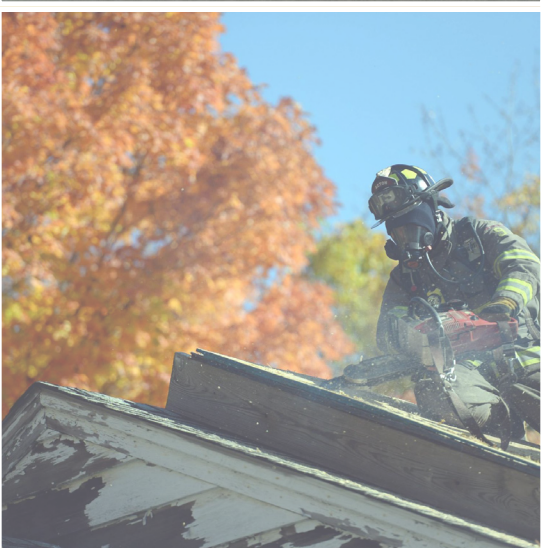
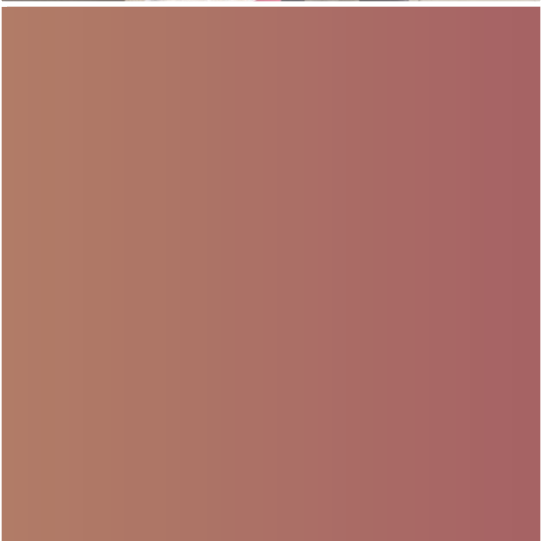




MAYNARD FIRE DEPARTMENT

2018 annual report







Station SMARTS

DATA ON FIRE

Created in conjunction with StationSMARTS.



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MESSAGE from the chief

Let me start by thanking you for taking the time to read about your Maynard Fire Department, and for your continued support. Since my arrival here in Maynard seven years ago, I have been amazed at the sense of community I've experienced. Maynard is truly a community that wants to do the best for all people.

Your fire department has made tremendous strides in becoming the public safety organization communities strive to emulate. Being a public safety organization truly respected in the industry with hiring and nurturing quality people that care about the community they protect and the work they do. The Maynard Fire Department is fortunate enough to have some of the best people I've been as with in my more than 30-year career. Your firefighters have embraced and thrived on the concept of education and safety programs in the schools, with our experienced residents and with the community at large.

Our public education and safety programs include:

- **Student Awareness of Fire Education (SAFE) for school aged children**
- **In 2017 one of the children used his training to alert the other residents in his building that there was a fire. Because of his actions, no residents were hurt and for his actions, he was presented with the Young Hero's Award by the State Fire Marshal in September of 2017.**
- **Senior SAFE for our communities older adults**
- **Cardio pulmonary resuscitation (CPR) programs for civic groups and other community departments**
- **Home safety visit program (please see our website for more information)**
- **Residential Knox Box program for at-risk seniors (explained in more detail later on)**

Maynard's fire department is keenly aware that tax dollars are precious and we have worked hard to secure necessary funding from other sources. Since 2014 we have secured over \$1,000,000 in grants through the Assistance to Firefighters Grant Program. We have also secured smaller grants to assist with equipment purchases and our fire prevention program. In 2018 we were awarded a \$100,000 grant.

the Commonwealth of Massachusetts for fire station upgrades..

Each year we experience a steady increase in requests for emergency responses, as well as for an increased need for inspectional services, yet our staffing model has not changed in many years. The emergency requests for service is outlined in another section of this report, but to give a quick overview, since 2007 we have seen a dramatic increase in responses. This past year saw us perform over 900 fire prevention related activities including inspections, permits, plans review and investigations of unsafe conditions, among other requests. With the current project going in at 129 Parker Street, other sites in progress and proposed new construction projects, we are seeing even more fire prevention needs arise with no dedicated fire prevention employee to manage and fulfill these requests. Fire prevention activities are currently handled by the duty captain or the fire chief. As with other departments similar in structure to ours, we would like to see a fulltime Deputy Fire Chief fulfill these duties at some point in the not so distant future.

Your Maynard Fire Department will continue striving to be the benchmark by which other public safety agencies measure themselves.

Among our future goals are:

- **Seek accreditation by the Center for Public Safety Excellence**
- **Training up to eight existing firefighters to the paramedic level for improved EMS service**
- **Build a safe and efficient fire station**
- **Complete another successful ISO audit**
- **Expand our community risk reduction efforts**
- **Continue seeking alternative funding sources**
- **Expand our leadership development program**

We thank you for your past support and ask you for your future support. Please visit our website for more information, or reach out to me if I can answer further questions.

***Yours in safety,
Anthony Stowers/Fire Chief***

vision

It is the mission of the Maynard Fire Department to protect the lives and property of the citizens and visitors of Maynard from disasters both natural and man-made, with compassion, motivation, teamwork, commitment and quality fire protection and education.

mission

It is the vision of the Maynard Fire Department to provide service to its stakeholders in a fashion that is unparalleled in public service in a cost effective manner that exceeds expectations, and to be the benchmark by which all service delivery agencies measure themselves and their progress. We shall accomplish this by continuously investing in our people, creating meaningful partnerships, evaluating our impact in the community and adapting to the needs of our stakeholders.

core values

**TEAMWORK
INTEGRITY
COMMITMENT
DUTY
QUALITY**





The Maynard Fire Department was first organized in 1890 after a special town meeting was held. By March of that year, a Hose Company comprised of 15 men was organized. The first “Hose and Ladder Wagons” was delivered in May and August of 1890, and a new fire station was occupied by January of 1891 on Nason Street. The former Nason Street location is the current location of the “Paper Store”.

In 1903 Tony Collins was appointed as the permanent driver of the hose wagon that was then being pulled by a single horse, with the ladder wagon being pulled by a pair of horses. Maynard’s first motorized fire engine was delivered in 1914 and the first motorized ladder in 1924. On November 19, 1937, a 1938 Peter Pirsch Ladder truck with a 60-foot aerial ladder was delivered. This was one of the first metal aerial ladders ever built. The cost was \$9,800 dollars. On October 23, 1963, this truck was sold to Lyndonville, Vermont for \$3,000 dollars. In 2012 the truck was located in a Vermont junkyard. Maynard Firefighter Gerry Byrne took ownership of the truck and has spent the ensuing years restoring it to as close to original as possible. In the 2018 Maynard Christmas parade, Gerry’s truck was the centerpiece of the event!

Town meeting on November 15, 1954, appropriated \$166,000 dollars to build a new building to house

the Fire and Police Departments. Total cost when finished was \$144,115.44 and was dedicated on October 4, 1955. The building remains mostly the same as it did when it opened in 1955 with a very few exceptions.

In 1968 George Whalen was appointed as the first permanent fire chief for the Town of Maynard. Chief Whalen served until his retirement in 1984. On May 29, 1976, the Maynard Fire Department began providing emergency medical services with a fully trained Emergency Medical Technicians and placing a 1976 Ford Modular Class 1, Type 1 Ambulance.

The Maynard Fire Department has certainly evolved from the early days when all we did was respond to fires. Today’s mission still involves fire suppression, but also fire prevention, emergency medical response, technical rescue, confined space, hazardous materials response, vehicle rescue and building inspection services. In addition to the emergencies, your Maynard Fire Department personnel respond to, firefighters are also responsible for preparing for emergency response. This involves vehicle maintenance, equipment upkeep, pre-fire planning, and training. In fact, our current personnel typically spend thousands of hours annually in training classes both on-site and at sessions presented off-site.

HISTORY

1890

Maynard Fire Department
Formed

May-Aug: First “Hose &
Ladder Wagons” delivered

1903

Tony Collins appointment
the permanent
Hose & Wagon Driver

1924

1st motorized ladder delivered

1954

\$166,00 appropriated to
build a new station

1968

George Whalen appointed the
1st Permanent Fire Chief

1891

New Fire Station
Occupied on Nason St.

