

WELCOME TO



AMHERST, *NEW HAMPSHIRE*



September 10, 2018

AMHERST FIRE RESCUE STRATEGIC PLAN UPDATE FOR FY20-22

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.

HISTORICAL PERSPECTIVE

- ❑ Goals for Rescue / Emergency Medical Service(EMS).
 - Goal #1 Maintain High Quality of Service.
 - Goal # 2 Infrastructure Stability.

- ❑ Strategic Initiatives for Goal #1
 - Strengthen Patient Care advancements.
 - Retain our experienced providers and recruit additional high quality providers.

HISTORICAL PERSPECTIVE (CONT)

- ❑ Improve Ambulance 2 Response Time.
 - The end result of enhanced staffing via competitive wages.
 - Creative use of cross trained staff.

- ❑ Strategic Initiatives for Goal #2
 - Continue to maintain safe and dependable Rescue (EMS) vehicles via an established vehicle replacement program.
 - Continue to provide the necessary cardiac technology required by the state and national regulations.

HISTORICAL PERSPECTIVE (CONT)

□ Goal for Fire Services.

- Increase the level of fire protection to the Town of Amherst to meet the needs of the community, stabilize or lower insurance rates, protect the tax base and reduce property loss from fire.

□ Strategic Initiative for this Goal.

- Continue with the current model.
 - ❖ Reduce response times.
 - ❖ Increase the level of compensation.
 - ❖ Continue with our vehicle maintenance program and our established vehicle replacement plan.

WHO WE ARE AND WHAT DO WE DO

□ Amherst Fire Rescue

- 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:

- 47 members.
- 23 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:

- 46 members:
- 17 are paramedics.
- 16 are advanced.
- 13 are emergency medical technicians.
- 30 members have fire certification.

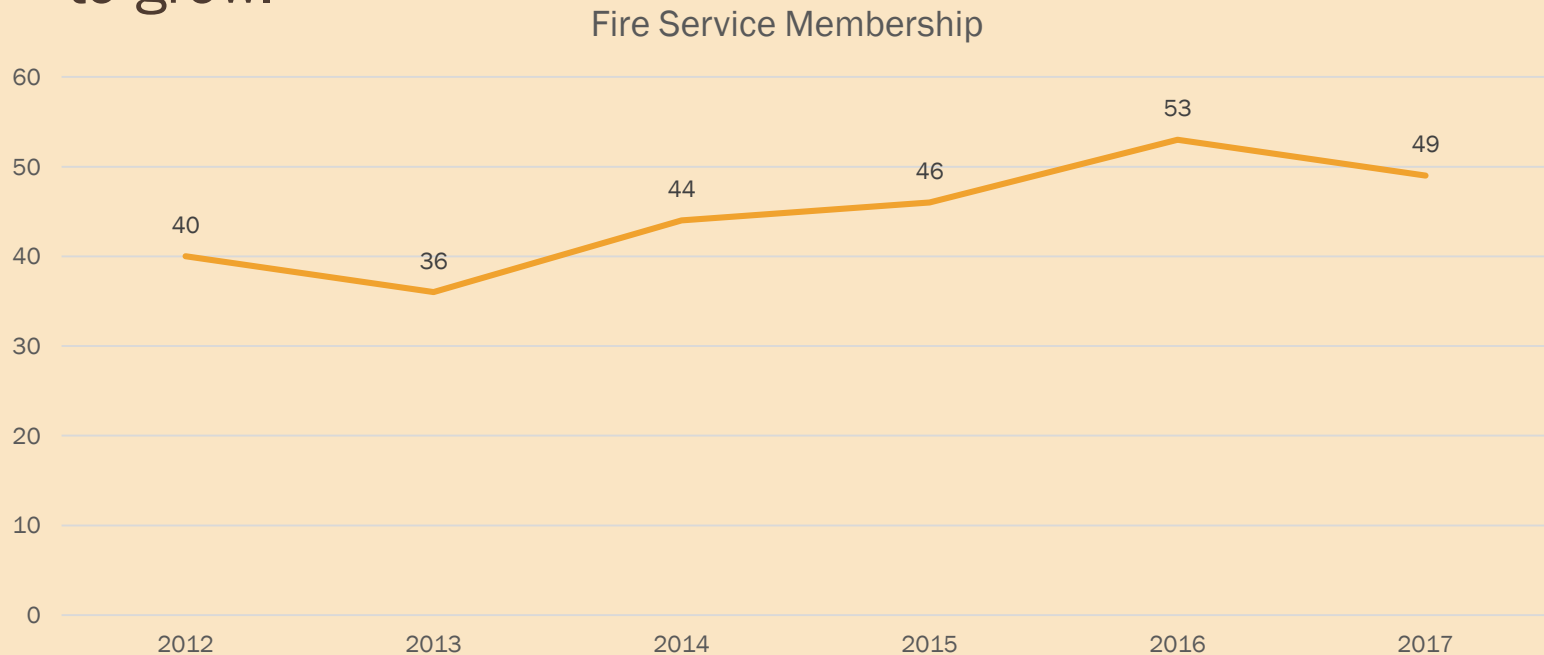
❑ Vehicles:

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

MEMBERSHIP HISTORY

□ Fire membership trends:

