FAMA/FEMSA Annual Industry Report for 2014

February 2015

Kiekover
Marketing

debbi@kiekovermarketing.com
616-460-4242

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Author's Notes

Throughout the report, the term "average" refers to the statistical mean of the data.

The letter "n" is used to designate the number of the respondents to a particular question. When figuring the percent breakdown for each question, non-respondents were not included in the total in order to achieve "valid percentage" data. This technique is commonly considered to yield the most statistically accurate information.

Tests to analyze the correlation between various respondent characteristics were run for all applicable variables. When a statistical test indicated a dependent relationship at a minimum 95% level of confidence, the correlation between the factors is noted as "significant" in the report.

Summary of Findings

The purpose of the research was to gather information regarding fire department trends. Additional goals include:

- Determining the effect of the current economic status on fire departments
- Gathering information regarding current apparatus used and potential needs
- Comparing data to previous years' studies

Dates conducted: January 2015–February 2015.

A total of 1,416 fire departments participated in the survey. The online survey consisted of 41 questions. The survey was blasted out to both the Fire Apparatus Manufacturers' Association (FAMA) and the Fire and Emergency Manufacturers and Services Association (FEMSA). The survey was written by Jeff Hupke.

Respondent Characteristics by Organization Type

- 48%–volunteer
- 23%–career
- 26%–combination career and volunteer

Geographic Location of Respondents

The majority of respondents are from the United States (97%); 3% are from Canada. Fifty states and all of the Canadian provinces are represented. (Note: n=1,191.)
Pacific West–7%
West–5%
Central–9%
Mid West–22%
Mid South–11%
Southeast–11%
Mid Atlantic–21%
North East–14%

Summary of Findings

Position of Respondents

Twenty-five percent of respondents are fire chiefs/commissioners; 19% are company officers and another 19% are firefighters. (Note: n=1,192.)

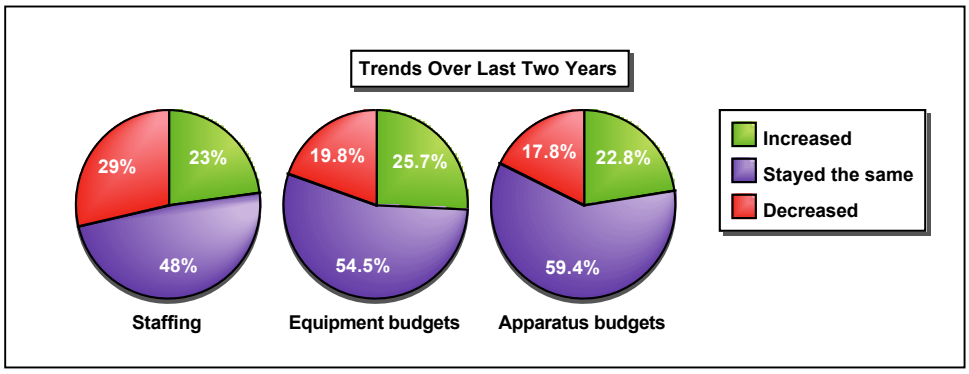
Fire chief/commissioner	25%
Company officer	19%
Firefighter/driver/operator	19%
Assistant chief/deputy chief	14%
Training office/training chief/instructor	7%
Battalion chief/district	4%
EMT/paramedic	2%
Fire marshal inspector	2%
Chief/shift commander	1%
First responder	1%
Other	6%

Financial Overview

- Thirty-two percent of respondents believe equipment budgets will increase and 29% believe apparatus budgets will increase over the next two years. This continues a positive trend.
- Fifty-three percent of the respondents to the FAMA survey indicated that raising the overall awareness of funding sources would assist fire chiefs–this is similar to what was indicated in 2013, 2012 and 2011.
- Twenty-nine percent of departments have received an AFG or SAFER grant.
- Thirty-five percent are postponing planned purchases as a result of economic conditions.

Postpone planned purchases	35%
No anticipated actions due to economic conditions	32%
Standard operating procedures will change	30%
Reduce number of planned purchases	27%
Refurbish existing apparatus	27%
Fees for service levied	13%
Reduce staff	12%
Cancel planned purchases	6%
Forced to acquire non-NFPA compliant apparatus	6%
Other	3%

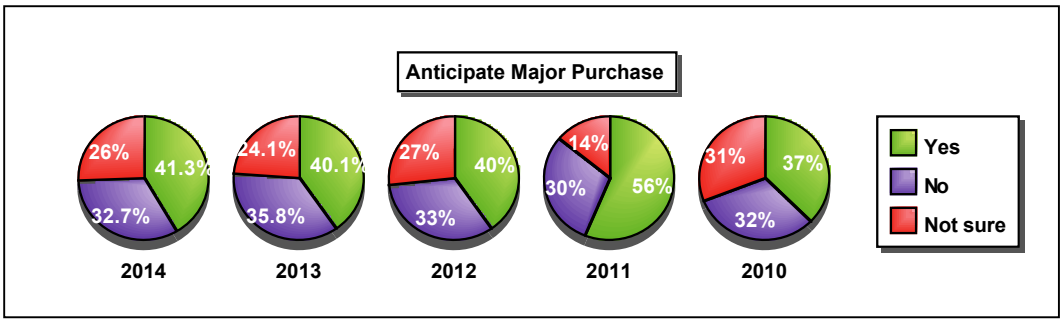
Staffing levels and apparatus budgets are similar to last year. Equipment budgets increased slightly.



Summary of Findings

Apparatus Purchase

Forty-one percent of respondents anticipate making a major purchase during the next fiscal year. This is a slight increase from last year. Of those who anticipate making a purchase, 93% will purchase an apparatus and 74% equipment.



Quality and safety are the two most important factors in an apparatus/equipment purchase.

A manufacturer salesperson is the most important source of information.

Just less than two-thirds of the departments anticipate purchasing a pumper during the next two years and 25% anticipate purchasing an aerial.

Pumper	61%
Aerial	25%
Ambulance transport	21%
Rescue	14%
Wildland	14%
Utility truck	12%
Heavy rescue	8%

Introduction

FAMA Report

1. Overview of Research

Goals of Research

The purpose of the research was to gather information regarding fire department trends. Additional goals include:

- Determining the effect of the current economic status on fire departments
- Gathering information regarding current apparatus used and potential needs
- Comparing data to previous years' studies

Dates conducted: January 2015–February 2015.

2. Research Methodology

The research was conducted via an online survey with fire departments in the United States and Canada. The survey was blasted out to both the Fire Apparatus Manufacturers' Association (FAMA) and the Fire and Emergency Manufacturers and Services Association (FEMSA). A total of 1,461 fire departments participated in the survey.

Data Collection Forms

The online survey consisted of 41 questions. (See Appendix A for sample survey.)

Data Tabulation

The survey was tabulated using SPSS software.

Statistical Tests Utilized

The chi-square test was utilized to determine if cross-tabulated variables were independent or dependent. A comparison of means test was also utilized when appropriate. When the chi-square test or comparison of means test indicated a dependent relationship at a 95% level of confidence, the correlation factor was noted in the report as "significant."

3. Respondent Characteristics

a. Organization Type

(What is the organization type of your fire department?)

Forty-eight percent of departments responding to the survey are volunteer departments; 23% are career departments. Twenty-six percent of fire departments are a combination of career and volunteer. Organization type in 2014 is similar to previous survey results. (Note: n=1,192.)

	2014 (n=1,192)	2013 (n=1,280)	2012 (n=2,005)	2011 (n=225)	2010 (n=81)	2009 (n=1,072)
Volunteer	48%	45%	44%	44%	37%	24%
Combination career/volunteer	26%	28%	29%	25%	41%	42%
Career	23%	23%	22%	27%	21%	31%
State/federal	1%	2%	1%	<1%	---	<1%
Private/contractual	1%	1%	2%	1%	---	<1%
Other	2%	2%	2%	3%	---	2%

b. Population Served

(What size population does your department serve?)

