

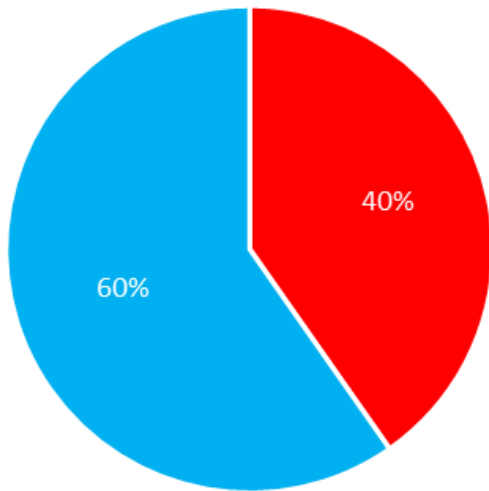
TOWN OF BOXFORD
Office of the Town Administrator
 7A Spofford Road
 Boxford, MA 01921

DATE: Friday, February 10, 2023
TO: Finance Committee
FROM: Brendan Sweeney, Assistant Town Administrator
RE: **Boxford Fire Department Emergency Call Response Times**

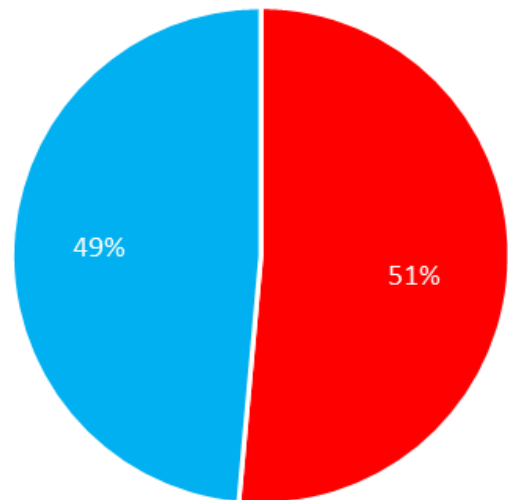
In September 2021, the Boxford Fire Department instituted the Medical Response Pilot Program (“Pilot Program”) to reduce the time between when an emergency call is placed with dispatch and when a firefighter is able to arrive at the scene of an emergency. The Pilot Program ensures that a career firefighter will always be at a fire station between 6 AM – 6 PM (at a minimum) on Monday – Friday and that a 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 nine months of 2021 prior to the start of the Pilot Program, the call response time by the Boxford Fire Department was greater than 8 minutes for 60% of all calls. During that same timespan (January - September) in 2022, only 49% of calls had a response time from the Boxford Fire Department of greater than 8 minutes, a notable reduction.

Response Times
January - September 2021



Response Times
January - September 2022



■ Less than 8 minutes ■ Greater than 8 minutes

■ Less than 8 minutes ■ Greater than 8 minutes

More specifically, as is highlighted in Appendix A below, there has been a significant increase in the number of calls that the Fire Department has been able to respond to within the 4 – 7.99-minute response time range in the first nine months of 2022, with the Pilot Program fully operational, when compared to the same nine-month period of 2021, prior to the launch of the Pilot Program. Additionally, there has been a reduction of calls with a response time of over 9 minutes when comparing the same two timeframes.