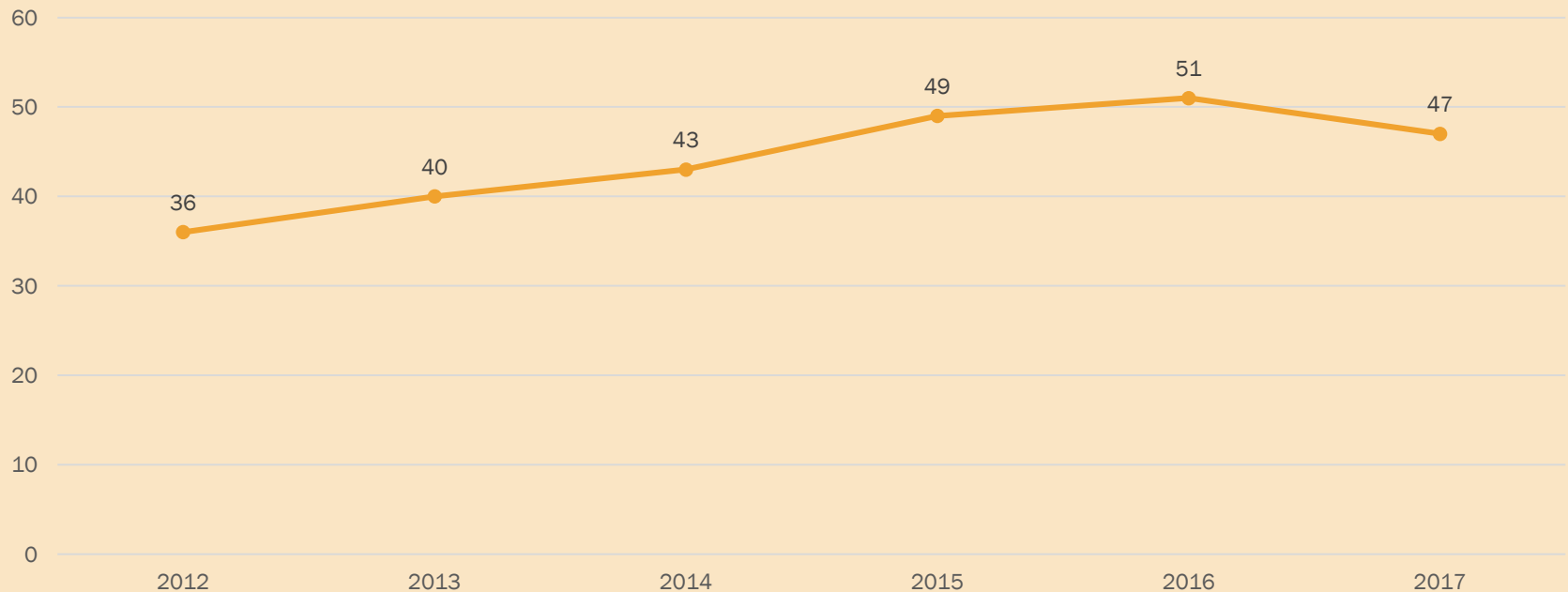
- Despite the fact that some communities are struggling to maintain members, Amherst's membership base continues to grow.



MEMBERSHIP HISTORY (CONT.)

□ Rescue Membership trends:

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



MEMBERSHIP HISTORY (CONT.)

❑ Combined staffing:

Cross Trained Members

Fire Service Members
Cross Trained

23

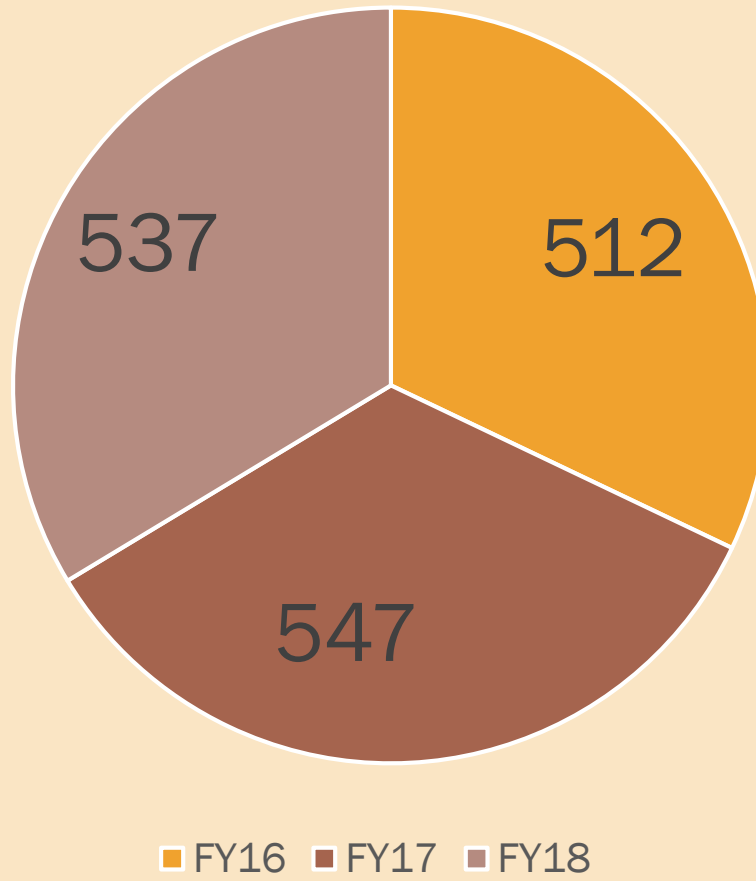
53

30

Rescue
Members Cross Trained

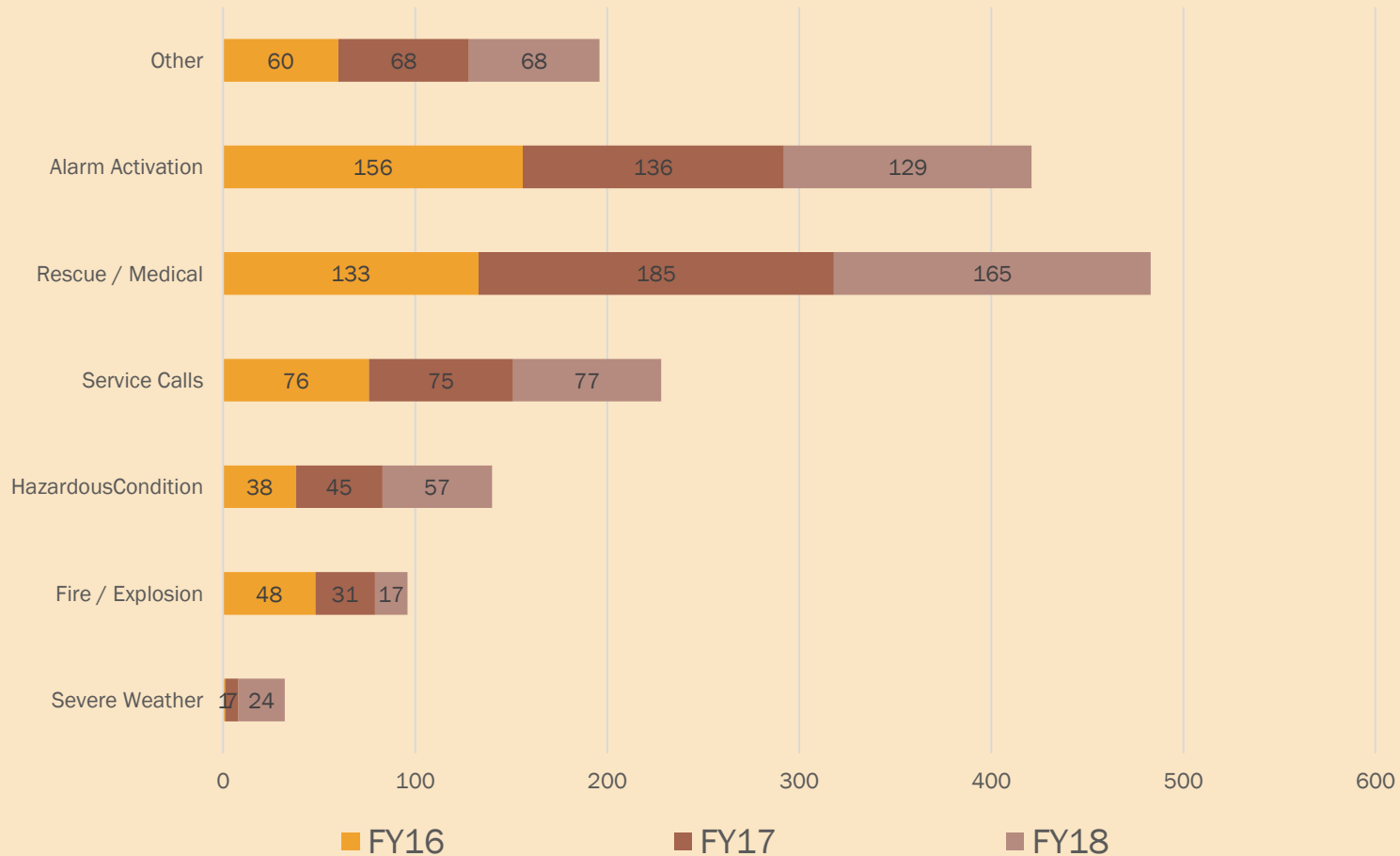
FIRE SERVICE

HISTORICAL FIRE FACTS



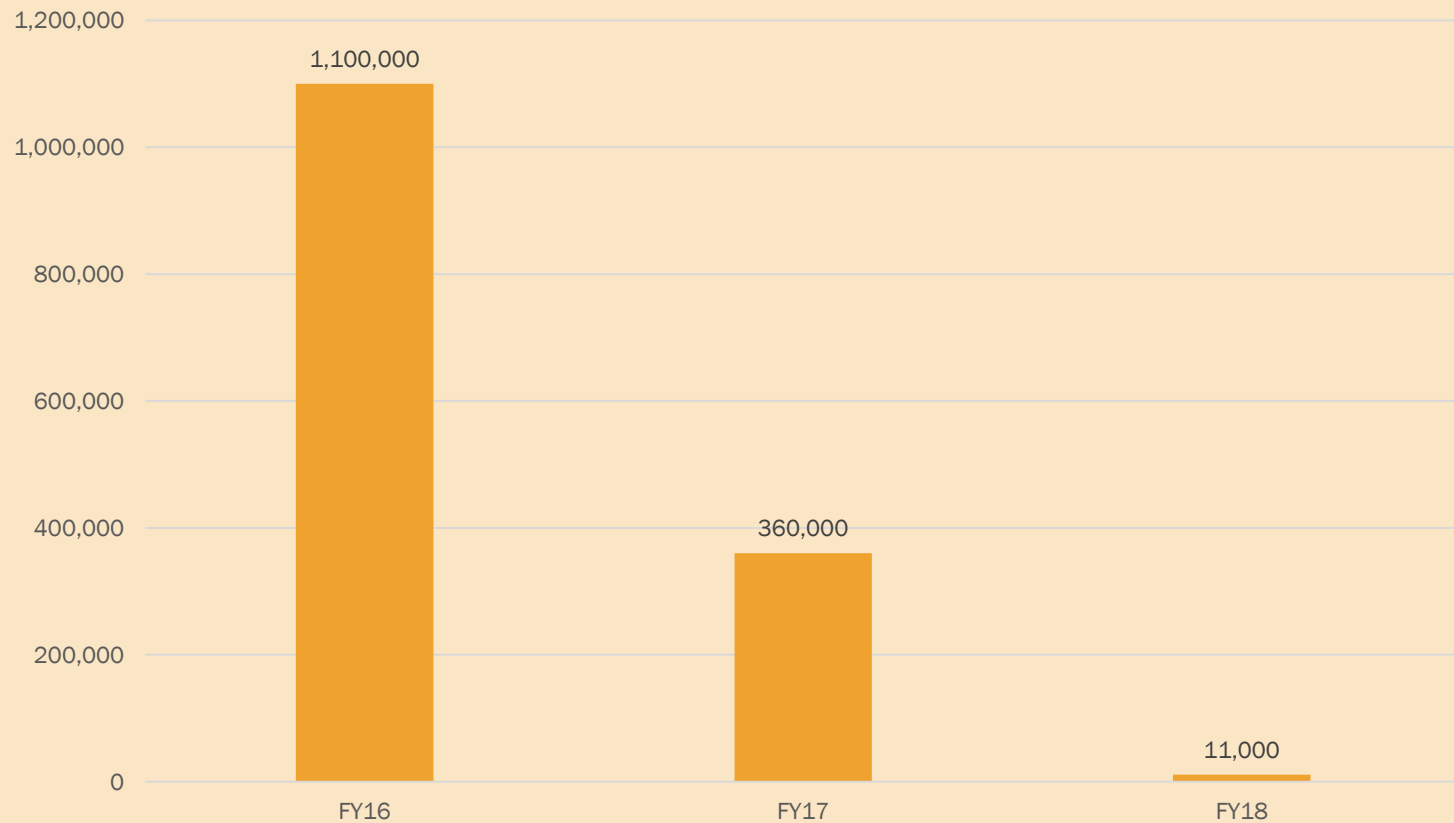
HISTORICAL FIRE FACTS (CONT.)

