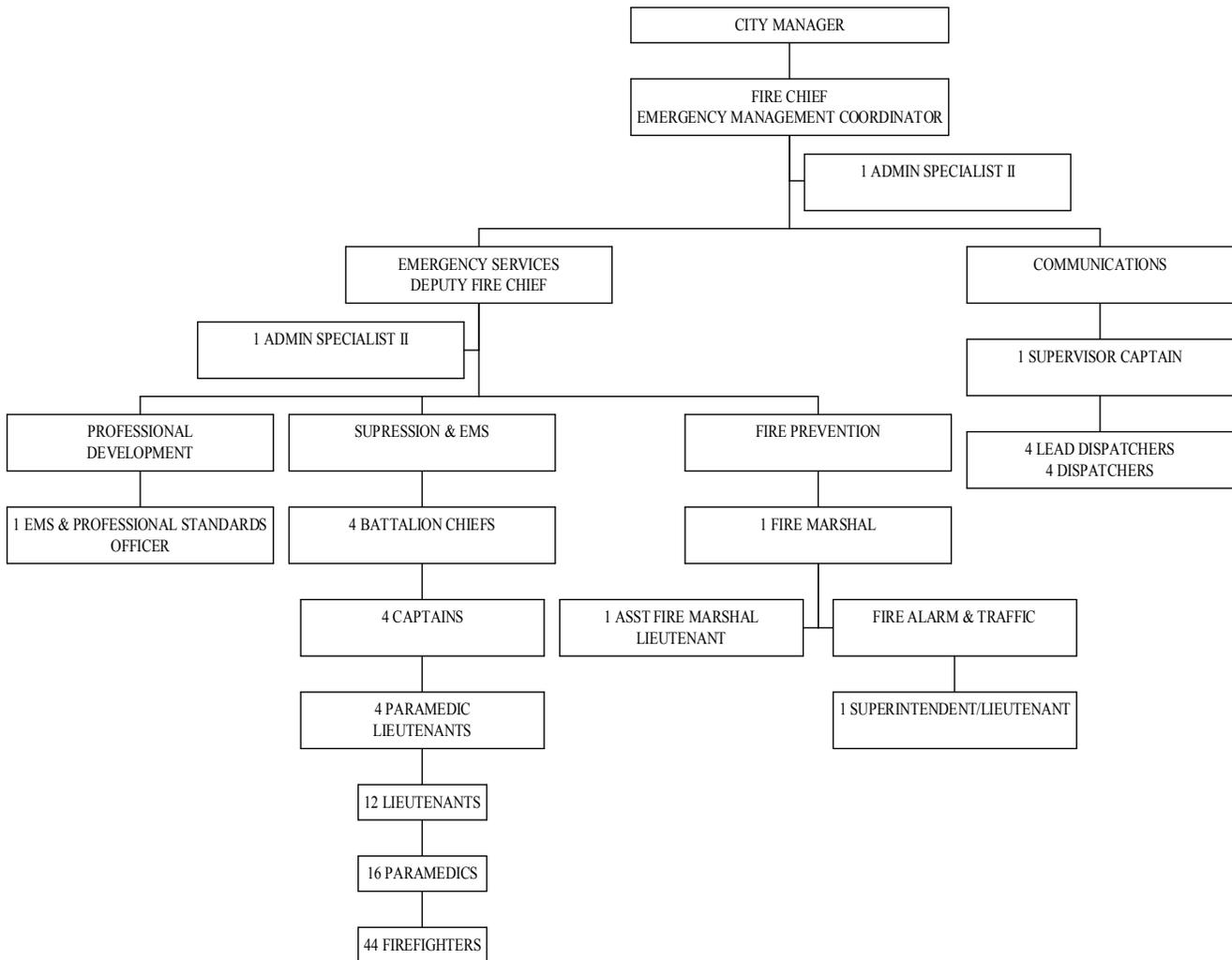


FIRE

MISSION

The mission of the Concord Fire Department is to protect life, property and the environment in our community through an all-hazards approach to fire protection, emergency medical services, community risk reduction and education.

