

# **FINAL REPORT**

## **VOLUME II: APPENDICES**

Bethlehem Fire Districts Collaborative Planning Task Force

Bethlehem, New York

Study

October 2011

Submitted by:

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## **Appendix A: Road/Network Setup and Geocode Point Information**

### **Appendix A.1 Road Network Setup**

#### **1.1. INTRODUCTION**

The streets file used in the Analysis for this project was taken from the current street layer used by the Town of Bethlehem GIS unit. This file was converted to an Environmental Science Research Institute (ESRI) GeoDatabase and the network was created to run Network Analyst with the ESRI network extension. This file was used to create limits of response by type of unit based on the speeds contained in this document.

#### **1.2. ALTERATIONS**

The file was altered in the following ways:

1. A field called ONEWAY was added to allow for designation of from-to (FT) or to-from (TF) status of the arcs for one way streets. This was verified on the limited access roads through the District.

#### **1.3. SPEED ASSUMPTIONS**

The following table was used to create a “cost” in seconds for each link in the network. This table was applied to each link with the length of the link determining the time it takes for each type of vehicle to travel the length of the link. Every area has special characteristics which make travel patterns and speeds unique. Manitou has used speed tables that are roughly based on functional classification of the roadway and the historic knowledge of fire operations. The complexity of traffic patterns, acceleration and deceleration are extremely volatile and hard to model. CAD data is inherently inconsistent both in the definition of “on scene” and the application of consistent times when a multitude of operators are involved.

Where does this leave the use of planning models to predict response times for various deployments involving a variety of units and locations? We feel that for systemic review of response times and area wide analysis of alternatives, that the speed estimations presented here are well suited to approximate the network coverage expected from certain deployment strategies. These speeds have been reviewed with regard to Bethlehem and we feel they accurately demonstrate the average travel speeds for the various units traveling at safe speeds.

Table A1 - Seconds and Miles per Seconds for classes of Town of Bethlehem Road Network

Based on road network Classification

CLASS	MP H EN G	ML SEC ENG	MPH LAD	ML SEC LAD	MPH EMS	ML SEC EMS	CFC C
Limited Access Highway (LAH)	60	0.01653	53	0.01458	81	0.02236	A1
LAH Undivided	60	0.01653	53	0.01458	81	0.02236	A11
Primary or Major Highways (PMH)	43	0.01181	38	0.01042	58	0.01597	A2
Secondary or Minor Highways (SMH)	38	0.01063	34	0.00938	52	0.01438	A3
Local Roads (LR)	30	0.00826	26	0.00729	40	0.01118	A4
LR Undivided	30	0.00826	26	0.00729	40	0.01118	A41
Access Ramp Associated with LAH	34	0.00944	30	0.00833	46	0.01278	A63

#### Appendix A2: Geocode of Point information

Manitou uses a geocoding method to bring information regarding point locations with address information to the Geographic Information Systems (GIS) analysis. By using standard geocoding tools provided in the ESRI software, addresses can be linked to the street network. This is done by assigning a range of address along a segment of road and then using a proportion along that range based on the Volunteer address or incident or station address that is brought to the network. In addition where there are intersections given instead of addresses, the geocoding tools will place that result at the intersection.

There were several types of addresses that did not result in a placement on the map.

1. PO Boxes are not assigned an individual point but were coded to the Post office
2. The incidents along the Thruway that used mile markers were not added to this analysis

There were also unmatched addressed that used the zip code to assign a value. In many cases this was a street only given with no address. This value was assigned to the centroid of the Zip code area or polygon.

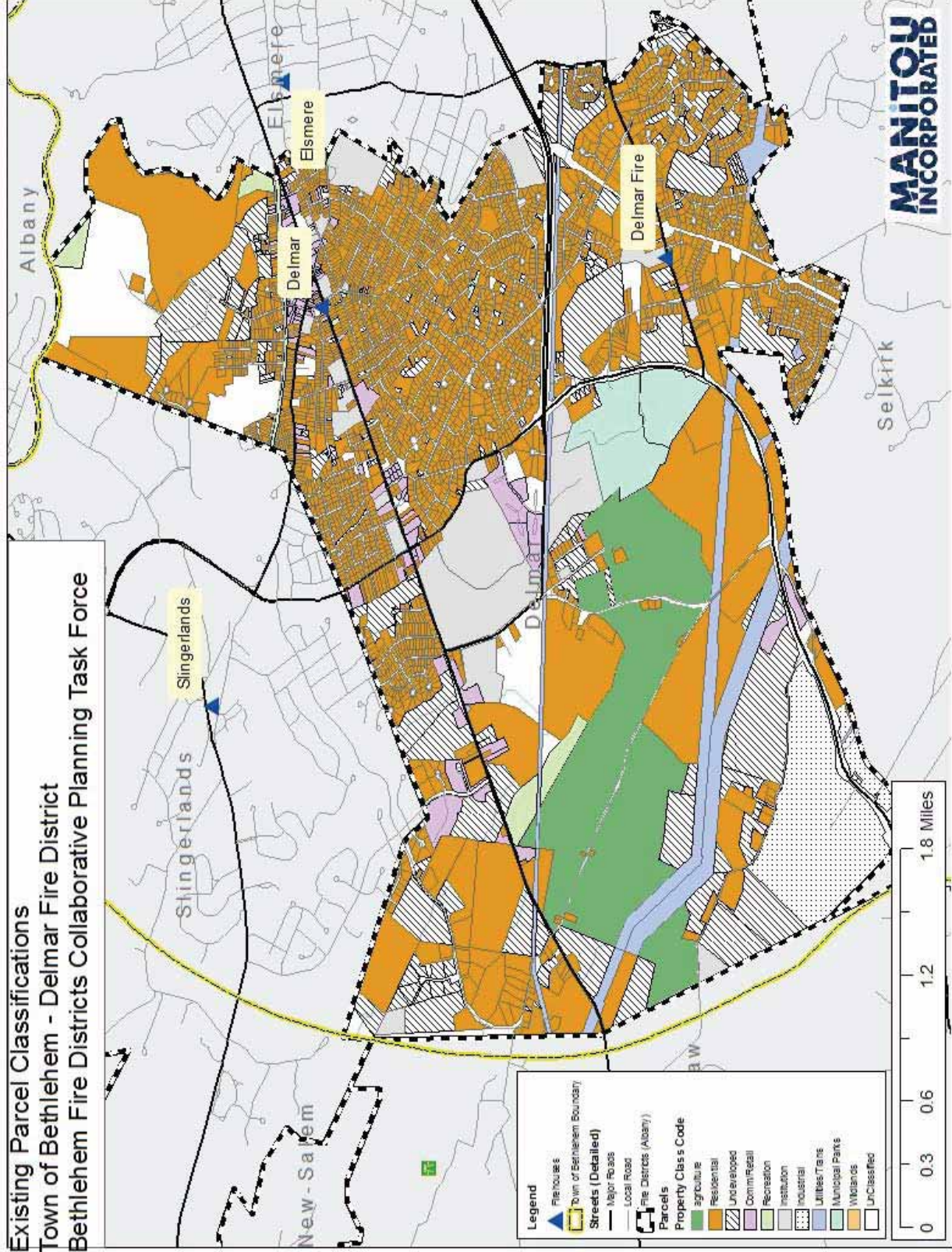
## **Appendix B: GIS Maps by District**

The Following maps detail the following information for each district

1. Current zoning parcels for each district,
2. The ISO coverage of the existing stations for Engines, and
3. The level of Response by Minutes for each First Due Area for Engines
4. All Incidents 2006-2010 – by Aid Given or Received

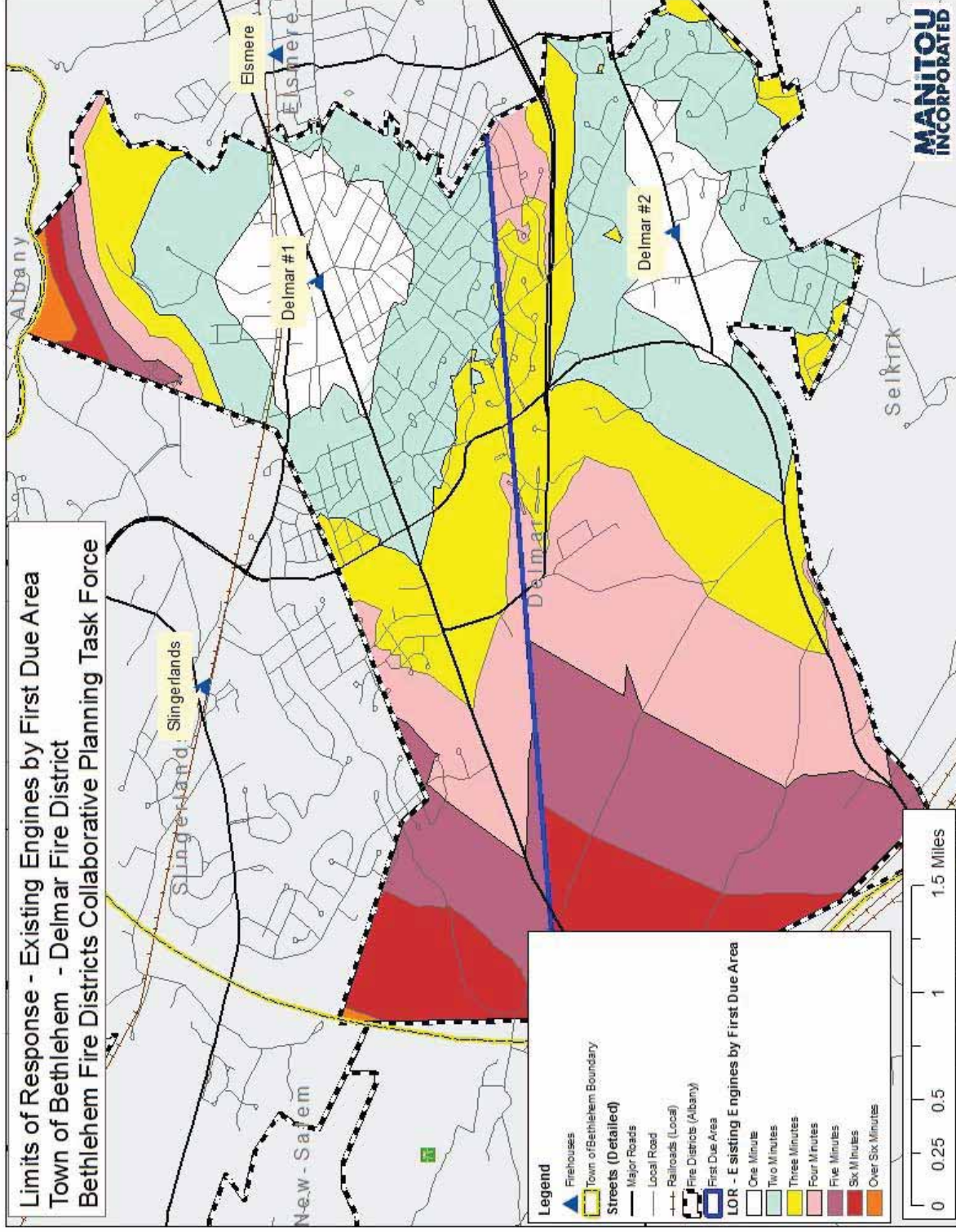
# Delmar

## Existing Parcel Classifications Town of Bethlehem - Delmar Fire District Bethlehem Fire Districts Collaborative Planning Task Force