Just over half (51%) of the fire departments responding to the survey serve populations of 5,001–50,000. Ten percent serve populations of 50,001–100,000 and 8% serve populations of 100,001–500,000. Only 5% of the departments serve populations of more than 500,000. Results are similar to previous studies. (Note: n=1,192.)

	2014 (n=1,192)	2013 (n=1,280)	2012 (n=2,005)	2011 (n=225)	2010 (n=81)	2009 (n=1,072)
Less than 5,000	27%	23%	24%	26%	25%	13%
5,001–50,000	51%	52%	52%	46%	56%	58%
50,001–100,000	10%	12%	12%	15%	14%	15%
100,001–500,000	8%	8%	8%	8%	2%	12%
500,001–1,000,000	3%	2%	2%	1%	4%	1%
More than 1,000,000	2%	3%	2%	4%	0%	1%

c. Geographic Location

The majority of respondents are from the United States (97%); 3% are from Canada. Fifty states and all of the Canadian provinces are represented. (Note: n=1,191.)

Financial Overview

1. Trends Affecting Industry

(What are the biggest trends currently affecting your fire department?)

Respondents were asked to provide their thoughts on trends in the industry. These comments were then grouped into categories for easier analysis.

When asked to provide their thoughts on the biggest trends in the industry, 29% indicated "economy/money/lack of funding/budgets." Twenty-one percent were concerned with "reduced manpower/lack of volunteerism/membership." (Note: n=1,415.) See Appendix B for complete list of verbatim comments.

Economy/money/lack of funding/budgets	29%
Reduced manpower/lack of volunteers/membership	21%
Cost/apparatus replacement/refurbish/upgrade	10%
Staffing/turnover/part-time/attendance/daytime/retire	9%
Recruitment & retention	7%
Rescue/community paramedicine/EMT /ambulance/EMS	7%
Training requirements/education/accreditation	7%
Apparatus size/aging fleet/wearing out/not enough seats	6%
Do more with less/increase in services/call volume	4%
Technology/communication//social media	4%
Standards/NFPA/policies/regulations/compliance/OSHA	3%
Culture change/lack of experience/apathy/ morale/ young	3%
Safety/bailouts/accidents/seatbelts	3%
Other	7%

- "The increasing cost of replacement of apparatus."
- "Downturn in the economy due to mineral prices dropping."
- "Money, volunteers, and old equipment."
- "Recruitment and retention, not apparatus or equip."
- "Population decline so tax money declining."
- "Budget, EMS runs versus fire responses, accreditation, growing government requirements."
- "Shrinking funding from our village."
- "Budgets and volunteers."
- "Updating equipment."
- "Hybrid and electric car extrication."
- "Efficiency, downsizing, more training offerings."
- "Funding of the budget, training program development, EMS system development."

Below is a word cloud generated from the 50 most frequently used words to describe the biggest trends affecting the industry.

Financial Overview

2. Anticipated Actions Due to Economic Conditions

(Which of the following actions do you plan to take due to economic conditions?)

Thirty-five percent of respondents plan on postponing purchases and 32% do not anticipate taking any actions as a result of economic conditions. (Note: n=1,295.)

There has been an increase in the percentage of respondents who plan to postpone planned purchases compared to last year.

	2014 (n=1,295)	2013 (n=303)	2012 (n=2,005)	2011 (n=225)	2010 (n=81)	2009 (n=1,072)
Postpone planned purchases	35%	32%	40%	Not asked	62%	66%
No anticipated actions due to economic conditions	32%	33%	27%	Not asked	Not asked	Not asked
Standard operating procedures will change	30%	35%	32%	46%	21%	29%
Reduce number of planned purchases	27%	30%	36%	Not asked	54%	58%
Refurbish existing apparatus	27%	20%	26%	35%	32%	21%
Fees for service levied	13%	15%	15%	18%	15%	26%
Reduce staff	12%	16%	13%	19%	26%	24%
Cancel planned purchases	6%	4%	6%	Not asked	31%	25%
Forced to acquire non-NFPA compliant apparatus	6%	3%	6%	7%	5%	3%
Other	3%	4%	4%	31%	14%	10%

3. Anticipated Trends Over Next Two Years

(Over the next two years (2015 and 2016), how do you expect your (equipment budget, apparatus budget) to change?)

During the next two years, 32% of respondents believe equipment budgets will increase and 29% believe apparatus budgets will increase. Thirty-one percent believe staffing levels with increase. This is a slight increase from the previous year. (Note: n=1,355.)

	Equipment Budget				Apparatus Budget				Staffing Budget	
	2014 (n=1.355)	2013 (n=1,322)	2012 (n=2,005)	2011 (n=225)	2014 (n=1,355	2013 (n=1,480)	2012 (n=2,005)	2011 (n=225)	2014 (n=1,355)	2013 (n=1,480)
Increase	32%	27%	24%	27%	29%	26%	22%	27%	31%	28%
Stay the same	55%	55%	58%	53%	57%	57%	61%	51%	57%	60%
Decrease	14%	18%	19%	20%	15%	17%	18%	22%	12%	13%

Financial Overview

4. AFG or SAFER Grant Application

(Has your department applied for a grant during the last two years?)

Almost three-fourths of respondents have applied for a grant for equipment and 34% for apparatus. (Note: n=1,192.)

There is an increase in the percentage of respondents applying for equipment grants.

	2014 (n=1,192)	2013 (n=1,280)
Yes, for equipment	72%	66%
Yes, for apparatus	34%	32%
Yes, for other	16%	17%
Yes, for staffing	15%	17%
No	14%	17%
Not sure	5%	8%

5. AFG or SAFER Grant Recipient

(Have you received an AFG or SAFER grant during the last two years?)

Twenty-four percent of respondents received a grant for equipment during the last two years and 6% received a grant for staffing. (Note: n=1,192.)

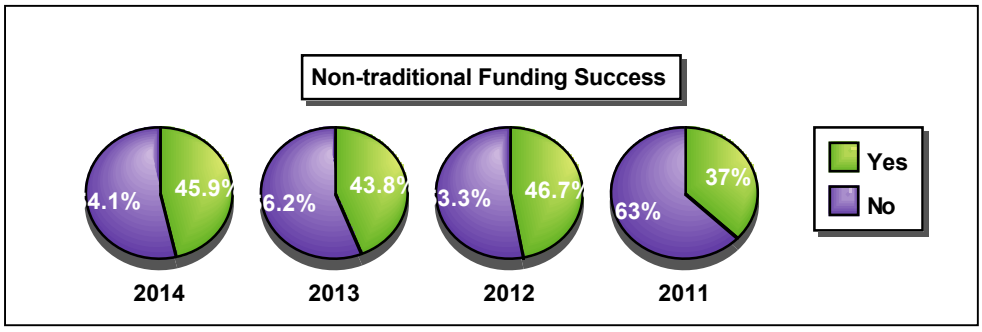
There is a slight increase in the percentage of respondents who have received a grant for equipment.

	2014 (n=1,192)	2013 (n=1,280)
Yes, for equipment	24%	19%
Yes, for staffing	6%	8%
Yes, for other	4%	4%
Yes, for apparatus	5%	3%
No	61%	62%
Not sure	10%	11%

6. Success of Non-Traditional Funding Methods

(Has your department been successful with non-traditional funding methods?)

Just less than half of departments have had some success with non-traditional funding sources. Results are similar to the 2013 and 2012 studies. (Note: n=1,295.)



7. Most Important Emphasis for FAMA/FEMSA

(In which one of the following areas could FAMA and FEMSA best help fire chiefs find/access funding?)

Over half of the departments most want FAMA/FEMSA to help raise overall awareness of funding sources. This mirrors the information gathered in the previous three studies. (Note: n=1,280.)

