TOWN OF AMHERST Central Fire Alarm Office

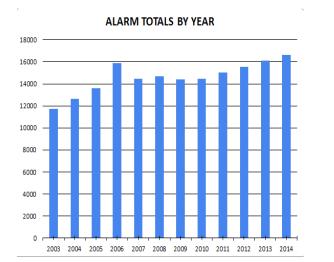
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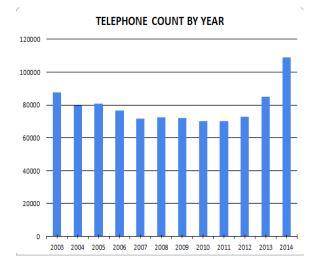
January 26, 2015

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.





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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

Fire Company	County,Town or Village	Structure Fires	Motor Veh Fires	Misc Fires	Total Fires	False Alarms		Motor Veh Accidents	Misc Calls	Total Alarms
Akron	Akron	2	0	14	16	0	220	6	89	331
Akron	Newstead	5	0	3	8	0	126	9	24	167
Akron	Genesee Co	0	0	0	0	0	1	0	15	16
Akron	Amherst	0	0	0	0	0	1	0	1	2
Akron	Alden	0	0	0	0	0	0	0	1	1
Akron	Niagara Co.	0	0	0	0	0	0	0	4	4
Akron	Tonawanda	0	0	0	0	0	0	0	1	1
Total	All	7	0	17	24	0	348	15	135	522
Contract Amb.	Akron	-	-	-	-	-	-	-	-	0
Clarence	Clarence	6	1	10	17	2	224	19	106	368
Clarence	Newstead	4	0	0	4	0	0	1	1	6
Clarence	Amherst	0	0	0	0	0	0	0	0	0
Clarence	Lancaster	0	0	0	0	0	0	0	1	1
Clarence	Alden	0	0	0	0	0	0	0	1	1
Clarence	Akron	1	0	0	1	0	1	0	0	2
Clarence	Cheektowaga	0	0	0	0	0	0	0	2	2
Total	All	11	1	10	22	2	225	20	111	380
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	
Clarence Center	Clarence	7	0	14	21	0	162	25	102	310
Clarence Center	Newstead	5	0	0	5	0	0	0	1	6
Clarence Center	Akron	1	0	0	1	0	1	0	1	3
Clarence Center	Niagara Co	0	0	0	0	0	1	0	4	5
Clarence Center	Genesee Co	0	0	0	0	0	0	0	0	0
Clarence Center	Amherst	2	0	0	2	0	0	0	0	2
Clarence Center	Lancaster	0	0	0	0	0	0	0	1	1
Clarence Center	Cheektowaga	0	0	0	0	0	0	0	3	3
Total	All	15	0	14	29	0	164	25	112	330
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	0

Fire Company	County,Town or Village	Structure Fires	Motor Veh Fires	Misc Fires	Total Fires	False Alarms		Motor Veh Accidents	Misc Calls	Total Alarms
East Amherst	Amherst	1	0	36	46	2	365	26	230	669
East Amherst	Clarence	3	0	14	17	0	114	18	62	211
East Amherst	Newstead	0	0	0	0	0	0	0	0	0
East Amherst	Tonawanda	0	0	0	0	0	1	0	0	1
East Amherst	Niagara Co	0	0	0	0	0	1	0	1	2
Total	All	6	0	50	63	2	481	44	293	883
Contract Amb.	Amh/Cla	-	-	-	-	-	-	-	-	0
Eggertsville	Amherst	11	5	74	90	5	605	90	368	1158
Eggertsville	Cheektowaga	0	0	0	0	0	0	0	3	3
Eggertsville	Tonawanda	0	0	0	0	0	0	0	1	1
Total	All	11	5	74	90	5	605	90	372	1162
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Ellicott Creek	Amherst	5	2	46	53	3	386	79	257	778
Ellicott Creek	Kenmore	0	0	0	0	0	0	0	0	0
Ellicott Creek	Tonawanda	2	0	7	9	0	0	1	17	27
Total	All	7	2	53	62	3	386	80	274	805
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Getzville	Amherst	10	4	101	115	9	790	97	451	1462
Getzville	Clarence	1	0	0	1	0	0	0	0	1
Getzville	Cheektowaga	0	0	0	0	0	0	0	3	0
Getzville	Tonawanda	0	0	0	0	0	0	1	1	2
Getzville	Williamsville	1	0	0	1	0	0	0	1	2
Total	All	12	4	101	117	9	790	98	456	1470
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0