Fire Call Types and Frequency



HISTORICAL FIRE FACTS (CONT.)

Property loss in dollars:

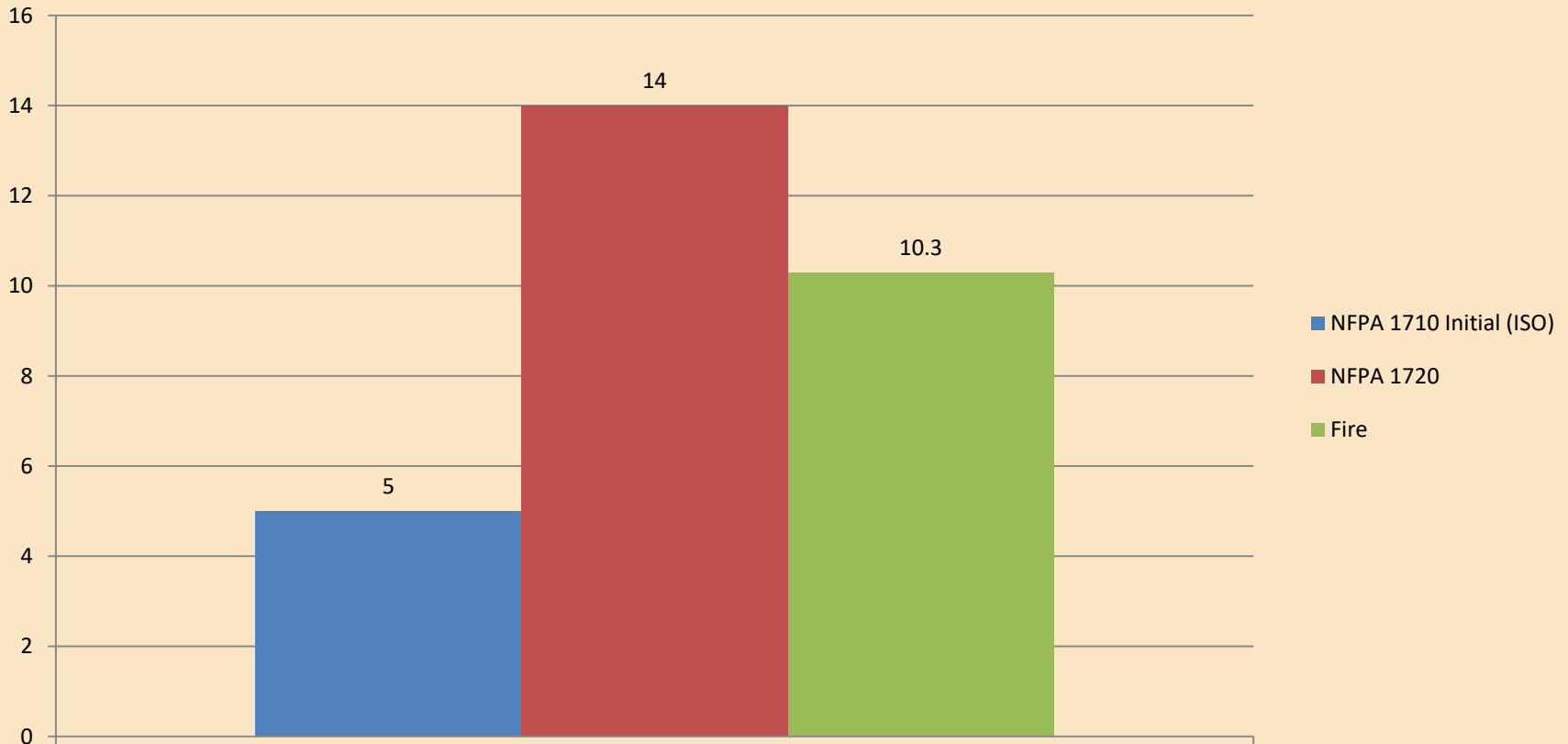


INDUSTRY STANDARDS FOR FIRE RESPONSE

- 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.