1914

1st motorized Fire Engine Delivered

1937

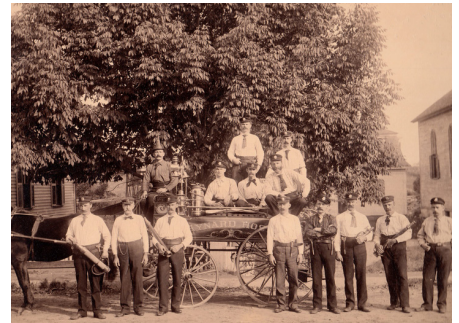
A Peter Pirsch Ladder truck with 60”
Aerial ladder delivered

1955

New station dedicated on October 4th

1976

Started providing ER medical services
& acquired ambulance





Frequently Asked Questions

Why do you send an Engine to a medical emergency?

Great question! We typically send an Engine on most medical responses for multiple reasons. First, it may be a serious medical injury where the more sets of trained hands you have, the better off the patient is. Examples might be a cardiac arrest or a trauma victim. In many cases, it might be a need for additional people to help lift and move a patient so nobody gets hurt. The Engine responds in case they need to break away for another emergency while at the medical emergency.

What medical training do firefighters have?

First responder training (or in our case, firefighter training for medical emergencies) is broken down into 3 broad categories. These are Emergency Medical Technician-basic level, Emergency Medical Technician-intermediate level, and Emergency Medical Technician-paramedic level. The basic level is for responders to triage and treat basic medical emergencies, the intermediate and paramedic levels are more advanced and the higher up a firefighter goes with their training, the more advanced pre-hospital care they can give to patients.

Do firefighters live at the fire station?

The answer to this is yes and no. While firefighters are on-duty, they do live at the fire station. Maynard's Firefighter's work 24-hour shifts, that means they come on-duty at around 7:30 in the morning and work until the next day at about the same time.

What other things do firefighters do besides respond to emergencies?

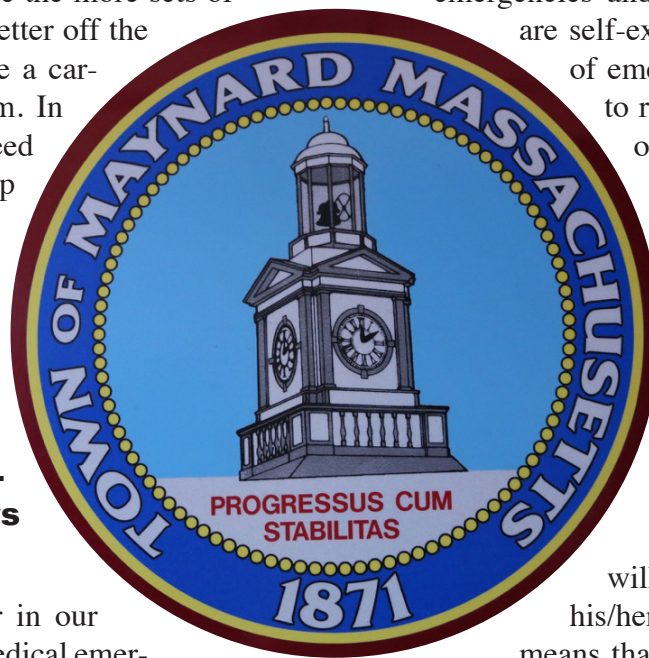
Firefighters base their jobs on 3 different priorities; Responding to emergencies, Preparing to respond to emergencies and everything else. Emergencies are self-explanatory and can be any type of emergency conceivable. Preparing to respond to emergencies consists of training, checking equipment, as well as vehicle and equipment maintenance among other items. Everything else is fire prevention, public education, inspections, physical fitness, among others.

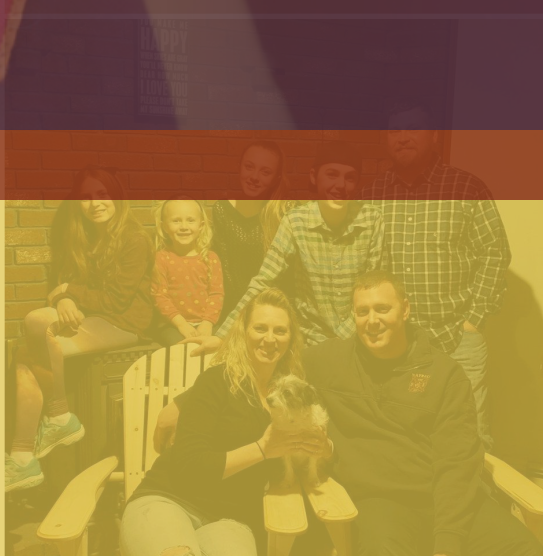
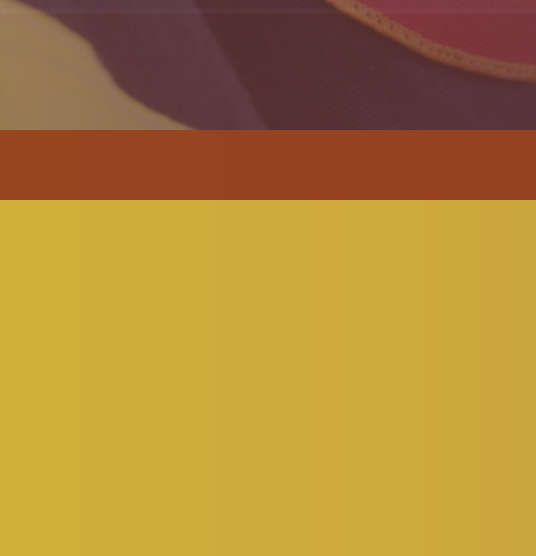
What's the first thing you do at a fire?

The first firefighter on the scene will typically be a captain, and it is his/her job to do a quick size-up. This means that they do a quick evaluation to determine what is happening and to see if they may need more people to respond or if they can handle the problem without additional back-up.

Why do you cut holes in the roof of a building on fire?

A fire doubles in size every minute it is left untouched. Unlike television, real fires make it impossible to see inside of buildings, the atmosphere gets very hot and very brown or black quickly, so much so that you cannot even see your hand in front of your face. When we cut holes in the roof, it allows much of the heat, smoke and toxic gases to be released. This is called venting, and once a building has been vented, and the heat, smoke, and toxic gases are lifted up and out, it becomes much easier and quicker to extinguish the fire.







DEPARTMENT DIVISIONS



The Maynard Fire Department, like all fire departments, is comprised of multiple divisions to handle the day to day responsibilities required to meet our mission. The Maynard Fire Department lacks the career staffing other fire departments in the area and across the country have, so many people have more than a single function and cross over divisions.

Administration

The Fire Department Administration is comprised of the Fire Chief and an Administrative Assistant. The fire chief is responsible for the overall management of the fire department. This includes:

- **Budgeting**
- **Strategic planning**
- **Hiring**
- **Promotions**
- **Large purchases**
- **Program development**
- **Emergency management**
- **Providing leadership for the four fire captains**

The administrative assistant assists the fire chief in all administrative aspects of the fire department operation and:

- **Processing and tracking expenditures and payroll**
- **Processing permits and payments**
- **Billing for details and alarm system monitoring**
- **Tracking ambulance billing**



Operations

The operations division of the fire department consists of the four shifts of firefighters and captains. These are the folks who respond to the emergency requests for service on a daily basis. Each shift is led by a captain who oversees four firefighters. With only five people on-duty at a time, firefighter's cross-staff apparatus depending on the type of emergency response needed. Typically we have two firefighters staff the ambulance, and the captain and two firefighters staff the engine. If the aerial ladder is needed, it is then staffed by the ambulance crew and the engine staff remains the same. In many cases, the captain may be staffing brush 1, which is a Ford Truck outfitted for brush fire responses that doubles as a staff vehicle for other purposes. The captains do a majority of the fire inspections that are needed here in Maynard, averaging about 300 per year over the last five years, and will respond in Brush 1 to emergency requests. When firefighters are not responding to emergencies they are conducting training sessions, public education, building walkthroughs, maintaining equipment and performing daily chores and maintenance on the fire station. In addition, firefighters conduct public education in schools and for our older adults year-round.