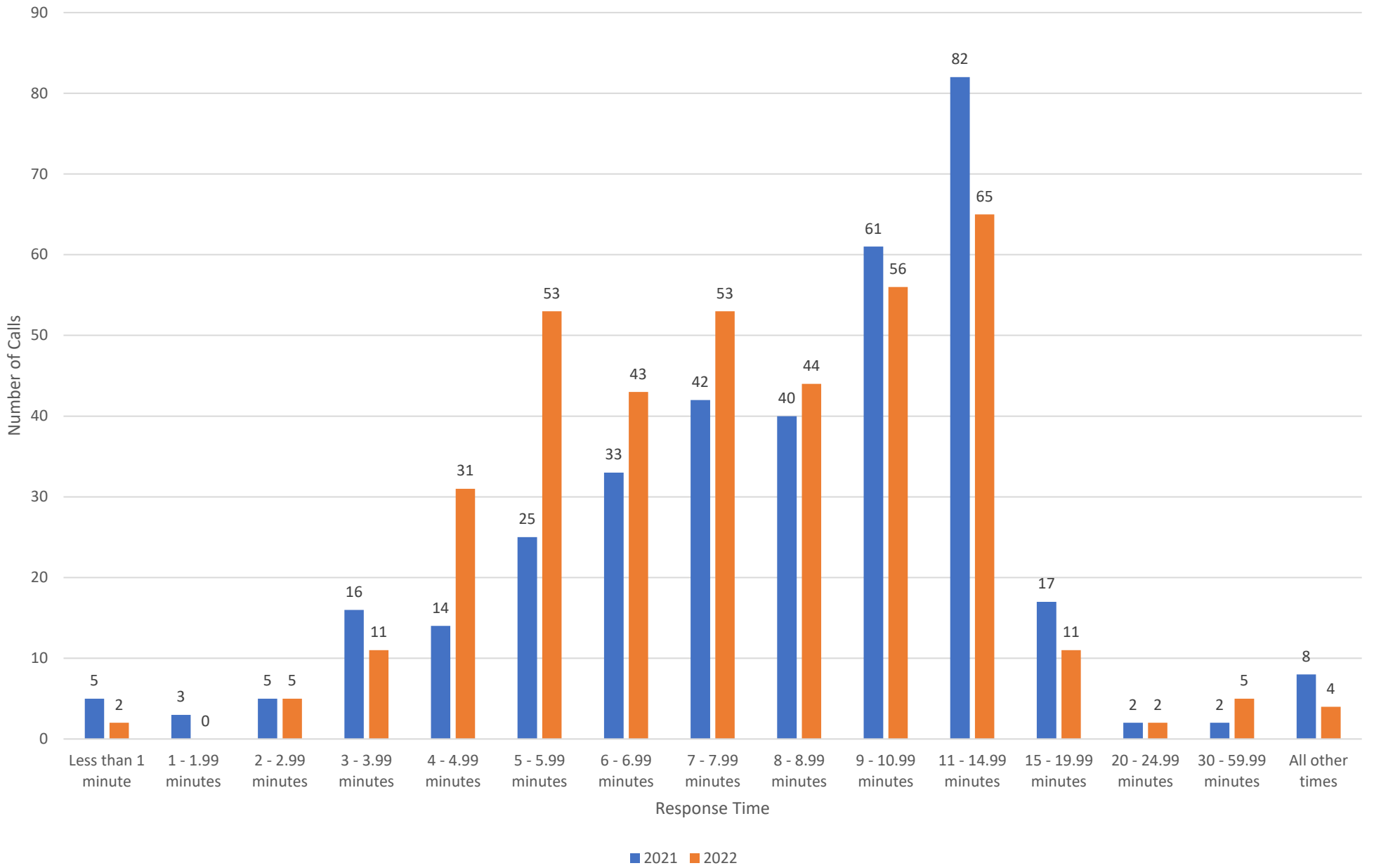
Appendix A

Incident Response Times Jan - Sep 2021 vs. 2022	Jan - Sep 2021	% of Total Calls	Jan - Sep 2022	% of Total Calls	Jan - Sep 22 vs. 21	% Change
Less than 1 minute	5	1.4%	2	0.5%	-3	-60.0%
1 - 1.99 minutes	3	0.8%	0	0.0%	-3	-100.0%
2 - 2.99 minutes	5	1.4%	5	1.3%	0	0.0%
3 - 3.99 minutes	16	4.5%	11	2.9%	-5	-31.3%
4 - 4.99 minutes	14	3.9%	31	8.1%	17	121.4%
5 - 5.99 minutes	25	7.0%	53	13.8%	28	112.0%
6 - 6.99 minutes	33	9.3%	43	11.2%	10	30.3%
7 - 7.99 minutes	42	11.8%	53	13.8%	11	26.2%
8 - 8.99 minutes	40	11.3%	44	11.4%	4	10.0%
9 - 10.99 minutes	61	17.2%	56	14.5%	-5	-8.2%
11 - 14.99 minutes	82	23.1%	65	16.9%	-17	-20.7%
15+ minutes	29	8.2%	22	5.7%	-7	-24.1%
Total Incidences	355	100.0%	385	100.0%	30	8.5%

