

TOWN OF AMHERST
Central Fire Alarm Office
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February 5, 2014

2013 ANNUAL REPORT

The Town of Amherst Central Fire Alarm Office dispatches fire, rescue and emergency medical units for 16 volunteer fire departments covering over 150 square miles in the Towns of Amherst, Clarence, Newstead and Villages of Akron and Williamsville. 2010 Census figures show 169,801 people reside in our dispatch area. Along with them, we serve the thousands that enter or pass through our area every day. Ranging from suburban to rural, we have a mix of residential, commercial, educational, agricultural, and industrial properties that are protected by the companies we dispatch. Our fire dispatchers handled 84,854 incoming and outgoing telephone calls through the year to process requests for various services. These services include emergencies dispatched to the fire departments and ambulance services as well as non-emergency assistance to residents. It also includes mutual aid requests from other communities, carbon monoxide detector activations without apparent illness that are dispatched to the appropriate town fire inspectors during weekday business hours, reports of waterline leaks or wires down requiring notification of the proper utility and many others.

In 2013, 16110 emergency alarms were dispatched. This is an increase of 3.5% over alarms in 2012. It should be noted that it was a routine year that did not include any major storms or disasters. Included in the 2013 alarm total are 5144 alarms dispatched directly to Twin City Ambulance Service when it was determined a fire department's assistance was not necessary. These determinations are made using Advanced Emergency Medical Dispatch protocols, which all of our dispatchers are trained in.

Fire Dispatchers continue to meet with various emergency service providers, not only within the three towns and two villages served by the Central Fire Alarm Office, but also with County and State officials as well. Every possible effort is made to provide residents with quality, professional and progressive fire and rescue service communications and support.

The number of users of our digital alarm system continue to grow. This system receives fire alarm signals from numerous school and municipal buildings throughout our dispatch area. When a fire alarm sounds, the signal rings directly into the Central Fire Alarm Office allowing the dispatchers to immediately alert the appropriate Fire Department. As part of their duties, Fire Dispatchers maintain this system and have been instrumental in designing, implementing and maintaining the alarm system minimizing the need for costly outside contractors. In addition, the Fire Dispatchers work closely with these organizations as they conduct school drills and alarm system tests, ensuring the signals are received properly and that the system is working at peak efficiency.

Our Radio Committee has developed a plan to improve radio communications in our dispatch area. This committee is made up of representatives from the Central Fire Alarm Office, Amherst Fire Chiefs Association, Clarence-Newstead Fire Chiefs Association, Amherst Police, and Erie County. Installation of the radio system has been completed and it is fully operational. This is a joint project with the Amherst Police Department and Erie County. Along with our fire departments, the Amherst Police and Erie County Sheriff's Departments will benefit by the improved radio coverage.

Amherst Fire Control is staffed by eleven full time dispatchers. The majority of our staff currently are or have been active members of various volunteer fire departments in our dispatch area. They bring over 240 years of experience in the field to our communications center. Five of our dispatchers have been the Chief of their departments and most others have held an office. Along with that experience emanates a rich history of dedication to the communities we serve.

All fire dispatchers continue to maintain their certification in Cardiopulmonary Resuscitation and Emergency Cardiac Care and their Certification in Advanced Emergency Medical Dispatch. This certification allows the dispatchers to provide immediate and potentially life-saving medical directions to 911 callers, even before emergency units are on the way. Fire Dispatchers participate in many serious fire and medical emergency situations and they helped contribute to numerous successful outcomes by calming frightened callers and relaying important instructions over the telephone.

The number of alarms and requests for services provided by this office continues to increase. The Central Fire Alarm Office continues to meet the challenges that a greater workload presents while maintaining the level of service that the residents of Amherst, Williamsville, Clarence, Newstead and Akron expect. That is our commitment.

Stephen W. Matisz
Supervising Fire Dispatcher

Main Transit	Amherst	4	2	39	45	6	423	70	288	832
Main Transit	Williamsville	0	0	0	0	0	1	0	0	1
Main Transit	Clarence	2	0	1	3	0	1	3	4	11
Main Transit	Lancaster	0	1	0	0	0	0	0	0	1
Main Transit	Tonawanda	0	0	0	0	0	0	0	0	0
Total	All	6	3	40	49	6	425	73	292	845
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Newstead	Newstead	0	2	132	15	0	184	20	57	276
Newstead	Akron	2	0	0	2	0	0	0	0	2
Newstead	Alden	0	0	0	0	0	0	0	0	0
Newstead	Amherst	0	0	0	0	0	0	0	1	1
Newstead	Clarence	1	0	1	2	0	0	0	2	4
Newstead	Niagara Co	0	0	0	0	0	0	0	3	3
Newstead	Genesee Co	0	0	0	0	0	0	0	5	5
Total	All	3	2	133	19	0	184	20	68	291
Contract Amb.	Newstead	-	-	-	-	-	-	-	-	0
North Amherst	Amherst	4	1	7	12	0	34	9	22	77
North Amherst	Niagara	0	0	0	0	0	2	0	2	4
North Amherst	Tonawanda	0	0	0	0	0	0	0	0	0
Total	All	4	1	7	12	0	36	9	24	81
North Bailey	Amherst	4	1	21	26	1	161	60	120	368
North Bailey	Tonawanda	0	0	0	0	0	0	0	0	0
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Rapids	Clarence	1	0	4	5	0	15	13	0	33
Rapids	Niagara	0	0	0	0	0	0	0	0	0
Total	All	1	0	4	5	0	15	13	0	33
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	0