	2014 (n=1,192)	2013 (n=1,280)	2012 (n=1,581)	2011 (n=225)
Raising overall awareness of funding sources (federal, state, private, etc.)	53%	56%	56%	54%
Training for accessing potential sources of funds	27%	23%	25%	21%
Defining criteria for selecting the best source (matching needs with source)	20%	21%	19%	24%

Financial Overview

8. Current Budget Funding

(How is your equipment/apparatus budget funded? (Total should add up to 100%))

Three-fourths of apparatus budgets and 85% of equipment budgets are funded by tax revenue. The equipment budget figures are similar to 2013 expect the tax revenue percentage increased, which could be a function of the improving economy. Fundraising, municipal bonds and grants declined for apparatus budgets from 2013 to 2014. (Note: n=1,192.)

	Equipment				Apparatus			
	2014	2013	2012	2011	2014	2013	2012	2011
Tax revenue	85%	77%	76%	66%	78%	77%	75%	54%
Fundraising	13%	18%	19%	8%	10%	19%	20%	6%
Municipal bonds	4%	9%	9%	4%	11%	24%	23%	9%
Grants	10%	13%	14%	8%	11%	16%	18%	8%
Other	8%	20%	18%	3%	9%	24%	20%	3%

(Note: Although respondents were requested to have percentages add up to 100%, in many cases they did not.)

9. Trends Over Last Two Years

(Over the last two years has your (staffing level, equipment budget, apparatus budget) increased, stayed the same or decreased?)

Staffing levels and apparatus budgets are similar to last year's amounts. Equipment budgets increased slightly from 2013 to 2014. (Note: n=1,355.)

Staffing Levels	2014 (n=1,355)	2013 (n=1,480)	2012 (n=1,935)	2011 (n=225)	2010 (n=81)	2009 (n=1,072)
Increased	23%	23%	22%	21%	19%	27%
Stayed the same	48%	50%	53%	51%	54%	51%
Decreased	29%	27%	25%	27%	27%	23%

Equipment Budgets	2014 (n=1,355)	2013 (n=1,322)	2012 (n=1,935)	2011 (n=225)	2010 (n=81)	2009 (n=1,072)
Increased	26%	22%	20%	21%	16%	19%
Stayed the same	55%	53%	54%	48%	37%	44%
Decreased	20%	25%	26%	31%	47%	37%

Apparatus Budgets	2014 (n=1,355)	2013 (n=1,480)	2012 (n=1,935)	2011 (n=225)	2010 (n=81)	2009 (n=1,072)
Increased	23%	22%	20%	22%	19%	19%
Stayed the same	60%	58%	58%	54%	42%	45%
Decreased	18%	19%	23%	24%	40%	36%

10. Impact of Budget Restrictions

(Have you changed your apparatus specifications/selection due to cost or budget restrictions?)

Just over half of the respondents have changed their apparatus specifications due to cost or budget restrictions. (Note: n=1,416.)

Results mirror those of the previous year's study.

	2014 (n=1,416)	2013 (n=1,537)
Yes, chose a different, new apparatus	27%	26%
Yes, replace with a used vehicle	13%	13%
Yes, other options	16%	17%
No	43%	44%

Current and Future Purchasing

1. Current Apparatus Owned

(Which of the following apparatus does your department currently own?)

Almost all fire departments currently own a pumper. Apparatus ownership has remained steady since the 2011 survey. (Note: n=1,416.)

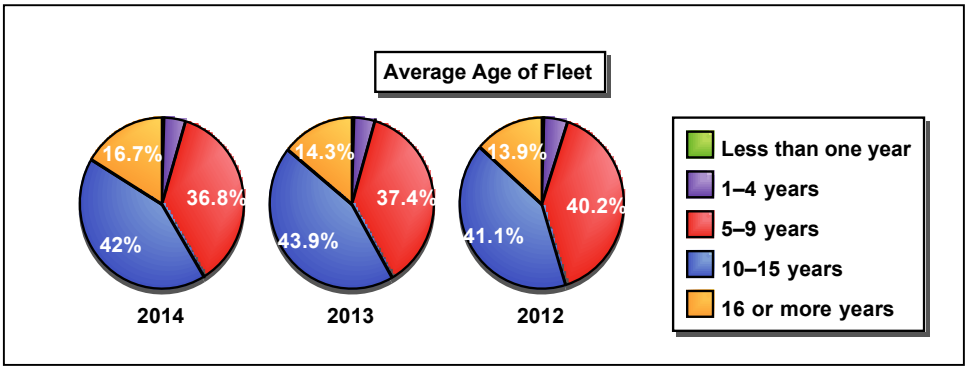
	2014 (n=1,416)	2013 (n=1,537)	2012 (n=2,005)	2011 (n=225)
Pumper	97%	96%	97%	98%
Utility truck	59%	59%	59%	58%
Tanker	59%	58%	32%	53%
Rescue	57%	57%	60%	61%
Aerial	56%	58%	58%	56%
Wildland	54%	54%	51%	60%
Ambulance transport	33%	33%	35%	33%
Heavy rescue	30%	29%	32%	31%
Command center	21%	22%	24%	25%
ARFF (Airport Rescue Firefighting)	6%	7%	6%	6%

2. Average Age of Fleet

(What is the average age of your fleet?)

The majority of respondents have a fleet with an average age of five years or more; 17% have a fleet with an average age of 16 years or more. (Note: n=1,416)

The average age of the fleet has increased slightly over the past three years.



3. Anticipate Major Purchase

(Do you anticipate making a major purchase during the next fiscal year?)

Slightly more than four out of ten fire departments anticipate making a major purchase during the next fiscal year; 34% indicated they would not be making a major purchase. (Note: n=1,537).)

	2014 (n=1,416)	2013 (n=1,537)	2012 (n=2,005)	2011 (n=225)	2010 (n=81)
Yes	43%	40%	40%	56%	37%
No	34%	36%	33%	30%	32%
Not sure	27%	24%	28%	14%	31%

4. Anticipated Purchases

(What do you anticipate purchasing?)

Of those anticipating a purchase, 93% anticipate purchasing an apparatus and 74% have plans to purchase equipment. The number of respondents planning to purchase equipment has increased since the last survey. (Note: n=607.)

	2014 (n=607)	2013 (n=607)	2012 (n=769)	2011 (n=127)
Other	2%	1%		
Apparatus	93%	92%	92%	81%
Equipment	74%	67%	76%	77%
Training	47%	40%	44%	46%
Computer hardware/software	43%	33%	36%	47%
Fire station furnishings	28%	26%	25%	31%
Fire station	17%	19%	---	21%

Current and Future Purchasing

5. Anticipate Apparatus Purchases in Next Two Years

(Which of the following apparatus does your department anticipate purchasing in the next two years?)