2019 Organizational Chart

Fire Chief
Anthony Stowers

Admin Assistant
Nancy Brook

Captain Group 1
Timothy Gray

Firefighters
Mark Tomy
Craig Desjardins
Brian Kramer
Ian Tweeddale

Captain Group 2
Michael Parr

Firefighters
Pat Hakey
Matt James
Alex Martinec
Justin Aubert

Captain Group 3
Angela Lawless

Firefighters
Jack Primiano
Mark Latta
Derek Maskalenko
Daniel Gould

Captain Group 4
John King

Firefighters
Jeff Boudreau
James McGowan
Ed Wasiuk
Josh Schrader

On Call Division

Captain
Byrne

Firefighter
Sean Murphy
Ralph Rodriguez

Captain
Morrison

Firefighter
Chris LeBlanc
Paul May

28 STAFF
4 CAPTAINS
6 ON CALL STAFF

Training

The Maynard Fire Department has a robust internal training program. Our focus is on developing and maintaining the basic skills firefighters will need throughout their careers. In recent years we have added many new firefighters and this has been what drives the training in the direction of basic skill development.

Our focus remains on firefighter survival skills with training on:

- Rapid Intervention Teams
- Calling Mayday's
- Self-Contained Breathing Apparatus
- Driver-Training
- Pump and Aerial Operations
- Ladder evolutions
- Search and Rescue

Multiple times throughout the year we bring in trainers from different disciplines to give our firefighters a well-rounded overview and multiple viewpoints to help them develop and maintain skills to carry out the organizational mission. Each month crews are given “monthly training objectives” to ensure they are keeping their skills in order and adding to their knowledge base. Part of that training every month involves a group activity where an incident involving a serious injury or even death of a firefighter in the line of duty is studied. The group will then try and create a scenario where a similar situation could happen here in Maynard, and strategize ways to avoid or prevent it.

In 2018 your firefighters participated in 899 in-house training sessions for over 3,400 hours of employee training. Our records management system allows us to track training by not only hours but relevant standards put forward by the National Fire Protection Agency (NFPA), Insurance Service Office (ISO), Occupational Safety and Health Administration (OSHA), as well as tracking for maintaining statewide certifications.

899

*In-House Training
Sessions*

3,400

*Hours of Employee
Training*

Personnel

Promotions

- Firefighter Angela Lawless promoted to Captain Group 3
- Firefighter Michael Parr promoted to Captain Group 2
- Firefighter John King promoted to Captain Group 4

Retirements

- Captain Peter Morrison
- Captain Sean Kiley

Personnel Leaving

- Captain Walter Latta became Assistant Fire Chief in Concord
- Daniel Gould became a Boston Firefighter
- Andrew Verbitzski became a Wellesley Firefighter
- Mike Cisek became a Marlborough Firefighter



Public Education

During 2018, the Maynard Fire Department continued its mission of providing safety-related, educational experiences for all of the citizens of our community. The S.A.F.E. (Student Awareness of Fire Education) grant allowed us to share valuable life safety tips and techniques educating our Maynard school children during fire prevention week from October 7-13th. With school shootings becoming more of an issue we incorporated the ALICE (alert, lockdown, inform, counter and evacuate) active shooter response training program.

Additional programs and events that the Maynard Fire Department participated in or sponsored were:

- **A simulated motor vehicle accident**
- **Youth Public Safety Day**
- **Our annual open house**

The simulated motor vehicle accident was presented to Maynard High School students before their prom to demonstrate the dangers of distracted or impaired driving. The Youth Public Safety Day was conducted in con



junction with the Middlesex County Sheriff's Office, the Maynard Police and the Boys and Girls Club of Maynard, to give children an overview of public safety activities. During this year annual Maynard Fest Festival we had a fire prevention booth along with two of the state fire education trailers where we gave presentations at the top of each hour about residential sprinklers, smoke detectors, exit plans, and basic fire safety and were fortunate enough to connect with dozens of Maynard families. In the years to come, we look forward to continuing providing fire education to the younger generation of Maynard residents.

Fire Prevention

Fire prevention is overseen by the fire chief with major contributions from the four fire captains. In addition to the average of 300 inspections per year, fire prevention also issues permits for everything from black powder and fire permits to underground storage tanks and sprinkler systems in multi-story buildings. Fire prevention conducts plans reviews for:

- **New site plans or changes to existing site plans**
- **New or remodeled sprinkler systems**
- **New and remodeled fire alarm systems**

The following are also inspected by fire prevention:

- **Acceptance tests on newly installed sprinkler systems**
- **Acceptance tests on newly installed fire alarm systems**
- **Acceptance tests on newly installed hood suppression systems in the restaurants**
- **Smoke and carbon monoxide inspections on all new homes or those involved in a sale**
- **All oil tank installations and removals**
- **All underground propane tank installations**
- **Oil and gas burner installations**
- **Annual inspections of schools, daycare centers, and rooming houses**
- **Inspections on gas station upgrades or tank installations**
- **Annual safety inspections for establishments serving alcohol**
- **Inspections on specialized fire suppression equipment**
- **Inspections on tank trucks**
- **Inspections related to fire prevention or fire safety complaints**
- **Inspections on hazardous materials storage**
- **Inspections related to 21E assessment surveys**

Fire Prevention is also responsible for overseeing:

- **Knox Box requests and approvals**
- **Residential Know Box Program***
- **Inquiries from contractors or the public regarding fire related matters**
- **Conducting fire drills in schools and daycare centers**
- **Annual fire safety surveys conducted by duty crews**
- **Pre-fire planning conducted by duty crews**
- **Recording all inspections and permits issues**

*The residential Knox Box program is where the Maynard Fire Department lends a Knox Box (a secured lock box only we have access to) to an at risk senior citizen. The reason for this is to allow our firefighters the ability to access the home to provide patient care in a timely manner without have to damage a door or window because the occupant cannot open it.

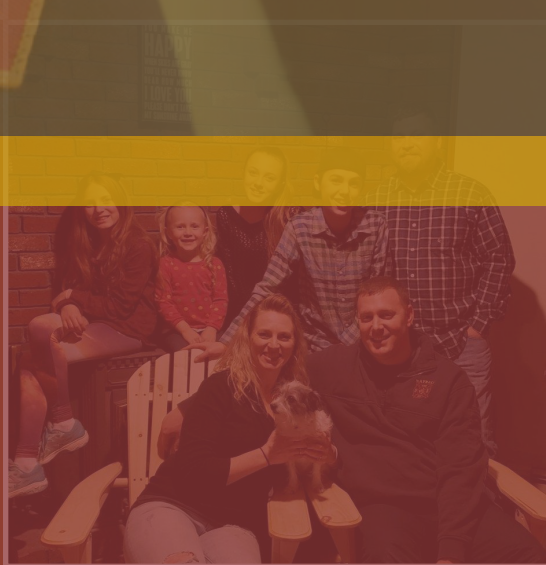
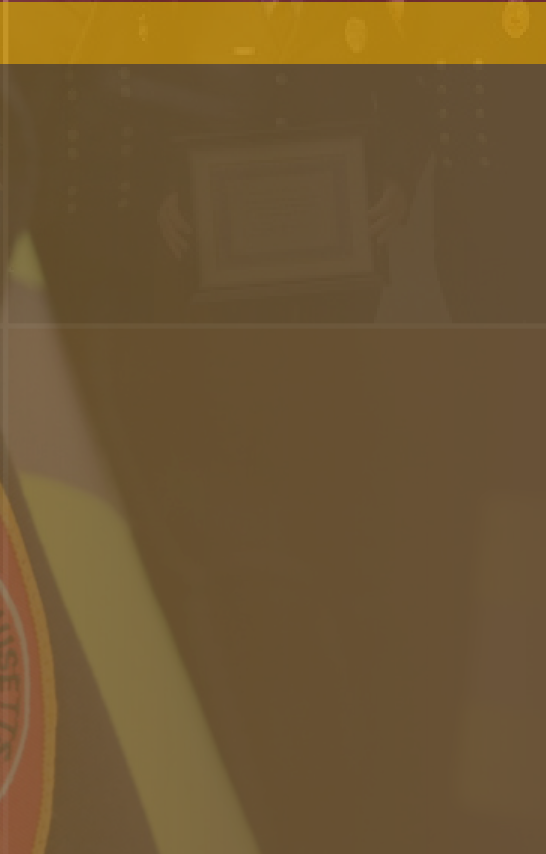
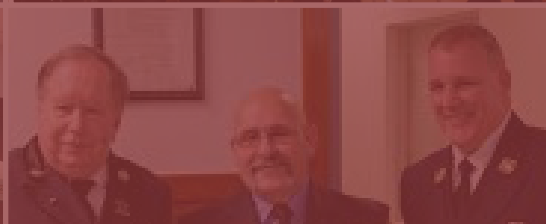
EMS

The Maynard Fire Department (MFD) responded to 1,019 medical calls in 2018, this equates to 66% of our total responses. All members are aware that our medical service has one of the greatest impacts on the community and that impeccable service is what we strive to provide. The Maynard Fire Department emphasizes this fact by ensuring top-notch education and training to our firefighters/EMT. The department provides vendors from many disciplines to educate all our members. Annually we are required to take 20 hours in continuing education, MFD far and exceed the minimum standards. In the past, we have had specialized courses on topics to ensure we are prepared for the demographics we encounter in the community, such as; providing care to our autistic patients and patients that have dementia or Alzheimer's and many more.

