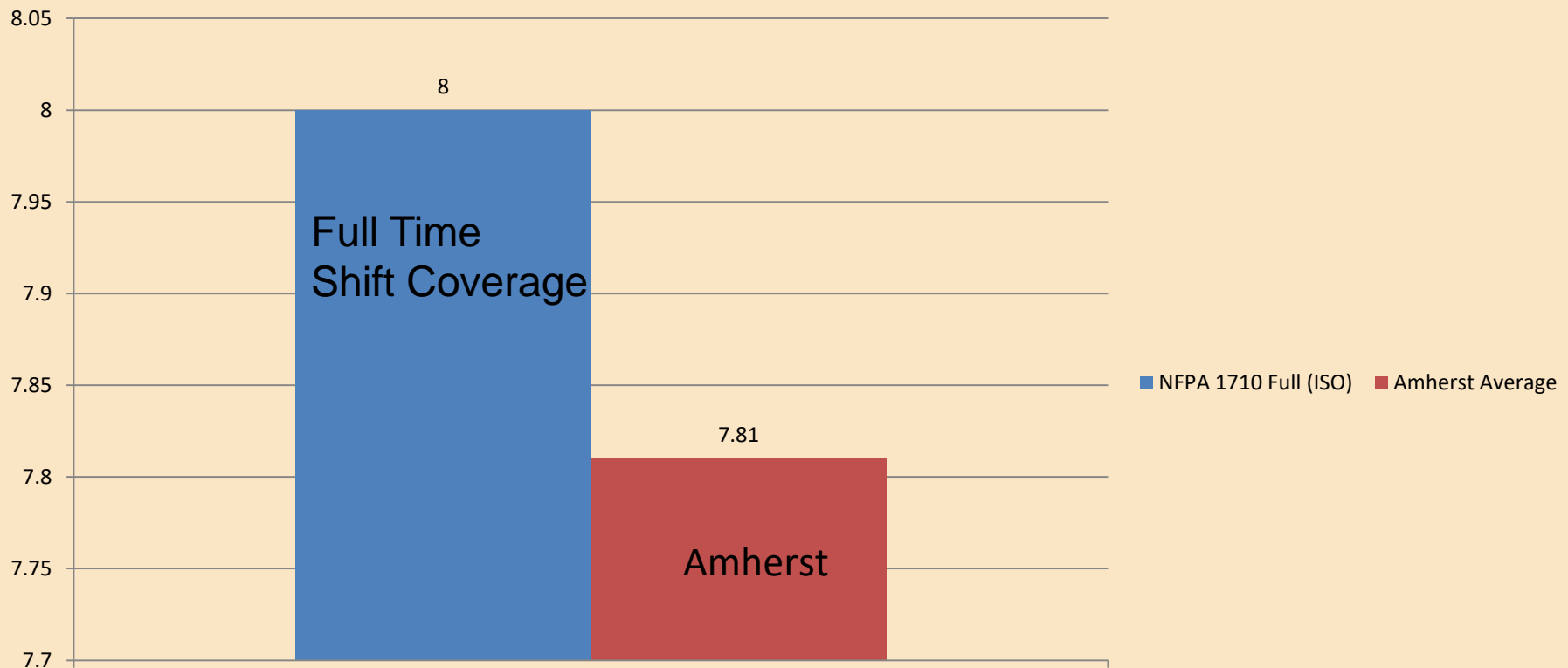
EMERGENCY MEDICAL SERVICES PREVENTION

❑ Education:

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

AMHERST'S PERFORMANCE

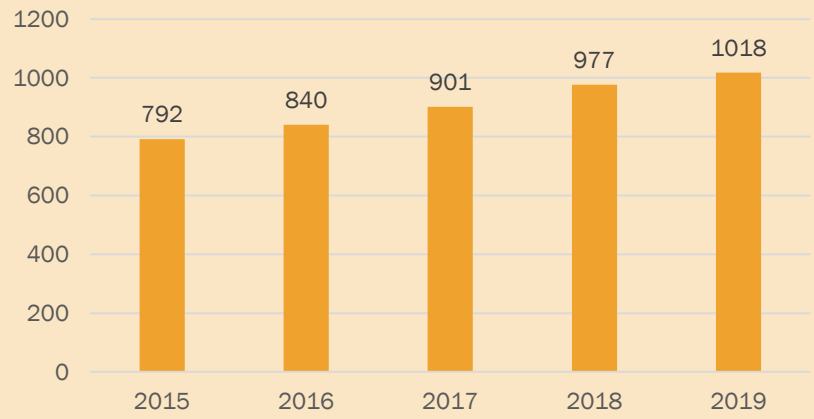
- ❑ NFPA 1710 the standard established for Advanced Life Support (ALS) response to be within eight minutes 90% of the time.