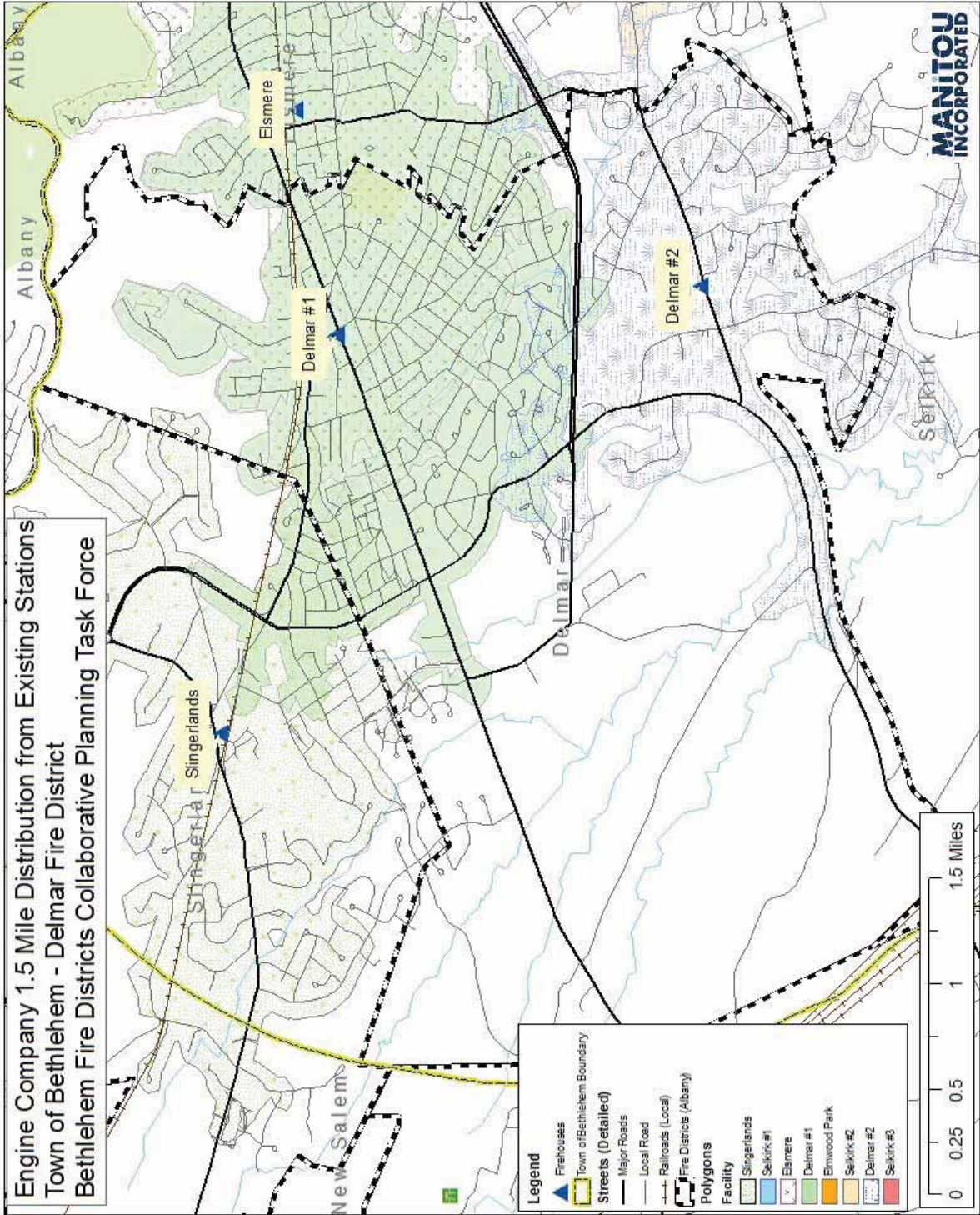


# Delmar



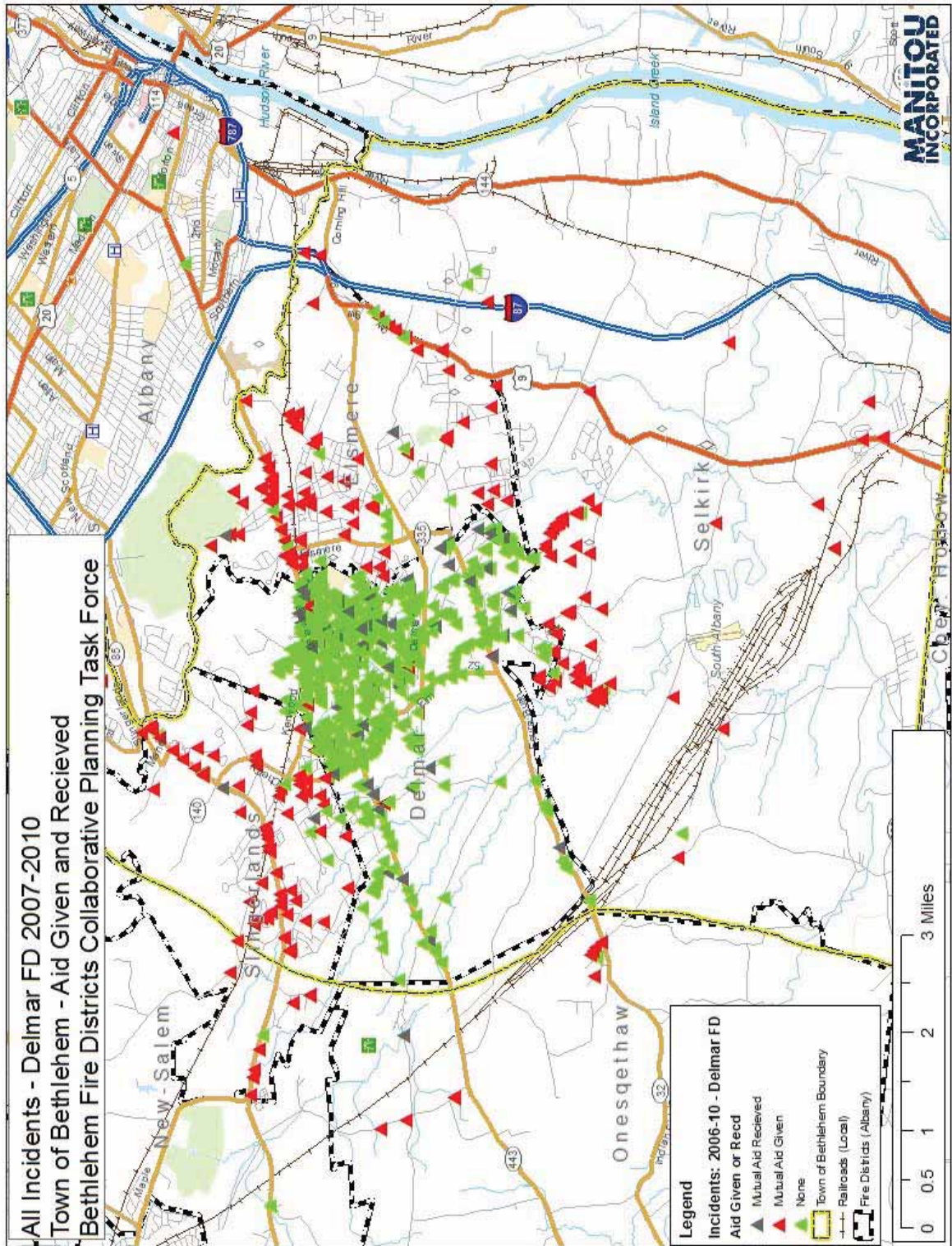


Delmar



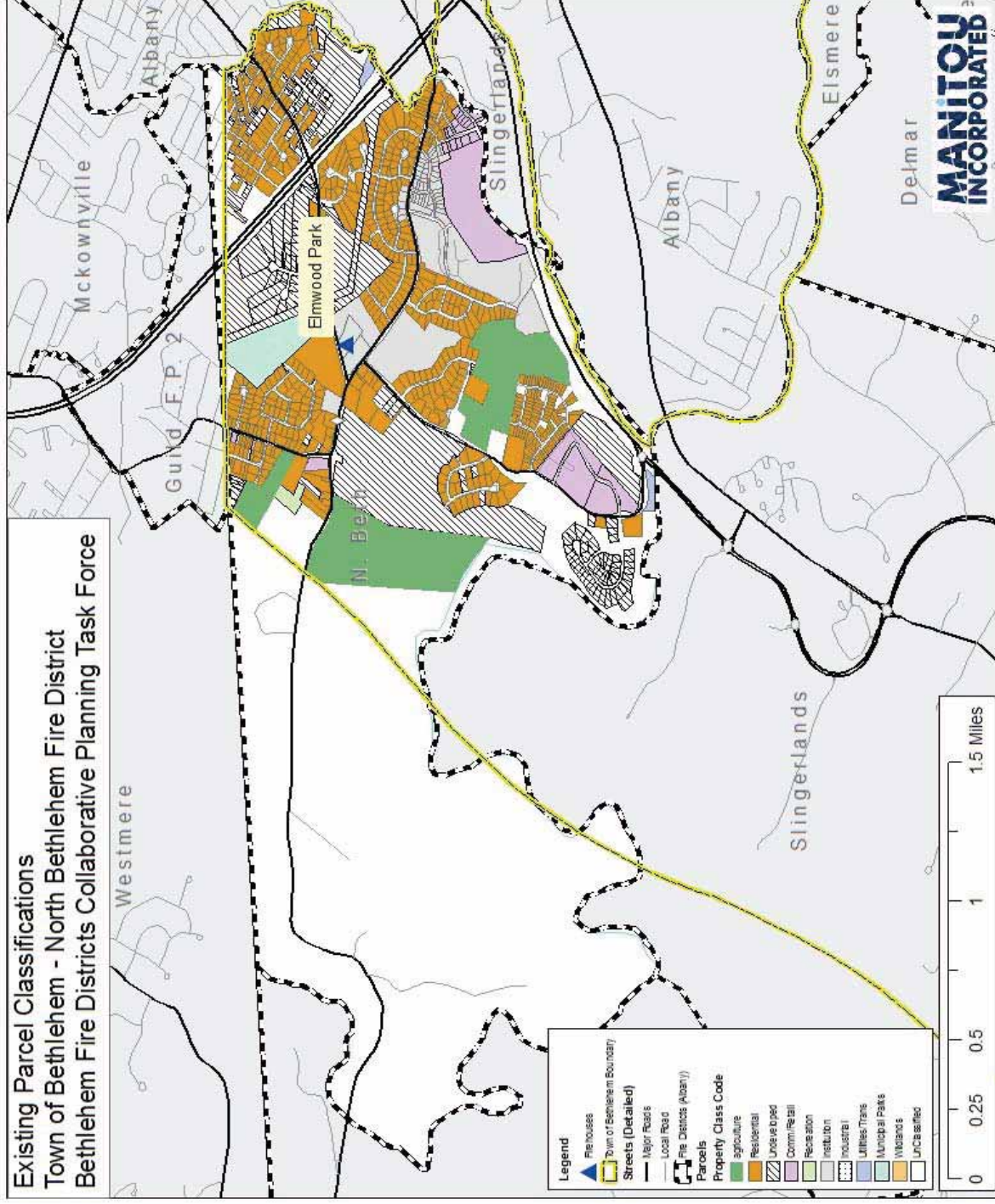


Delmar

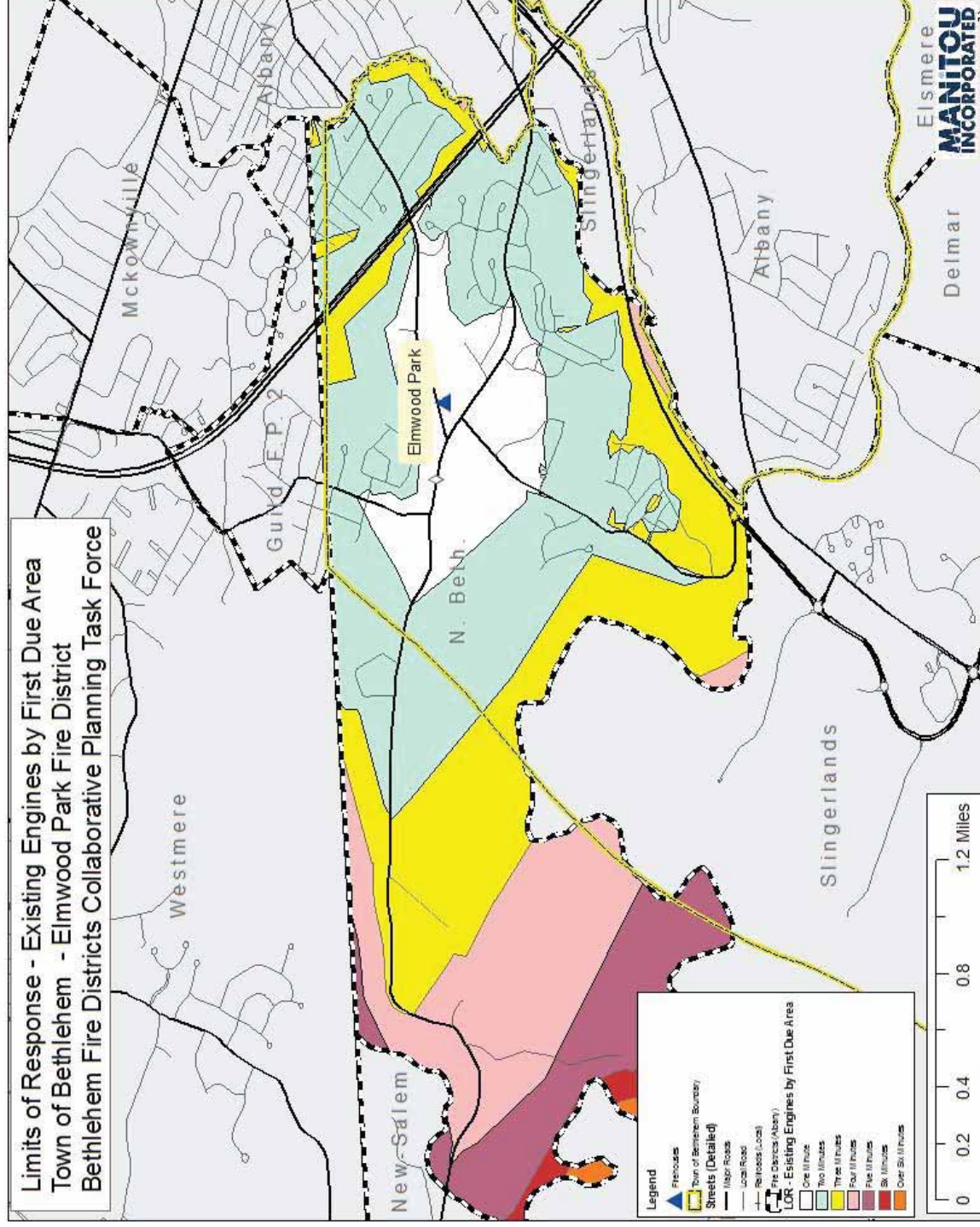




## Elmwood Park (North Bethlehem)

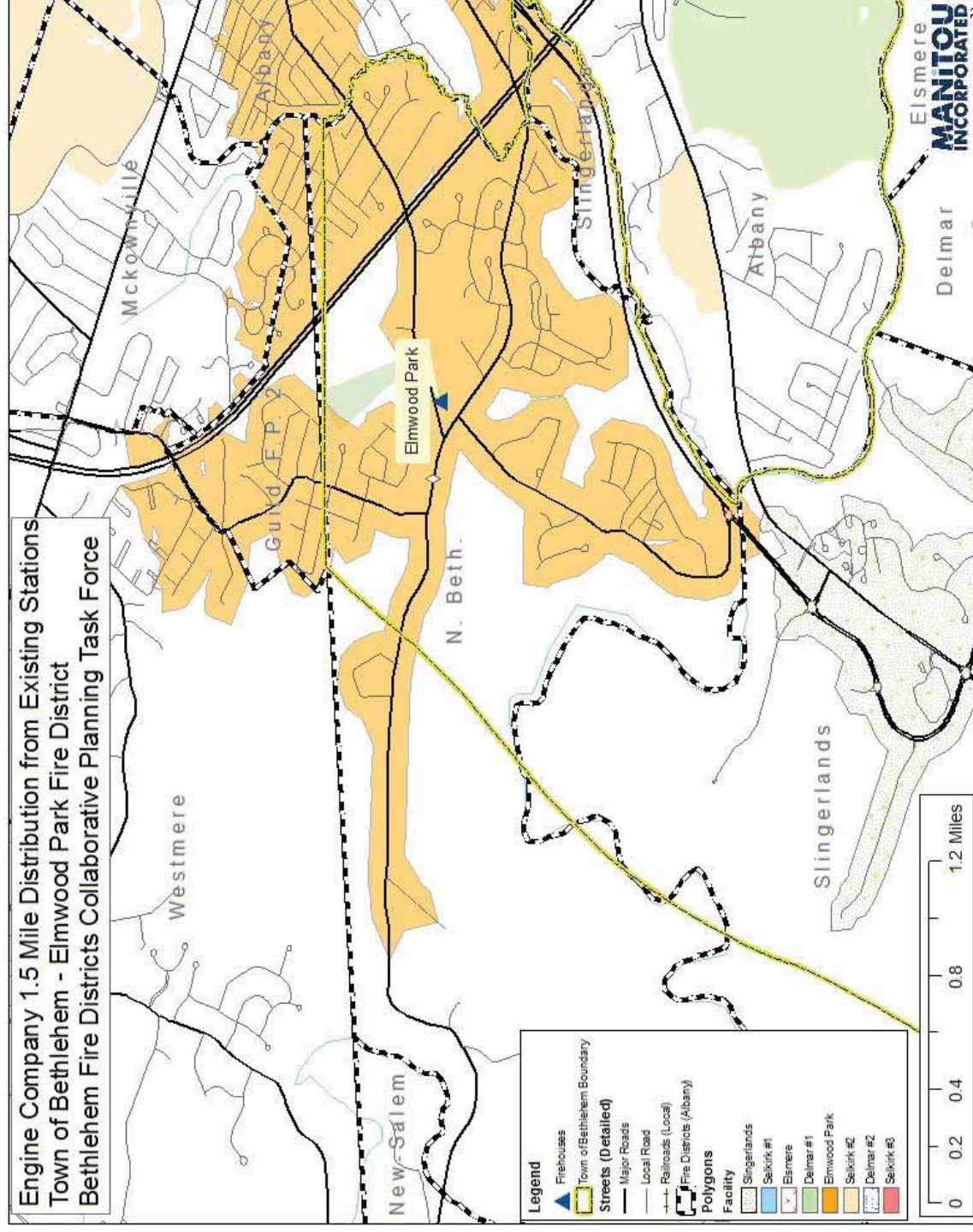