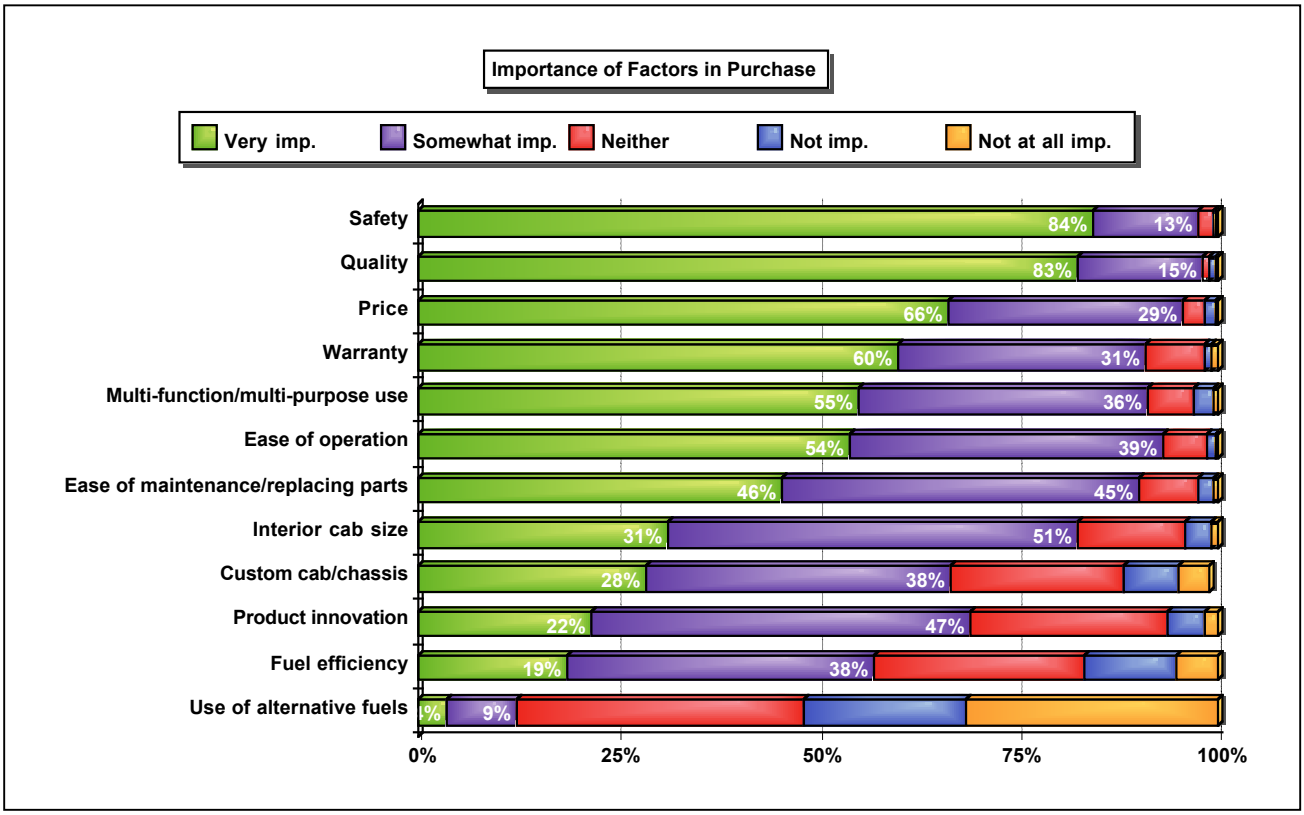
Just less than two-thirds of the departments anticipate purchasing a pumper during the next two years and 25% anticipate purchasing an aerial. In many of the apparatus categories, there is an increase from 2013 to 2104. (Note: n=565.)

	2014 (n=565)	2013 (n=441)	2012 (n=614)	2011 (n=225)
Pumper	61%	57%	56%	56%
Aerial	25%	23%	23%	5%
Ambulance transport	21%	18%	18%	20%
Rescue	14%	12%	14%	14%
Wildland	14%	8%	10%	13%
Utility truck	12%	8%	7%	13%
Heavy rescue	8%	6%	7%	7%
Command center	5%	2%	2%	4%
ARFF (Airport Rescue Firefighting)	1%	2%	2%	3%
Tanker	---	---	---	10%
Other	13%	17%	15%	28%

6. Importance of Various Factors in Apparatus/Equipment Purchases

(Please rate the importance of the factors below in purchasing apparatus and equipment.)

Safety and quality are the two most important factors in choosing an apparatus and equipment. Fuel efficiency and use of alternative fuels are the least important factors in an apparatus/equipment purchase. Results mirror those of the 2013 and 2012 study. (Note: n=1,416.)

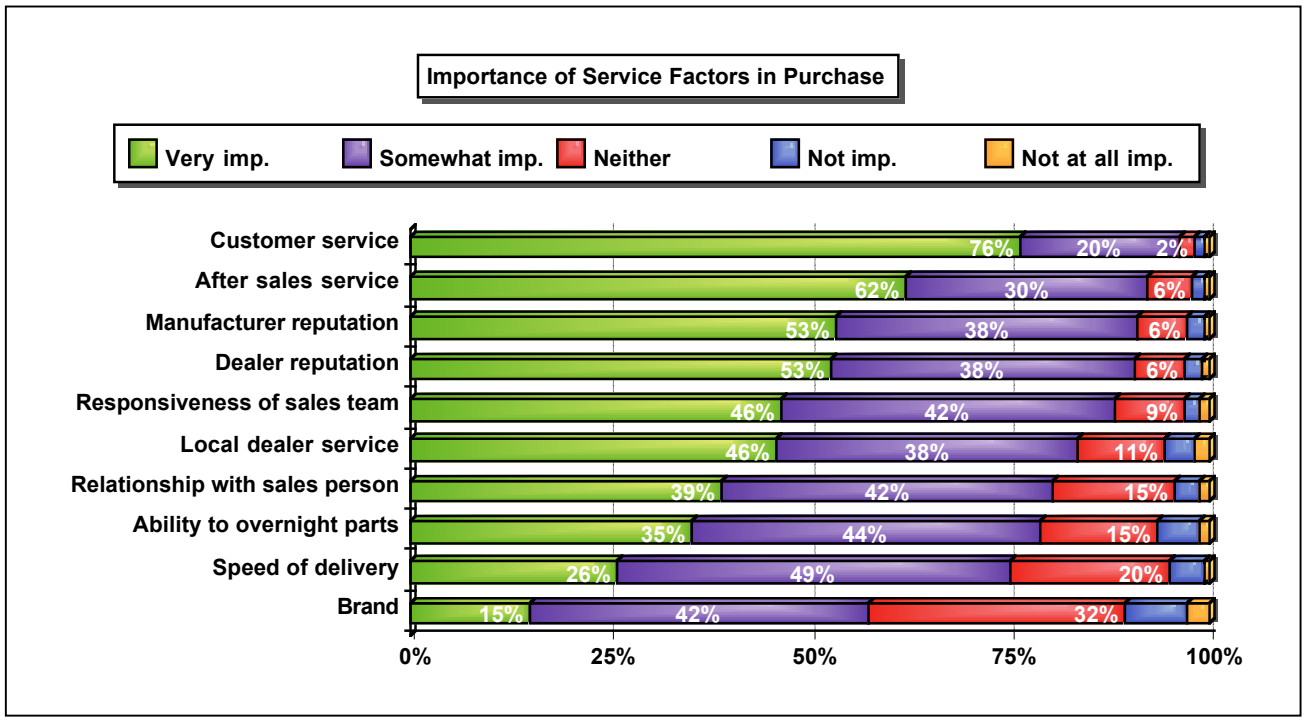


Current and Future Purchasing

7. Importance of Service Factors in Purchase

(How important are the following service/manufacturer attributes in the purchase of a new apparatus?)

Customer service is the most important service factor in the purchase of a new apparatus followed by after sales service. Brand is the least important factor. (Note: n=1,535.)



Results from this study mirror those of last year's study.

Mean average, 5=very important and 1=not at all important	2014 (n=1,416	2013 (n=1,535)	2012 (n=2,002)
Customer service	4.7	4.7	4.7
After sales service	4.5	4.5	4.5
Dealer reputation	4.4	4.4	4.4
Manufacturer reputation	4.4	4.4	4.4
Responsiveness of sales team	4.3	4.3	4.3
Local dealer service	4.2	4.2	4.3
Ability to overnight parts	4.1	4.1	4.1
Relationship with sales person	4.1	4.1	4.2
Speed of delivery	4.0	3.9	4.0
Brand	3.6	3.6	3.6

8. Future Trends

(For each of the following, please indicate which way you believe each will change over the next five years.)

Over the next five years, the majority of fire departments anticipate that there will not be a change to the tank size or pump capacity. Just over one-third of respondents expect all of those to increase in size. Results mirror those from 2013. (Note: n=1,416)

	2014 (n=1,416)			2013		
	Tank size	Pump capacity	Cab size	Tank size	Pump capacity	Cab size
Larger	33%	35%	36%	36%	38%	38%
No change	58%	60%	48%	56%	58%	46%
Smaller	8%	5%	15%	9%	4%	16%

Twenty-one percent believe there will be a change to patient transport capability and 72% believe there will be no change. Sixty-three percent believe there will be more compartments, 8% believe less, and 30% believe no change. Half of the respondents believe the chassis will be customized, 28% believe it will be a commercial chassis and 23% expect no change. The results mirror those from 2013. (Note: n=1,416.)