FIRE DEPARTMENT
ORGANIZATIONAL CHART



FIRE**PROGRAM HIGHLIGHTS**

<u>SERVICE INDICATORS</u>	<u>Actual 2011</u>	<u>Actual 2012</u>	<u>Estimated 2013</u>	<u>Projected 2014</u>
1. Total Emergency Calls for Service	7,327	7,182	7,250	7,285
a. EMS Calls – Advanced Life Support (ALS) Intercepts	76	56	50	45
b. EMS Calls – Other EMS/Rescue Calls	4,740	4,772	4,780	4,800
c. Residential Structure Fires	53	52	50	50
d. Commercial Structure Fires	17	20	20	20
e. Other Fire Types	134	102	100	100
f. Overpressure, Explosion, Overheat (no fire)	20	21	20	20
g. Hazardous Condition (no fire)	233	247	240	240
h. Service Call	681	609	650	650
i. Good Intent Call	527	543	540	540
j. False Alarm and False Call	832	736	780	800
k. Severe Weather and Natural Disasters	6	14	10	10
l. Special Incident Types	8	10	10	10
2. Percent EMS Response within 5 minutes	65	65	65	65
3. Percent Fire Response within 5 minutes	61	56	60	60
4. Quick Access Plans Completed	80	80	48	76
5. Fire Safety Inspections Completed	1,317	1,260	1,294	1,350
6. Alarm Systems Monitored in Dispatch	539	539	541	546
7. Master Box plug in/plug out	145	95	120	120
8. Public Education hours	200	110	105	90
9. Fire Alarm Boxes tested	126	274	120	250
10. Burning permits issued	876	886	900	900
11. Phone Calls processed in dispatch	61,598	53,608	58,000	62,000
12. Incidents Dispatched	21,127	20,021	21,000	22,000
13. Training hours per suppression member	83	140	120	100
14. Arson/Suspicious Fire Incidents	3	9	5	6

2014 GOALS

1. Develop and implement a program to maintain the technical rescue skills taught in the grant funded training classes.
2. Develop and implement a leadership succession plan for all company officer and chief officer positions.
3. Develop and implement a training program for refreshing skills in the use of new thermal imaging devices.
4. Continue the National Incident Management System compliance effort by completing equipment classification.
5. Implement the Firehouse Sketch module as the platform for pre-incident planning.
6. Develop and implement a training program for tactical approaches to fire suppression based on evolving understanding of fire and building behavior.

2013 GOALS STATUS

1. Complete the National Incident Management System Capability Assessment Support Tool to determine compliance with national standards and develop an improvement plan for addressing deficiencies.
9-Month Status: Completed. The assessment tool was used to identify needed training for City staff and key community partners, including school districts.

PROGRAM HIGHLIGHTS**FIRE**

2. Update the 2008 strategic plan with a multi-year business plan for each major bureau of the Department to identify measureable outcomes and improvements in customer service, internal processes, financial health, and employee development.
9-Month Status: The business plan has seven focus areas: regionalization opportunities; safety initiatives; fireground tactical advances; leadership development and succession planning at all levels; technical rescue and hazardous materials skills maintenance; ongoing emergency medical services quality assurance efforts; and local emergency operation plan revision and exercise schedule. Specific action items and expected outcomes will be developed during the fourth quarter.
3. Continue quality assurance programs in emergency medical services and emergency communications, and achieve compliance at or above 95% with applicable standards.
9-Month Status: The Department's emergency medical services quality assurance program was revised to include a quarterly focus on a major topic, such as the treatment of chest pain or stroke. These focused reviews will be used to guide training programs, with results being measured by protocol compliance elements. A pilot test of a communications feedback form was successfully completed which identified needed revisions in some standard operating guidelines for consistency with dispatch practices.
4. Complete work on the Department Risk Management Plan begun in FY 2012.
9-Month Status: A detailed checklist from a national standard on firefighter safety is being used to identify risks and corrective actions.
5. Explore a pilot wellness fitness initiative based on the joint work of the International Association of Fire Fighters and International Association of Fire Chiefs.
9-Month Status: A full wellness and fitness program based on the joint initiative is pending. Two other significant accomplishments are completed or in process. Two of the Department's four shifts attended a cancer prevention program for firefighters developed by the Portsmouth Fire Department. The City's Human Resources Department facilitated an agreement that allows on-duty Fire Department personnel to attend classes and receive wellness credits.

