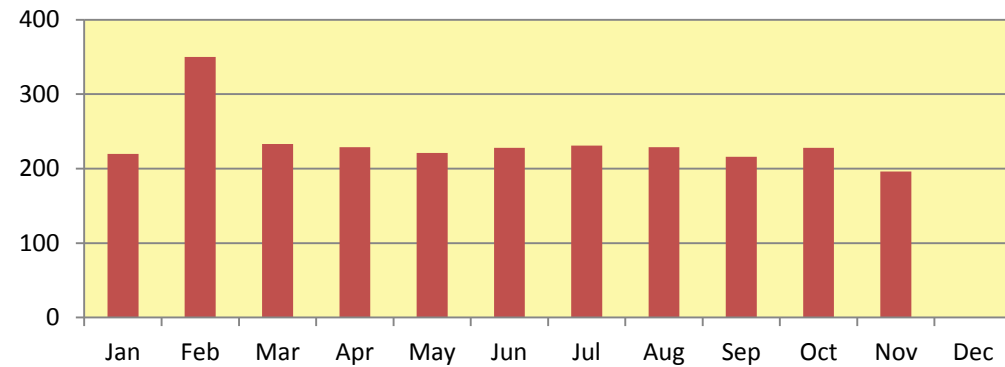


On average, 60% of the emergency calls are medical related. The other 40% include fires, false alarms, hazardous material releases, and all other non-medical related emergencies. The number of calls continues to increase as Hanover grows. In 1995 the department averaged 133 calls per month, in 2005 it increased to 177, and 2010 the monthly average surpassed 200 calls. Weather extremes can cause a spike in calls. The record number of calls answered in a single month was 413 during February of 2013. A severe winter storm brought down a large number of power lines that month. The resulting power outages had residents using candles, emergency generators and chimneys to provide heat for their homes. We saw a spike in house fires and carbon monoxide poisonings as a result.

Emergency Calls Answered

The time is measured from when the 911 phone is answered at the Emergency Communications Center until the first fire department unit arrives on scene. In 2005 86% of emergencies within the Town were reached in 6 minutes or less. By 2010 the percentage reached had dropped to 65% and in 2015 the number was down to 62%. As the numbers of emergency calls increase so do the number of emergency calls that overlap. If the on-duty staff (currently 5 firefighters 24/7 with 2 additional firefighters on duty M-F 8 am to 4 pm) is already committed to a call, the second and subsequent calls are handled by off-duty career and on-call firefighters. In many instances the closest available mutual aid resource is also requested to respond. There is an inherent delay during overlapping calls while mutual aid and off-duty career/call firefighters respond from their homes to staff the ambulance and/or fire apparatus.

% Calls Responded - Under 6 Minutes