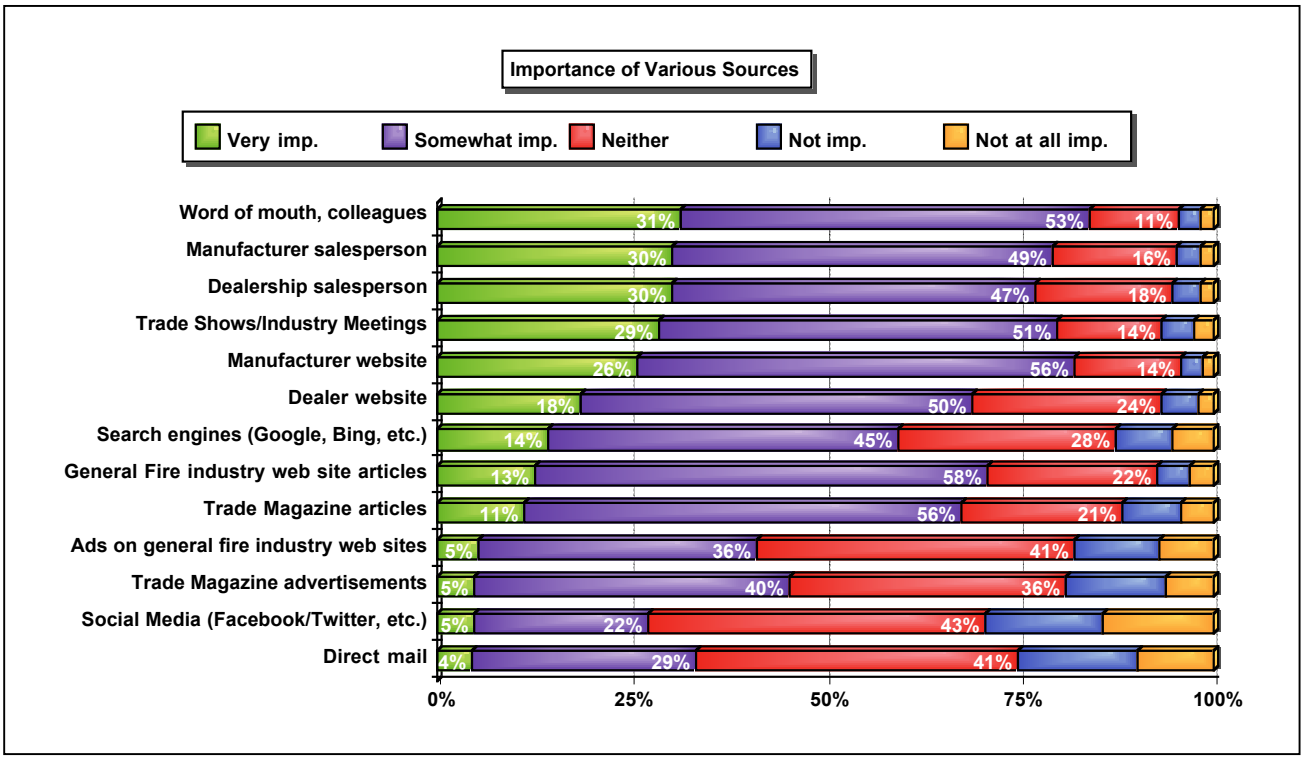
Patient Transport Capability	Yes–21%	No–7%	No change–72%
Compartments	More–63%	Less–8%	No change–30%
Chassis	Custom–49%	Commercial–28%	No change–23%

Current and Future Purchasing

9. Importance of Various Sources

(Please rate the importance of each of the following when seeking information on apparatus and equipment.)

Word-of-mouth/colleagues, manufacturer salesperson, and dealership salesperson are the most important sources of information. Social media and direct mail are the least important sources of information. (Note: n=1,191.)



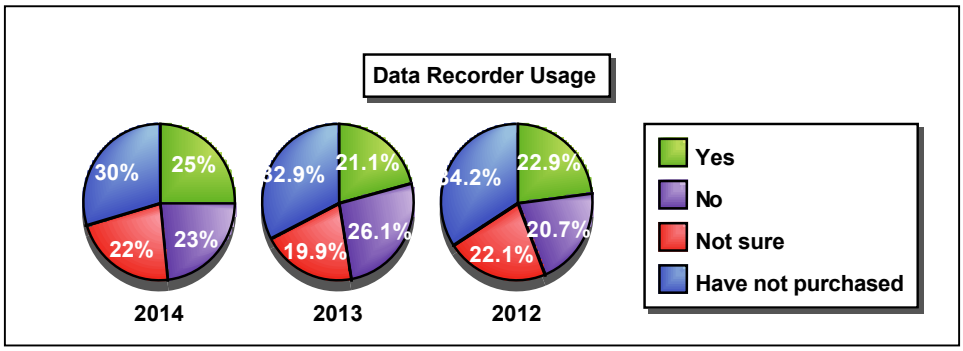
Results mirror those of previous studies.

Other Information

1. Usage of Data Recorder for Training

(If you have purchased a new fire apparatus since 2009, have you used the NFPA required vehicle data recorder?)

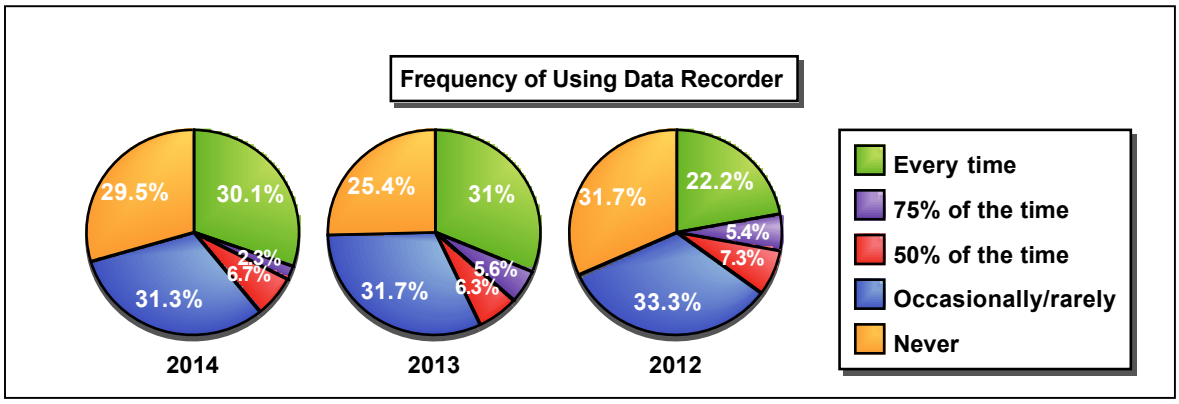
Twenty-five percent of all respondents are using the data recorder and 23% are not. Thirty percent have not purchased a new fire apparatus since 2009. There is a slight increase in data record usage from the 2013 study. (Note: n=1,355.)



2. Frequency of Data Recorder Usage

(How often have you used the data recorder?)

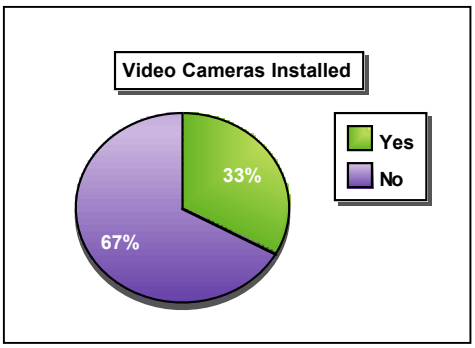
Of those who have purchased a vehicle with a data recorder, 30% use it every time; 30% never use it. There has been a decrease in usage since last year's survey. (Note: n=342.)



3. Video Cameras Installed

(Do you currently have video cameras installed in any of your vehicles?)

One-third of respondents have video cameras installed on at least some of their vehicles. (Note: n=1,355.)



