

TOWN OF AMHERST
Central Fire Alarm Office
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February 11, 2013

2012 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. Our fire dispatchers handled approximately 73,000 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 various town fire inspectors during weekday business hours, reports of fire hydrant or waterline leaks that are forwarded to the Erie County Water Authority, utility wires down requiring notification of the proper repair agency and many others.

In 2012, 15500 Emergency Alarms were dispatched. This is an increase of 544 alarms from 2011. Included in the 2012 total alarms are 4830 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.

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. This efficient and cost effective system is expected attract more schools and municipal buildings as subscribers over the next few years. 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 reception in our dispatch area. This committee is made up of representatives from the Central Fire Alarm Office, Amherst and Clarence-Newstead Fire Chiefs Associations, Amherst Police, and Erie County. Installation of this radio repeater project is nearing completion. We expect the equipment will be fully operational in early 2013. 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.

In September a new, state-of-the-art, NextGen911 telephone system was installed as part of a county-wide project by Erie County. All of our emergency and administrative telephone lines were moved to this new system. It allows more options for storage of phone contacts and easier call transfers. There is a record/playback of phone calls if some clarification is necessary. One of the most important enhancements to our office is the automatic mapping of emergency calls. It automatically shows the exact location of landline calls and the nearest cell tower location for cell phone callers. Cell phone callers can also be located by GPS on the system and their movement followed if necessary.

Long overdue improvements were made to the dispatch area and adjacent rooms. New energy efficient lighting was installed over the workstations designed to eliminate glare on the computer monitors while making the workplace brighter. The Amherst Police Building Maintenance crew did a great job installing new ceiling tiles throughout the office and painting the walls. We appreciate their assistance.

Fire Dispatchers Stephen W. Matisz, David Humbert, William T. Orr, Richard A. Belke, Thomas A. Merrill, Richard M. Meldrum, Daniel A. Howaniec, James E. Koepfel, Jeffrey L. Maine, Gayle R. Gordon, and Timothy S. Oliver maintain their certifications under the latest guidelines of the National Academy of Emergency Medical Dispatch. This includes our fire dispatchers' participation in bi-monthly mail-in written quizzes provided by the National Academy of Emergency Dispatch. All the fire dispatchers continue to maintain their certification in Cardiopulmonary Resuscitation and Emergency Cardiac Care from the American Heart Association 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. Just as they have year after year the 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 has continually increased. 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

Eggertsville	Amherst	6	4	72	82	7	611	96	344	1140
Eggertsville	Kenmore	0	0	0	0	0	0	0	1	1
Eggertsville	Tonawanda	0	0	0	0	0	0	0	5	5
Total	All	6	4	72	82	7	611	96	350	1146
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Ellicott Creek	Amherst	4	2	66	72	0	334	64	218	688
Ellicott Creek	Kenmore	0	0	0	0	0	0	0	1	1
Ellicott Creek	Tonawanda	0	0	8	8	0	0	1	25	34
Total	All	4	2	74	80	0	334	65	244	723
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0

Town of Amherst - Central Fire Alarm Office

2012 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
Getzville	Amherst	6	5	112	123	6	792	75	465	1461
Getzville	Cheektowaga	0	0	0	0	0	0	0	1	1
Getzville	Kenmore	0	0	0	0	0	0	0	1	1
Getzville	Tonawanda	0	0	0	0	0	0	0	2	2
Total	All	6	5	112	123	6	792	75	469	1465
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Harris Hill	Clarence	3	1	25	29	1	304	67	152	553
Harris Hill	Lancaster	0	0	0	0	0	0	0	5	5
Harris Hill	Amherst	0	0	0	0	0	1	0	0	1
Harris Hill	Newstead	0	0	0	0	0	0	0	1	1
Harris Hill	Tonawanda	0	0	0	0	0	0	0	1	1
Total	All	3	1	25	29	1	305	67	159	561
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	0
Main Transit	Amherst	1	2	42	45	1	404	65	226	741
Main Transit	Williamsville	0	0	0	0	0	0	1	0	1