ADDITIONAL 2013 ACCOMPLISHMENTS

1. The Insurance Services Office upgraded the City's Public Protection Class rating to a Class 2/8B. The rating is used by insurance companies in setting premiums for their policy holders. The Class 2 rating places the City in the top 1.4% of areas nationwide and the top 1.2% of areas surveyed in New Hampshire. The rating was achieved through the efforts of a project team consisting of Deputy Chief Sean Toomey, Deputy General Services Director Phil Bilodeau, Battalion Chief Guy Newbery, and Administrative Specialist Erin Newnan.
2. A third LUCAS cardiac arrest compression device was acquired and placed on Ambulance 7. Mechanical devices for cardiopulmonary resuscitation can double survival rates for cardiac arrest patients. LUCAS devices are now in place on all three of the City's ambulances.
3. The members of the Concord Fire Officers Association completed two professional development sessions. The first session was taught by a fire protection engineer employed as a fire investigator by the Bureau of Alcohol, Tobacco, and Firearms. It focused on fire fighter fatalities and the use of computer modeling to evaluate fire suppression tactics. The second session was taught by a nationally known authority in the fire service and focused on effective supervision and tactical leadership.
4. A new ladder truck and two new ambulances were ordered and are scheduled for delivery in the fourth quarter of the current fiscal year.
5. The Department Medical Director conducted training sessions on the EMS treatment protocols which were recently adopted by the state and which went into effect in January 2013.

FIRE**PROGRAM HIGHLIGHTS**

6. Ten new laptop computers were acquired and placed in service in Fire Department vehicles.
7. All Emergency Medical Technicians who are due for recertification in 2013 completed a refresher training program.
8. The use of social media continues to grow. The Department's Facebook page has 1,396 followers while the Twitter account has 224 followers. These sites have been very valuable for posting routine safety information as well as emergency updates.
9. Grant funded training continued with members participating in 38 course deliveries.
10. Policies on high rise fire attack, controlled substances management, public agency response, vacant and abandoned buildings, and department organization were revised and reissued.
11. Quarterly training included ice rescue, drafting water through ice, trapped fire fighter rescue drills, high rise fire attack, and the use of therapeutic hypothermia in treating cardiac arrest.
12. The Department led a citywide effort to prepare for the arrival of Hurricane Sandy in late October. The City Emergency Operations Center was activated to coordinate the activities of the Police, Fire, and General Service Departments in response to the storm.
13. The Fire Department was named the "Housing Hero of the Year" by the Concord Area Trust for Community Housing for its work in saving the Endicott Hotel and in preserving the community's housing stock.
14. A very successful Fire Prevention Week culminated in an Open House at the Broadway Fire Station.
15. The Fire Department was featured in the national educational series, *Medic Monthly*.
16. Fire Department staff worked extensively on the new City web site.
17. Seventeen paramedics attended a 48-hour refresher training program delivered by Concord Hospital and using the facilities of the McKerley Simulation and Education Center.
18. The Fire Department reviewed the current pre-incident planning program and evaluated alternatives to improve the existing program. The Firehouse Sketch module was chosen to replace the existing program. This program will integrate with our existing information management system and provide improved, efficient and more accurate information to field units.
19. All members of the Suppression/EMS Bureau completed the online and classroom modules of a Fire Ground Survival course.

