



Manchester-by-the-Sea 2023 Town Report

FIRE DEPARTMENT

Executive Summary

The Manchester Fire Department has come a long way since the first engine house was built in September 1885 and the first full-time firefighter was hired in 1908. Today the department consists of 17 career firefighters. The department operates with 16 career firefighters assigned across 4 shifts, supplemented by 4 call firefighters, and supported by the Fire Chief. The department serves a permanent population of approximately 5,500 residents and a response district of 18.3 square miles which include the land and waterways we protect.

The Manchester Fire Department is a suburban all-hazard fire department that provides professional firefighting services, emergency medical services, fire prevention and annual fire safety inspections of all businesses, plan reviews, and public education.

Last year, the Manchester Fire Department responded to 1,237 emergency calls for service, a three-year increase of 28.8%. The fire department collaborates with our public safety partners at Manchester Police, Manchester Harbormaster along with the Northshore Regional 911 Center to ensure all requests for emergency services are handled efficiently and effectively.

From the Fire Chief

The Manchester Fire Department is proud to present our 2023 Annual Report. We wish to ensure proactive engagement with our community and customers. This annual report provides a detailed review of the department's activities from the previous year while casting light on areas of significant accomplishment. It is our tremendous honor to serve the citizens of Manchester and our surrounding communities.

Some notable staffing changes occurred in 2023:

- Fire Chief Jason Cleary resigned effective July 1 and we want to thank him for his service.
- The department hired four full-time employees:
 - o Firefighter Shane Stephenson
 - o Fire Chief James McNeilly
 - o Firefighter Patrick Roddy
 - o Firefighter Michael Going
- The department hired four call firefighters:
 - o Firefighter Richard Curran
 - o Firefighter Dylan Wolniewicz
 - o Firefighter Philip Cicala
 - o Firefighter Mark Bruno

We look forward to the future while



Gravelly Pond by Ben Patten

embracing and learning from the past. I welcome any resident with safety questions or concerns to stop by the station and talk with our staff. We are all here to serve you and are only a phone call or door knock away!

Our Vision Statement

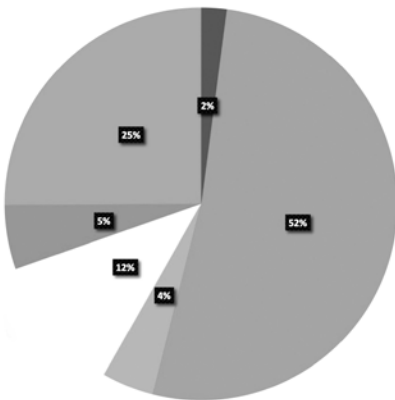
To be a progressive, well-respected Fire/Rescue Department that sets an exemplary standard in fire safety education, fire suppression, rescue, and emergency medical services through dynamic leadership, innovative practices, and effective customer service.

Values

- o Integrity
- o Compassion
- o Dedication
- o Diversity and Respect

Emergency Response Breakdown

Total Responses/Calls for service in 2023 = 1,237



Call Type Breakdown

- 1. Fire
- 3. Rescue / EMS
- 4. Hazardous Condition
- 5. Service Call
- 6. Good Intent
- 7. False Alarm

Regional Dispatch

The Manchester Fire Department has worked closely with the Manchester Police Department and all our partnering agencies

with the switch over to Regional Dispatched; we are pleased to report that your public safety system is working seamlessly. We meet regularly to evaluate the entire system for areas of improvement and work cohesively to streamline operations.

Software System

One of the areas that was identified as a problem in the fire department was our software system or a lack thereof. Historically we used seven different systems to track and document the different services provided by the fire department. In July we started a transition to FirstDue which allows for a single solution and optimizes the sharing of data between modules and our first responders.

Training

Manchester Fire Department conducts daily training sessions to keep our staff well-prepared. The department assigns an in-depth topic to each group per month, along with EMS training, to ensure that everyone is up to date on the latest techniques and procedures. It's commendable that the rest of the training is organized at the company level by the officers on each group, ensuring that everyone is receiving the training that they need to be effective in their roles.

Goals

The fire department will continue its aggressive training regimen. In addition, groups will be around town conducting pre-plans. These pre-plans allow fire department personnel to become familiar with the buildings and hazards within the town, allowing them to respond in a more coordinated and planned manner.

We plan to increase our community outreach in 2024 by providing fire safety education to our school-aged children and elderly, as well as continuing our CPR Classes given to the public.

Fire Prevention

It's crucial to have a strong fire prevention plan in place, and we strive to keep up with the demands of our residents. Chief McNeilly currently oversees all fire prevention activities in addition to his fire chief duties. We hope that the Town will be able to add a full-time position soon to help with these efforts. This will not only add consistency to fire prevention but allow for coverage when the Chief is unavailable and add to future succession planning.