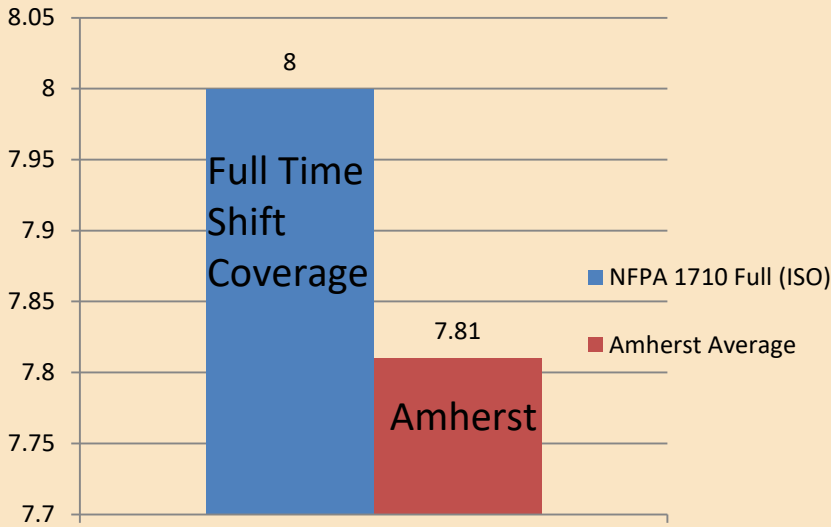
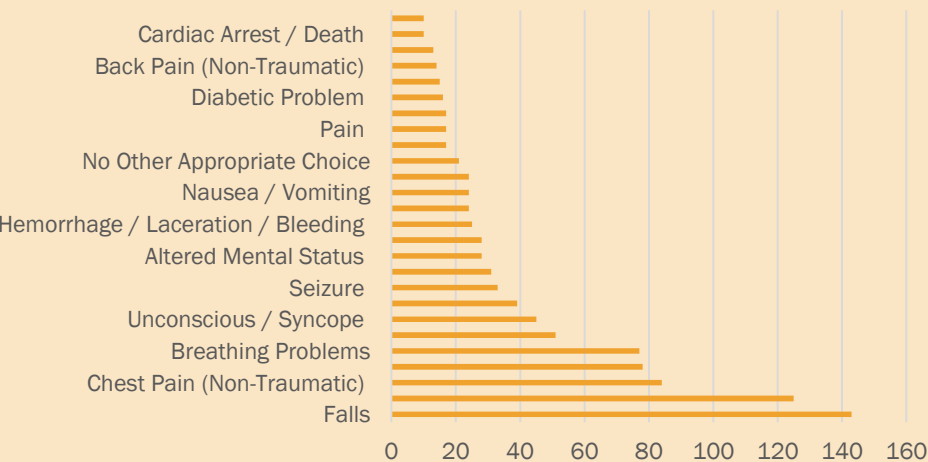
Amherst has a better response time than what is the standard.

HISTORICAL DASHBOARD

Medical Calls



Calls by Complaint



AMHERST FIRE RESCUE GOALS & INITIATIVES UPDATED FOR FY21-FY22

□ Goal #1

- Continue to support our current model.

□ 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 & 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.



GOALS & INITIATIVES (CONT)

□ Goal #2

- Maintain our high level of quality services.

□ Initiative for goal #2

- Recruitment and retention of quality employees.
- Continue with the current model.
 - ❖ Reduce response times.
 - ❖ Increase the level of compensation.
 - ❖ Continue the cross training allowing for increase manpower use for fire and medical call.

GOALS & INITIATIVES (CONT.)

□ Goal #3

- Maintain and replace our capital assets.

□ Initiative for goal #3

- Replacing aging apparatus.
- Retention of a 3rd ambulance.



GOALS & INITIATIVES (CONT.)

□ Goal #4

- Maintain our current programs and develop new community outreach opportunities.

□ Initiatives for goal #4

- Become a Heart Safe Community.
- AED's restaurants, businesses and mercantile buildings.
- File of Life
 - Critical medical information for our responders about our patients during emergencies.

GOALS & INITIATIVES (CONT.)

□ Initiatives for goal #4 (cont.)

- Community paramedicine.
 - ❖ Reach out to the folks (mostly the elderly) we transported to a medical facility that has returned home with the intention of preventing another transport in the coming days.

GOALS & INITIATIVES (CONT.)

- ❑ Potential costs of our initiatives and goals.

Vehicle Replacement			FY18	FY19	FY20	FY21	FY22	Funding Source
1994 Fire Engine replacement					\$575,000			Fire Vehicle CRF
2005 Command replacement					\$45,000			Fire Vehicle CRF
1991 Fire Engine replacement						\$575,000		Fire Vehicle CRF
2006 Pick Up Forestry 2							\$35,000	Fire Vehicle CRF
Capital Improvement Deposits								
Fire Vehicle CRF			\$257,000	\$257,000	\$257,000	\$257,000	\$257,000	Warrant
Totals			\$257,000	\$257,000	\$257,000	\$257,000	\$257,000	

GOALS AND OUTCOME

❑ Goal #1

- Continue with current model.

❑ Outcome for Goal #1

- The current model continues to work, however we need to monitor it with the projection of 200 new homes and the build out of the industrial park.

❑ Goal #2

- Maintain our high level of quality services.

❑ Outcome for Goal #2

- Retain the quality employees we currently have and have the ability to attract new when the need comes up.

GOALS AND OUTCOMES (CONT.)

□ Goal #3

- Maintain and replace our capital assets.

□ Outcome for Goal #3

- Continue to effectively and safely respond to the emergency calls that Amherst Fire Rescue has mitigate.

GOALS AND OUTCOMES (CONT)

□ Goal #4

- Maintain our current programs and develop new community outreach opportunities.

□ Outcome for Goal #4

- By having the right people and the best equipment possible in place, we can have a positive impact on those that are in need of our emergency services.

Discussion