

# Manchester-by-the-Sea 2025 Town Report





2025

# ANNUAL REPORT



# From the Fire Chief

It is my privilege to present the Manchester Fire Department's Annual Report for Calendar Year 2025. This report is intended to provide a transparent overview of our department's operations, emergency response activity, community engagement, and continued organizational progress.



Throughout 2025, the members of the Manchester Fire Department proudly served our community as an all-hazards public safety agency. Our firefighters, paramedics, EMTs, and fire prevention personnel delivered top-notch fire suppression, emergency medical services, rescue operations, and prevention efforts - often under challenging and dynamic conditions.

I am exceptionally proud of the extraordinary men and women of this department. Their commitment to training, safety, and service excellence ensures that Manchester-by-the-Sea continues to receive high-quality emergency response when it matters most. Just as importantly, our members remain deeply engaged in fire prevention, public education, and community risk reduction - efforts that save lives long before an emergency occurs.

The success of our mission would not be possible without the strong working relationships we share with our town partners. I am grateful for the collaboration and support of the Manchester Police Department, Harbor Department, Department of Public Works, Town Hall, surrounding mutual aid communities, and our partners at North Shore Regional 911. These partnerships strengthen our ability to respond effectively and provide seamless service to the community we are proud to serve.

As we look ahead to 2026, the department is positioned for significant and meaningful progress. Thanks to the support of Manchester voters, we will be adding an Assistant Chief position, strengthening leadership, supervision, and operational oversight. In addition, through the award of a Federal SAFER grant, the department will be adding one Firefighter/Paramedic to each shift. This staffing enhancement will ensure a minimum of four personnel on duty at all times. This will greatly improving service delivery to our residents while enhancing safety and effectiveness for our firefighters on every response.

On behalf of the entire Manchester Fire Department, thank you for your continued trust and support. It is truly an honor to serve the residents, businesses, and visitors of Manchester-by-the-Sea. We remain committed to protecting life and property, enhancing preparedness, and serving this community with integrity and pride.

Respectfully,

Handwritten signature of James T. McNeilly.

James T. McNeilly  
Chief of Department

# MISSION, VISION, VALUES



## Mission Statement

The mission of the Manchester Fire Department is to protect the lives and property of the people of Manchester by the Sea from fires, natural disasters, and hazardous materials incidents; to save lives by providing emergency medical services; to prevent fires through fire safety education; and to provide a work environment that values cultural diversity and is free of harassment and discrimination.