The chain of survival does not start with Maynard Fire Department, it begins in the community and therefore the Maynard Fire Department provides classes too; schools, daycares, Scout leaders, town employees, community members or anyone that asks. For the past few years, we have started a Pop-Up CPR program where we teach hands-only CPR to Maynard citizens at random places around town, look out for us at the farmers market or your favorite coffee shop. This program only takes a few moments and can save a life. If you have a group of people that want to be taught CPR contact the station.

It is imperative to provide the best service; we ensure our equipment and tools are up to date with industry standards. In recent past we were awarded a grant that allowed MFD to acquire a LUCAS, this provides mechanical compressions for patients in cardiac arrest allowing for a better chance of full recovery. We work closely with our Medical Director as well as our ALS provider. All our medical runs are reviewed this allows us to identify any weakness in our system and correct anything before it is a problem for the public. We are very proud of the EMS service we are able to provide in the Town of Maynard.







FACTS & FIGURES

Budget

The town of Maynard, like most communities, has a fiscal year that runs from July 1 through June 30 of the following year. Although this document is meant to be a 2018 year in review, the budget we have published is fiscal year 2018, which started July 1 of 2017 and finished up on June 30 of 2018. Our FY 2018 budget was \$2,128,872, with almost 94% of that budget being related to personnel costs. Much of the remaining 6.5% of our budget funds fixed cost items such as our heat, aerial and pump testing, dues to professional organizations, or vehicle inspections and recertification of our medical licensing. Part of the fire department budget is offset by revenue from ambulance receipts. In addition to the annual ambulance receipts of approximately \$276,000, the fire department brings in just over \$20,000 annually in permit and inspection fees.

In addition to our operating budget, the Maynard Fire Department did have some capital expenditures in FY 2018. Our most notable capital purchase was a replacement aerial ladder from Emergency-One Fire Apparatus. This was purchased for \$1,016,000 and replaced an aerial built in 1985. The majority of this apparatus was paid for by an Assistance to Firefighters Grant totaling \$750,000. This grant is funded by FEMA and allowed us to replace an aging and unsafe piece of equipment at a significantly reduced cost to the Maynard taxpayer. Maynard's contribution to the aerial purchase was \$266,000. Because the updated apparatus will not fit in the current station, it was necessary to purchase a temporary structure until a new facility can be built. The cost of the temporary structure was \$100,000, but it can, and will be repurposed when a new fire station is completed.

One question asked frequently is why we purchased a piece of fire apparatus that does not fit in the current station? There are multiple reasons we purchased the vehicle we did. The main reason we purchased the aerial ladder we did, is because we thought this vehicle was what was best for the community based on the size and type of buildings here, and based on our current and predicted staffing moving forward. Another reason is that the grant request to FEMA for this piece of equipment was actually written late in 2015, and we had hoped to be closer to having a new fire station built than we ultimately were. The final reason is that a custom-built aerial ladder, like the one we replaced, would have cost more than the temporary structure we ultimately purchased and the need for a new fire station exists whether the aerial ladder fits or not.

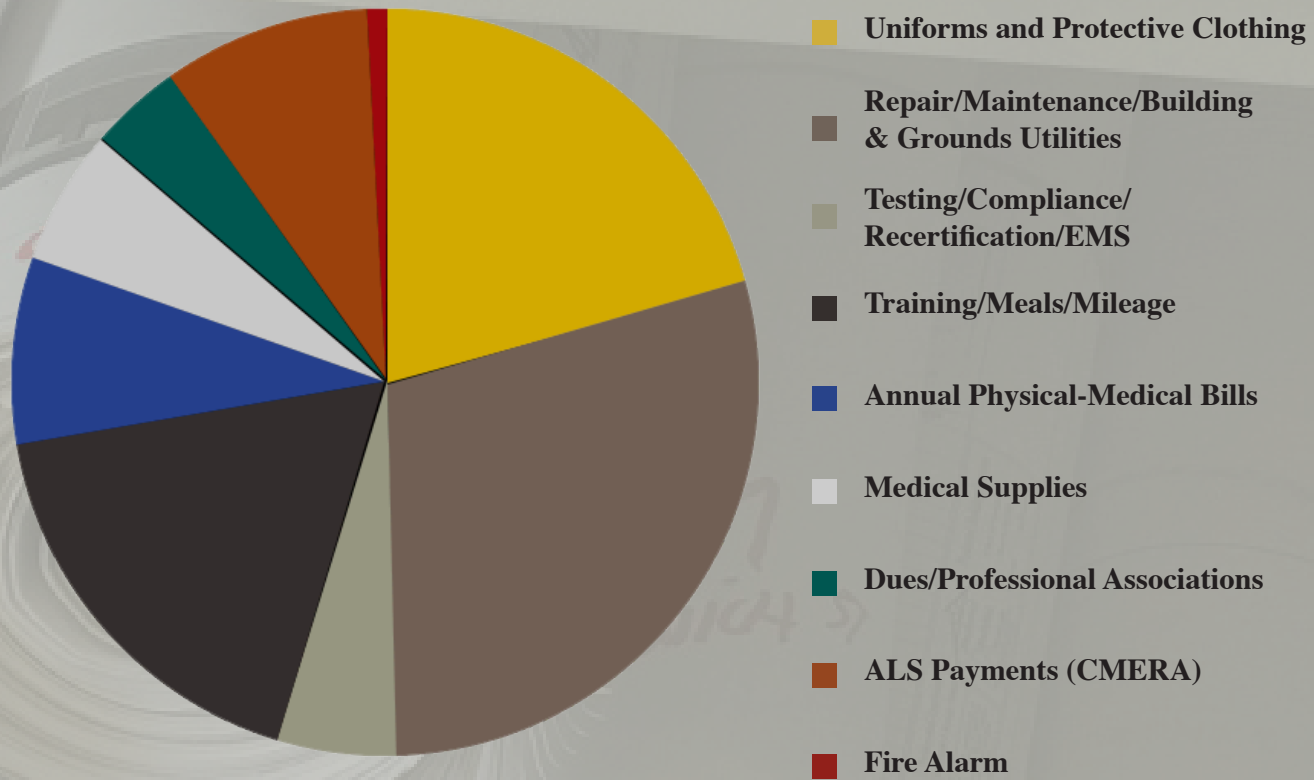
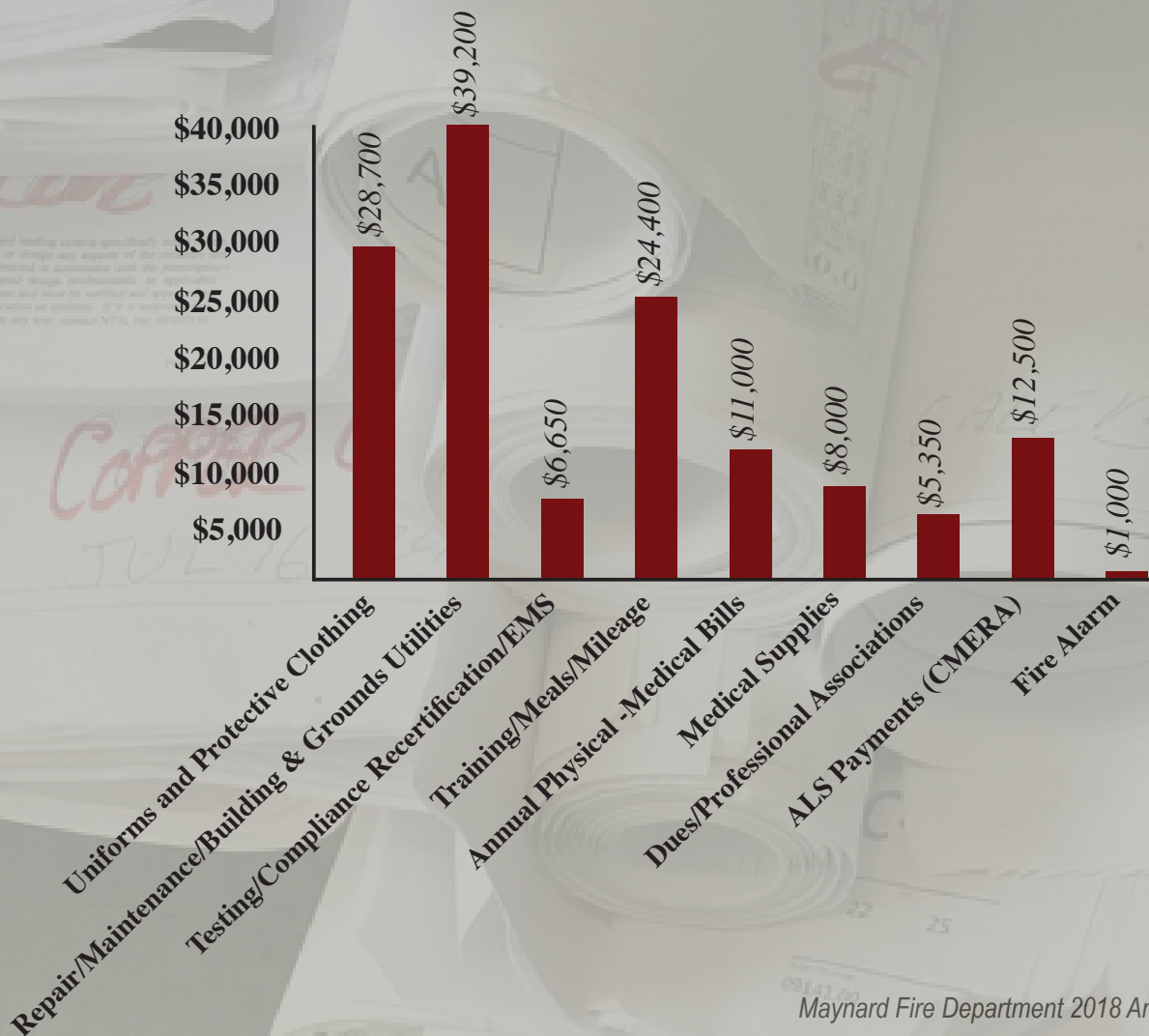