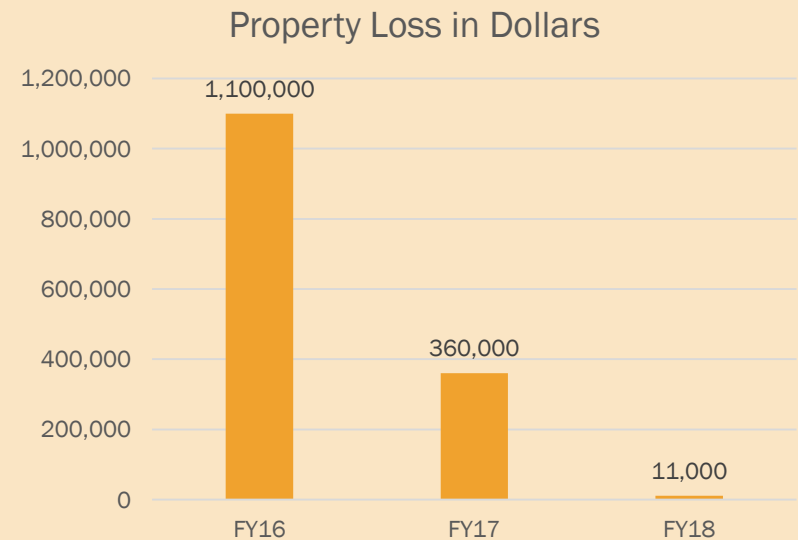
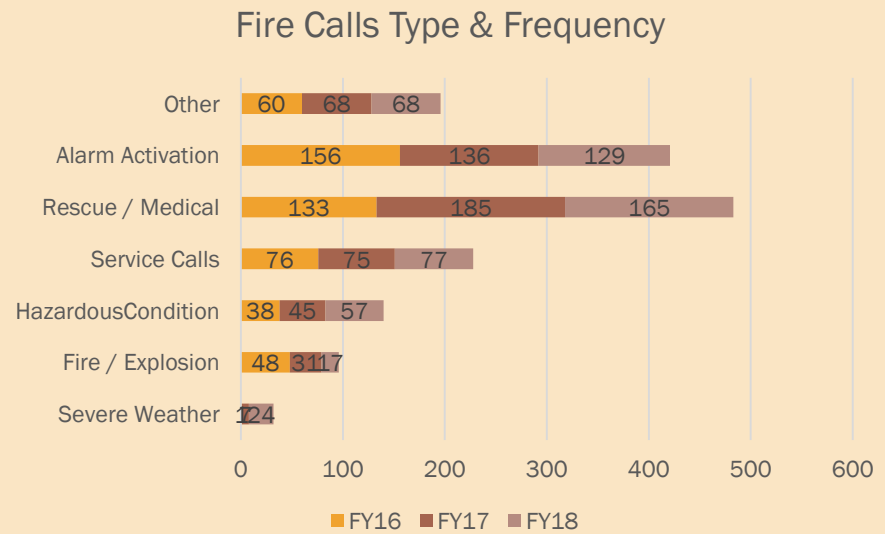
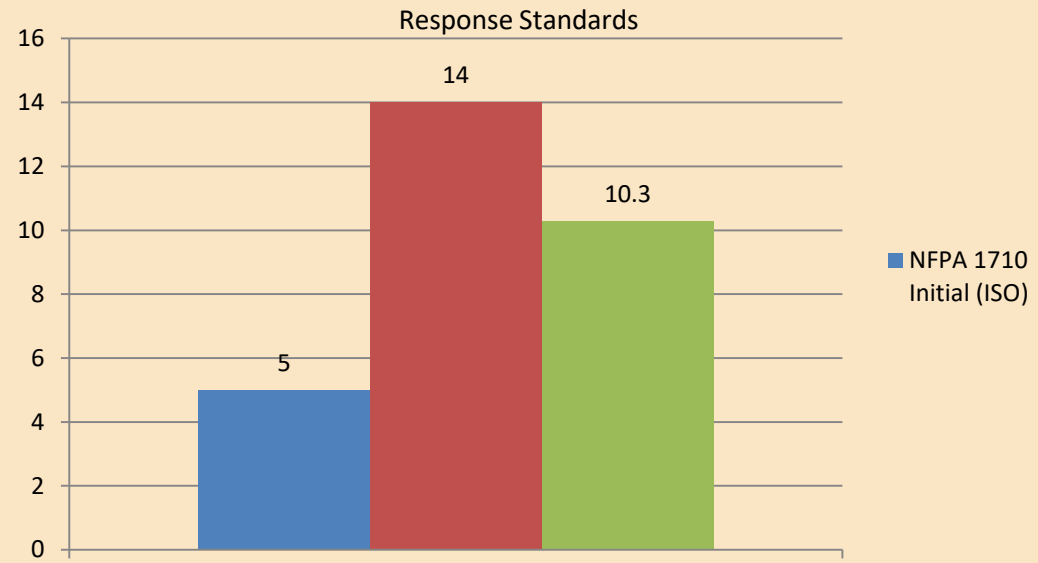
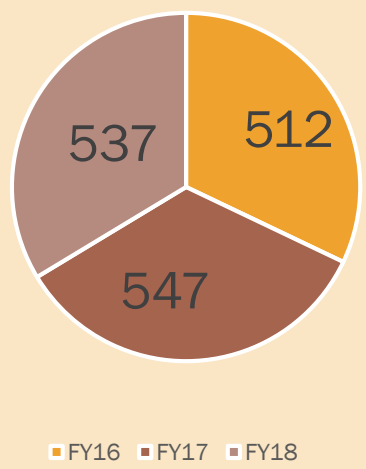
AMHERST'S PERFORMANCE