## 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 & Respect**

**18**  
Square Miles



**12.8** Miles  
of Coast

**5,400**  
Residents



**1,130**  
Calls Per Year



**1.25**  
Administrative  
Staff



**16** Full-Time Firefighters



**7** Call Firefighters

**AVERAGE RESPONSE TIME**

**4 MIN 2 SEC**

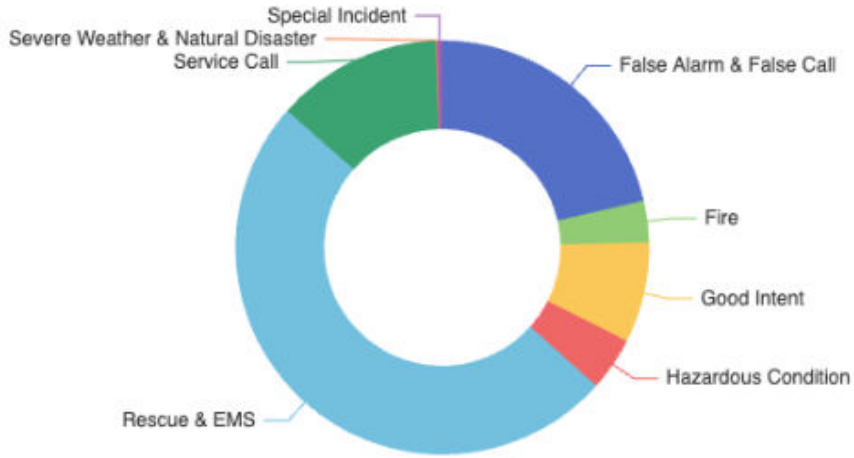


**FROM DISPATCH NOTIFICATION**

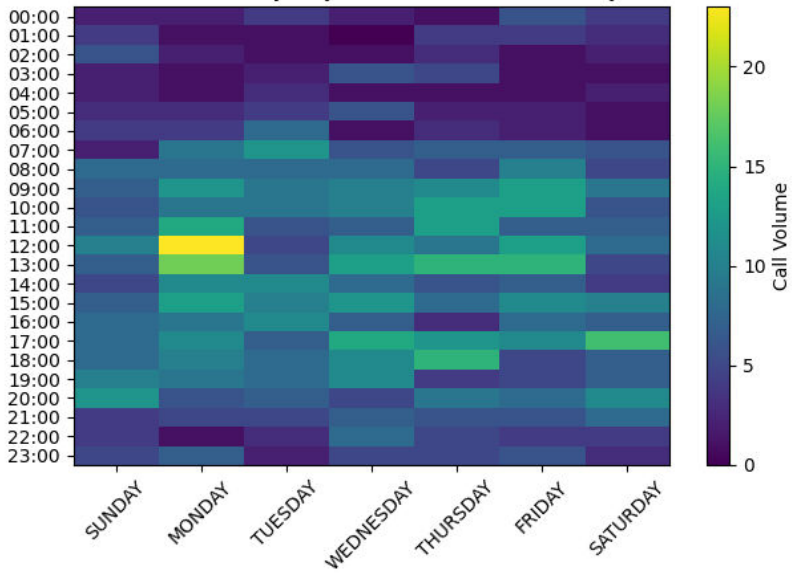
# EMERGENCY RESPONSE STATISTICS

# 1,130

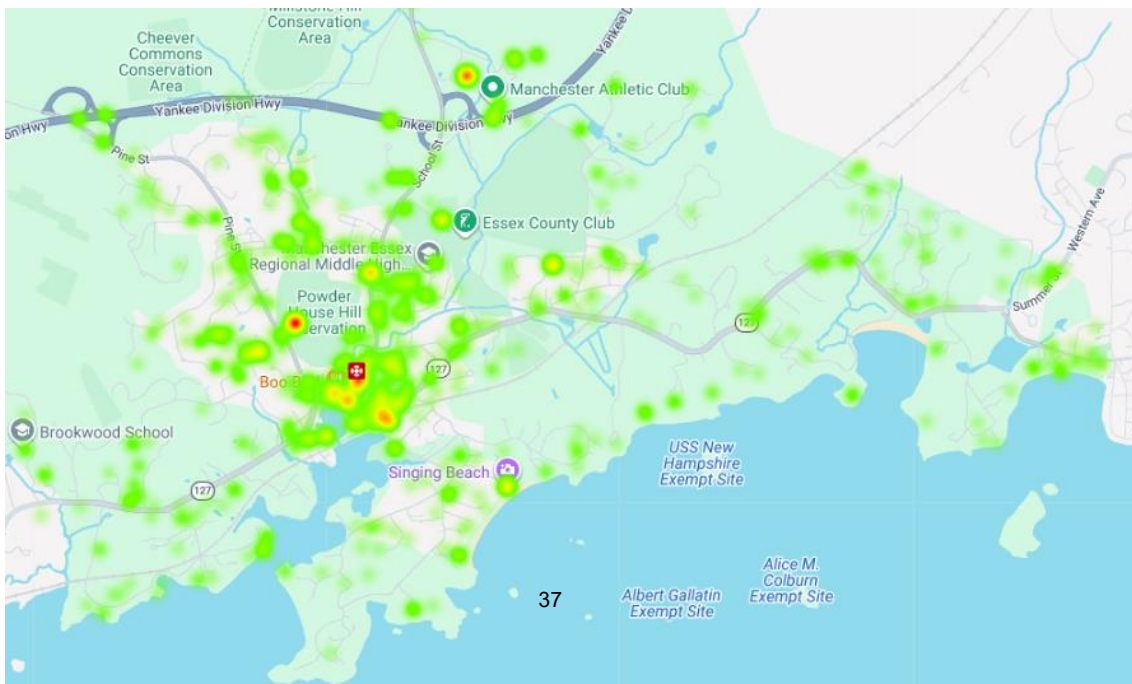
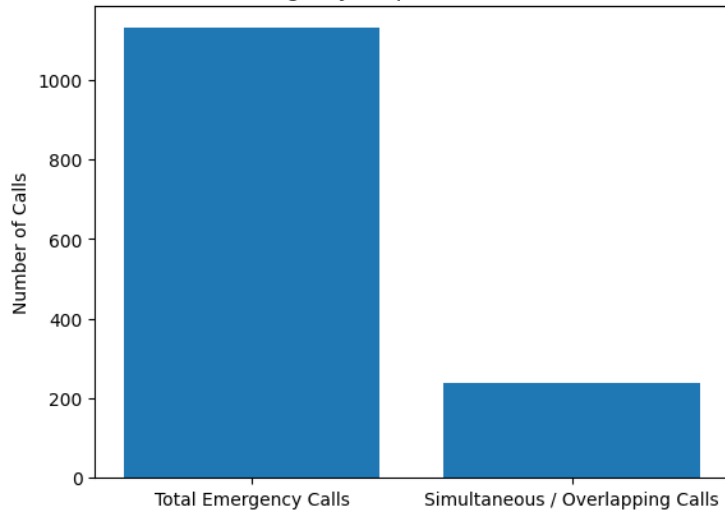
Requests  
Emergency Response