## Elmwood Park (North Bethlehem)



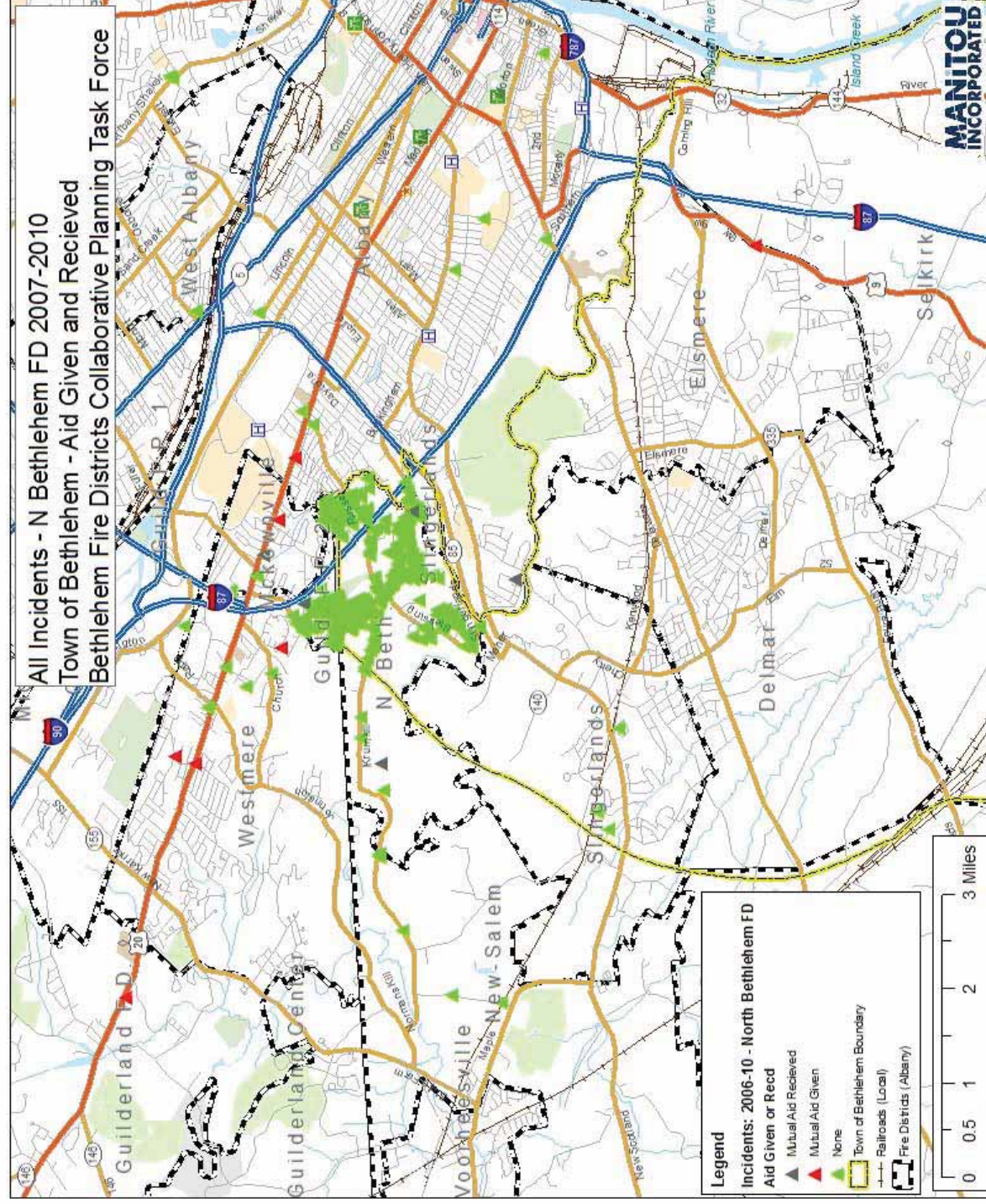


## Elmwood Park (North Bethlehem)



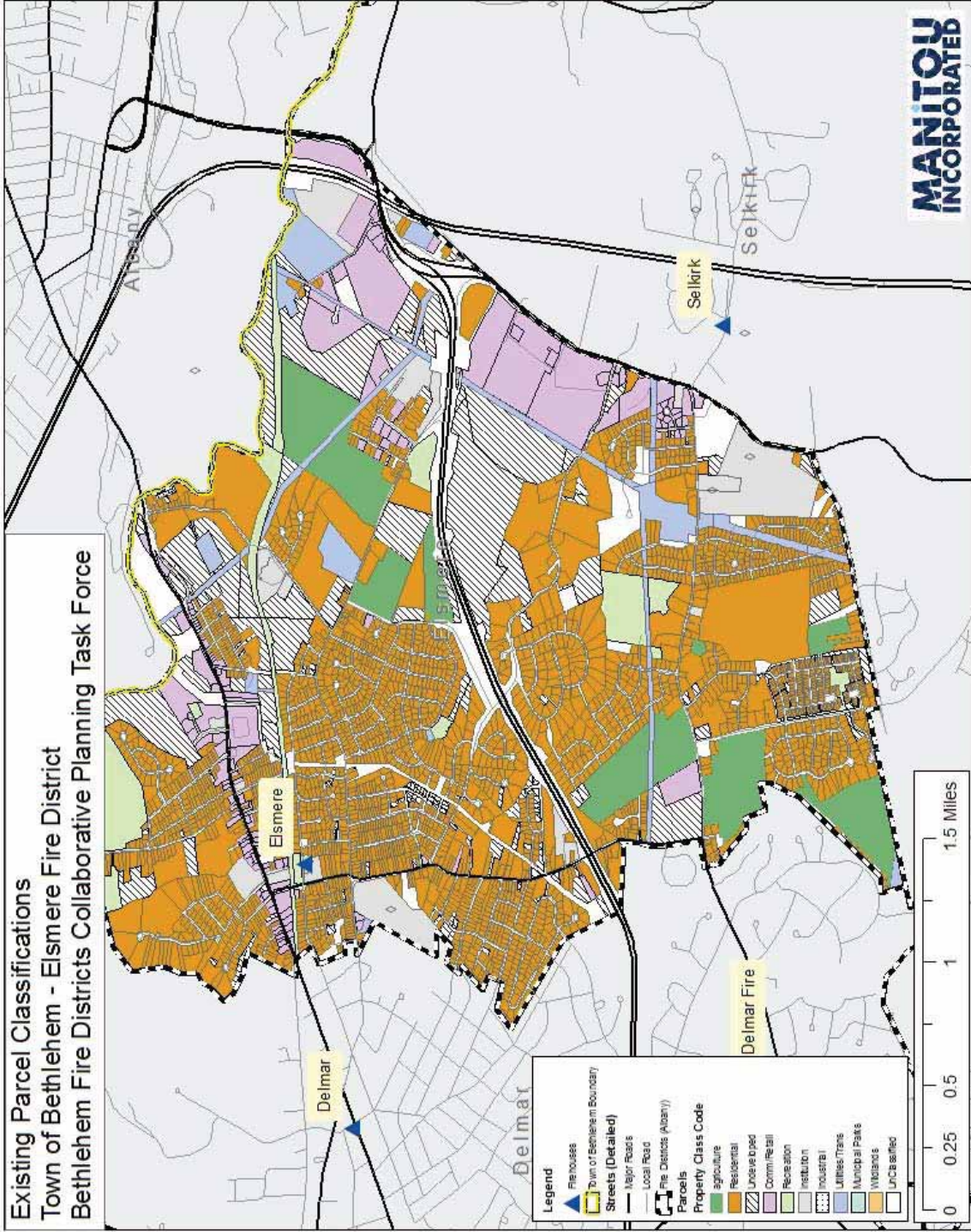


## Elmwood Park (North Bethlehem)

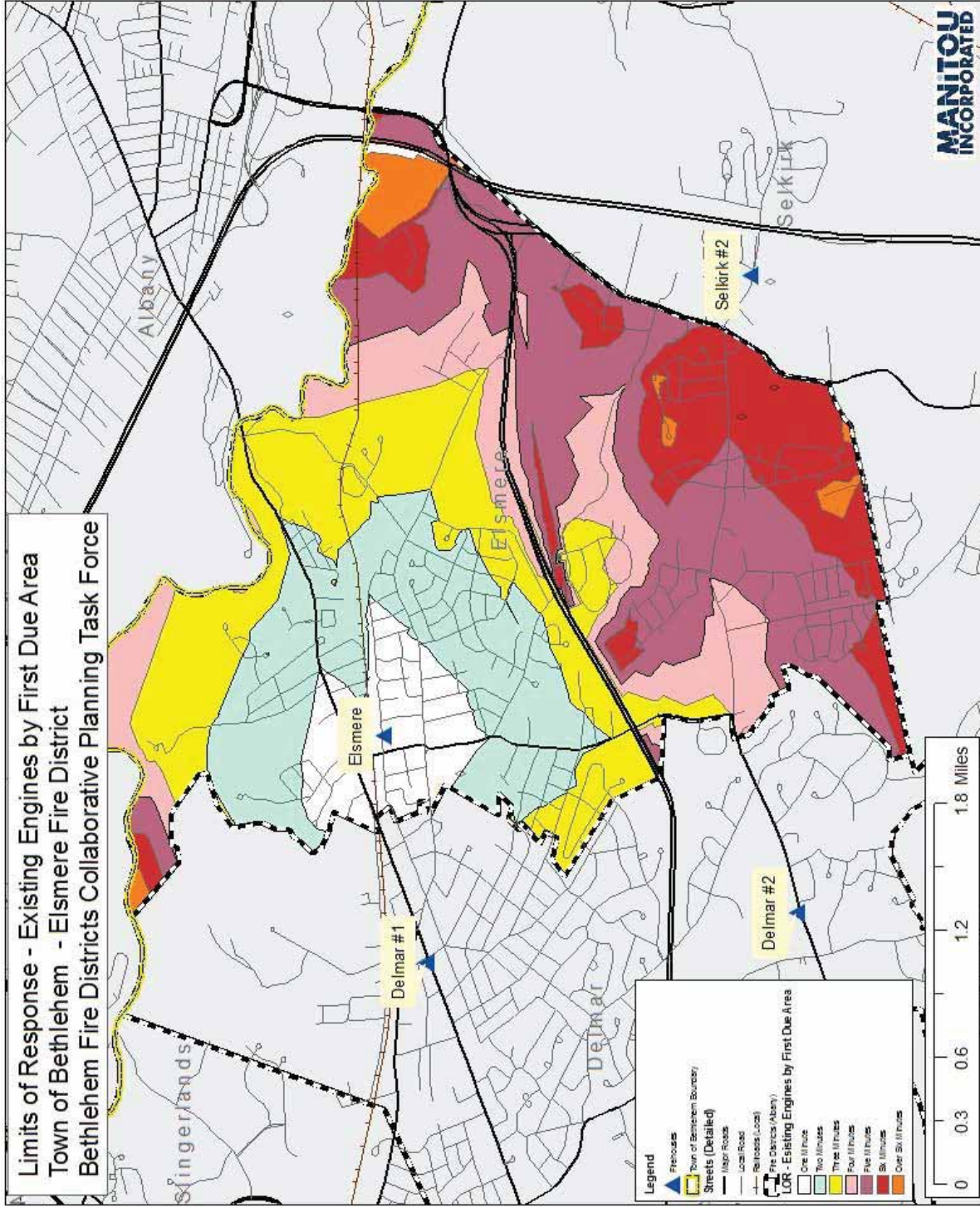




# Elsmere

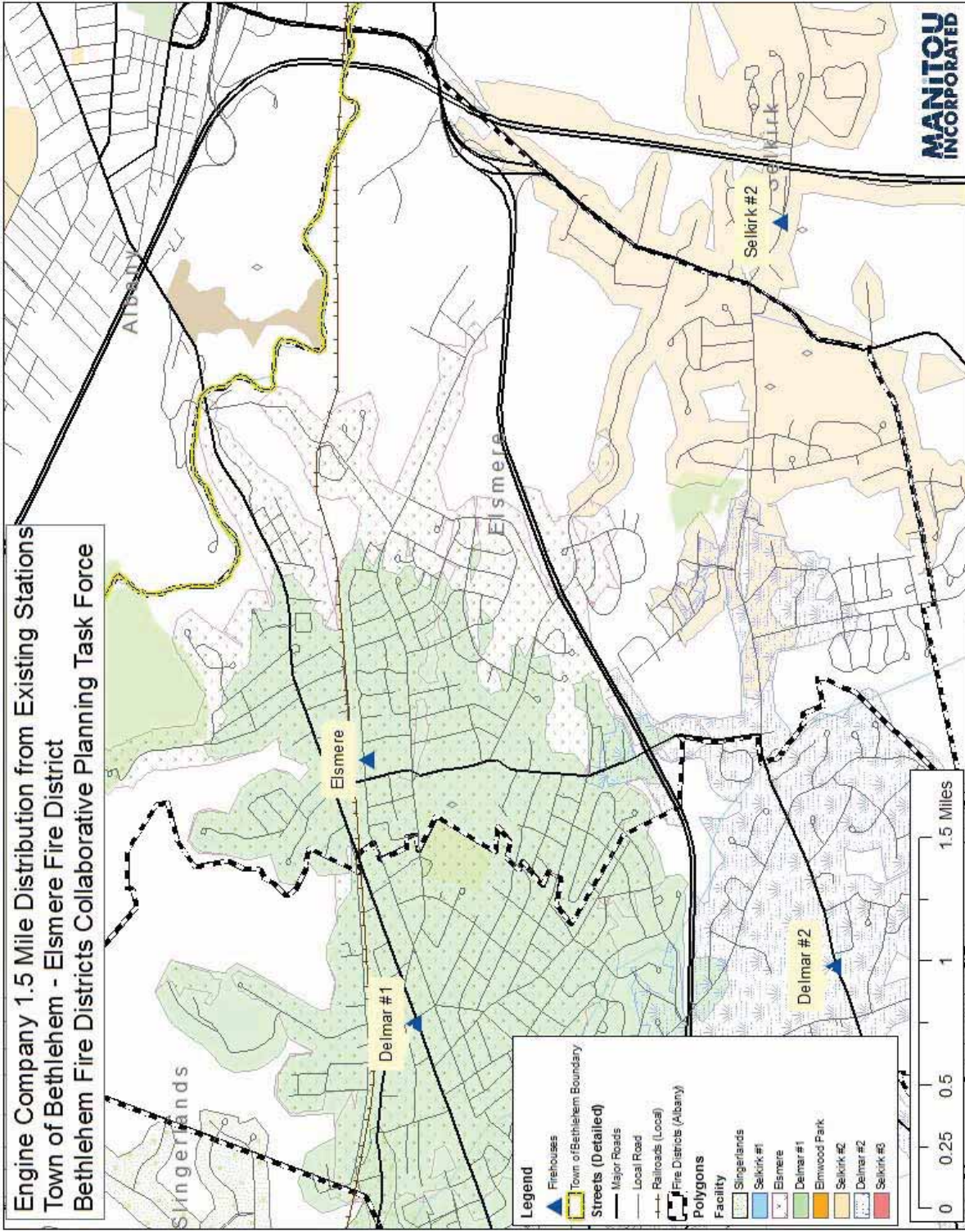