In 2021, \$150,000 of the Town’s federal American Rescue Plan Act (ARPA) grant funding was appropriated to fund the Pilot Program through the end of FY23. During your meeting on Monday the 13th, Chief Geiger will have a breakdown of how that \$150,000 investment has been spent on both salary/stipend expenses and equipment costs to finance the Pilot Program to date.

Additional data and charts pertaining to calls and call response times for the entirety of calendar years 2021 and 2022 are shown in Appendices B and C on the next two pages.

Boxford Fire Department Call Response Times



Appendix C

2021 Incident Response Times	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	TOTAL
Less than 1 minute	1	1	0	0	1	0	1	1	0	1	1	0	7
1 - 1.99 minutes	0	0	0	0	0	0	0	2	1	0	0	0	3
2 - 2.99 minutes	1	0	0	0	1	2	0	1	0	1	1	2	9
3 - 3.99 minutes	2	0	0	2	1	5	1	3	2	1	0	3	20
4 - 4.99 minutes	1	0	1	2	1	2	3	3	1	2	5	2	23
5 - 5.99 minutes	4	3	1	1	5	3	2	3	3	6	3	1	35
6 - 6.99 minutes	2	3	0	1	5	3	5	8	6	3	2	2	40
7 - 7.99 minutes	3	2	5	4	5	6	3	8	6	3	6	5	56
8 - 8.99 minutes	2	2	7	6	4	6	3	3	7	5	8	3	56
9 - 10.99 minutes	6	4	12	3	10	4	7	7	8	9	7	8	85
11 - 14.99 minutes	9	4	10	13	12	3	12	11	8	7	2	3	94
15 - 19.99 minutes	1	5	1	0	1	1	5	3	0	0	2	5	24
20 - 24.99 minutes	0	1	0	0	0	1	0	0	0	1	0	0	3
30 - 59.99 minutes	0	0	0	1	0	0	0	0	1	1	1	1	5
All other times	0	0	0	0	0	0	1	4	3	1	0	1	10
Total Incidences	32	25	37	33	46	36	43	57	46	41	38	36	470

2022 Incident Response Times	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	TOTAL
Less than 1 minute	2	0	0	0	0	0	0	0	0	0	1	0	3
1 - 1.99 minutes	0	0	0	0	0	0	0	0	0	0	1	0	1
2 - 2.99 minutes	0	1	1	1	1	1	0	0	0	0	0	1	6
3 - 3.99 minutes	1	1	1	1	3	2	1	0	1	0	0	1	12
4 - 4.99 minutes	3	3	5	5	2	2	7	4	0	2	2	4	39
5 - 5.99 minutes	7	4	5	5	7	4	7	6	8	3	3	7	66
6 - 6.99 minutes	5	3	1	1	8	2	10	6	7	3	7	8	61
7 - 7.99 minutes	3	6	5	5	8	6	7	5	8	9	7	12	81
8 - 8.99 minutes	4	6	5	5	4	5	4	9	2	9	2	9	64
9 - 10.99 minutes	6	2	4	4	10	10	9	5	6	12	16	5	89
11 - 14.99 minutes	7	8	7	7	4	8	9	5	10	7	12	12	96
15 - 19.99 minutes	1	0	2	2	0	2	1	2	1	1	1	1	14
20 - 24.99 minutes	2	0	0	0	0	0	0	0	0	2	1	0	5
30 - 59.99 minutes	1	0	1	1	1	0	1	0	0	0	0	0	5
All other times	1	0	0	0	0	0	0	0	3	0	0	1	5
Total Incidences	43	34	37	37	48	42	56	42	46	48	53	61	547