Figure 1 Breakdown of FY 2018 Operating Costs



Grants

We understand the tax burden our citizens face annually needs to be balanced with the fire department needs. Because of this we work very hard to secure grant funding to keep our budget from growing too much, or causing capital expenditures to be a heavy burden. Since 2012 we have been fortunate enough to receive multiple grants to help keep costs in line for major capital items, and to initiate programs without impacting our budget. Here is a list of grants we have received in recent years:

- **2013 Hazard Mitigation Grant paid for six I-Pads used for fire prevention activities**
- **2013 MIAA Grant for a RAD57 meter for EMS use**
- **2013 Factory Mutual Fire Prevention grant (\$3,000) for fire prevention initiatives**
- **2015/16 Assistance to Firefighters Grant for SCBA and water rescue equipment (\$176,000)**
- **2016/17 Assistance to Firefighters Grant-Aerial Ladder (\$750,000)**
- **2017/18 Assistance to Firefighters Grant-Wellness Equipment-Life Safety Equipment for fire station (\$125,000)**
- **2018 EMPG Grant (emergency management) for High visibility coats for volunteers**
- **2018 DFS Station Upgrade Grant (\$100,000)**
- **2018 Hazard Mitigation Grant-Upgrade six I-Pads**
- **Annual Fire SAFE Grants for Public education of school children and seniors**

