

General questions about Framingham Fire Department:

Staffing and budgeting

1. What factors have influenced the evolution of the Fire department's budget over time?
2. Please describe the different types of patrols and services developed, and how/why these were implemented.
3. What is the schedule for Firefighters?
 - How many officers are on each shift?
 - What are the physical assignments of these officers?
4. How has this staffing evolved over time?
5. Where are the fire sub stations located?
6. What factors determined where they were sited?
7. Has there been any change in fire rates after opening sub stations? If so, what is the nature of the change?

Calls for assistance

1. Can you please describe what other duties the fire department has besides fire prevention and suppression?
2. What is the total number of calls for assistance, per year, for the past 3 years?
3. What is the total number per category?
4. How many years back can you get this information?
5. Can you break down the number of calls by address? If so, can we have that breakdown?
6. How many addresses in Framingham resulted in a response to a call for assistance? What are the top 200 addresses with the most calls?
7. Can you break down the total number of calls according to housing type, non profit, or individual addresses? Can this be done in each category? For example:
 - What number of these calls for service are related to social services and/or clients?
 - What number of these calls for service come from apartment complexes?
 - What number of these calls for service come from single family homes?
 - What number of these calls for service come from 2,3 and 4 family homes?
 - What number of these calls for service come from FSC
 - Other residential

8. Does the department use this information to determine trends? If so, what are the trends?
9. What are the costs associated with each type of fire call inclusive of all overhead and subsequent costs? Are there varying rates for such calls?
10. How many cars/trucks are assigned to each shift?
11. Is there a standard policy for response to calls? Are there variations depending on the type of call and/or the type of building?
 - How many cars/trucks respond to a call for assistance?
 - How many units or firefighters respond?
 - What other units respond, in the department or out?
12. How many false alarms does the department receive each year? Can you break this number down by address? What is the cost per alarm? Who pays?

Statistics

1. What type of analysis has the Fire department done on the above duties in Framingham, and for how many years? If there is a special department or person in charge of analysis can we meet with them for further assistance?
2. What are the available methods for accessing this information?
3. Can we have a copy of any report the Department has done ?
4. We are interested in seeing how these statistics have changed over time. Does the department have data for 10-20 years of some or all of this information? If not, where can we get this?
5. Is there anything we have not asked that would be of value, both positive or negative, for us to know?

Questions Specific to Social Service Agencies:

Staffing and Budgeting

1. How are staffing and budgeting issues affected, if at all, by social service agencies? For example re-alignment, need, scheduling, programs, retention
2. How much grant money does the department receive directly as a result of the social services we have in town?
3. Is there a policy for responding to social service addresses, multi family homes and apartments that differs from other types of housing?

4. How much do these calls cost, individually and collectively?
5. Do these fees paid cover all aspects of the cost of the calls or do they “over-pay” i.e. pay more than the actual costs?
6. How are fire buildings or sub buildings affected by social service agencies?
7. Is there a rate of false alarms or calls made by social service addresses or responding to agencies and their clients?
8. What is the cost of false alarms and who pays for them?

Calls for assistance

1. Using the list of addresses for social service agencies and programs that we have compiled, can you determine the total number of calls for assistance you receive for each listing? Would you prefer an excel file of the addresses?
2. What is the total number of calls for assistance from these addresses, per year, for the past 3 years?
3. What is the total number of calls in each category, from these addresses, per year, for the past 3 years?
4. How many years back can you determine this information?
5. Can the FFD create a map of the number of calls per social service address? Can we compare this to calls from all other addresses?
6. How many calls for assistance are made as a result of an agency facility, program or client, including warrants, new and outstanding?
7. What were the results of these calls for assistance?

Statistics

1. Can you estimate or determine what % of the calls from the addresses on our list of social service agencies would have happened anyway? In other words, how many Framingham residents are utilizing these services temporarily and require fire response?
2. How many firemen are assigned per capita per neighborhood?
3. We are interested in seeing how these statistics have changed over time. Does the department have data for 10-20 years of some or all of this information? If not, where can we get this?
4. Can you determine what number of social service related calls or fires are due to people utilizing agencies from out of town?