Other Information

4. Importance of Camera Surveillance System Options

(For future apparatus purchasing, how important are the following camera surveillance systems that you might consider?)

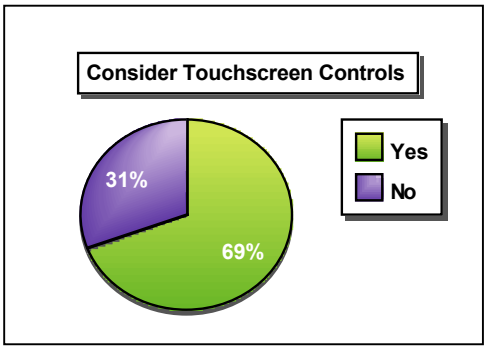
Of the various camera surveillance system options, 76% of respondents indicated rear-vision camera viewing is important–43% stated very important and 33% stated important. Perimeter vision camera viewing is least important. (Note: n=1,355.)

	Very Important	Important	Somewhat important	Not at all important
Rear-vision camera viewing	43%	33%	16%	8%
Forward-facing (in cab out the windshield) viewing	14%	25%	30%	31%
Right or left side camera viewing	11%	24%	36%	29%
Any type of vehicle system camera surveillance recording	11%	24%	34%	32%
Perimeter (360 degree) vision camera viewing	10%	23%	39%	29%

5. Consider Touchscreen Controls

(Would your department consider purchasing any equipment that utilizes touchscreen controls to operate various pieces of equipment on the apparatus?)

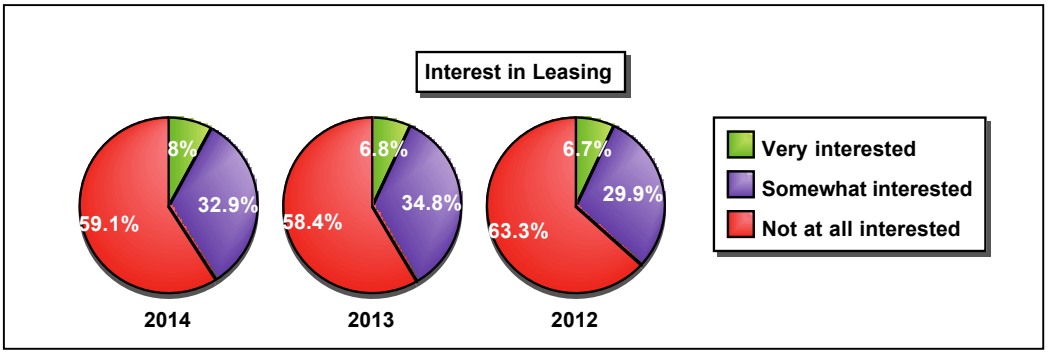
Just over two-thirds of respondents (69%) would consider purchasing equipment that utilized touchscreen controls. (Note: n=1,355.)



6. Interest in Leasing

(How interested are you in leasing apparatus from manufacturers?)

Forty-one percent of respondents have some interest in leasing apparatus from manufacturers; 59% are not at all interested. The 2014 results mirror those of the 2013 study. (Note: n=1,192.)

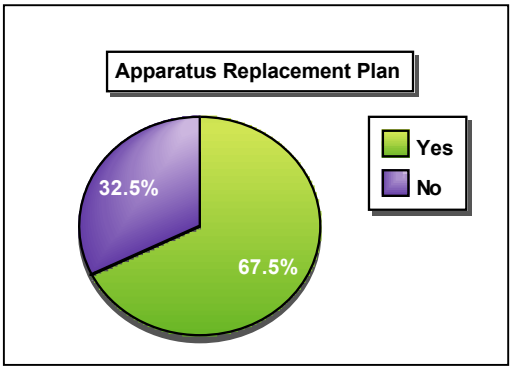


Other Information

7. Apparatus Replacement Plan

(Does your fire department have an Apparatus Replacement plan or process?)

Just over two-thirds of respondents have an apparatus replacement plan. (Note: n=1,351.)



8. Measurement to Determine Apparatus is Ready for Replacement

(How does your department determine an apparatus is ready for replacement? Also indicate the measurement your department uses.)

Because respondents were allowed to write in a variety of comments rather than a number, comments varied greatly. In order to provide useable data, only the numbers were averaged. Many of the respondents indicated that they use cost of maintenance as part of their decision. See Appendix B for verbatim responses

Apparatus mileage (n=44)	98,522 average miles (low of 100 to high of 300,000)
Engine hours (n=31)	7,844 average hours (low of 3 to a high of 50,000)
Years in service (n=566)	16 average years (low of 1 to a high of 30 years)

9. Suggestions to Better Meet Needs

Respondents were asked to provide suggestions for what an apparatus manufacturer can do to better meet their needs. These comments were then grouped into categories for easier analysis.

Forty-eight percent could not come up with a suggestion; 22% indicated “lower cost/funding/grants/price/financing/lease/free.” (Note: n=1,181.) See Appendix B for complete list of verbatim comments.

None/don't know/NA/no/doing fine	48%
Lower cost/funding/grants/price/financing/lease/free	22%
Quality control/maintenance	4%
After sale service/work with us/listen/personable/customer service	4%
Standardize//basic/simple/stock/mechanical	4%
Newer/better trucks/multi-functional/dependable/reliable	3%
Needs assessment/options/consider our plans	3%
Clear communication/flexible/open/responsive/interaction	2%
Knowledgeable/meet/inspect/demos	2%
Better design/cab size/basic/reach/storage/height	2%
Faster delivery/faster repairs/warranty/stand behind	2%
Detailed/specifics on specs/manuals/info	2%
Innovative/customized/technology	2%
Other	4%

- “Up-to-date photos of the progress of the build. Make those photos public too; it helps when deciding what we would like to add for options.”
- “Grant assistance.”
- “Keep cost and size of vehicles to suit City type uses and budgets. More times than not, manufacturers are building monster trucks for the larger fire districts with good funding. Bigger isn't always better.”
- “Basic equipment.”
- “Nothing at this time.”
- “Help control escalating costs. The variety of options and specialization choices help add to higher overhead. I believe if the industry were to become a little more standardized then development costs, manufacturing costs, and other areas of price increases could most likely be better controlled.”
- “Better pricing.”
- “I think it's very competitive, and as such, they pretty much do a good job.”

Other Information

- “Don’t argue with departments when they want something a certain way unless it is safety related. Start to come back into line with pricing on some apparatus.”
- “Lower price.”

Sources of Information

1. Industry Trade Shows Attended

(What industry trade shows do you attend at least once every three years?)

About one out of four respondents attend FDIC at least once every three years; 24% attend Firehouse Expo. See Appendix B for complete list of other responses. (Note: n=1,192.)

The percent of respondents attending the FDIC show has decreased slightly and those attending the Firehouse Expo have increased slightly from the previous two years.