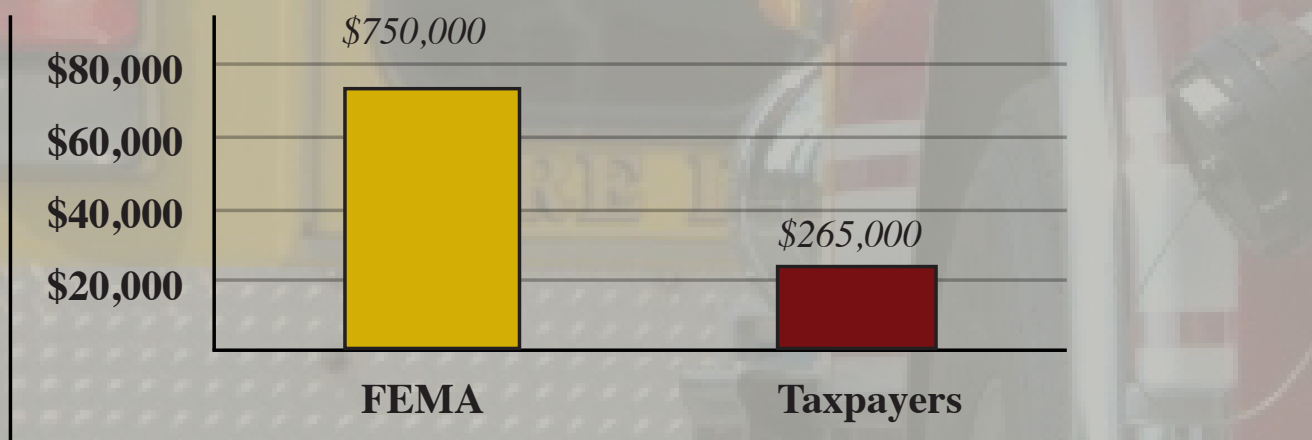


Figure 2 2016/17 FMEA Aerial Grant

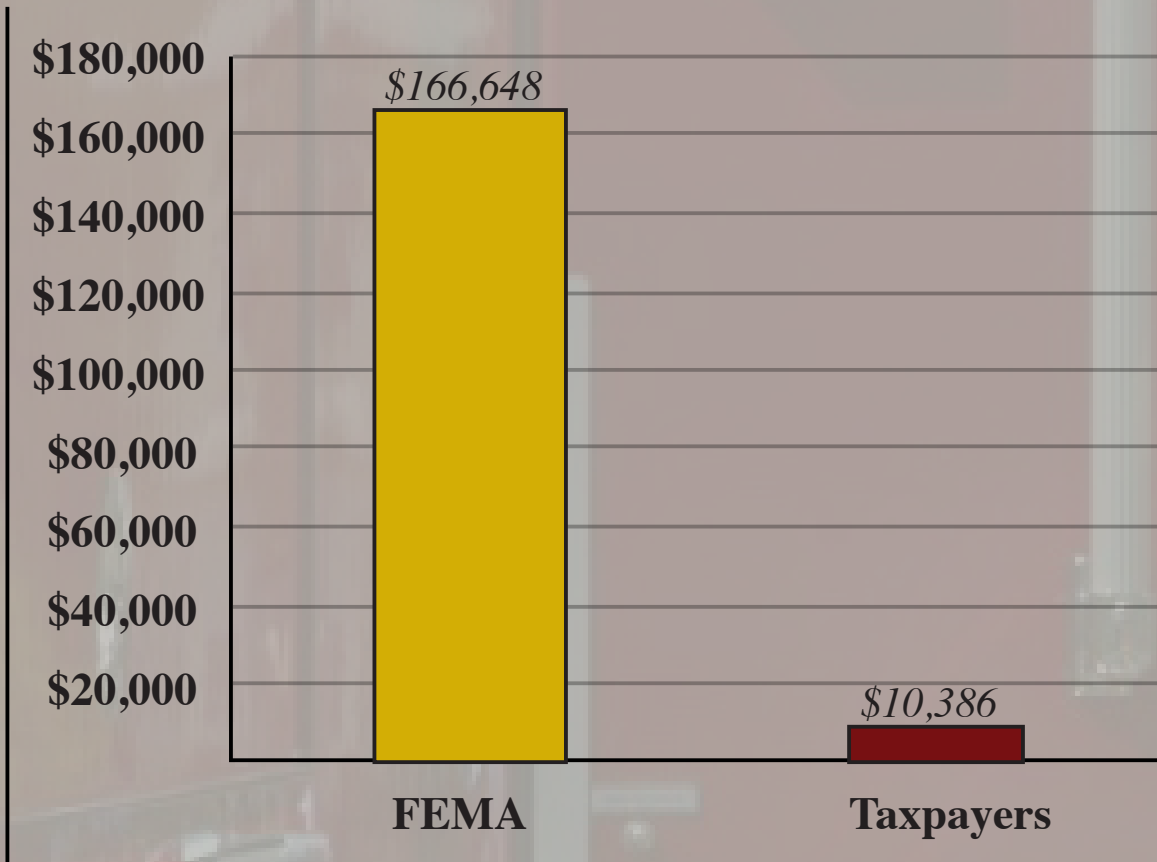


Figure 3 2015 FEMA SCBA Grant

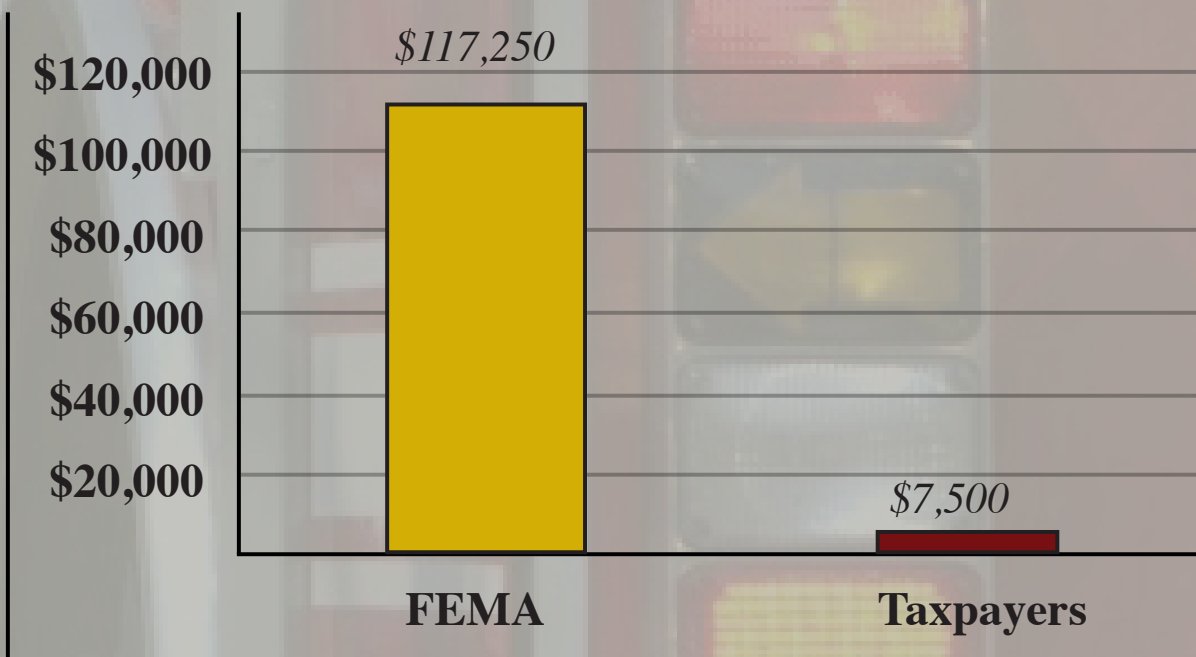


Figure 4 2018 FEMA Wellness/Life Safety Sprinklers





LADDER
1

FMD

MAYNARD
FIRE DEPT.

L-1

Facility



- Existing facility built as a fire/police station in 1954, opened in 1955
- Cost to build in 1954 was \$144,115.44
- There have been no additions or major renovations to the original building
- Windows, doors and roof were replaced around 20 plus years ago
- Boiler was replaced in 2011
- On March 13, 2007 The Maynard Public Safety Building Committee met for the first time
- Primary charge was to build a new police facility
- As part of the process to determine the need for a new police station, the existing building was evaluated
- On March 28, 2007 Crowley Engineering visited the existing facility to evaluate the conditions at that time

Crowley Engineering Findings

- Boiler needs to be replaced
- Degraded pipes encased in asbestos
- No provision for outside make-up air as required
- Heating system is inadequate for the building
- Electric service is inadequate for the building
- There are no means to pressurize building to keep fumes from living area
- No purge or CO system in apparatus area
- No mechanical exhaust in the building for kitchen and bathrooms
- The building does not meet energy codes
- The plumbing is in such poor condition, it often falls apart when work is needed

Multiple deficiencies were found, so many in fact that the Public Safety Building Committee recommended immediate action to address these needs. In 2010 the town hired Resource Management Associates to study the fire department and its operation from the top down, including the facility. They recommended that the building should be replaced. In 2015 voters approved funds to study the feasibility of renovating and adding on the existing fire station. The architectural firm of Dore & Whittier was hired. As part of that process engineers from multiple disciplines were brought in to determine the status of the existing building and major systems within. The final report noted dozens of deficiencies including hazardous materials embedded in the structure. The outcome of that study was the cost for renovating and adding on the existing fire station would not be cost-effective and it would interfere with the efficiency of the operation slowly the project down. In 2016 the Board of Selectmen approved the appointment of a Fire Station Building Committee and charged that group with finding a suitable location as well as potential funding sources. Over the course of seven months, the committee met regularly and studied 16 sites in Maynard. Multiple factors were used to make the final recommendation of 30 Sudbury Street. A sub-group of the Fire Station Building Committee has been working with Dore & Whittier, as well as Project Manager Daedalus Projects Incorporated on developing a conceptual plan for a fire station that meets the needs of the community for decades while remaining as cost-effective as possible.

Future

Since 2015 we have worked with the architectural firm of Dore & Whittier to design an efficient and safe fire station that is cost effective and will serve the needs of the community for decades to come. In 2017 we brought Daedalus Projects Incorporated on-board as our owner's project manager. The design process has involved multiple sets of drawings of a new facility. We have come up with a facility that will house our existing staff and has provisions for some expansion in the future. We have also built in an adequate training room and fitness area to keep our firefighters ready to meet the mission. Much of the focus for the new facility has been the apparatus floor and support areas. The new apparatus floor is designed to fit all of our existing apparatus and will allow us to store some reserve apparatus as necessary. For example, we will be adding an ambulance to maintain our replacement schedule, but will keep the current ambulance to run should the new one require maintenance or service. Currently, we rely on mutual aid in those situations. Other features off of the apparatus area are support areas for gear storage, decontamination of gear and equipment, a small equipment repair area and a segregated and secure area for medical supplies. All of these area are currently lacking in the current facility and things are stored where they can fit. This building will allow for a more secure separation between the apparatus floor and the living and administrative areas of the building helping to ensure that off-gassing equipment are properly ventilated and toxic gases and carcinogens are not distributed throughout the station. We are proud of the work we have done to move the much-needed project forward and we are counting on the support of our citizens moving forward.



Apparatus Overview

The Maynard Fire department currently has two Engines, one aerial ladder, one ambulance, one brush truck, one command car and one boat in-service. We have traditionally kept three engines in-service, in 2017 we took the aerial and the oldest engine we had out of service when the new aerial arrived. The former aerial was used strictly as a ladder and had no pump or pre-piped waterway.

- The new aerial has 1500 gallon per minute pump and a pre-piped waterway and can serve as an engine in an emergency.
- Since 2013 we have replaced an ambulance, one engine, one aerial and the command car.
- The engine replaced a 1997 Freightliner that had previously run with only a two-person cab and a limited pump.
- The new Engine is a 2015 E-One, E-Max Pumper with a 1500 gallon per minute pump. It currently runs as our main engine on fire, EMS, and other related emergencies.
- The new aerial ladder replaced a 1985, E-One Hurricane mid-ship, 96-foot ladder.
- The new aerial is an E-One Cyclone, rear mount aerial with a 1500 gallon per minute pump.
- The ambulance is a 2013 Osage on a Ford F-450 chassis. The command car is a 2013 Ford Explorer.