BUDGET DETAIL**FIRE**

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
LICENSES AND PERMITS	\$11,100	\$12,840	\$16,390	\$12,320	\$12,320	\$15,400
PLAN REVIEW & INSPECTION FEE	\$53,219	\$57,444	\$50,825	\$47,862	\$47,650	\$47,650
STATE EMER MGT AID-C.D.	\$657	\$0	\$0	\$0	\$0	\$0
STATE FIRE & MUN SERVICE AID	\$125,000	\$125,000	\$125,000	\$125,000	\$125,000	\$125,000
USDHS/FEMA ASSISTANCE	\$18,221	\$0	\$41,473	\$0	\$41,960	\$0
DISPATCH SERVICE CHARGE	\$381,387	\$432,380	\$485,902	\$420,000	\$500,000	\$475,000
MISC STATE OF NH	\$0	\$0	\$28,948	\$0	\$0	\$0
AMBULANCE SERV CHARGE	\$1,173,338	\$1,254,145	\$1,306,771	\$1,300,000	\$1,380,000	\$1,375,000
ADV LIFE SUPPORT TRANSPORT	\$40,425	\$38,207	\$8,784	\$13,725	\$550	\$2,196
ALARM CONNECTION FEE	\$205,238	\$214,142	\$215,942	\$224,851	\$224,180	\$221,862
TRANS FROM TRUST CAP RESERVE	\$0	\$0	\$8,000	\$0	\$0	\$0
FALSE ALARM PENALTIES	\$22,133	\$15,873	\$11,555	\$6,000	\$11,500	\$10,000
MISCELLANEOUS SERVICES	\$0	\$0	\$18,991	\$5,000	\$10,480	\$5,000
COMM TOWER LEASE	\$22,960	\$23,592	\$22,329	\$25,160	\$25,160	\$24,000
SPECIAL FIRE DUTY SERVICES	\$0	\$14,108	\$14,913	\$0	\$19,170	\$14,000
MISCELLANEOUS	\$567	\$0	\$0	\$0	\$25,900	\$1,200
Total	\$2,054,246	\$2,187,731	\$2,355,823	\$2,179,918	\$2,423,870	\$2,316,308
APPROPRIATIONS						
COMPENSATION	\$6,268,904	\$6,586,620	\$7,024,198	\$6,984,400	\$7,027,490	\$7,068,920
OUTSIDE SERVICES	\$239,082	\$289,937	\$252,436	\$274,946	\$275,861	\$298,970
SUPPLIES	\$122,587	\$140,099	\$166,616	\$162,630	\$162,630	\$205,607
VEHICLE MAINTENANCE	\$70,654	\$73,075	\$80,860	\$88,310	\$88,310	\$88,925
UTILITIES	\$184,409	\$184,047	\$175,120	\$183,770	\$162,190	\$169,200
INSURANCES	\$247,964	\$284,541	\$273,438	\$319,080	\$322,920	\$317,682
EQUIPMENT	\$2,788	\$6,454	\$0	\$7,500	\$7,500	\$7,500
FRINGE BENEFITS	\$3,048,955	\$3,381,643	\$3,870,654	\$3,957,240	\$3,940,660	\$4,299,820
Total	\$10,185,344	\$10,946,415	\$11,843,321	\$11,977,876	\$11,987,561	\$12,456,624

FIRE**BUDGET DETAIL**

<u>POSITION TITLE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Fire Chief	1.0	1.0	1.0	1.0
Deputy Fire Chief	1.0	1.0	1.0	1.0
Administrative Specialist II	2.0	2.0	2.0	2.0
EMS Prof. Standards Officer	1.0	1.0	1.0	1.0
Fire Marshal	0.0	*1.0	1.0	1.0
Life Safety Officer	1.0	*0.0	0.0	0.0
Assistant Fire Marshal	1.0	*1.0	1.0	1.0
Fire Alarm/Traffic Supervisor	1.0	1.0	1.0	1.0
Battalion Chief	4.0	4.0	4.0	4.0
Captain	4.0	4.0	4.0	4.0
Captain / Communications Supervisor	1.0	1.0	1.0	1.0
Paramedic Lieutenant	4.0	4.0	4.0	4.0
Lieutenant	12.0	12.0	12.0	12.0
Firefighter Paramedic	16.0	16.0	16.0	16.0
Firefighter	47.0	**46.0	***45.0	****44.0
Lead Fire Dispatcher	4.0	4.0	4.0	4.0
Fire Dispatcher	<u>4.0</u>	<u>4.0</u>	<u>4.0</u>	<u>4.0</u>
Total	104.0	103.0	102.0	101.0
Authorized but unfunded Firefighter positions	<u>3.0</u>	<u>3.0</u>	<u>3.0</u>	<u>3.0</u>
Grand Total	107.0	106.0	105.0	104.0

* FY 2011: Life Safety Officer position eliminated. Fire Marshal position reinstated. Title of Assistant Life Safety Officer changed to Assistant Fire Marshal.

** FY 2012: One Firefighter position eliminated.

*** FY 2013: One Firefighter position eliminated.

**** FY 2014: One Firefighter position eliminated.

FUNDING IMPACT

FIRE

A budgetary reduction was accomplished by:

1. Eliminating a vacant Firefighter position.
2. Reducing various operating accounts.

Compensatory funding will be provided to assure that minimum staffing levels are maintained.

FIRE

NOTES