	2014 (n=1,192)	2013 (n=1,280)	2012 (n=1,604)
FDIC	38%	44%	44%
Firehouse Expo	24%	20%	20%
International Association of Fire Chiefs	17%	19%	18%
PA Fire Expo	15%	12%	13%
Ontario Fire Chiefs Show	1%	2%	3%
Other	40%	42%	41%

Appendix A–Survey

FAMA/FEMSA 2015 Industry Survey

1. What are the biggest trends which are currently affecting your fire department?

_____

_____

2. Which of the following apparatus does your department currently own? ***(Check all that apply.)***
   - ☐ Aerial
   - ☐ Pumper
   - ☐ Wildland
   - ☐ Tanker
   - ☐ Rescue
   - ☐ Heavy rescue
   - ☐ Command center
   - ☐ Utility truck
   - ☐ Ambulance transport
   - ☐ ARFF (Airport Rescue Firefighting)
   - ☐ Other

3. What is the size of your fleet?
   - ☐ Less than 10 vehicles
   - ☐ 11 to 25 vehicles
   - ☐ 26 to 50 vehicles
   - ☐ More than 50 vehicles

4. Have you changed your apparatus specification/selection due to cost or budget restrictions?
   - ☐ Yes, chose a different new apparatus
   - ☐ Yes, replaced with a used vehicle
   - ☐ Yes, other option
   - ☐ No

5. For each of the following, please Indicate which way you believe each will change over the next 5 years.

Tank size:	Larger	Smaller	No change
Pump Capacity	Larger	Smaller	No change
Patient Transport Capability	Yes	No	No change
Cab size (# of seating positions)	Larger	Smaller	No change
Compartments	More	Less	No change
Chassis	Custom	Commercial	No change

6. What is the average age of your fleet?
   - ☐ Less than one year
   - ☐ 1–4 years old
   - ☐ 5–9 years
   - ☐ 10–15 years
   - ☐ 16 or more years

Appendix A–Survey

7. How important are the following product attributes in the purchase of new apparatus?

	Not at all important	Not important	Neither	Somewhat important	Very Important
Price					
Multi-function/multi-purpose use					
Safety					
Quality					
Custom cab/chassis					
Ease of operation					
Warranty					
Fuel efficiency					
Use of alternative fuels (hybrid, natural gas)					
Ease of maintenance/replacing parts					
Interior cab size					
Innovativeness of product					

8. How important are the following service/manufacturer attributes in the purchase of new apparatus?

	Not at all important	Not important	Neither	Somewhat important	Very Important
Local dealer service					
Brand					
Dealer reputation					
Customer service					
Speed of delivery					
Ability to overnight parts					
After sales service					
Manufacturer reputation					
Relationship with sales person					
Responsiveness of sales team					

9. Do you anticipate making a major purchase during the next fiscal year?
   - ☐ Yes
   - ☐ No, Go to Q12
   - ☐ Not sure, Go to Q12

10. What do you anticipate purchasing? ***(Check all that apply.)***
   - ☐ Fire station
   - ☐ Apparatus (Go to Q11)
   - ☐ Equipment
   - ☐ Training
   - ☐ Fire station furnishings
   - ☐ Computer hardware/software
   - ☐ Other, please specify:

11. Which of the following do you anticipate purchasing?
   - ☐ Aerial
   - ☐ Pumper
   - ☐ Wildland
   - ☐ Rescue
   - ☐ Heavy rescue
   - ☐ Command center
   - ☐ Utility truck
   - ☐ Ambulance transport
   - ☐ ARFF (Airport Rescue Firefighting)

☐ Other

12. Exclusive of capital purchases such as apparatus, over the last two years has your **equipment budget** increased, stayed the same or decreased?
- ☐ Increased
- ☐ Stayed the same
- ☐ Decreased

13. Exclusive of capital purchases such as apparatus, how you do expect your equipment budget to change over the next two years (2015 & 2016)?
- ☐ Increase
- ☐ Stay the same
- ☐ Decrease

14. Over the last two years has your **staffing level** increased, stayed the same or decreased?
- ☐ Increased
- ☐ Stayed the same
- ☐ Decreased

15. Over the next two years (2015 & 2016), how do you expect your **staffing level** to change?
- ☐ Increase
- ☐ Stay the same
- ☐ Decrease

16. Over the last two years has your **apparatus budget** increased, stayed the same or decreased?
- ☐ Increased
- ☐ Stayed the same
- ☐ Decreased

17. During the next two years (2015 & 2016) do you anticipate your **apparatus budget** will increase, stay the same or decrease?
- ☐ Increase
- ☐ Stay the same
- ☐ Decrease

18. Do you currently have video cameras installed in any of your vehicles?
- ☐ Yes
- ☐ No

19. For future apparatus purchasing, how important are the following camera surveillance systems that you might consider?

	Not at all important	Somewhat important	Important	Very Important
Rear-vision camera viewing				
Perimeter (360 degree) vision camera viewing				
Right or left side camera viewing				
Forward-facing (in cab out the windshield) viewing				
Any type of vehicle system camera surveillance **Recording**				

20. Would your department consider purchasing any equipment that utilizes touchscreen controls to operate various pieces of equipment on the apparatus?

- ☐ Yes

☐ No

21. If you have purchased a new fire apparatus since 2009, have you used the NFPA required vehicle data recorder?
- ☐ Yes
- ☐ No, go to Q22
- ☐ Not sure, go to Q23
- ☐ Have not purchased a apparatus since 2009, go to Q23

22. How often have you used the data recorder?
- ☐ Every time the apparatus is used
- ☐ About 75% of the time the apparatus is used
- ☐ About 50% of the time the apparatus is used
- ☐ Occasionally/rarely
- ☐ Never

23. Does your Fire Department have an Apparatus Replacement plan or process?
- ☐ Yes
- ☐ No, go to Q25

24. How does your department determine an apparatus is ready for replacement (please also indicate the measurement your department uses)?

Apparatus mileage _____
- ☐ Engine hours _____
- ☐ Years in service _____
- ☐ Cost of Maintenance _____
- ☐ Other (please specify) _____

25. Which of the following actions do you plan to take due to economic conditions? ***(Check all that apply.)***
- ☐ Standard operating procedures will change
- ☐ Staffing will be reduced
- ☐ We will institute fees for services
- ☐ We will be forced to acquire non-NFPA compliant apparatus
- ☐ We will refurbish existing apparatus rather than purchase it new
- ☐ Cancel planned purchases
- ☐ Postpone planned purchases
- ☐ Reduce number of planned purchases
- ☐ No anticipated actions for economic conditions
- ☐ Other, Please specify: _____

26. Has your department been successful with non-traditional funding methods?
- ☐ Yes
- ☐ No

27. Has your department applied for a grant during the last two years?
- ☐ Yes for Apparatus
- ☐ Yes for Equipment
- ☐ Yes for Staffing
- ☐ Yes for Other
- ☐ No
- ☐ Not sure

28. Have you received an AFG or SAFER grant during the last two years?
- ☐ Yes, for Apparatus
- ☐ Yes, for Equipment
- ☐ Yes, for Staffing
- ☐ Yes, for Other

☐ No
☐ Not sure

29. In which one of the following areas could FAMA and FEMSA best help fire chiefs find/access funding?
☐ Raising overall awareness of funding sources (federal, state, private, etc.)
☐ Define criteria for selecting the best source (matching needs with source)
☐ Training for accessing potential sources of funds

EQUIPMENT BUDGETS
30. How is your equipment budget funded? (Total should add up to 100%)
Tax revenue _____
Fund raising _____
Municipal bonds _____
Grants _____
Other _____

APPARATUS BUDGET and PURCHASING
31. How is your apparatus budget funded? (Total should add up to 100%)
Tax revenue _____
Fund raising _____
Municipal bonds _____
Grants _____
Other _____

32. How interested are you in leasing apparatus from manufacturers?
☐ Very interested
☐ Somewhat interested
☐ Not at all interested

33. Is there anything that apparatus manufacturers can do to better meet your needs?

_____

_____

34. Please rate the importance of each of the following when seeking information on apparatus and equipment.

	Not at all important	Not important	Neither	Somewhat important	Very Important
Trade Magazine articles					
Trade Magazine advertisements					
Direct mail					
Trade Shows/Industry Meetings					
Search engines (Google, Bing, etc.)					
Word of mouth, colleagues					
Manufacturer website					
Dealer website					
Manufacturer salesperson					
Dealership salesperson Social Media (Facebook/Twitter, etc.) General Fire industry web site articles Ads on general fire industry web sites					

35. What industry trade shows do you attend at least once every three years?
    - ☐ FDIC
    - ☐ PA Fire Expo
    - ☐ Firehouse Expo
    - ☐ International Association of Fire Chiefs
    - ☐ Other

36. What is the organization type of your fire department?
    - ☐ Career department
    - ☐ Volunteer department
    - ☐ Combination career & volunteer department
    - ☐ Private/contractual department
    - ☐ State/federal department
    - ☐ Other, Please specify:

37. What size population does your department serve?
    - ☐ Less than 5,000
    - ☐ 5,001–50,000
    - ☐ 50,001–100,000
    - ☐ 100,001–500,000
    - ☐ 500,001–1,000, 000
    - ☐ More than 1,000,000

38. Please select your primary occupation/title
    - ☐ Fire chief/commissioner
    - ☐ Assistant chief/deputy chief
    - ☐ Battalion chief/district
    - ☐ Chief/shift commander
    - ☐ Company officer
    - ☐ EMT/paramedic
    - ☐ Training office/training chief/instructor
    - ☐ Firefighter/driver/operator
    - ☐ Fire marshal inspector
    - ☐ First responder
    - ☐ Other

39. How long have you been in your position?
    - ☐ Less than one year
    - ☐ 1–5 years
    - ☐ 6–10 years
    - ☐ 11–15 years
    - ☐ More than 15 years

40. Where are you located?
    - ☐ US
    - ☐ Canada

41. Which state are you located in? (drop down)

Appendix B–Verbatim Comments

What are the biggest trends, which are currently affecting your fire department?