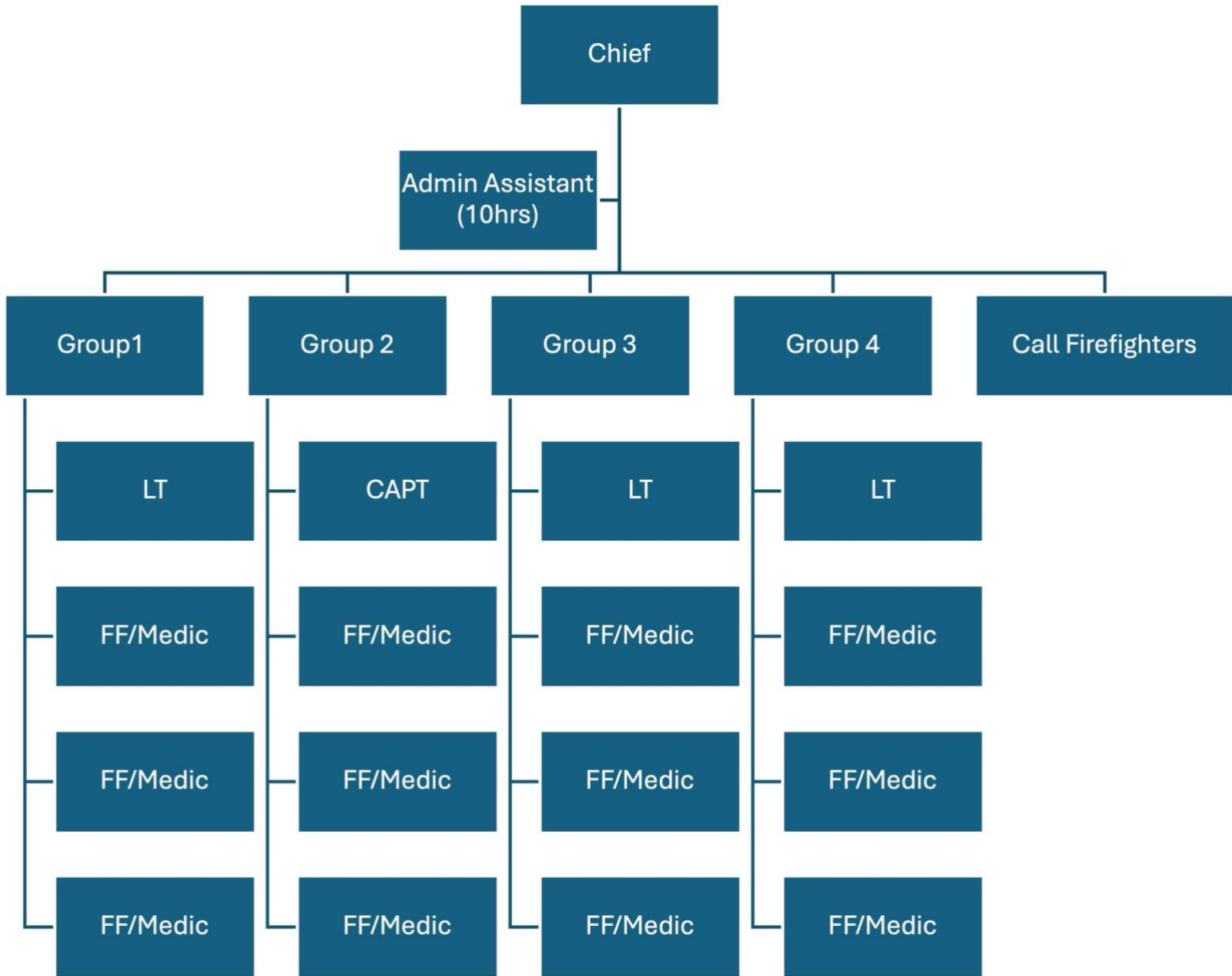
Call Volume by Day of Week and Time of Day



Emergency Response Call Volume



# ORGANIZATIONAL CHART



# **FIRE PREVENTION**

**Captain Robert Cavender**

**Is responsible for enforcing national, state, and local fire codes and ordinances to protect life safety and preserve property.**

The Fire Prevention Division oversees compliance with smoke and carbon monoxide detectors to ensure residential and commercial properties meet Massachusetts fire code requirements. These life-safety devices remain critical to early detection and occupant notification, significantly reducing the risk of injury or loss of life.



In 2025, the department conducted all state-required fire safety inspections, including commercial occupancies, schools, and other regulated facilities, to verify compliance with fire protection systems and life-safety standards. The division also reviewed and issued permits for regulated activities and construction projects, ensuring compliance with all applicable fire codes and associated regulations.