# Elsmere



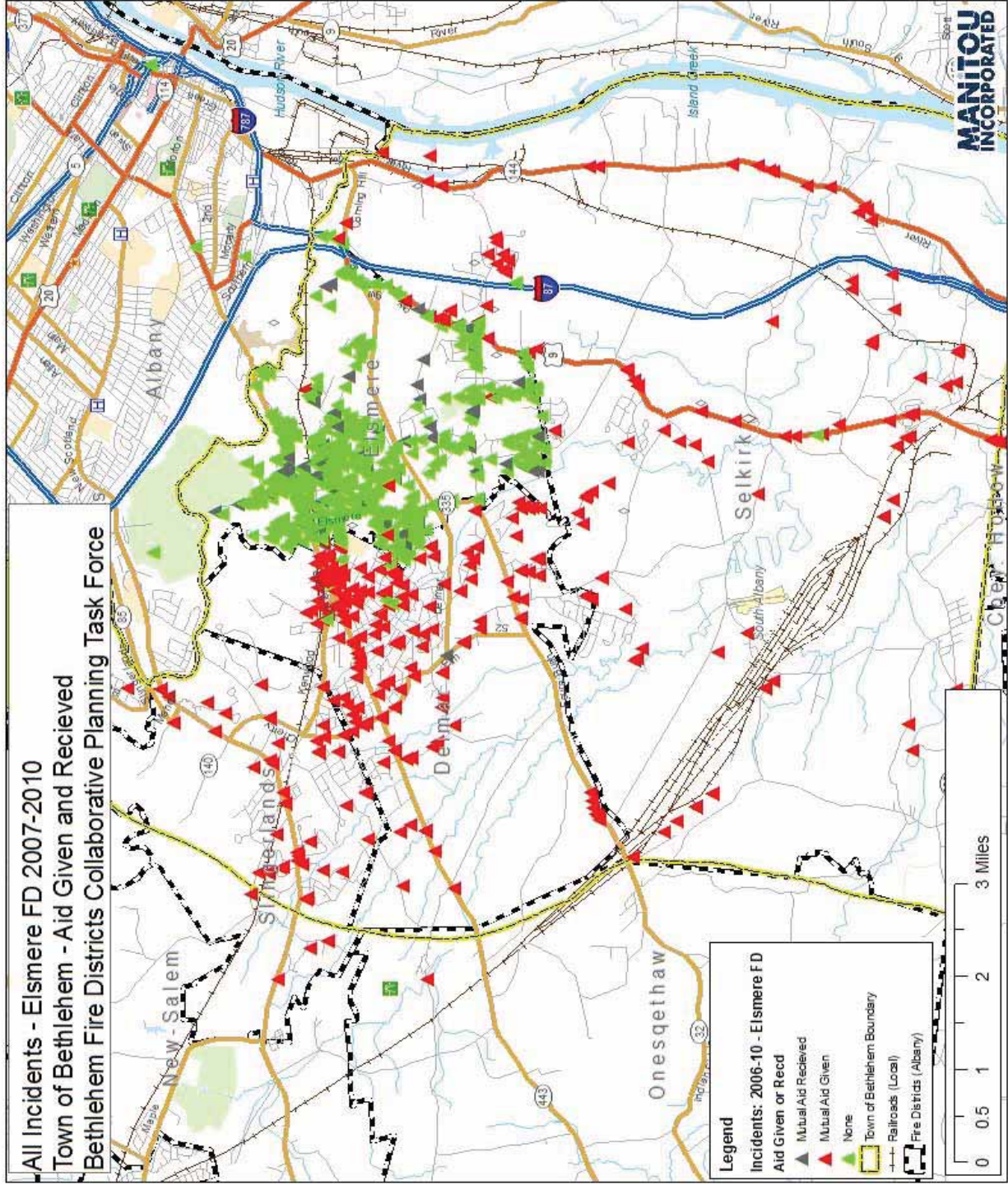


# Elsmere





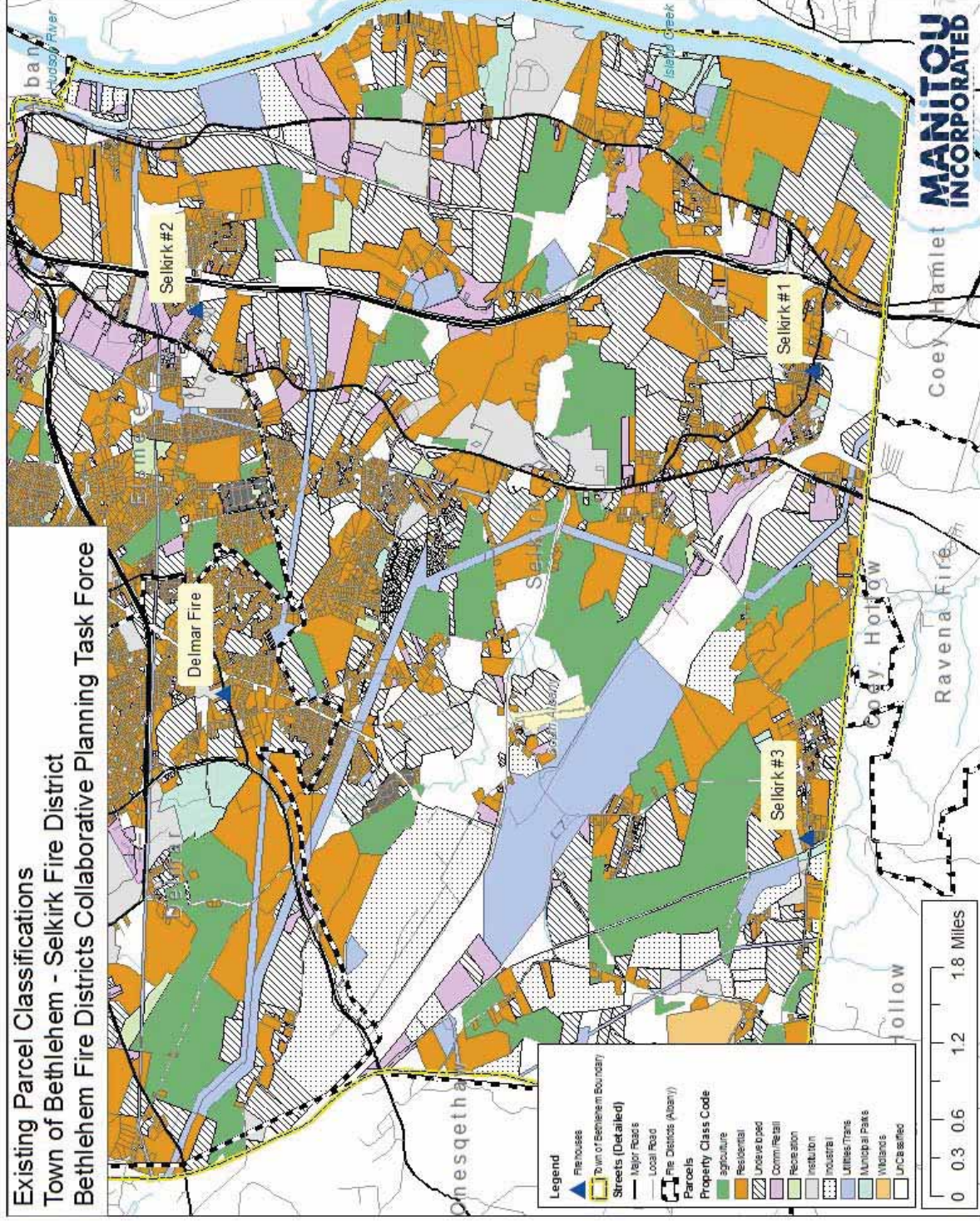
# Elsmere





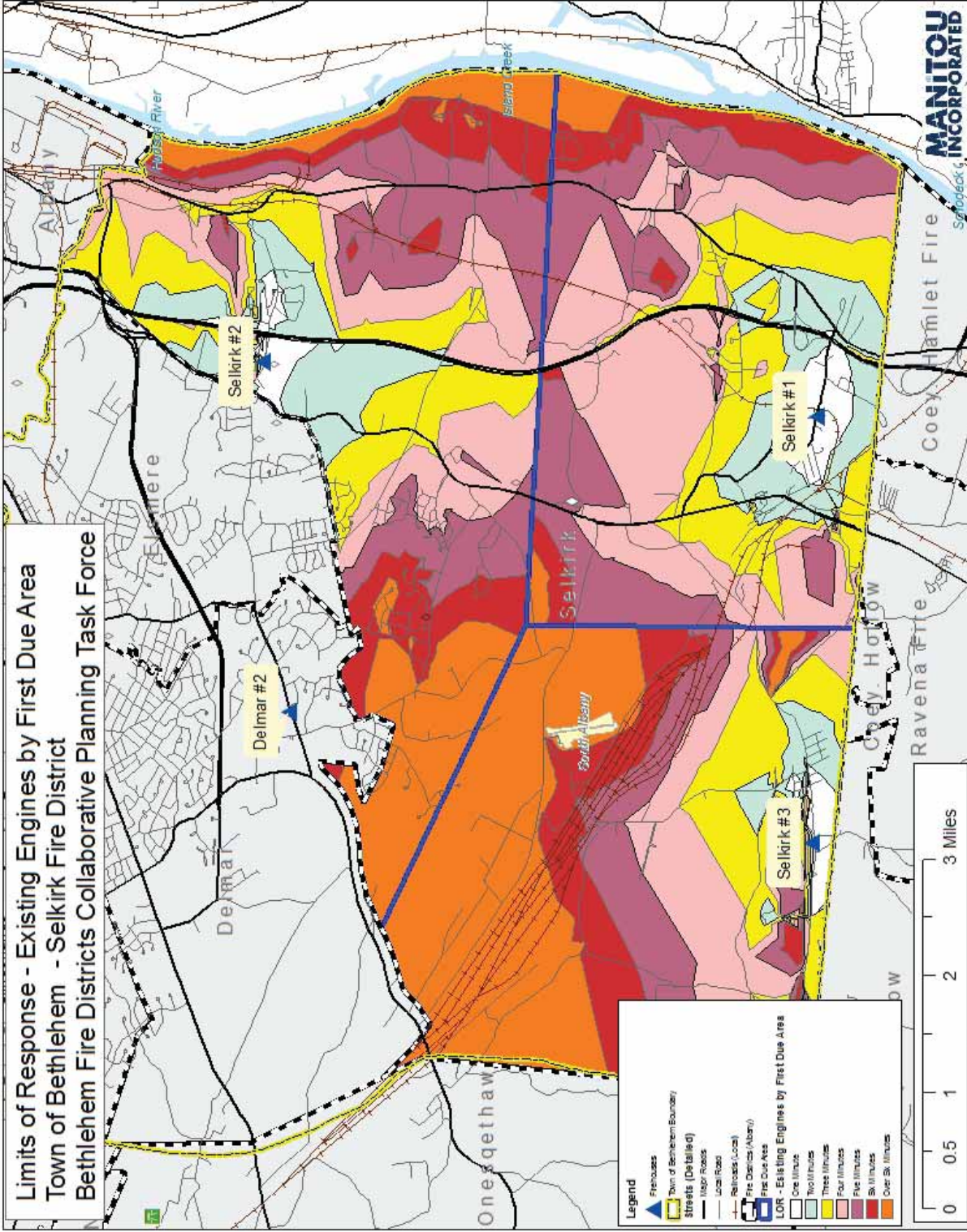
# Selkirk

## Existing Parcel Classifications Town of Bethlehem - Selkirk Fire District Bethlehem Fire Districts Collaborative Planning Task Force

