

TILTON-NORTHFIELD FIRE & EMS

2016 Fire Chief's Report

2016 was a year where our overall call for services increased by 8.8% from 1,567 incidents in 2015 to 1,719 incidents in 2016. Our overall call volume has increased by 17.5% over the last 3 years. We had 1,167 EMS responses in 2016 which is an increase of 17.5% over last year and a 21.5% increase over the last 3 years. Finally there were 43 building fires in 2016. That is an increase of 18.6% over 2015 and a 60.5% increase over the last 3 years.

During the course of 2016, we conducted a customer satisfaction survey for many of our EMS incidents. We sent out 400 surveys and had a 42.5% return rate. Of the completed returns, 94% of the respondents felt that we provided excellent service. The areas covered in the survey were politeness, professionalism, competence, timely responses, and our ability to explain our actions and answer customer questions. The results of the survey indicate that a great majority of people that were provided EMS services by TNFD were more than very satisfied with the services provided. In fact, no one said that any part of the services provided were either poor or unsatisfactory. With satisfaction rates measuring in the high nineties, percent wise, there were no areas of the service that were measured that indicated that there was a need for additional training or a change in the current training format.

The Facilities Committee has been working very hard to formulate a plan for a new fire station or stations. This is to address the fact the our present Center Street Station is 150 years old and does not support the mission of the fire department in an efficient manner. Additionally, the station is not ADA compliant. The Committee has been meeting at least monthly and have been using WarrenStreet Architects as a consultant in their mission. A plan is being finalized for presentation at District Meeting.

A new ambulance was ordered, as approved at the 2015 District Meeting. The new ambulance will be a 2017 Horton Ambulance on a Ford F550 4X4 chassis. The ambulance it is replacing is more than 10 years old now and has become very expensive to maintain. The new ambulance should provide the District with many years of reliable service. The new ambulance is expected to arrive in March of 2017.

The TNFD has moved to a new shift schedule this year. We went from a 3 platoon shift schedule to a 4 platoon shift schedule. The move was to bring our department in line with the other full time departments in our area. This was necessary to help the District retain our highly trained paramedics within the Department. An additional firefighter was added to the roster to accomplish the reorganization. As a result of the reorganization, I am happy to say that we were able to recruit and rehire one of the paramedics that had left the department.

I want to thank all the community businesses and organizations who have helped the Department throughout the year. I also want to thank all the employees, both career and call who have provided an excellent service to our District. The services provided within our District could not happen without the dedicated and professional work of our employees.

Finally, I want to let everyone know that if there is ever a question or comment about the Department, or if you would like a tour of our facilities, my door is always open. Please contact me so that we can discuss your concerns. It is our goal to provide a professional service with customer satisfaction and safety held in the highest regard.

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Fire Chief
Tilton-Northfield Fire & EMS