Code enforcement inspections were performed across residential, commercial, and municipal occupancies, focusing on fire alarm and sprinkler systems, emergency lighting, hazardous conditions, and safe, unobstructed means of egress.

**PERMITS ISSUED:**

**253**

**INSPECTIONS:**

**201**

**VIOLATIONS:**

**62**

**PREPLANS**

**1,181**

Firefighters conducted building pre-plans to ensure crews have the most current and accurate information available when responding to emergencies, improving situational awareness and operational safety. In addition, the division supported fire drills and life-safety training in schools, businesses, and public buildings to reinforce evacuation procedures and preparedness.

Through education, enforcement, permitting, and collaboration with town departments and residents, the Fire Prevention Division plays a key role in protecting lives, property, and infrastructure in Manchester

# EMERGENCY MEDICAL SERVICES

## Firefighter Josiah Peters – EMS Coordinator

### Oversight of training, education, and compliance to deliver high-quality emergency medical services.

Manchester Fire continued to provide top-notch pre-hospital emergency care and advanced life support services to the community throughout 2025. Through ongoing training, professional development, and clinical oversight, EMS personnel consistently delivered patient-centered care with professionalism and clinical excellence.

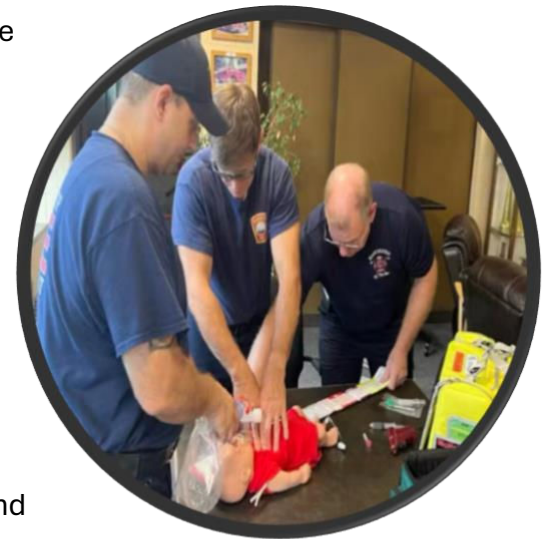
Training and competency maintenance remained a priority. EMS personnel participated in continuous skill

development, protocol reviews, and readiness initiatives to ensure compliance with state standards. EMTs and Paramedics met or exceeded the Massachusetts Department of Public Health, Office of Emergency Medical Services requirement of approved continuing education.

Paramedics maintained advanced certifications, including Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS). In addition, paramedics routinely train in and maintain proficiency in advanced life-saving skills, including advanced/surgical airway management and the administration of up to 52 medications when clinically indicated.

EMS personnel participated in regular training sessions focused on airway management, cardiac care, medication administration, trauma assessment, and documentation practices. All patient care activities were conducted in accordance with approved medical protocols

and physician oversight. Documentation compliance and continuous quality improvement remain a priority for the division.



#### PROCEDURES PERFORMED:

**340**

#### EMS TRANSPORTS:

**331**

#### MEDICATIONS GIVEN:

**85**

#### PATIENT REPORTS WRITTEN:

**582**

#### BLS TRANSPORTS:

**151**

#### ALS TRANSPORTS:

**208**



# TRAINING DIVISION

## Firefighter Erik Juncker – Training Coordinator

Ensures the highest level of emergency services for the residents and visitors of Manchester by overseeing firefighter training, continuing education, professional development, and compliance with state and national standards.

Throughout calendar year 2025, the Training Division remained focused on operational readiness, firefighter safety, and regulatory compliance. Training emphasized both core fireground competencies and specialized skills aligned with the community's coastal and seasonal risk profile.

Key initiatives included technical rescue training, ice-rescue operations, zero-

visibility search-and-navigation drills, and routine hose testing and equipment inspections. These hands-on evolutions ensured personnel remained proficient in high-risk, low-frequency incidents while reinforcing essential day-to-day operational skills.

In addition to the required daily on-duty training conducted each shift and led by the assigned officer, the department implemented one larger-scale training event per month.

These monthly evolutions were completed by all staff and focused on comprehensive, scenario-based training designed to reinforce coordination, operational consistency, and proficiency across all shifts. Training was delivered through a combination of in-house instruction and outside subject-matter experts to promote best practices,

interoperability, and professional development.

Collectively, these efforts enhanced the department's ability to respond safely and effectively while maintaining compliance with applicable NFPA standards and state training requirements.



**TRAINING CLASSES:**

**259**

**TOTAL TRAINING HOURS:**

**1,487.96**