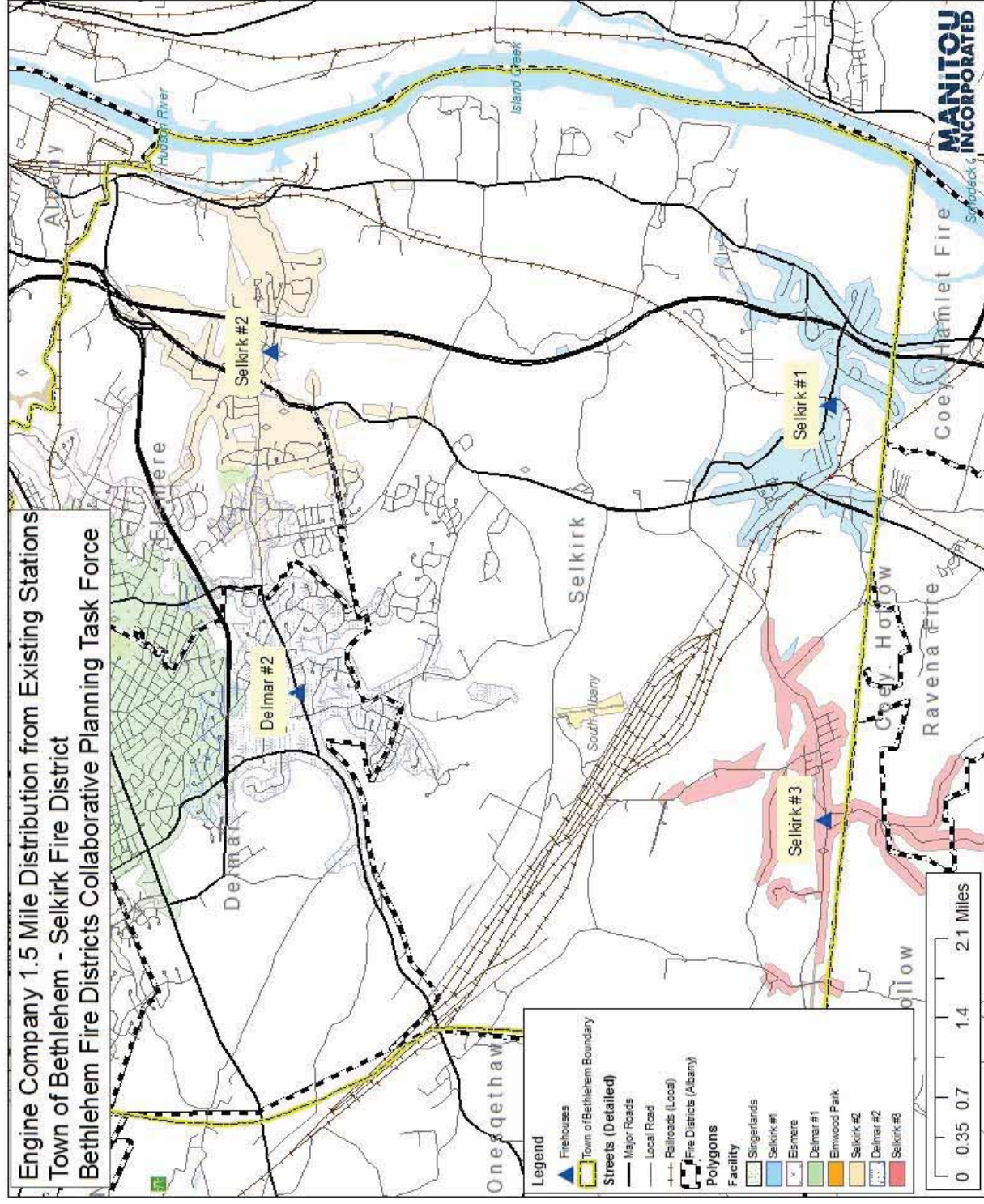




# Selkirk

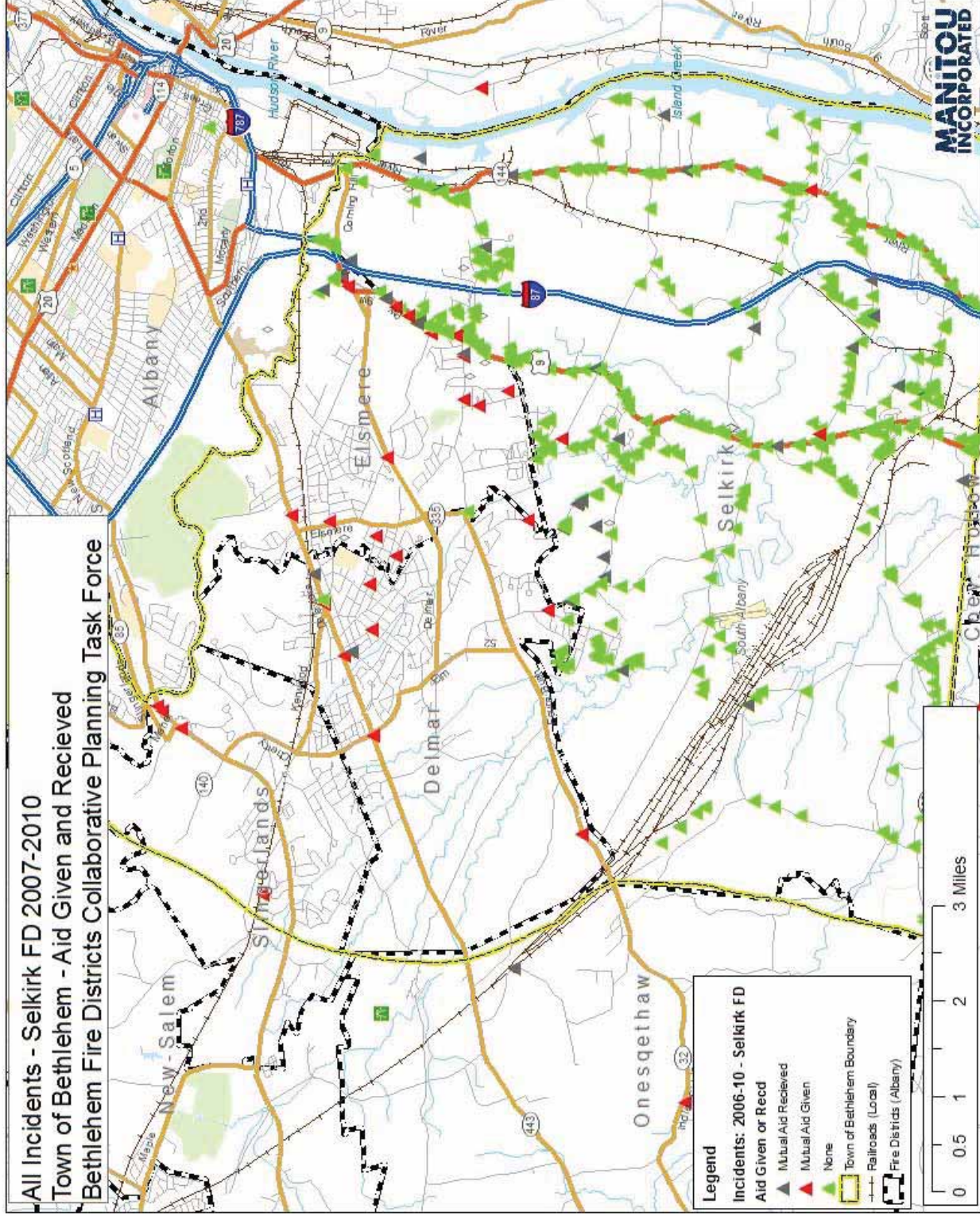






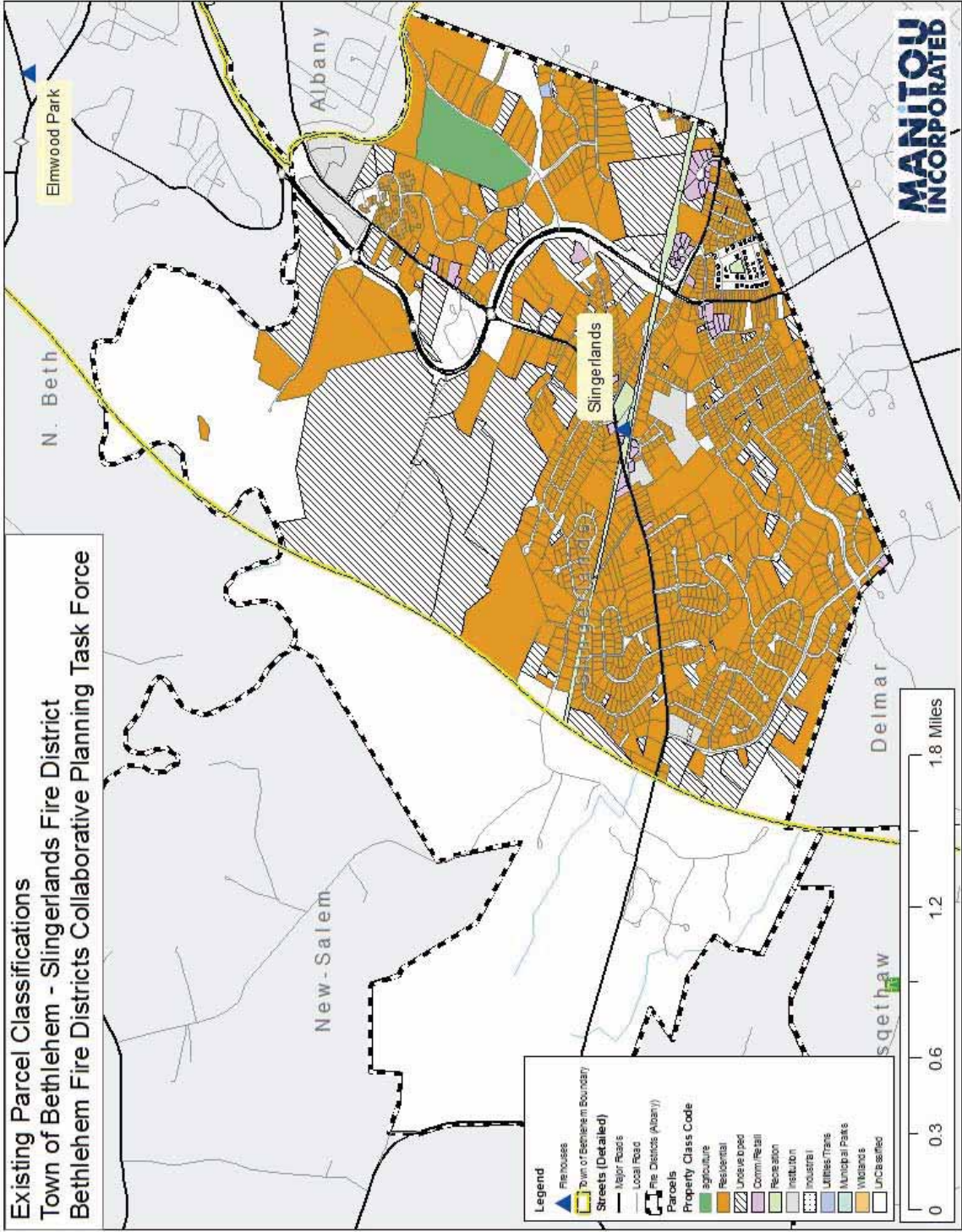


# Selkirk

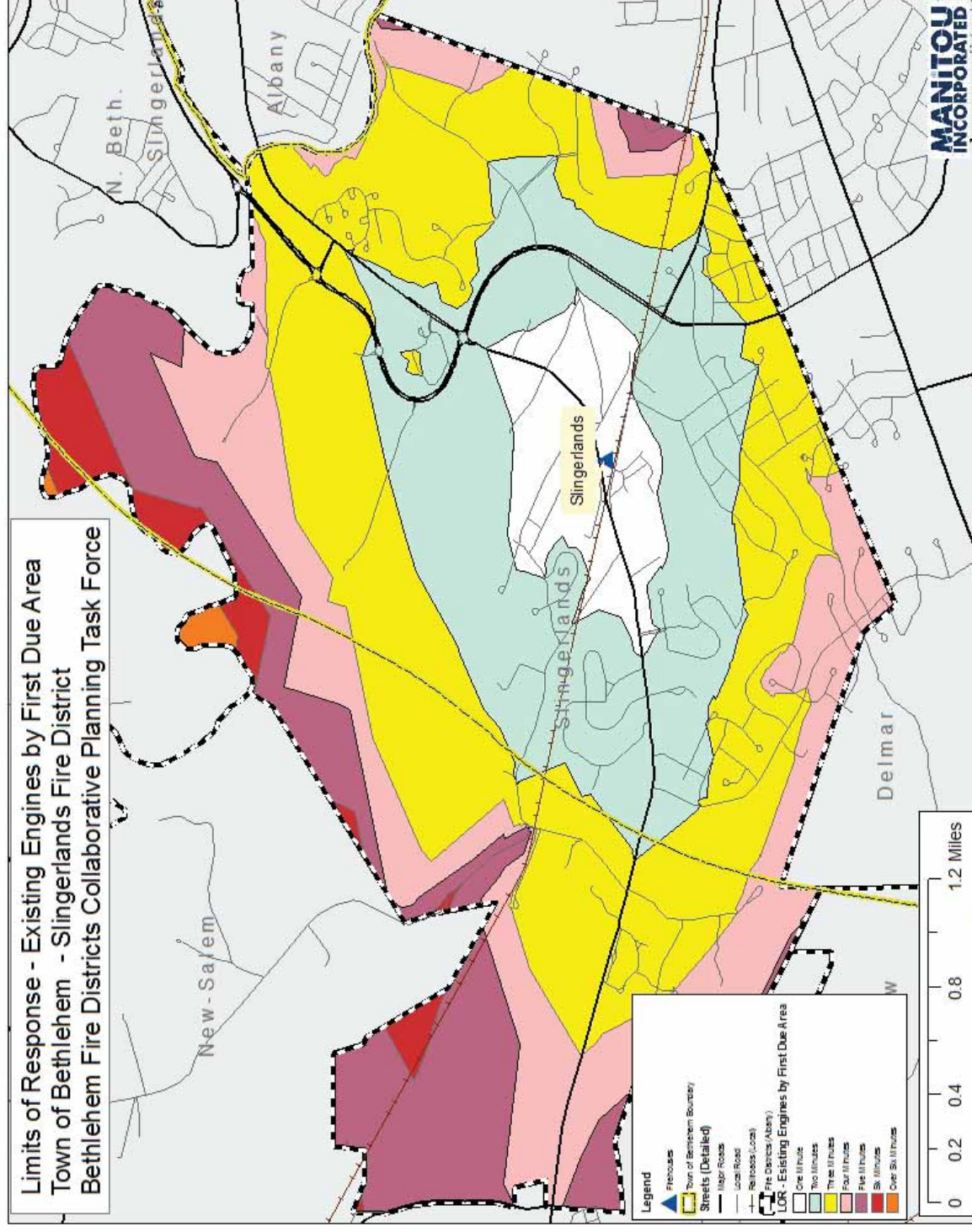




Slingerlands

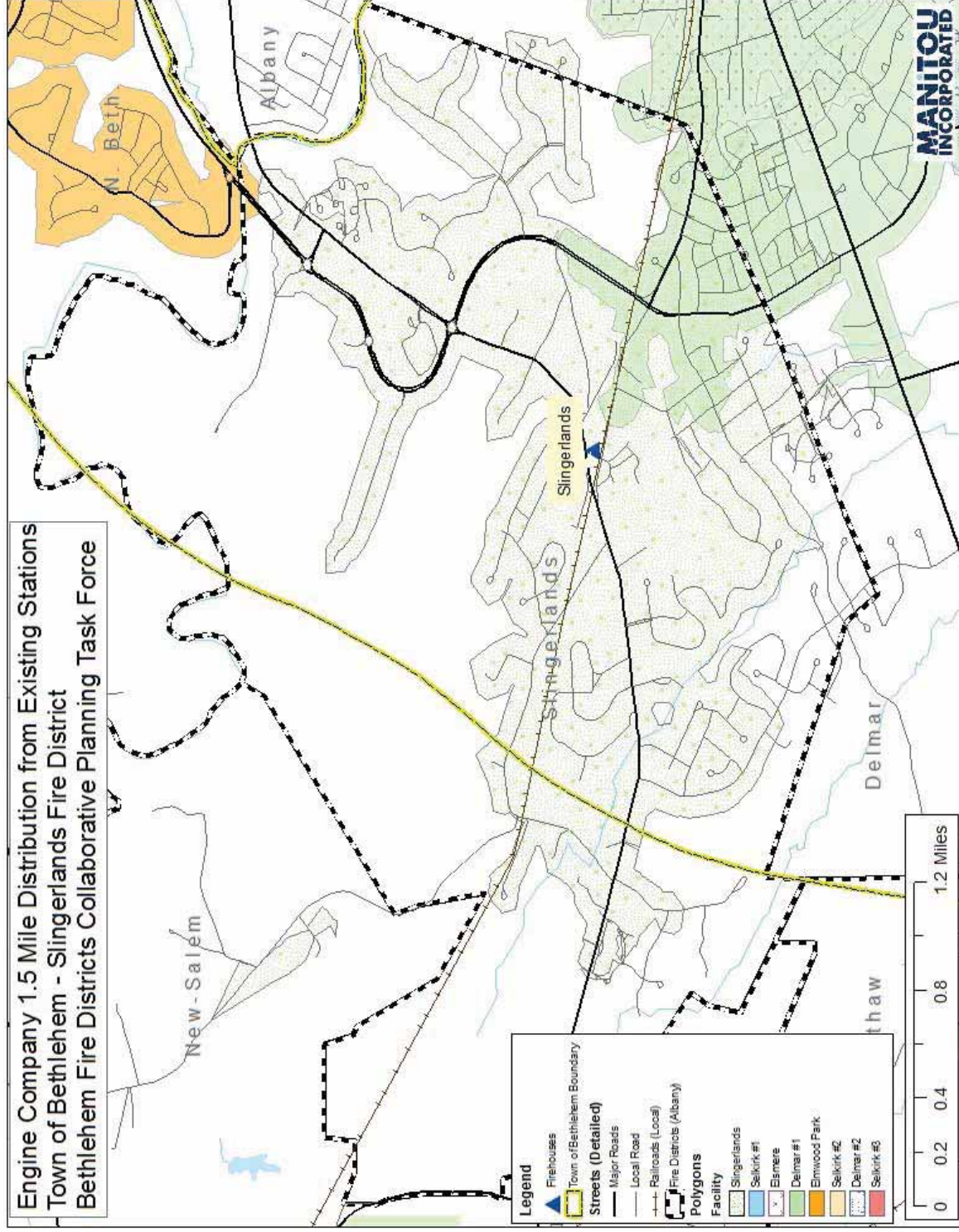