Main Transit	Clarence	4	0	0	4	0	1	0	3	8
Main Transit	Lancaster	0	1	0	1	0	0	0	0	1
Main Transit	Tonawanda	0	0	0	0	0	0	0	3	3
Total	All	5	3	42	50	1	405	66	232	754
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Newstead	Newstead	2	1	13	16	0	169	14	52	251
Newstead	Akron	0	0	0	0	0	3	0	2	5
Newstead	Alden	0	0	0	0	0	0	0	1	1
Newstead	Amherst	0	0	0	0	0	1	0	0	1
Newstead	Clarence	2	0	0	2	0	1	0	3	6
Newstead	Tonawanda	0	0	0	0	0	0	0	1	1
Newstead	Genesee Co	0	0	0	0	0	0	0	2	2
Total	All	4	1	13	18	0	174	14	61	267
Contract Amb.	Newstead	-	-	-	-	-	-	-	-	0
North Amherst	Amherst	1	0	2	3	0	37	10	24	74
North Amherst	Niagara	0	0	0	0	0	5	0	3	8
North Amherst	Tonawanda	0	0	0	0	0	0	0	4	4
Total	All	1	0	2	3	0	42	10	31	86
North Bailey	Amherst	2	4	22	28	1	149	57	117	352
North Bailey	Tonawanda	0	0	0	0	0	0	0	3	3
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	355
Rapids	Clarence	0	0	2	2	0	15	1	14	32
Rapids	Niagara	0	0	0	0	0	1	0	1	2
Total	All	0	0	2	2	0	16	1	15	34
Contract Amb.	Clarence	-	-	-	-	-	-	-	-	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
Snyder	Amherst	10	5	76	91	2	550	105	325	1073

Snyder	Cheektowaga	0	0	0	0	0	0	0	0	0
Snyder	Williamsville	0	0	0	0	0	0	1	0	1
Snyder	Tonawanda	0	0	0	0	0	0	0	2	2
Total	All	0	5	76	91	2	550	106	327	1076
Contract Amb.	Amherst	-	-	-	-	-	-	-	-	0
Swormville	Amherst	4	0	4	8	0	137	22	76	243
Swormville	Clarence	0	1	10	11	0	64	19	31	125
Swormville	Niagara	0	0	0	0	0	2	0	2	4
Swormville	Tonawanda	0	0	0	0	0	0	0	2	2
Total	All	4	1	14	19	0	203	41	111	374
Contract Amb.	Amh/Cla.	-	-	-	-	-	-	-	-	0
Williamsville	Amherst	3	0	20	23	0	140	28	78	269
Williamsville	Williamsville	0	1	20	21	0	181	28	94	324
Williamsville	Cheektowaga	0	0	0	0	0	0	0	1	1
Williamsville	Tonawanda	0	0	0	0	0	0	0	4	4
Total	All	3	1	40	44	0	321	56	177	598
Contract Amb.	Amh/Wmv.	-	-	-	-	-	-	-	-	0
Twin City	Akron	0	0	0	0	0	11	0	16	27
Twin City	Amherst	0	0	0	0	0	3139	1	766	3906
Twin City	Clarence	0	0	0	0	0	495	0	165	660
Twin City	Newstead	0	0	0	0	0	20	0	24	44
Twin City	Williamsville	0	0	0	0	0	145	0	46	191
Twin City	Tonawanda	0	0	0	0	0	2	0	0	2
Total	All	0	0	0	0	0	0	1	1001	4830
AFC	Amherst	0	0	1	1	0	0	0	148	149
AFC	Cheektowaga	0	0	0	0	0	0	0	21	21
AFC	Clarence	0	0	2	2	0	0	0	32	34
AFC	Williamsville	0	0	0	0	0	0	0	5	5
AFC	Newstead	0	0	0	0	0	0	0	1	1
Total	All	0	0	1	1	0	0	0	207	210
U. B. Police	Amherst	0	0	430	430	11	2	0	381	824
Daemen College	Amherst	0	0	54	54	0	1	0	51	106

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	Newstead	1	0	0	1	0	0	0	0	1
Bowmansville	Clarence	0	0	0	0	0	0	0	0	0
Crittenden	Newstead	1	0	0	1	0	0	0	0	1
Brighton	Amherst	1	0	2	3	0	0	0	1	4
Wolcottsville	Newstead	0	0	0	0	0	0	0	1	1
Total Alarms to	Akron	1	0	8	9	1	251	11	80	352
Total Alarms to	Amherst	42	24	939	1005	33	6670	553	3439	11700
Total Alarms to	Cheektowaga	0	0	0	0	0	0	0	23	23
Total Alarms to	Clarence	19	7	97	123	3	1363	149	674	2312
Total Alarms to	Genesee Co	0	0	0	0	0	1	0	18	19
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	4	4
Total Alarms to	Lancaster	0	1	0	1	0	0	0	7	8
Total Alarms to	Newstead	9	2	19	30	0	319	27	134	510
Total Alarms to	Niagara	0	0	1	1	0	9	21	0	31
Total Alarms to	Tonawanda	0	0	8	8	0	3	1	57	69
Total Alarms to	Williamsville	0	1	20	21	0	326	30	145	522
Total	All	71	35	1092	1198	37	8942	792	4581	15550

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