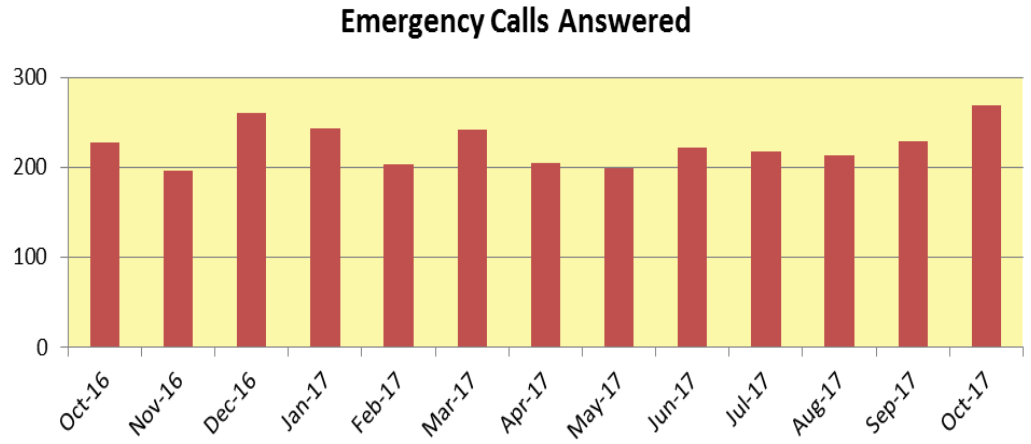
The Fire Department responded to 1532 emergency calls between Jan 1 and July 31, 2017. Over the past few years 60% of the emergency calls have been medical related and 40% of calls have been fire related. So far this year's call activity has provided an exact 62/38 split. Fire related calls include all types of fires, false alarms, hazardous material releases, and 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 in 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.



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 Department has reached 61.1% of the in-town emergency calls in fewer than 6 minutes during the first 7 months of 2017.

The recent Staffing for Adequate Fire & Emergency Response (SAFER) will increase the Department's around the clock staffing to 6. Once the new members are trained and are working their shifts (late Spring of 2018) we expect to see a noticeable increase in the percentage of calls reached in less than 6 minutes.