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
Harris Hill	Clarence	4	1	25	30	0	292	77	173	572
Harris Hill	Lancaster	0	0	0	0	0	0	0	12	12
Harris Hill	Amherst	2	0	1	3	0	0	0	0	3
Harris Hill	Newstead	0	0	0	0	0	1	0	0	1
Harris Hill	Cheektowaga	0	0	0	0	0	0	0	1	1
Harris Hill	Akron	0	0	0	0	0	0	0	2	2
Total	All	6	1	26	33	0	293	77	188	591
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	0
Main Transit	Amherst	7	1	37	45	3	385	71	261	765
Main Transit	Williamsville	2	0	2	4	0	0	2	2	8
Main Transit	Clarence	4	0	0	4	0	2	0	7	13
Main Transit	Cheektowaga	0	0	0	0	0	0	0	2	2
Main Transit	Tonawanda	0	0	0	0	0	0	0	0	0
Total	All	13	1	39	53	3	387	73	272	788
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Newstead	Newstead	5	1	13	19	0	218	26	83	346
Newstead	Akron	1	0	1	2	0	0	1	4	7
Newstead	Cheektowaga	0	0	0	0	0	0	0	1	1
Newstead	Amherst	0	0	0	0	0	0	0	1	1
Newstead	Clarence	1	0	0	1	0	0	0	2	3
Newstead	Niagara Co	0	0	0	0	0	0	0	1	1
Newstead	Lancaster	0	0	0	0	0	0	0	2	2
Newstead	Genesee Co	0	0	0	0	0	0	0	11	11
Total	All	7	1	14	22	0	218	27	105	372
Contract Amb.	Newstead	-	-	-	-	-	-	-	-	0

Fire Company	County,Town or Village	Structure Fires	Motor Veh Fires	Misc Fires	Total Fires	False Alarms		Motor Veh Accidents	Misc Calls	Total Alarms
North Amherst	Amherst	5	1	2	8	0	27	8	20	63
North Amherst	Niagara Co	0	0	0	0	0	6	1	4	11
North Amherst	Cheektowaga	0	0	0	0	0	0	0	1	1
Total	All	5	1	2	8	0	33	9	25	75
North Bailey	Amherst	3	0	16	19	6	161	44	112	342
North Bailey	Tonawanda	0	0	0	0	0	0	0	1	1
North Bailey	Cheektowaga	0	0	0	0	0	0	0	1	1
Total	All	3	0	16	19	6	161	44	114	344
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Rapids	Clarence	2	0	4	6	0	14	3	10	33
Rapids	Lancaster	0	0	0	0	0	0	0	1	1
Total	All	2	0	4	6	0	14	3	11	34
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	0
Snyder	Amherst	16	5	65	86	0	467	102	327	982
Snyder	Cheektowaga	0	0	0	0	0	0	0	3	3
Snyder	Williamsville	2	0	2	4	0	0	0	1	5
Snyder	Kenmore	0	0	0	0	0	0	0	1	1
Total	All	18	5	67	90	0	467	102	332	991
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Swormville	Amherst	5	3	15	23	1	132	32	73	261
Swormville	Clarence	2	0	3	5	0	52	12	30	99
Swormville	Niagara Co	0	0	0	0	0	0	0	3	3
Swormville	Akron	1	0	0	1	0	0	0	0	1
Swormville	Cheektowaga	0	0	0	0	0	0	0	1	1
Swormville	Newstead	1	0	0	1	0	0	0	0	1
Total	All	9	3	18	30	1	184	44	107	366
Contract Amb.	Amh/Cla.	-	-	-	-	-	-	-	-	0

Fire Company	County,Town or Village	Structure Fires	Motor Veh Fires	Misc Fires	Total Fires	False Alarms		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	Structure		Misc Fires	Total Fires		EMS Calls		Misc Calls	Total
	or Village	Fires	Fires			Alarms		Accidents		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

Stephen W. Matisz Supervising Fire Dispatcher