



Manchester-by-the-Sea 2024 Town Report



of these projects. Your continued support is critical to our success.

All the Best,
Charles J. Dam P.E. Director of Public Works

FIRE DEPARTMENT

Executive Summary

The Manchester Fire Department has made significant strides since the establishment of the first engine house in September 1885 and the hiring of its first full-time firefighter in 1908. Today, the department is comprised of 17 career firefighters, with 16 assigned across four shifts, supplemented by six call firefighters and overseen by the Fire Chief. It serves a permanent population of approximately 5,500 residents and encompasses a response district of 18.3 square miles, which includes both land and waterways.

As a suburban all-hazard fire department, the Manchester Fire Department provides a wide range of services including professional firefighting, emergency medical services, fire prevention, annual fire safety inspections for businesses, plan reviews, and public education initiatives.

In the past year, the department responded to 1,067 emergency calls for service. The Manchester Fire Department collaborates closely with public safety partners such as the Manchester Police, Manchester Harbormaster, and the Northshore Regional 911 Center to ensure that all requests for emergency services are managed efficiently and effectively.

From the Fire Chief

The Manchester Fire Department is proud to present our 2024 Annual Report, reflecting our commitment to proactive engagement with the community and our valued customers. This report provides a comprehensive overview of the department's activities over the past year, highlighting significant achievements and milestones. It is a privilege to serve the citizens of Manchester and our neighboring communities.

In 2024, we experienced some staffing changes:

- We welcomed one full-time employee, Firefighter Matthew Seely.
- We also brought on two call firefighters, Firefighter Joseph Sanfilippo and Firefighter Sarah King.

- Firefighter Brian Jenckes resigned from the department.

Thanks to the support of our residents, the Select Board, and the Finance Committee, we have successfully placed our new ladder truck into service and ordered a new ambulance, which we expect to receive next year. These upgrades to our fleet, combined with a new engine planned for FY28, will restore the department to a safe operating position and historical equipment standards.

As we look to the future, we remain dedicated to learning from our experiences. I invite any resident with safety questions or concerns to visit the station and speak with our staff. We are here to serve you and are just a phone call or a knock on the door away!

Our Vision Statement

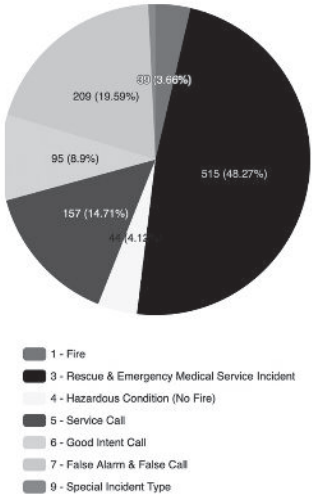
To be a progressive, well-respected Fire/Rescue Department that sets an exemplary standard in fire safety education, fire suppression, rescue, and emergency medical services through dynamic leadership, innovative practices, and effective customer service.

Values

- Integrity
- Compassion
- Dedication
- Diversity and Respect

Emergency Response Breakdown – This does not include non-emergency activities.

1,067 requests for service



Regional Dispatch

The Manchester Fire Department has been working closely with the Manchester Police Department and our partner agencies during the transition to Regional Dispatch. We are pleased to report that our public safety system is functioning seamlessly. We hold regular meetings to assess the system for improvement opportunities and collaborate to enhance our operations.

Software System

Our new software system is fully operational, as is our new website: www.mbtfire.com. We encourage all residents and business owners to visit this website and click on Community Connect, providing as much information as they feel comfortable sharing about their property.

Training

The Manchester Fire Department conducts daily training sessions to ensure our staff remains well-prepared. Each month, a specific in-depth topic is assigned to each group, along with EMS training, to keep everyone up to date on the latest techniques and procedures. It is commendable that the remaining training is organized at the company level by the officers of each group, ensuring that all members receive the training they need to be effective in their roles.

Goals

The fire department will continue its rigorous training regimen. Additionally, crews will continue to conduct pre-plans around town. These pre-plans allow fire department personnel to familiarize themselves with local buildings and hazards, enabling a more coordinated and effective response.

In 2025, we plan to enhance our community outreach by increasing fire safety education to our school-aged children and seniors, as well as continuing our public CPR classes.

Fire Prevention

Having a strong fire prevention plan is crucial, and we strive to meet the needs of our residents. Chief McNeilly currently oversees all fire prevention activities alongside his duties as Fire Chief. We hope the Town will be able to add a full-time position in FY26. This addition would not only bring consistency to fire prevention

but also ensure continuity of operations and contribute to future succession planning.

HARBOR ADVISORY COMMITTEE

The HAC meets monthly from September to June. The committee is Advisory and presents its recommendations to the Select Board.

Two HAC members also attend meetings of the Harbor Management Task Force to keep the HAC updated on the development of a new Harbor Management Plan.

Projects:

- The Committee drafted a Special Events Permit presented to the Select Board to apply for any special boating events taking place in Manchester waters.
- The Committee interviewed and selected the incoming full-time Deputy Harbor Master.
- The Committee recommended approval by the Select Board to purchase the private launch service in town, boats and client lists included. The service would run from May to October, which would be another source of revenue to help with harbor expenses and dredging.

Ongoing Projects for 2025:

- Scouting for a new Harbor Master office and location, preferably close to the harbor.
- Changing the funding of harbor related projects to a standalone Enterprise Fund. This will be worked on in the upcoming year.
- Early planning stages for a new Harbor Master in less than 2.5 years

The Committee has a very busy year ahead!

Carl Doane

HAC Chairman

HARBORMASTER

An exceptionally sunny summer!

Infrastructure:

- The permitting of the proposed Fishermen's Facility received a recommendation from the Planning Board. State and federal permitting is close to completion as well. Construction of this facility will likely be complete for the 2026 season. Three hundred+ years of supporting fisheries in Manchester! That is something to