

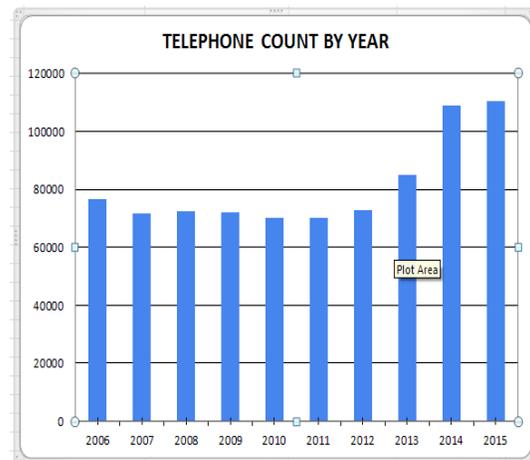
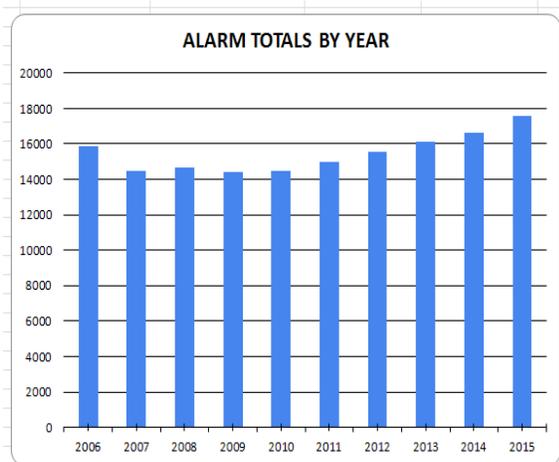
**TOWN OF AMHERST**  
**Central Fire Alarm Office**  
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March 3, 2016

**2015 ANNUAL REPORT**

The Town of Amherst Central Fire Alarm Office dispatches fire, rescue and emergency medical units for 16 volunteer fire departments covering over 158 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 110,259 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 53 municipal buildings in our dispatch area.

The number of emergency calls dispatched continues to rise. In 2015, 17,611 emergency alarms were dispatched. This is an increase of 5.5% over alarms in 2014. Included in the 2015 alarm total are 5,853 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.



## 2015 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 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 Alarm Office also operates a digital fire alarm monitoring system. This system receives fire alarm signals from numerous municipal buildings, fire stations and schools 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. 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.

To assure input from the fire departments we serve, we have 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. Most of our dispatchers have been the Chief of their departments or have held offices such as Lieutenant or Captain. That experience reflects the 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, while emergency units are responding. Fire Dispatchers participate in many serious fire and medical emergency situations and they have contributed to numerous successful outcomes by calming frightened callers and relaying important instructions over the telephone.

The number of alarms and requests for services processed 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







2015 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
Swormville	Amherst	3	5	18	26	0	128	22	100	276
Swormville	Clarence	2	1	5	8	0	58	17	30	113
Swormville	Niagara Co	0	0	0	0	0	1	0	2	3
Swormville	Williamsville	0	0	1	1	0	0	0	0	1
Total	All	5	6	24	35	0	187	39	132	393
Contract Amb.	Amh/Cla.	-	-	-	-	-	-	-	-	0
Williamsville	Amherst	3	4	30	37	0	264	25	132	458
Williamsville	Williamsville	2	1	26	29	1	330	27	158	545
Williamsville	Tonawanda	0	0	0	0	0	0	0	1	1
Williamsville	Clarence	0	0	0	0	0	1	0	0	1
Total	All	5	5	56	66	1	595	52	291	1005
Contract Amb.	Amh/Wmv.	-	-	-	-	-	-	-	-	0
Twin City	Akron	0	0	0	0	0	8	0	0	8
Twin City	Amherst	0	0	0	0	0	4076	0	905	4981
Twin City	Clarence	0	0	0	0	0	637	0	143	780
Twin City	Newstead	0	0	0	0	0	21	0	12	33
Twin City	Williamsville	0	0	0	0	0	41	0	8	49
Twin City	Tonawanda	0	0	0	0	0	2	0	0	2
Total	All	0	0	0	0	0	4742	0	1068	5853
AFC	Amherst	0	0	1	1	0	1	2	120	124
AFC	Cheektowaga	0	0	0	0	0	0	1	18	19
AFC	Clarence	0	0	1	1	0	0	0	23	24
AFC	Williamsville	1	0	0	1	0	0	0	3	4
AFC	Genesee Co	0	0	0	0	0	0	0	1	1
Total	All	0	0	2	2	0	1	3	165	171
U. B. Police	Amherst	0	0	424	424	14	0	0	487	925
Daemen College	Amherst	0	0	21	21	0	0	0	17	38

2015 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	0	0	0	0	0	0	0	0	0
Bowmansville	Clarence	2	0	0	2	0	0	0	0	2
Crittenden	Newstead	0	2	2	4	0	0	0	2	6
Brighton	Amherst	1	0	1	2	0	0	0	3	5
Brighton	Newstead	0	0	0	0	0	0	0	1	1
Kenilworth	Amherst	0	0	0	0	0	0	0	3	3
Wolcottsville	Newstead	0	0	0	0	0	0	0	1	1
Wolcottsville	Clarence	0	0	0	0	0	0	0	0	0
Total Alarms to	Akron	0	0	5	5	0	258	6	87	356
Total Alarms to	Alden	0	0	0	0	0	0	1	0	1
Total Alarms to	Amherst	63	36	902	1001	33	7903	570	3963	13470
Total Alarms to	Cheektowaga	0	0	0	0	0	0	2	21	23
Total Alarms to	Clarence	32	6	106	144	3	1533	166	677	2523
Total Alarms to	Genesee Co	1	0	0	1	0	2	0	23	26
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	1	0	8	9
Total Alarms to	Newstead	8	5	36	49	0	310	37	130	526
Total Alarms to	Niagara Co	0	0	0	0	0	7	1	15	23
Total Alarms to	Tonawanda	5	1	9	15	1	2	0	26	44
Total Alarms to	Williamsville	7	1	29	37	1	372	27	173	610
Total	All	116	49	1087	1252	38	10388	810	5123	17611

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Supervising Fire Dispatcher







