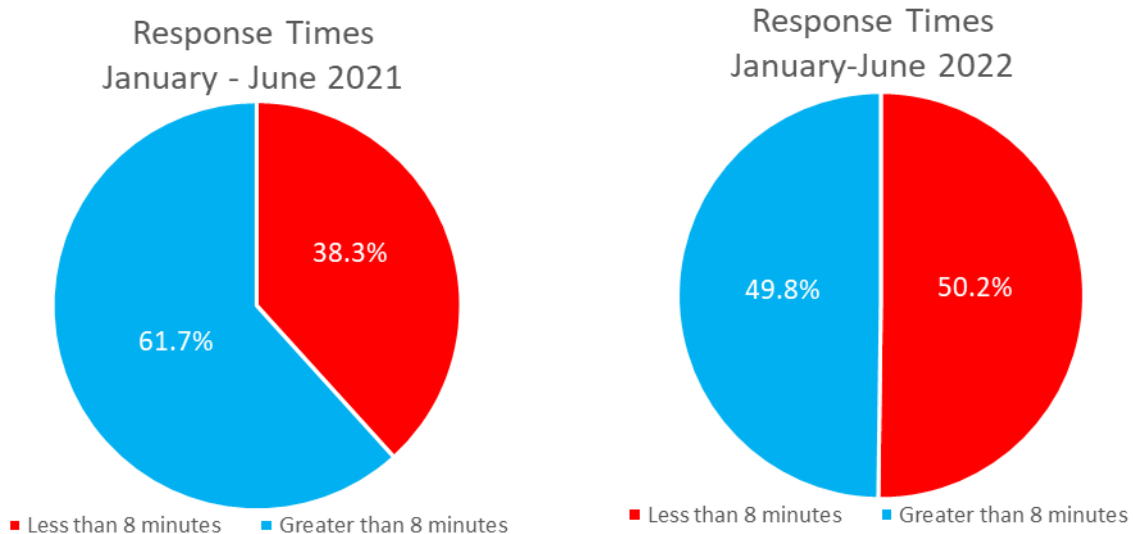


**TOWN OF BOXFORD**  
**Office of the Town Administrator**  
7A Spofford Road  
Boxford, MA 01921

**DATE:** Thursday, July 21, 2022  
**TO:** Select Board  
**FROM:** Brendan Sweeney, Assistant Town Administrator  
**RE:** **Boxford Fire Department Emergency Call Response Times**

In September 2021, the Boxford Fire Department instituted a Medical Response Pilot Program to reduce the time between when an emergency call is placed with dispatch and when a firefighter is able to arrive at the scene of an emergency. This program ensures that a career firefighter will always be at a fire station between 8 AM – 6 PM (at a minimum) on Monday – Friday and that a call firefighter will always be “on shift” during the off hours, ready with an emergency vehicle and full equipment to immediately respond to an emergency.

In the first six months of 2021, the call response time by the Boxford Fire Department was greater than 8 minutes for 61.7% of all calls. During that same timespan (January - June) in 2022, only 49.8% of calls had a response time from the Boxford Fire Department of greater than 8 minutes, a notable reduction.



Chief Geiger can elaborate upon the nuances of this data and what it means for departmental operations at your meeting this Monday night (July 25<sup>th</sup>). We have also included more detailed information regarding emergency call response times for your review in *Appendix A*.

**Appendix A**

Incident Response Times	2021	%	2022	%	22 vs. 21	% Change
Less than 1 minute	3	1.4%	2	0.8%	-1	-0.6%
2 - 2.99 minutes	4	1.9%	5	2.1%	1	0.2%
3 - 3.99 minutes	10	4.8%	9	3.7%	-1	-1.1%
4 - 4.99 minutes	7	3.3%	20	8.3%	13	4.9%
5 - 5.99 minutes	17	8.1%	32	13.3%	15	5.1%
6 - 6.99 minutes	14	6.7%	20	8.3%	6	1.6%
7 - 7.99 minutes	25	12.0%	33	13.7%	8	1.7%
8 - 8.99 minutes	27	12.9%	29	12.0%	2	-0.9%
9 - 10.99 minutes	39	18.7%	36	14.9%	-3	-3.7%
11 - 14.99 minutes	51	24.4%	41	17.0%	-10	-7.4%
15+ minutes	12	5.7%	14	5.8%	2	0.1%
<b>Total Incidences</b>	<b>209</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>	<b>32</b>	<b>0.0%</b>