# Slingerlands



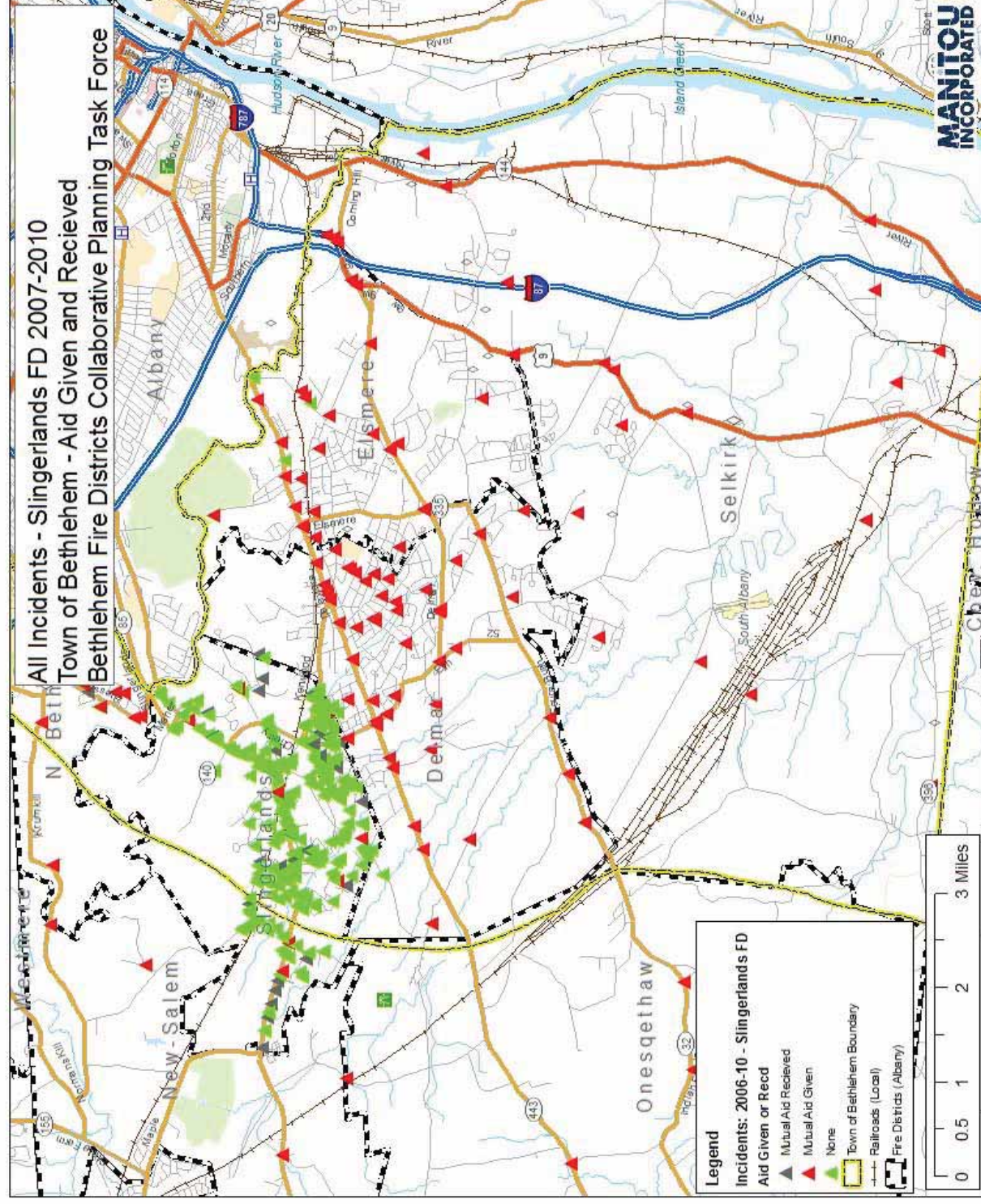


# Slingerlands





# Slingerlands





## Appendix C: ISO Training Reports Detailed Summaries

The following provides an overview of each district's most recent credit for training as indicated by individual rating records:

### C.1 Delmar

Date of survey: 1996

Facilities and Aids	% of Credit Earned	% Credit Available
<b>Drill Tower.</b> A 4-story drill tower is available and used by the district.	8.00	8.00
<b>Burn Building.</b> A burn building is not available.	8.00	8.00
<b>Combustible Liquids Pit.</b> An acceptable pit was available or video for instruction was available for Class B fires.	5.00	5.00
<b>Library.</b> Training manuals are available published by the NFPA, ICMA and IFSTA is available.	2.00	2.00
<b>Multi-media training Aids and Pump and Hydrant Cutaways.</b> All aids are available.	1.50	2.00
<b>Drill Grounds.</b> Optimum acreage should be no less than 2.0 acres. There is a 1.5 acre area available.	7.50	10
<b>Drills</b>		
<b>Half-day Drills/8 Per Year.</b> There was an average of 8.00 drills per year.	0.40	0.40
<b>Half-day Multi-Company Drill/4 Per Year.</b> There was an average of 4.00 multi-company drills.	0.40	0.40
<b>Night Drills/2 Per Year.</b> There was an average of 2.00 drills per year.	0.20	0.20
<b>Specialized Training</b>		
<b>Company Training.</b> Each firefighter should receive 20 hours of training per month. There was an average of 16.40 hours per month of company training received by district members and participation was 37 % of those eligible to participate.	7.59	25
<b>Officer Training.</b> Each officer should receive 2 days of leadership, management, supervisory and incident command training per year as outline in NFPA 1021. There was an average of 2.00 days devoted to officer classes and participation was 100 % of those eligible to participate.	15.00	15.00
<b>Driver/Operator Training.</b> Each driver/operator should receive 4 half-day sessions of driver/operator training in accordance with NFPA 1002 and NFPA 1451. There was 1.00 half-day session received per year by drivers and participation was 100 % of those eligible.	0.50	2.00

<b>New Driver/Operator Training.</b> Each new driver/operator should receive 40 hours of training per year in accordance with NFPA 1002 and NFPA 1451. There were 40.00 hours received per year by new drivers and participation was 100 % of those eligible.	2.00	2.00
<b>Hazardous Materials.</b> Each firefighter should receive ½ day of training for incidents involving hazardous materials in accordance with NFPA 472. There were 0.00 days of training received per year and participation was 0 % participation.	0.00	1.00
<b>Recruit Training.</b> Each firefighter should receive 240 hours of structure fire training in accordance with NFPA 1001 within the first year of appointment.	1.58	5.00
<b>Pre-fire Planning Inspections.</b> Inspection of each commercial, industrial, institutional, and other similar type building (all buildings except 1-4 family dwellings should be made twice per year by company members. There were 25.00 % of the buildings inspected at a yearly frequency of 2.00 per year.	2.44	15
<b>Total Credit for Training</b>	3.69	9

The primary areas with the least credit earned were monthly and recruit firefighter training, driver/operator training and pre-fire planning; all of which are large challenges for volunteer fire departments due to the limited time for members to invest time to training as well as other department activities.

## C.2 Elmwood Park

Date of survey: 1998

<b>Facilities and Aids</b>	<b>% of Credit Earned</b>	<b>% Credit Available</b>
<b>Drill Tower.</b> A 4-story drill tower is available and used by the district.	8.00	8.00
<b>Burn Building.</b> A burn building is not available.	8.00	8.00
<b>Combustible Liquids Pit.</b> An acceptable pit was available or video for instruction was available for Class B fires.	5.00	5.00
<b>Library.</b> Training manuals are available published by the NFPA, ICMA and IFSTA is available.	2.00	2.00
<b>Multi-media training Aids and Pump and Hydrant Cutaways.</b> Pump and hydrant cutaways are not available.	1.00	2.00
<b>Drill Grounds.</b> Optimum acreage should be no less than 2.0 acres. There is a 10.0 acre area available.	10.00	10
<b>Drills</b>		
<b>Half-day Drills/8 Per Year.</b> There was an average of 8.00 drills per year.	0.40	0.40
<b>Half-day Multi-Company Drill/4 Per Year.</b> There was an average of 4.00 multi-company drills.	0.40	0.40



<b>Night Drills/2 Per Year.</b> There was an average of 2.00 drills per year.	0.20	0.20
<b>Specialized Training</b>		
<b>Company Training.</b> Each firefighter should receive 20 hours of training per month. There was an average of 12.00 hours per month of company training received by district members and participation was 57 % of those eligible to participate.	8.56	25
<b>Officer Training.</b> Each officer should receive 2 days of leadership, management, supervisory and incident command training per year as outline in NFPA 1021. There was an average of 0.00 days devoted to officer classes and participation was 0% of those eligible to participate.	0.00	15.00
<b>Driver/Operator Training.</b> Each driver/operator should receive 4 half-day sessions of driver/operator training in accordance with NFPA 1002 and NFPA 1451. There was 4.00 half-day session received per year by drivers and participation was 100 % of those eligible.	2.00	2.00
<b>New Driver/Operator Training.</b> Each new driver/operator should receive 40 hours of training per year in accordance with NFPA 1002 and NFPA 1451. There were 20.00 hours received per year by new drivers and participation was 100 % of those eligible.	1.00	2.00
<b>Hazardous Materials.</b> Each firefighter should receive ½ day of training for incidents involving hazardous materials in accordance with NFPA 472. There were 0.00 days of training received per year and participation was 0 % participation.	0.00	1.00
<b>Recruit Training.</b> Each firefighter should receive 240 hours of structure fire training in accordance with NFPA 1001 within the first year of appointment. There were 39.00 % hours received per year and participation was 100% of those eligible to participate.	0.81	5.00
<b>Pre-fire Planning Inspections.</b> Inspection of each commercial, industrial, institutional, and other similar type building (all buildings except 1-4 family dwellings should be made twice per year by company members. There were 100% of the buildings inspected at a yearly frequency of 5.00 per year.	3.00	15
<b>Total Credit for Training</b>	3.13	9

The least amount of training credit was in the areas of individual firefighter, recruit, officer training, and pre-fire planning.

### C.3 Elsmere

Date of survey: 2007

Facilities and Aids	% of Credit	% Credit
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	Earned	Available
<b>Drill Tower.</b> A 3-story drill tower is available and used by the district.	8.00	8.00
<b>Burn Building.</b> A burn building is not available.	4.00	8.00
<b>Combustible Liquids Pit.</b> A pit was available or video for instruction was available for Class B fires.	5.00	5.00
<b>Library.</b> Training manuals are available published by the NFPA, ICMA and IFSTA is available.	2.00	2.00
<b>Multi-media training Aids and Pump and Hydrant Cutaways.</b> All aids are available.	1.50	2.00
<b>Drill Grounds.</b> Optimum acreage should be no less than 2.0 acres. There is a 3 acre area available.	10.00	10.00
<b>Drills</b>		
<b>Half-day Drills/8 Per Year.</b> There was an average of 5.50 drills per year.	0.28	0.40
<b>Half-day Multi-Company Drill/4 Per Year.</b> There was an average of 2.75 multi-company drills.	0.28	0.40
<b>Night Drills/2 Per Year.</b> There was an average of 1.38 drills per year.	0.14	0.20
<b>Specialized Training</b>		
<b>Company Training.</b> Each firefighter should receive 20 hours of training per month. There was an average of 15.60 hours per month of company training received by district members and participation was 35 % of those eligible to participate.	6.83	25
<b>Officer Training.</b> Each officer should receive 2 days of leadership, management, supervisory and incident command training per year as outline in NFPA 1021. There was an average of 1.17 days devoted to officer classes and participation was 89% of those eligible to participate.	7.81	15.00
<b>Driver/Operator Training.</b> Each driver/operator should receive 4 half-day sessions of driver/operator training in accordance with NFPA 1002 and NFPA 1451. There was 2.00 half-day session received per year by drivers and participation was 100 % of those eligible.	1.00	2.00
<b>New Driver/Operator Training.</b> Each new driver/operator should receive 40 hours of training per year in accordance with NFPA 1002 and NFPA 1451. There were 48.00 hours received per year by new drivers and participation was 100 % of those eligible.	2.00	2.00
<b>Hazardous Materials.</b> Each firefighter should receive ½ day of training for incidents involving hazardous materials in accordance with NFPA 472. There were 1.00 days of training received per year and participation was 100% participation.	0.48	1.00
<b>Recruit Training.</b> Each firefighter should receive 240 hours of structure fire training in accordance with NFPA 1001 within the first year of appointment. There were 103.00 hours	0.15	5.00



received per year and participation was 100 % of those eligible.		
<b>Pre-fire Planning Inspections.</b> Inspection of each commercial, industrial, institutional, and other similar type building (all buildings except 1-4 family dwellings should be made twice per year by company members. There were 10.00 % of the buildings inspected at a yearly frequency of 0.50 per year. Points were deducted for missing or incomplete records.	3.75	15
<b>Total Credit for Training</b>	2.79	9

Areas with the most deficiencies include the absence of a burn building (we are not sure why they did not receive the same credit as other Districts within the Town), limited training in most specialized training area and minimal pre-fire planning. Most of these deficiencies are common with volunteer fire departments where members have limited time for department activities. Lost credit for no burn building may be due to the timeframe of the survey which was prior to recent upgrades of the town-wide training facility in recent years.

#### C.4 Selkirk

Date of survey: 1996

Facilities and Aids	% of Credit Earned	% Credit Available
<b>Drill Tower.</b> No information available.	Not Available	8.00
<b>Burn Building.</b> No information available.	Not Available	8.00
<b>Combustible Liquids Pit.</b>	Not Available	5.00
<b>Library.</b> No information available.	Not Available	2.00
<b>Multi-media training Aids and Pump and Hydrant Cutaways.</b> No information available.	Not Available	2.00
<b>Drill Grounds.</b> Optimum acreage should be no less than 2.0 acres. No information available.	Not Available	10
<b>Drills</b>		
<b>Half-day Drills/8 Per Year.</b> No information available.	Not Available	0.40
<b>Half-day Multi-Company Drill/4 Per Year.</b> No information available.	Not Available	0.40
<b>Night Drills/2 Per Year.</b> No information available.	Not Available	0.20
<b>Specialized Training</b>		
<b>Company Training.</b> Each firefighter should receive 20 hours of training per month. No information available.	Not Available	25
<b>Officer Training.</b> Each officer should receive 2 days of	Not	15.00

leadership, management, supervisory and incident command training per year as outline in NFPA 1021. No information available.	Available	
<b>Driver/Operator Training.</b> Each driver/operator should receive 4 half-day sessions of driver/operator training in accordance with NFPA 1002 and NFPA 1451. No information available.	Not Available	2.00
<b>New Driver/Operator Training.</b> Each new driver/operator should receive 40 hours of training per year in accordance with NFPA 1002 and NFPA 1451. No information available.	Not Available	2.00
<b>Hazardous Materials.</b> Each firefighter should receive ½ day of training for incidents involving hazardous materials in accordance with NFPA 472. No information available.	Not Available	1.00
<b>Recruit Training.</b> Each firefighter should receive 240 hours of structure fire training in accordance with NFPA 1001 within the first year of appointment. No information available.	Not Available	5.00
<b>Pre-fire Planning Inspections.</b> Inspection of each commercial, industrial, institutional, and other similar type building (all buildings except 1-4 family dwellings should be made twice per year by company members. No information available.	Not Available	15
<b>Total Credit for Training</b>	2.61	9

Review of deficiencies was limited due to minimal information provided in survey report.

## C.5 Slingerlands

Date of Survey: 1996

Facilities and Aids	% of Credit Earned	% Credit Available
<b>Drill Tower.</b> No information available.	Not Available	8.00
<b>Burn Building.</b> No information available.	Not Available	8.00
<b>Combustible Liquids Pit.</b>	Not Available	5.00
<b>Library.</b> No information available.	Not Available	2.00
<b>Multi-media training Aids and Pump and Hydrant Cutaways.</b> No information available.	Not Available	2.00
<b>Drill Grounds.</b> Optimum acreage should be no less than 2.0 acres. No information available.	Not Available	10
<b>Drills</b>		
<b>Half-day Drills/8 Per Year.</b> No information available.	Not Available	0.40



<b>Half-day Multi-Company Drill/4 Per Year.</b> No information available.	Not Available	0.40
<b>Night Drills/2 Per Year.</b> No information available.	Not Available	0.20
<b>Specialized Training</b>		
<b>Company Training.</b> Each firefighter should receive 20 hours of training per month. No information available.	Not Available	25
<b>Officer Training.</b> Each officer should receive 2 days of leadership, management, supervisory and incident command training per year as outline in NFPA 1021. No information available.	Not Available	15.00
<b>Driver/Operator Training.</b> Each driver/operator should receive 4 half-day sessions of driver/operator training in accordance with NFPA 1002 and NFPA 1451. No information available.	Not Available	2.00
<b>New Driver/Operator Training.</b> Each new driver/operator should receive 40 hours of training per year in accordance with NFPA 1002 and NFPA 1451. No information available.	Not Available	2.00
<b>Hazardous Materials.</b> Each firefighter should receive ½ day of training for incidents involving hazardous materials in accordance with NFPA 472. No information available.	Not Available	1.00
<b>Recruit Training.</b> Each firefighter should receive 240 hours of structure fire training in accordance with NFPA 1001 within the first year of appointment. No information available.	Not Available	5.00
<b>Pre-fire Planning Inspections.</b> Inspection of each commercial, industrial, institutional, and other similar type building (all buildings except 1-4 family dwellings should be made twice per year by company members. No information available.	Not Available	15
<b>Total Credit for Training</b>	3.51	9

Areas with the least amount of credit were monthly training, officer training and pre-fire planning.

