

**TOWN OF AMHERST**  
**Central Fire Alarm Office**  
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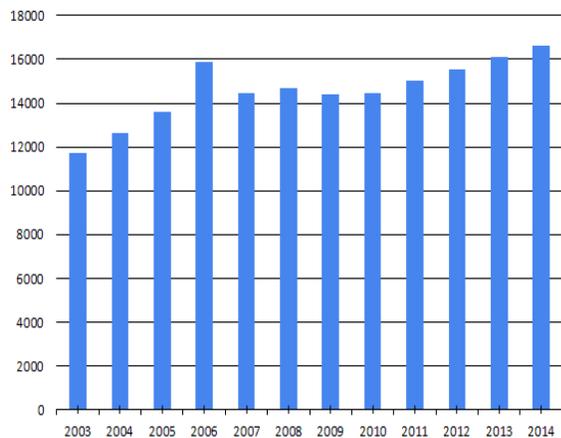
January 26, 2015

**2014 ANNUAL REPORT**

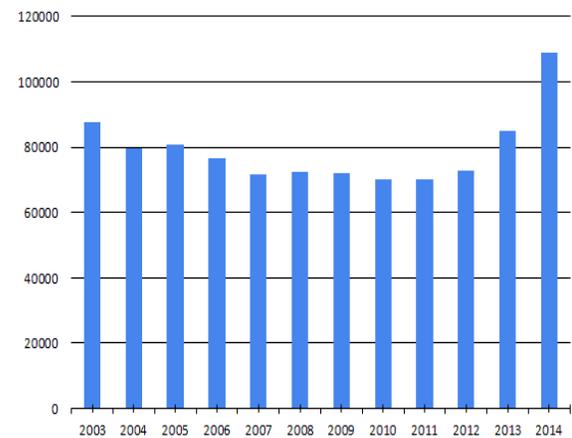
The Town of Amherst Central Fire Alarm Office dispatches fire, rescue and emergency medical units for 16 volunteer fire departments covering over 150 square miles in the Towns of Amherst, Clarence, Newstead and Villages of Akron and Williamsville. 2010 Census figures show 169,801 people reside in our 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 108,583 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. We also provide fire alarm monitoring for 54 municipal buildings in our dispatch area.

The number of emergency calls dispatched continues to steadily rise. In 2014, 16,643 emergency alarms were dispatched. This is an increase of 3.2% over alarms in 2013. Included in the 2014 alarm total are 5,702 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. All of our dispatchers are certified in Emergency Medical Dispatch.

**ALARM TOTALS BY YEAR**



**TELEPHONE COUNT BY YEAR**



## 2014 ANNUAL REPORT CONTD.

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 alarm monitoring continues 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 is sent directly into the Central Fire Alarm Office allowing the dispatchers to immediately alert the appropriate Fire Department. In 2014, the digital alarm monitoring equipment was replaced with new state-of-the-art receivers. The new system adds redundancy and provides the ability to receive alarms with the new emerging technologies. 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.

We continue to upgrade our radio system with the replacement of six of our transmitters with new Motorola equipment. To assure input from the fire departments we serve, there is a Radio Committee. This committee is made up of representatives from the Central Fire Alarm Office, Amherst Fire Chiefs Association, Clarence-Newstead Fire Chiefs Association, and Erie County Emergency Services.

Amherst Fire Control is staffed by eleven full time dispatchers. The majority of our staff currently is, or has been an active member of a volunteer fire department in our dispatch area. They bring over 300 years of experience in the field to our communications center. Dispatcher David Humbert retired last year with more than 35 years of service. Dave's knowledge and dedication will be missed. We wish him all the best in his retirement. Most of our dispatchers have been the Chief of their departments or have held offices such as Lieutenant or Captain. 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









Town of Amherst - Central Fire Alarm Office  
2014 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
Williamsville	Amherst	10	0	24	34	2	188	16	86	326
Williamsville	Williamsville	2	0	18	20	2	226	32	121	401
Williamsville	Cheektowaga	0	0	0	0	0	0	0	1	1
Williamsville	Tonawanda	0	0	0	0	0	0	0	0	0
Total	All	12	0	42	54	4	414	48	87	607
Contract Amb.	Amh/Wmv.	-	-	-	-	-	-	-	-	0
Twin City	Akron	0	0	0	0	0	6	0	4	10
Twin City	Amherst	0	0	0	0	0	3820	0	899	4719
Twin City	Clarence	0	0	0	0	0	614	2	155	771
Twin City	Newstead	0	0	0	0	0	22	0	13	35
Twin City	Williamsville	0	0	0	0	0	123	0	42	165
Twin City	Tonawanda	0	0	0	0	0	2	0	0	2
Total	All	0	0	0	0	0	0	2	1109	5702
AFC	Amherst	1	0	1	2	0	2	4	130	138
AFC	Cheektowaga	0	0	0	0	0	0	0	25	25
AFC	Clarence	0	0	0	0	0	0	0	25	25
AFC	Williamsville	0	0	0	0	0	0	0	4	4
AFC	Tonawanda	0	0	0	0	0	0	0	0	0
Total	All	1	0	1	2	0	2	4	184	192
U. B. Police	Amherst	0	0	375	375	5	1	0	425	806
Daemen College	Amherst	0	0	50	50	0	0	0	36	86

2014 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	0	0
Millgrove	Newstead	2	0	0	2	0	0	0	0	2
Bowmansville	Clarence	0	0	0	0	0	0	0	2	2
Crittenden	Newstead	1	0	0	1	0	0	0	1	2
Indian Falls	Akron	0	0	0	0	0	0	0	1	1
Brighton	Tonawanda	2	0	1	3	0	0	1	0	4
Brighton	Amherst	1	0	1	2	0	0	1	0	3
Wolcottsville	Newstead	1	0	0	1	0	0	0	1	2
Wolcottsville	Niagara Co	0	0	0	0	0	0	0	1	1
Total Alarms to	Akron	5	0	15	20	0	228	7	101	356
Total Alarms to	Alden	0	0	0	0	0	0	0	2	2
Total Alarms to	Amherst	88	21	845	954	36	7330	571	3675	12566
Total Alarms to	Cheektowaga	0	0	0	0	0	0	0	47	47
Total Alarms to	Clarence	30	2	70	102	2	1474	156	674	2408
Total Alarms to	Genesee Co	0	0	0	0	0	1	0	26	27
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	1	1
Total Alarms to	Lancaster	0	0	0	0	0	0	0	17	17
Total Alarms to	Newstead	24	1	16	41	0	367	36	124	568
Total Alarms to	Niagara Co	0	0	0	0	0	8	1	18	27
Total Alarms to	Tonawanda	4	0	8	12	0	3	3	21	39
Total Alarms to	Williamsville	7	0	22	29	2	349	34	171	585
Total	All	158	24	976	1158	40	9760	808	4877	16643

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Supervising Fire Dispatcher









