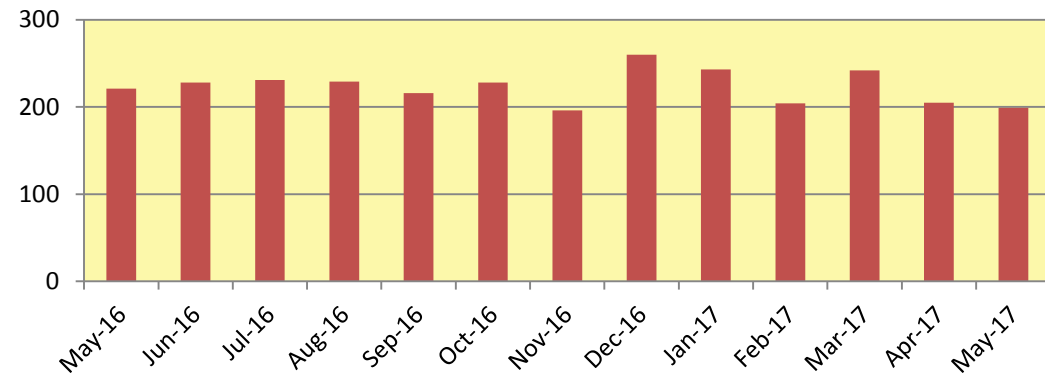


The Fire Department has responded to 689 emergency calls during the first quarter of 2017. Over the past few years 60% of the emergency calls have been medical related and 40% of calls have been fire related. The first quarter's call activity has provided an exact 60/40 split. The 40% fire related calls include all types of 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. When weather related calls are removed from the data, the Department has seen a 3.7% average increase in call volume each year since 1995.

**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. Back in 2005 86% of in Town emergencies were reached in 6 minutes or less. By 2010 the number had dropped to 65%. In 2015 the number was down to 62%. For 2016 the percentage was 60.9%. As the numbers of emergency calls increase so do the number of emergency calls that overlap. The percentage of calls reached in less than 6 minutes has dropped to 57.1% for the first quarter of 2017. 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**