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



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

HISTORICAL DASHBOARD



FIRE PREVENTION

❑ Code Enforcement:

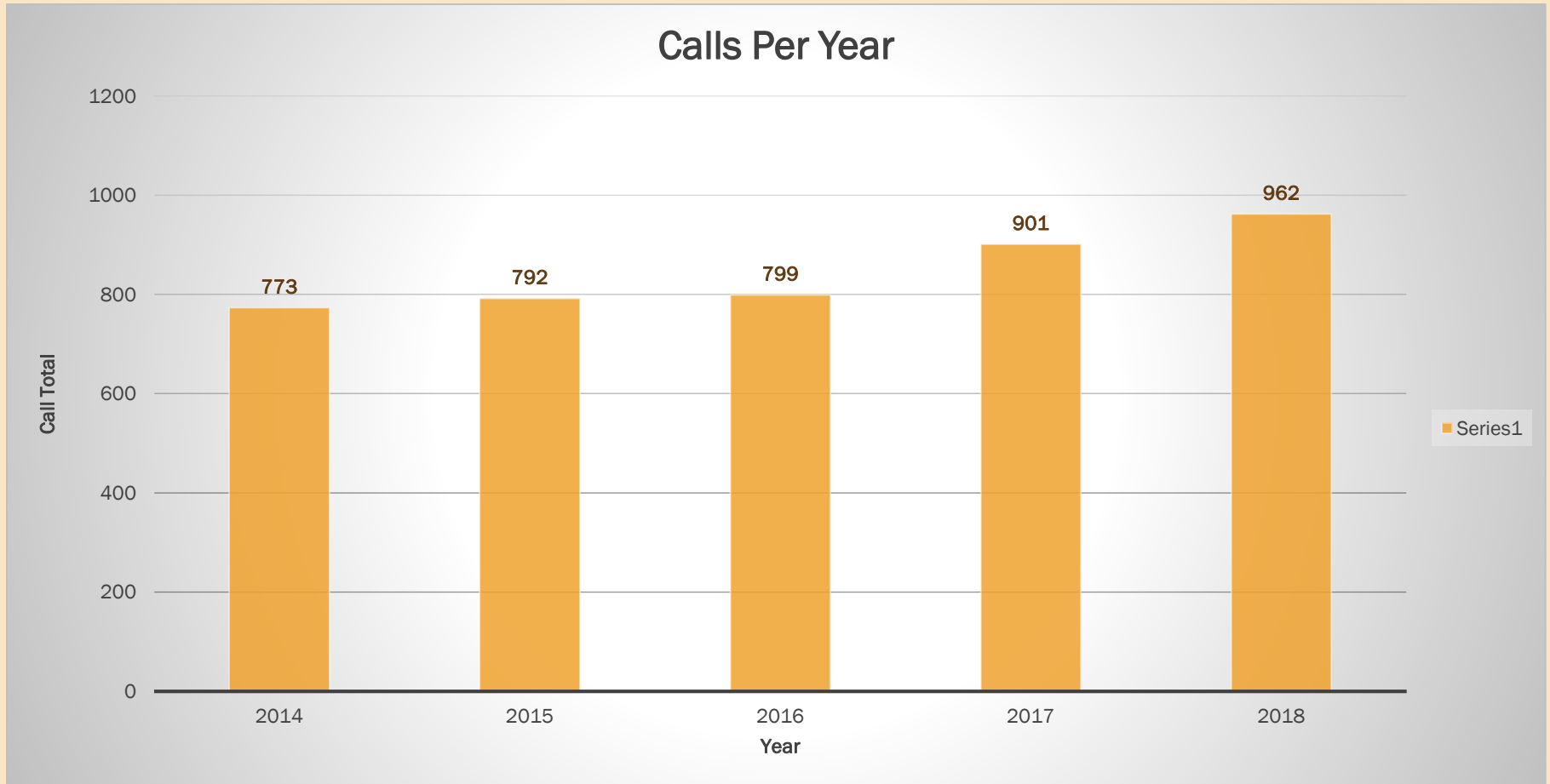
- Inspections.
- Site Plan review.
- Building Plan review.

❑ Educating the community:

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

RESCUE (EMS)