2013 Annual Operations Report

Fire Company	County,Town	Structure	Motor Veh	Misc Fires	Total Fires	False	EMS Calls	Motor Veh	Misc Calls	Total
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	or Village	Fires	Fires			Alarms		Accidents		Alarms
Snyder	Amherst	8	2	74	84	2	498	102	368	1054
Snyder	Cheektowaga	0	0	0	0	0	0	0	1	1
Snyder	Williamsville	0	0	0	0	0	0	0	2	2
Snyder	Tonawanda	0	0	0	0	0	0	0	1	1
Total	All	0	2	74	84	2	498	102	372	1058
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Swormville	Amherst	4	1	9	14	0	165	23	101	303
Swormville	Clarence	0	0	6	6	0	59	13	36	114
Swormville	Niagara	0	0	0	0	0	1	0	5	6
Swormville	Akron	1	0	0	1	0	0	0	0	1
Total	All	5	1	15	21	0	225	36	142	424
Contract Amb.	Amh/Cla.	-	-	-	-	-	-	-	-	0
Williamsville	Amherst	5	2	13	20	1	154	22	116	313
Williamsville	Williamsville	0	0	16	16	0	208	20	107	351
Williamsville	Cheektowaga	0	0	0	0	0	0	0	0	0
Williamsville	Tonawanda	0	0	0	0	0	0	0	0	0
Total	All	5	2	29	36	1	362	42	0	0
Contract Amb.	Amh/Wmv.	-	-	-	-	-	-	-	-	0
Twin City	Akron	0	0	0	0	0	14	0	10	24
Twin City	Amherst	0	0	0	0	0	3431	3	779	4213
Twin City	Clarence	0	0	0	0	0	534	1	128	663
Twin City	Newstead	0	0	0	0	0	23	0	8	31
Twin City	Williamsville	0	0	0	0	0	136	0	74	210
Twin City	Tonawanda	0	0	0	0	0	3	0	0	3
Total	All	0	0	0	0	0	0	4	989	5144
AFC	Amherst	0	0	0	0	0	0	0	134	134
AFC	Cheektowaga	0	0	0	0	0	0	0	21	21
AFC	Clarence	0	0	2	2	0	1	0	38	0
AFC	Williamsville	0	0	0	0	0	0	0	0	0
AFC	Tonawanda	0	0	0	0	0	1	0	3	4
Total	All	0	0	0	0	0	0	0	196	196

U. B. Police	Amherst	0	0	419	419	40	3	0	437	899
Daemen College	Amherst	0	0	69	69	3	0	0	34	106

2013 Annual Operations Report

Fire Company	County, Town or Village	Structure Fires	Motor Veh Fires	Misc Fires	Total Fires	False Alarms	EMS Calls	Motor Veh Accidents	Misc Calls	Total Alarms
Millgrove	Clarence	0	0	0	0	0	0	0	1	1
Millgrove	Newstead	0	0	0	0	0	0	1	0	1
Bowmansville	Clarence	0	0	0	0	0	0	0	0	0
Crittenden	Clarence	0	0	1	1	0	0	0	0	1
Brighton	Amherst	2	0	0	2	0	0	0	2	4
Wolcottsville	Newstead	0	0	1	1	0	0	0	0	1
Wolcottsville	Clarence	0	0	1	1	0	0	0	0	1
Total Alarms to	Akron	6	1	20	27	1	230	7	69	334
Total Alarms to	Amherst	54	27	886	967	73	6927	543	3798	12308
Total Alarms to	Cheektowaga	0	0	0	0	0	0	0	22	22
Total Alarms to	Clarence	13	3	85	101	3	1391	136	681	2312
Total Alarms to	Genesee Co	0	0	1	1	0	2	1	25	29
Total Alarms to	Grand Island	0	0	0	0	0	0	0	0	0
Total Alarms to	Kenmore	0	0	0	0	0	0	0	0	0
Total Alarms to	Lancaster	0	0	0	0	0	0	0	5	5
Total Alarms to	Newstead	0	2	26	28	0	325	32	96	481
Total Alarms to	Niagara Co	0	0	1	1	0	4	0	18	23
Total Alarms to	Tonawanda	0	0	6	6	1	3	0	18	28
Total Alarms to	Williamsville	0	0	16	16	0	346	20	186	568
Total	All	73	33	1041	1147	78	9228	739	4918	16110

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