There is no set standard for replacing fire apparatus, but there are some guidelines in place. Fire apparatus typically do not travel long distances so mileage is not a good indicator of wear and tear. Because of this, we look more at engine hours worked as fire apparatus frequently work at emergency scenes for long periods of time at high idle speeds without moving. As a general rule of thumb, an engine will last about ten years as a first due piece of equipment, then work as a back-up or reserve for up to ten more years. Aerial ladders are typically replaced at the 15-25 year mark depending on

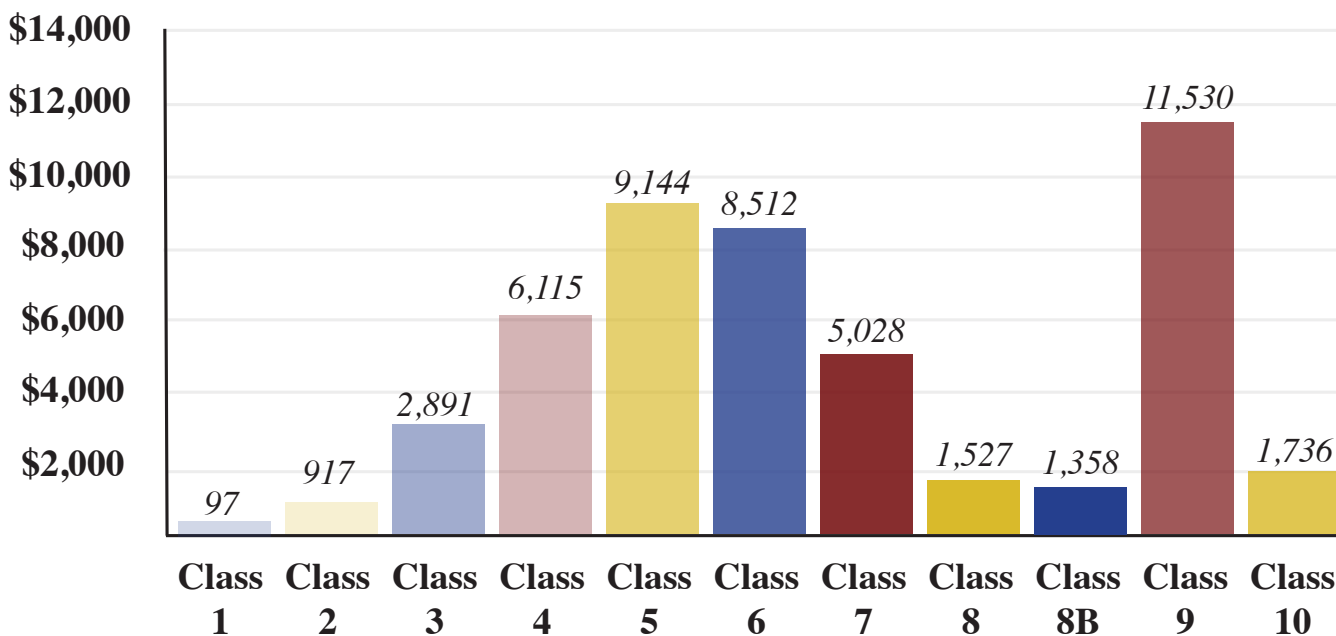
how much they have worked. The last two pieces of equipment replaced and taken out of service were a 25-year-old engine and a 32-year-old aerial. Both of these were beyond their expected lifespan. Ambulances are replaced at a more frequent interval because they are built more like passenger cars and light trucks, and they have a lot more mileage put on them. We expect to replace our current ambulance in the spring of 2019, and use the current ambulance as an emergency back-up. There is no hard and fast rule for brush equipment, boats or staff vehicles, it depends on use and condition

ISO Rating

There is an organization used by insurance underwriters to determine a community's risk of fire loss. This organization is called the Insurance Service Office (ISO) and it began compiling data related to fire loss in 1971.

ISO evaluates a community's risk of fire loss by analyzing its fire department including apparatus, staffing, training, and maintenance records. ISO also studies the communications capability of a community as well as its water supply effectiveness. The data collected is analyzed and a public protection class (PPC) grade is assigned. The basic class numbering system is 1-10, with some communities having a split protection class based on zoning and water supply. Unlike most scoring matrix's, the lower PPC number your community is assigned, the less risk you are perceived of having. The PPC grade has a direct influence on insurance rates for both home and business owners.

In 2015 there were over 40,000 communities assigned an ISO PPC grade, including Maynard. The town of Maynard maintains an ISO PPC grade of 3, along with only 2,890 other communities. There are just over 1,000 communities nationwide with a better ISO PPC grade. While there is always room for improvement, and we will certainly strive to improve our rating, and ISO PPC grade of 3 for a community with the limited staffing we have is a significant achievement.



Community Risk Assessment

The Maynard Fire Department responds to fires of all types, motor vehicle accidents, hazardous materials incidents, rescue incidents, service calls, and medical emergencies. The Maynard Fire Department is responsible for the transport of all patients with medical emergencies in Maynard. All personnel is trained to the Emergency Medical Technician-Basic level. An Advanced life support intercept service provides paramedic level trained personnel for a majority of the responses where advanced life support as needed. This and other related services are provided by Professional Ambulance Company (Pro EMS). All personnel is trained to a minimum of Fire-fighter I and II. All personnel are trained to the hazardous materials operations level and are supplemented by 1 of 6 regional hazardous materials teams located throughout the Commonwealth of Massachusetts. Additionally, the Maynard Fire Department is part of a regional Fire District 14, serving 22 communities on multiple levels; the district supports a regional Technical Rescue Team, a Regional Dive Team and a Regional Fire Investigation Team. The Maynard Fire Department has members on both the Dive Team and Fire Investigation Team. Maynard has 2 class A pumpers, 1 rear-mount, 100' aerial (quint), 1 type 1 ambulance, 1 forestry truck, 1 command vehicle, and 1 boat. The Maynard Fire Department operates out of a single fire station centrally located in the community. The fire station is 60 years old and in dire need of replacement or significant upgrade and expansion. The Maynard Fire Department is dispatched by civilian employees housed at the Maynard Police Station. These dispatchers have been trained as emergency dispatchers by the states E-911 agency. The emergency medical dispatch (EMD) is provided by Pro EMS. EMD is a systematic process designed to elicit responses from a caller to determine the correct level of medical training needed to handle a medical emergency and to provide the caller with emergency instructions while responders are en-route to the emergency.

The Maynard Fire Department operates a robust inspectional services division. This involves smoke a carbon monoxide detector inspections (as required by the Code of Massachusetts Regulations upon the sale or transfer of residential property), annual safety inspections involving properties serving alcohol, safety survey's in commercial occupancies, churches, and schools. Additionally, inspections are conducted on oil burner installations, gas burner installations, fuel tank installations and removals. The Maynard Fire Department also reviews all plans and issues permits for the installation of or the modification of sprinkler and fire alarm systems. The department is also committed to a strong pre-fire planning program for all commercial and multi-family residential buildings. Because Maynard is such a small fire department, the majority of inspections is carried out by the shift captain and in some cases the fire chief. The safety surveys and pre-plans are conducted by duty group of the day. These inspections are recorded in the departments records management system and are accessible in the filed should the need arise.

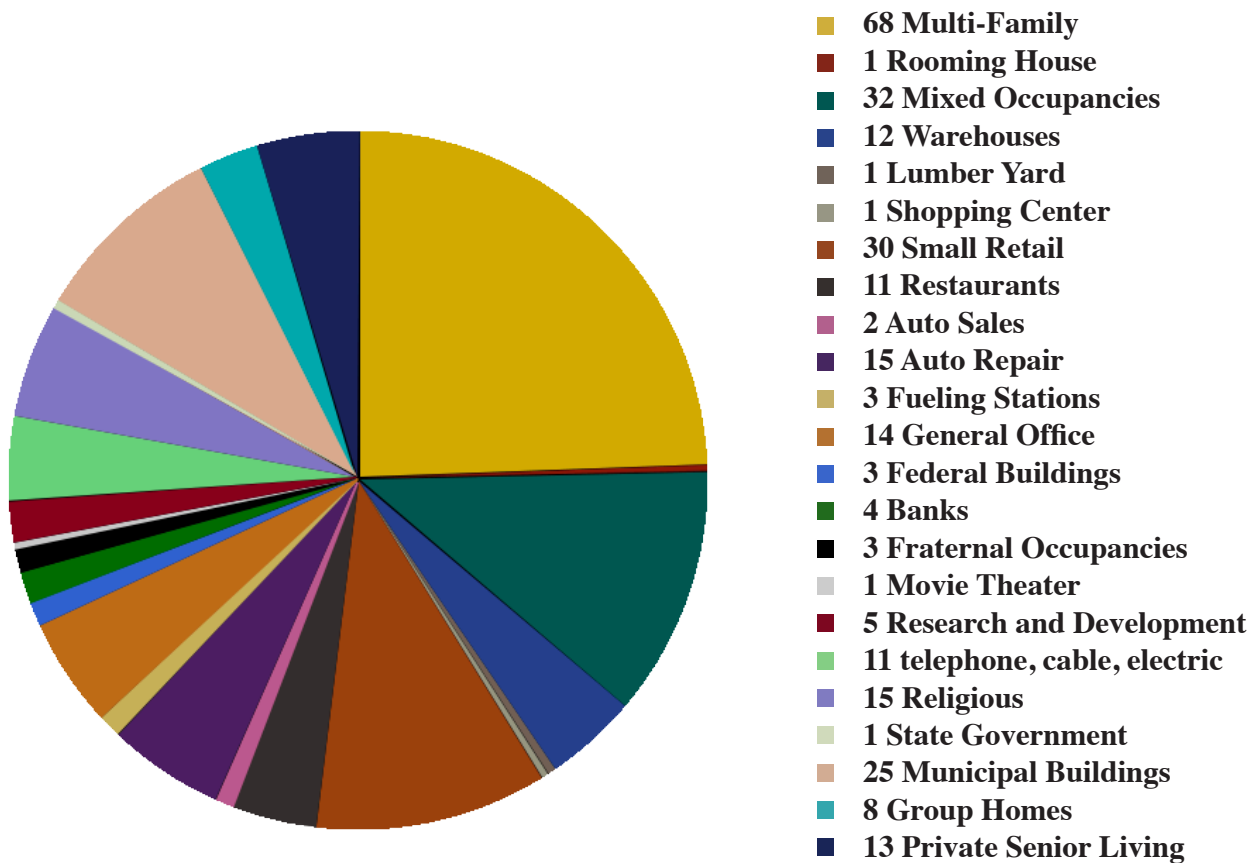
The records management system utilized by the Maynard Fire Department is relatively new. This software was designed for and in conjunction with the Maynard Fire Department. This program is a cloud-based program that stores all inspectional services data, daily activity data, training, vehicle maintenance, report writing (NFIRS and NEMSIS), inventory and computer-aided dispatch.