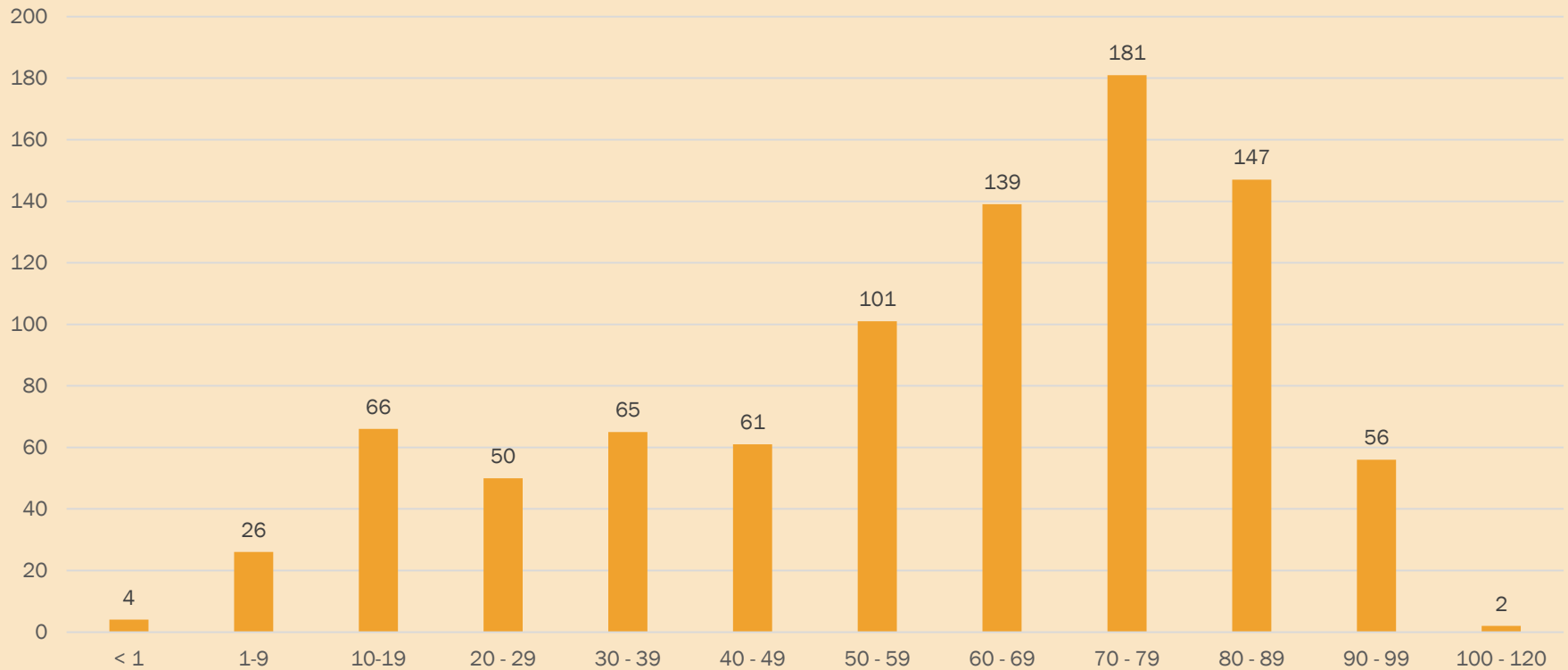
HISTORICAL RESCUE FACTS



HISTORICAL RESCUE FACTS CONTINUED

□ Average age of EMS transport:

Calls by Age: July 1, 2017 to June 30, 2018



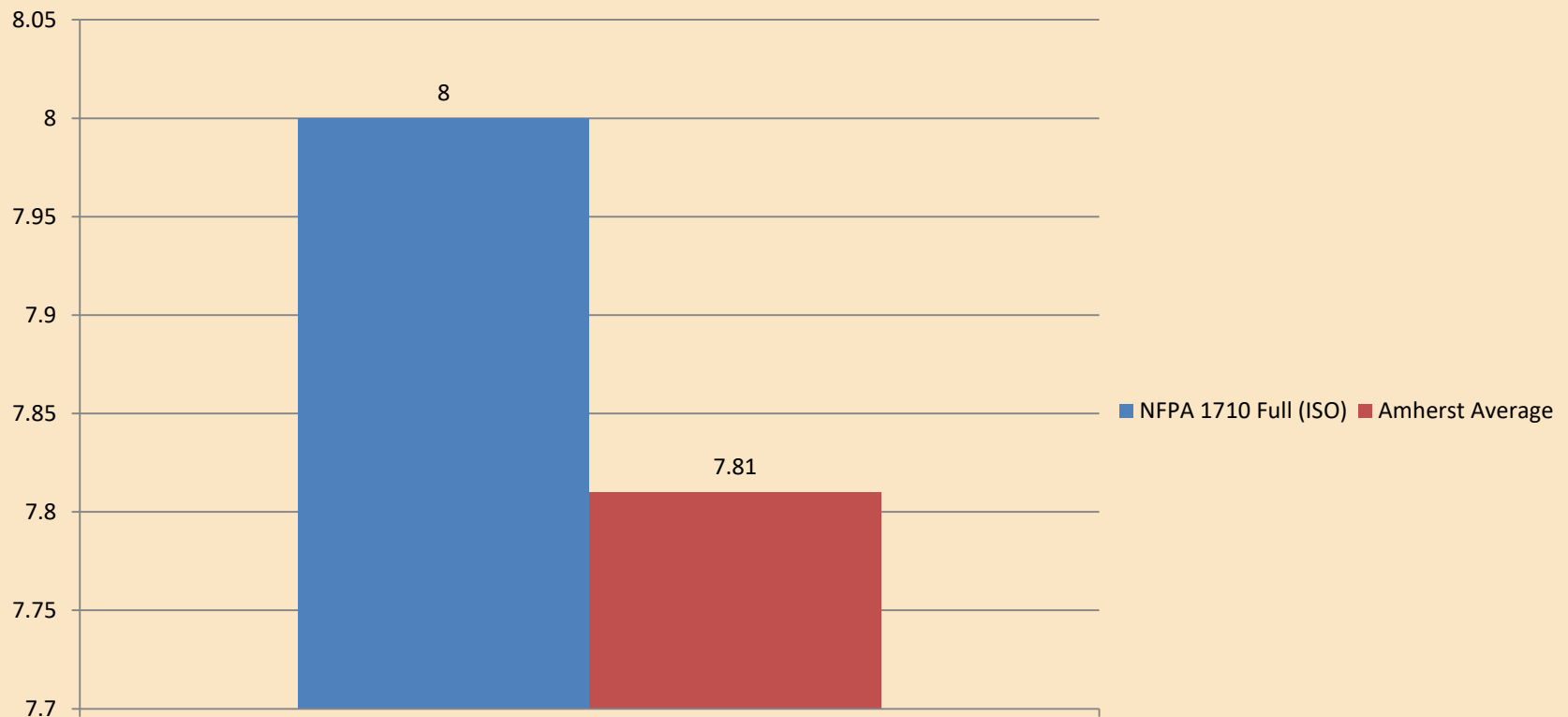
EMERGENCY MEDICAL SERVICES PREVENTION

❑ Education:

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

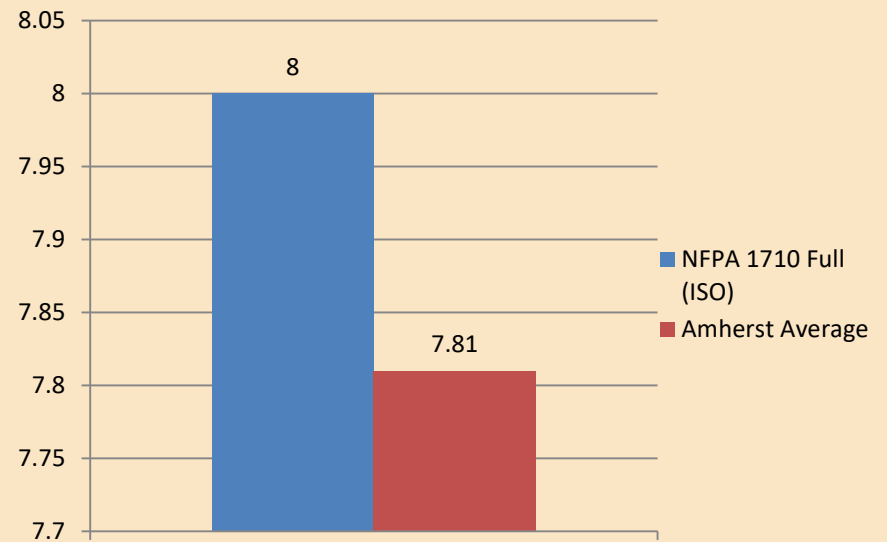
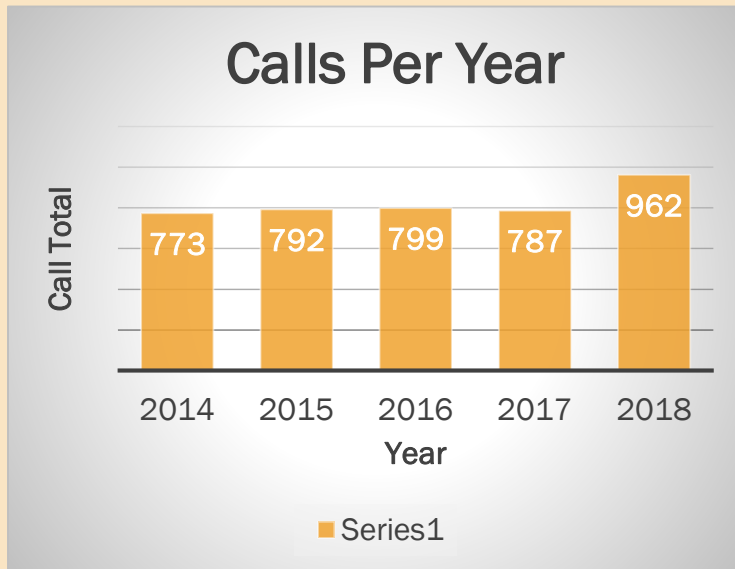
AMHERST'S PERFORMANCE

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



Amherst exceeds the industry standard for response times

HISTORICAL DASHBOARD



AMHERST FIRE RESCUE INITIATIVES & GOALS UPDATED FOR FY20

□ 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.

INITIATIVES AND GOALS(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 Service Members
Cross Trained as EMT's



Emergency Medical Service
Members Cross Trained as FF's

INITIATIVES AND GOALS (CONT)

□ Goal #2

- Maintain our high level of quality services.

□ Initiative for goal #2

- Recruitment and retention of quality employees.

GOALS & INITIATIVES(CONT.)

❑ Goal #3

- Maintain and replace our capital assets.

❑ Initiative for goal #3

- Replacing aging apparatus.
- Replacing cardiac monitors
- Addition of a 3rd ambulance.



INITIATIVES AND GOALS(CONT.)

□ Goal #4

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

□ Initiatives for goal #4

- Become a Heart Safe Community.
- AED's in large mercantile buildings (Lowe's & Wal Mart).
- 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		FY17	FY18	FY19	FY20	FY21	FY22	Funding Source
1994 Fire Engine replacement				\$495,000				Fire Vehicle CRF
2005 Command replacement				\$45,000				Fire Vehicle CRF
1991 Fire Engine replacement						\$575,000		Fire Vehicle CRF
Ambulance purchase							\$210,000	EMS Vehicle CRF
Equipment								
Cardiac Monitors					\$95,000			Warrant
Boat							\$30,000	Warrant
Capital Improvement Deposits								
Fire Rescue Vehicle & Equipment Purchase & Repair CRF		\$150,000	\$200,000	\$257,000	\$200,000	\$200,000	\$200,000	Warrant
Ambulance CRF			\$50,000		\$50,000	\$50,000	\$50,000	Warrant
Totals		\$150,000	\$250,000	\$257,000	\$345,000	\$250,000	\$280,000	

GOALS AND OUTCOME

❑ Goal #1

- Continue with current model.

❑ Outcome for Goal #1

- The current model will work for several fiscal years to come.

❑ 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 must 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