## Appendix D: Questionnaire for Town of Bethlehem Fire District Members

Manitou, Inc., a public safety management consulting firm, was contracted by the Town of Bethlehem Fire Districts to conduct a review of fire protection within the Town and develop a five to ten year plan for equipment, facilities, manpower, training, education, response time, mutual aid, and projected coverage area needs. Understanding members' opinions is a critical part of assessing the delivery of fire protection and planning for the future. Please complete this survey as soon as possible and return it via the enclosed envelope by May 1, 2011. It should only take 10-15 minutes to complete the survey.

Thank you for participating in this survey! We would like to ask a few background questions about you, where you live, and your experience as a fire fighter. The survey is anonymous, results will not be attributed to individuals, and your participation is voluntary.

*A1. What District do you belong to (choose one only)?*

48	Delmar
50	Elsmere
15	North Bethlehem/Elmwood Park
53	Selkirk
30	Slingerlands

*A2. Residency: Are you a resident of?*

Yes	No	
180	13	Town of Bethlehem?
133	50	Do you live in your fire district?

*A3. Length of Residence: How long have you lived in the Town of Bethlehem?*

11	less than 5 years
20	6- 10 years
21	11-15 years
19	16-20 years
28	21-25 years
91	26 or more years

*A4. Gender: Please indicate your gender:*

19	Female
177	Male

*A5. Age: What is your age? \_\_\_\_*

*A6. Experience: How long have you been a firefighter? If you have experience in more than one District, please indicate both your current District experience and total experience.*

Current	Total	
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District	Experience	
8	6	Less than 1 year
44	37	1- 5 years
36	32	6- 10 years
22	25	11-15 years
19	17	16-20 years
19	22	21-25 years
47	54	26 or more years

A7. *Multi-Station Districts only*: What Fire Company/Station do you *primarily* belong/respond to? (circle one correct answer).

Station 1: 96    Station 2: 31    Station 3: 8    Blank: 59

A7: *The following questions should be marked Yes or No.*

Yes	No	Question
153	32	a. Are you employed?
42	138	b. Do you respond to calls from your place of employment?
39	148	c. Are you retired?

A8. *Please circle your employer (if employed)*

Town of Bethlehem: 27    Other Government: 45    Private : 72    Non-profit: 10

A9. Describe your *current* operational status (circle one only):

Interior:98    Exterior (w/Respirator Qualification):26    Exterior:16    Fire Police/Other:31

A10. Describe your training level (check all that apply):

Yes	Training Level
89	Exterior Firefighter
86	Exterior Firefighter (Respirator (fit test) Qualified)
110	Interior Firefighter FFI
73	Interior Firefighter FFII
37	Emergency Medical Technician
112	Apparatus Driver (any fire apparatus)
51	Fire Officer I or II
79	Specialty Training (Rescue Technician, Haz Mat (above Operations Level)
50	Fire Police

Now, we are very interested in understanding what being a volunteer firefighter

means to you, the reasons you became involved and what continues to inspire you to remain a volunteer firefighter. There are no “right or wrong” answers in this section.

B1. *Think back, before you became a volunteer firefighter, what were the top 3 reasons for joining? Mark the phrase that best applied to your situation in order of importance (1 is most important, 3 is least important). Mark only three answers. Primary, Secondary and Tertiary Reasons listed as first three columns.*

112	17	23	I wanted to help people in times of a genuine emergency.
1	1	4	I wanted to fulfill or express my religious beliefs
1	26	13	I had a desire to use my skills and experience in firefighting
9	20	31	I had a desire to acquire new skills or expand job-related opportunities
11	33	28	I had a desire to be a part of a firefighter community <i>specifically</i>
2	4	4	I wanted to prepare for a paid position in firefighting or EMS.
10	30	27	I was searching for something interesting and volunteer firefighting seemed like a good idea at the time.
1	5	4	I became a volunteer firefighter for personal reasons related to being <b>personally</b> affected by fire or firefighting
27	16	11	I became a volunteer firefighter for personal reasons related to <b>family</b> being directly involved in firefighting
10	30	23	I became a volunteer firefighter for personal reasons related to <b>friends</b> being directly involved in firefighting
6	2	4	Other reasons not listed above: _____ (please specify)

B2. *In your opinion, since becoming a volunteer firefighter, would you say your initial reasons have:*

115	Not changed at all over time
60	Changed slightly over time
21	Changed considerably over time

B3. *In your opinion, after joining an organization, other reasons for **continuing to be a volunteer firefighter are:** (Mark your top three reasons, from 1 to 3)*

83	31	27	I enjoy being a part of my community in general
4	11	7	I have the benefit of working in a structured environment where results are achieved.
24	34	36	The work provides opportunities to learn new skills and grow as a person
3	9	3	The work is spiritually fulfilling
30	44	25	I enjoy the challenge of applying my skills/experience when volunteer firefighting
0	3	3	Volunteer firefighting gives me the flexibility to make decisions without always having to seek permission
29	28	20	I feel like I am a strong contributing member of my firefighting team
18	24	32	I feel connected to my firefighting company <i>specifically</i>
2	3	23	Qualify for LOSAP award
1	1	4	Other reasons not listed above: _____ (please specify)



B4. In your opinion, how important is company (station) membership to you?  
(Mark one please)

130	Very important
47	Somewhat important
18	Not very important

B5. Risk Factors: What are the top three ranking factors *outside the Department* that come between you and volunteering? (Mark no more than three reasons).

95	17	5	Work related time constraints
12	31	8	Working too many hours
3	11	8	Employer will not release me for calls
6	2	3	Possibility of moving out of the area
44	48	29	Limited time due to family / home related responsibilities
9	15	9	Personal health reasons
7	13	18	Concerns about future of the department
6	23	25	Other personal hobbies
0	2	5	Community needs are not strong enough
2	1	10	Other reasons not listed above: _____ (please specify)

B6. Risk Factors: What are the top three ranking factors *inside the Department* that come between you and volunteering? (Mark no more than three reasons)

4	1		Too many emergency calls
47	7	6	Too many false alarm calls
36	15	8	Company responsibilities/commitment
27	43	5	Training demands
16	21	18	Concerns about future of the department
12	13	25	Attendance requirements for non-emergency events
1	5	5	Community needs are not strong enough
10	10	16	Other reasons not listed above: _____ (please specify)

B7. Currently, what are your concerns about the future of your **district**? (Please mark all that apply except if you mark the first answer)

41	I have no concerns
57	Communication should be more two-way or open
43	My input is not valued
26	My contribution/accomplishments are not recognized
56	Conflicts are not addressed openly
37	Conflicts are not addressed in a timely manner
17	Awards are distributed unevenly
28	New volunteer selection is not scrutinized enough
26	Shortage of officers
8	Inadequate financial resources
77	Not enough volunteers
30	Other reasons not listed above: _____ (please specify)

B8 For both your **district and the Town's fire services** overall, please answer the following statement as Agree or Disagree.

Agree	Disagree	Statement
122	65	In 10 years, the volunteer system in Bethlehem will be strong.
122	65	In 10 years, my District's volunteer participation will be strong.
122	61	The Town's five fire districts needs to improve cooperation, even if it means reducing the amount of apparatus, moving or consolidating a fire station, and/or other resources.
84	98	The current arrangements in the Town are working well and can continue for another ten years without major change.
106	80	The current operation of my district is working well and can continue for another ten years without major change.



B9. *What would you be willing to do that could improve your experience in the your District?*

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B10. *What level of importance do you place on department (district) membership?* (Mark one please)

135	Highly important
50	Somewhat important
7	Not very important

B11. *Would a change in my fire station that could include sharing the station with another district change my level of commitment to deliver service?* (check one answer)

73	No effect
17	I would reduce my activity level.
11	I would increase my activity level.
92	Unsure, it depends on the circumstances.

B12. For Your Fire District, *In the last year, what level of satisfaction do you have in the following areas:*

**a. Frequency of Technical Training** (Mark one please)

89	84	16	1
Highly Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable

**b. Quality of Training** (Mark one please)

87	92	14	0
Highly Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable

**c. Department/Station Requirements** (Mark one please)

71	103	17	0
Highly Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable

**d. District Requirements** (Mark one please)

70	90	25	6
Highly Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable

**e. Fire District valuing my service(s)** (Mark one please)

76	85	27	2
Highly Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable

**f. The public valuing my service(s)** (Mark one please)

61	87	37	7
Highly Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable

B13. For these questions, circle your answers from 1 (strongly agree) to 5 (strongly disagree).

a. At emergency scenes, relations between firefighters of different districts are generally good.

Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5
55	102	25	9	2

b. At non-emergency scenes and administrative matters, relations between firefighters of different districts are generally good.

1	2	3	4	5
21	87	62	23	0

c. Relations between Districts are positive.

1	2	3	4	5
19	68	71	33	2

d. Relations between my district's officers and firefighters are positive.

1	2	3	4	5
50	82	33	17	11

e. I see a continuing role for myself in the future of the Town's fire service.

1	2	3	4	5
83	68	22	10	7

C1. Please comment on anything else which you feel is important at this time.



Town of Bethlehem Citizen Survey





1. Do you know your Fire District?

		Response Percent	Response Count
Elmwood Park/ North Bethlehem		4.3%	13
Elsmere		28.1%	85
Slingerlands		12.9%	39
Delmar		26.5%	80
Selkirk		24.2%	73
Unsure		4.0%	12
		answered question	302
		skipped question	0









2. Please enter your ZIP Code:

		Response Count
		302
		answered question 302
		skipped question 0

### 3. Do you represent a business or residence?





		Response Percent	Response Count
Business		2.6%	8
Residence		97.4%	294
answered question			302
skipped question			0

### 4. If you are completing the survey for more than one person, please indicate number of people in your business or household.



		Response Percent	Response Count
1		17.5%	53
2		43.4%	131
3		11.6%	35
4		17.9%	54
5		6.3%	19
6		1.7%	5
7		0.7%	2
8		0.0%	0
9		0.0%	0
10+		1.0%	3
answered question			302
skipped question			0



### 5. My district relies on what kinds of personnel for answering fire calls?

		Response Percent	Response Count
Paid Firefighters		0.3%	1
<b>Volunteer Firefighters</b>		<b>85.8%</b>	<b>259</b>
Both Paid and Volunteer Firefighters		5.0%	15
Don't Know		8.9%	27
answered question			<b>302</b>
skipped question			<b>0</b>

### 6. Have you ever called or used the services of your fire department?

		Response Percent	Response Count
Yes		30.1%	91
<b>No</b>		<b>69.9%</b>	<b>211</b>
answered question			<b>302</b>
skipped question			<b>0</b>

## 7. If Yes, please rate your satisfaction

	Not at all satisfied	Somewhat unsatisfied	Neutral	Somewhat Satisfied	Completely Satisfied	N/A or Don't Know	Response Count
Response Time	4.5% (4)	3.4% (3)	6.7% (6)	12.4% (11)	<b>73.0% (65)</b>	0.0% (0)	89
Professionalism	3.5% (3)	1.2% (1)	1.2% (1)	8.1% (7)	<b>86.0% (74)</b>	0.0% (0)	86
answered question							<b>90</b>
skipped question							<b>212</b>

## 8. How do you feel about your fire district's abilities to respond to emergencies:

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Completely satisfied	N/A or Don't know	Response Count
In a timely fashion	5.4% (15)	3.6% (10)	6.1% (17)	16.1% (45)	<b>45.5% (127)</b>	23.3% (65)	
Professionally	2.6% (7)	2.3% (6)	9.4% (25)	9.4% (25)	<b>53.0% (141)</b>	23.3% (62)	
answered question							
skipped question							





## 9. Please indicate how much you agree or disagree with the following statements

	Completely Disagree	Disagree Somewhat	Neither Agree nor Disagree	Agree Somewhat	Completely Agree	N/A or Don't Know	Response Count
I am satisfied with the value for the cost of fire services provided by my local district	7.6% (21)	9.4% (26)	9.1% (25)	17.0% (47)	<b>39.5% (109)</b>	17.4% (48)	27
I don't care what district my service comes from, as long as it is timely and professionally delivered	9.5% (26)	6.9% (19)	8.0% (22)	15.7% (43)	<b>57.3% (157)</b>	2.6% (7)	27
answered question							28
skipped question							2

## 10. Do you support efforts to improve collaboration between the Town's fire districts

	Completely Disagree	Disagree Somewhat	Neither Agree nor Disagree	Agree Somewhat	Completely Agree	N/A or Don't Know	Response Count
If it saves money	2.5% (7)	2.9% (8)	2.9% (8)	22.9% (64)	<b>67.0% (187)</b>	1.8% (5)	27
Even if my local station may reduce the number of trucks	5.5% (15)	12.7% (35)	10.2% (28)	24.0% (66)	<b>45.1% (124)</b>	2.5% (7)	27
Even if my property insurance rates might increase	24.9% (69)	<b>26.7% (74)</b>	10.5% (29)	18.8% (52)	15.5% (43)	3.6% (10)	27
answered question							28
skipped question							2

### 11. Are you or a member of your household a member of a volunteer fire department?

		Response Percent	Response Count
Yes		19.6%	55
No		80.4%	225
answered question			280
skipped question			22

### 12. Please enter any other comments or concerns you have about fire protection provided by the Delmar, Elmwood Park, Elsmere, Slingerlands, or Selkirk Fire Districts.

	Response Count
	106
answered question	106
skipped question	196