Risk analysis is not a perfect science, but a study of the types of hazards present in a given community and using data, historical and otherwise, to make predictions on the probability of an incident involving that hazard. Risk analysis involves looking at hazards and prioritizing the possible outcomes. The primary part of every fire

department’s mission is to protect life. With this in mind, when conducting a hazard analysis, life safety becomes the number 1 priority. Maynard has a number of high-risk occupancies based on the life hazard present. Maynard has 3 senior living facilities comprising 41 buildings in the community that is well maintained overall. Although none of these buildings is fully protected by a sprinkler system, all are protected with a full fire alarm system tied directly to the fire department.

Maynard’s multi-family units and commercial buildings break down as follows, 33, 4-8 residential units, 32 mixed-use buildings, 30 small retail shops, 25 municipal buildings, 24 3-family homes, 15 auto repair facilities, 15 religious buildings, 14 general office buildings, 13 private senior living buildings, 12, warehouse buildings, 11 telephone, cable or electrical facilities, 11 restaurants, 11 8 or more residential unit buildings, 8 groups homes, 5 research and development facilities, 4 banks, 3 Federal building (including post office), 3 fraternal organization buildings, 3 fueling stations 2 funeral homes, 2 auto sales facilities, 1 movie theater, 1 rooming house, 1 shopping mall, 1 state building and 1 lumber yard .

We are in the process of updating a risk-matrix that will be part of our records management system. This system will provide a score for each commercial or multi-family building in the community. The higher the score, the higher the risk the building is of being impacted by a fire or other type of emergency impacting the structure. This process will allow us to more closely focus on the building deemed a higher risk and hopefully keep hazards to a minimum. Below is a breakdown of Maynards buildings based on their respective categories.



Year in Review

2018 was an eventful year for your Maynard Fire Department. We saw the retirement of longtime Captains Peter Morrison and Sean Kiley. We added Jack Bertonassi, Ed Wasiuk, Alex Martinec, Brian Kramer, Ian Tweeddale, Joshua Schrader, and Daniel Gould, to our career firefighter ranks. In November four of these firefighters, Jack Bertonassi, Ed Wasiuk, Alex Martinec, Brian Kramer graduated from the Career Recruit Academy at the Massachusetts Fire Academy. Alex Martinec received an award at graduation for being the outstanding student during that firefighter recruit class of 38 firefighters from across the state!

2018 also featured the release of our updated five-year strategic plan. The plan focuses on organizational goals over the coming years including increasing our EMS and Public Education capability, preparing for national accreditation and more! Our priorities continue to fall into one of three categories. Priority one, and our highest priority is to continue providing prompt emergency service to our residents and visitors when called upon in a compassionate and professional manner in order to limit human suffering. Priority two are tasks that prepare us to carry out priority one. Examples of priority two tasks are training, checking and repairing equipment to maintain a state of readiness, as well as planning and communications for future responses. Priority three tasks are those that don't into either one or two but are still critical to our organization's mission success. Examples of priority three tasks are public education, long and short-term budgeting, program development and more.

In February, the Maynard Fire Department began implementation of a wellness initiative to help ensure firefighters remain healthy and capable of carrying out our mission. Maynard Fire was the first department in the Commonwealth to use a company called LifeScan to provide NFPA compliant physicals to our career personnel. With the cooperation of the labor group, your fire department is committed to reducing injuries and illnesses in order to maintain an efficient and capable response team.

This past year saw us respond to 1,504 emergency incidents, the majority of those falling in the EMS category. Maynard sustained just under \$70,000 worth of fire damage while protecting almost 1.5 billion dollars worth of assessed property in the community.

Worked continued throughout the year on working toward a new fire station design. The working group of Chief Stowers, Ron Calabria (building committee chair, the Town Administrator as well as Owner Project Manager and Architect have worked hard to design a functional building at the most cost-effective price possible. We think Maynard will be happy with the design we have come up with and agree the time to replace the current facility is already upon us.

This past year also saw us conducting as many inspections as we've ever had to, and without dedicated staff to do it. We conducted 377 inspections of all types. In addition to inspections, we issue permits



for everything from black powder to multi-floor sprinkler systems. Certain permits will also require a review of plans for that particular permit such as fire alarm and sprinkler systems. We also spend a considerable amount of time answer fire inspection related questions and many times conducting research on those questions. Moving forward we will become even busier as the 129 Parker Street project ramps up, as well working on other current projects and proposed projects such as Powder Mill Place. Part of our strategic plan addresses filling in gaps to our inspectional services division and we hope to make that happen soon.

In August the Maynard Fire Department was awarded two more Assistance to Firefighter Grants through FEMA. The latest award puts us over the one-million dollar mark in grant money since 2015 saving the taxpayers money on much-needed capital items. This year's awards were for the wellness/fitness program, and life safety improvements to the existing facility.

Maynard Firefighters are committed to continuous training to both maintain and expand their skills to perform at their best when needed. In 2018 the organization participated in 899 training sessions for over 1,400 hours of in-house training. In addition, countless hours were spent by firefighters taking classes off-duty or during the recruit academy that saw Maynard graduate four firefighters in November.

Looking to the Future



OSHA

Last year the Commonwealth of Massachusetts adopted the occupational safety health administration (OSHA) standards for public sector employees. What this means is that standards adopted by OSHA are now applicable to firefighters in Massachusetts. Most of our current guidelines and work practices meet or exceed OSHA guidelines so overall we will not be impacted by this new program. We will be modifying or developing a few new guidelines that deal more with facility safety for workers and vendors who may need to perform tasks here on occasion.



In Summary

Your Maynard Fire Department will continue to carry out its stated mission and strive to reach its vision of becoming the benchmark for other public safety departments to measure their progress by . Our immediate goals are to increase our public education influence, improve our inspectional services program, and to continue working in improving our fire and emergency medical services delivery. There are two things that would help us make tremendous strides in working to achieve these goals, the first is a new fire station, and the second is adding staff, preferably a Deputy Chief to oversee inspectional services and other functional areas of concern.



Each year thousands of people are killed in fires for a myriad of reasons, the biggest culprit being a lack of working smoke detectors. Our immediate goals are to reduce community risk by:

- **Conducting a yearly inspection in every commercial, or multi-family occupancy in Maynard, and to provide a home safety visit to any residents who request one**
- **Building on our SAFE and CPR programs to provide continuous quality improvement in our public education program**
- **Expanding on our residential Knox Box program for at risk community seniors**
- **Our long-terms goal are to improve or organization:**
- **Gain accreditation from the Center for Public Safety Excellence, an organization that recognizes fire departments committed to conducting business using industry best practices.**
- **Upgrading our EMS delivery by training personnel to the paramedic level**

Later this year we will be asking for funding to replace our aging and rapidly deteriorating fire station. At some point in the coming years, we will actively be looking to add staff to help provide you with a safer community, we hope you will support these efforts. We thank you and encourage you to be safe!