- Old and outdated gear.
- Money, influx of residents.
- Lack of Volunteers
- Cuts in funding
- Lack of volunteers
- Safety
- STSS Accreditation
- Staffing
- Fitness budget cuts
- Medical Insurance Costs
- Need more volunteers and daytime help and money.
- Reducing the number of at-fault motor vehicle accidents within the department.
- Younger firefighters and communications issues
- Rising costs and lower revenue
- Rate of growth and obtaining funding in a timely manner for new facilities and apparatus as the fleet grows.
- Budget shrinkage
- None known at this time.
- Lack of management experience
- Leadership churning
- The increasing cost of replacement of apparatus
- Downturn in the economy due to mineral prices dropping.
- Money Volunteers Old equipment
- Recruitment and retention, not apparatus or equip.
- Population decline so tax money declining
- Budget, EMS runs versus fire responses, accreditation, growing government requirements
- Shrinking funding from our village
- New station design, and or remodel
- Lack of money
- Budgets Volunteers
- Updating equipment
- Cost...
- Hybrid and electric car extrication
- Community Paramedicine
- Efficiency, downsizing, more training offerings
- Funding of the budget, training program development, EMS syust3em development.
- Investigating moving away from a Class 1 pumper to a SSV due to nature of incidents
- Aging volunteers.
- Lack of tax base, unfunded municipal mandates, outdated and broken equipment, and lack of funds to train and replace or upgrade.
- LARGER BUILDINGS AND INCREASED TRAFFIC
- State budgetary caps Age of apparatus NFPA regulations with out thought of impact to small ALL volunteer departments that do not have the recourses to comply the need for more appropriate training for volunteer departments availability of grant funding for volunteer departments, cut back on the funds to cities - place the volunteers first
- More younger members
- Lack of adequate funding. Lack of volunteers due to increased training requirements.
- Community EMS Programs
- Staffing
- The narrow banding by the FCC. We are in an area with lots of hills and after the re-banding of our radios, have lost the ability to stay in touch with the 911 dispatches in many areas. To correct the problem, the County would have to add towers to all areas of the County and they don't have the funding to do that. Most agree that narrow banding has caused the problem.
- Lack of Volunteers
- Adequate staffing and an aging roster.
- Lack of volunteerism. We now need to pay people for some of the things they did for no pay previously.
- Limited funding, low volunteerism, lack of interest in training/practice.
- Reduced budgets & staffing Our city is doing a lot of cross training in clerical and support staff so our support staff is being diverted to other departments to augment their staffing
- Changes in radios and communications.
- Expansion of coverage area
- Economics, Obama-omics
- Emissions
- Ambulance transport-community based paramedics

Appendix B–Verbatim Comments

- Low funding
- Funding
- Staffing
- Apparatus age restrictions
- LOW MANPOWER
- No Volunteers
- The downturn in volunteer staffing The economic situation/income
- Staffing issues
- Lack of POC staffing Lack of local Gov to see the future needs and how to get there
- Poor Economy, lack of fund raising reply ' s from citizens.
- Apparatus and equipment costs.
- Increased costs due to overreach of NFPA standards Reduced volunteerism Increased training requirements
- Funds available to replace aging apparatus and equipment and for repairs
- Downsized departments and decreasing funds.
- Choosing the correct apparatus for the incidents we regularly respond too.
- Manpower. Equipment service
- Staffing and money
- Budgets, lack of new volunteers, merging of fire districts
- Fund raisers, grants
- Budget
- Size and cost of apparatus
- I am just coming back from medical, the biggest problem I have is the new officers
- Budget, insurance cost, membership.
- Manpower
- Training and motivation
- Electronics and rollover protection
- Communications changes
- Budgeting and securing funds for replacement equipment
- Apparatus purchase
- Rising cost of equipment, apparatus, PPE, and basically everything involved with the operation of a fire department.
- Cost cutting
- Money/funding for items
- I'm the 2nd asst and president
- Lack of personal
- EMS
- Dwindling manpower, unrealistic political expectations.
- More EMS, fewer people that really know how to study/learn
- Ability to secure enough volunteers to even drives the apparatus.
- More mandates taxing our financial resources to meet the requirements needed and the cost not matching the industry inflation costs to be able to make the required purchases from these supplied funds.
- Bailout systems
- Volunteerism
- Manpower money
- Issues with communications after the lowering of the bandwidth.
- Benefit costs
- Firefighter safety
- Volunteer member retention. And training
- Performance measurement and adequate response coverage as well as sustainability and environmentally friendly service solutions
- Recruitment and retention as well as lack of motivation to train
- Always the economy
- Lack of staffing
- Increase in calls due to growth of area
- SCBA's
- As a volunteer dept, a lack of good qualified drivers/operators
- Lack of available on call staffing
- The rising operating costs and recruiting/retention of trained personnel.
- Replacing equipment based on time schedules (hose, gear, etc.) directed by NFPA standards versus replacement based on use. This has removed a significant portion of our budget to be placed in escrow versus having money for new innovations or replacing apparatus sooner.
- Keeping members
- Price of equipment
- Change in response needs

Appendix B–Verbatim Comments

- Recruitment, retention, building funding and replacement
- Tighter budgets. Pressure from public to control costs and size of new emergency vehicles.
- Try to follow all guide line with the money we have
- Aging equipment
- Personnel shortages, budget, new equipment
- Paperless Reporting
- Budget and need for replacement of aging apparatus/equipment
- Cancer, 2nd Set of Gear, Budget.
- Age of our apparatus.
- Replacement of aging apparatus and equipment.
- Man power and training
- Exponential City Growth and coverage. Meeting dispatch call processing times. Meeting total response time goals.
- Budgets
- New, under-trained membership. Decaying, aging vehicle fleet.
- EMS changes within TN.
- Budget Cuts
- Right-sizing of the vehicles to lower maintenance costs and reduce wear and tear on the streets
- Lack of funds to continue to grow, we are capped at a 1% increase to our budget per year and rely solely on property taxes as our funding source.
- Staffing shortages, budget-funding shortfalls, grant acquisition difficulties.
- Purchase of a new Rescue apparatus
- Staffing, finance
- Lack of volunteers lack of funding
- Lack of volunteers
- Training for volunteer fire departments is very hard, especially in rural areas.
- Safety
- Increased ISO/nfpa standards for gear and equipment
- Younger members
- Manpower and training.
- Funding, Apparatus Purchasing
- OSHA
- Increasing runs = increasing fuel use, mpg!
- Apparatus replacement not occurring
- Still budget cuts
- Tax caps and reduce funding and low fund raisers
- Membership, small towns are having problems getting new members because of requirements and family.
- PPE and Communications
- Man power
- Healthcare changes and EMS, finances, staffing
- Recruiting quality volunteers
- Volunteer staffing shortage
- Financial
- Training
- Contract negotiations
- Hazmat
- Rescue
- Small amount of funding
- Lack of Money and new technology
- Medical calls, lack of commitment from on call fire fighters, lack of space, inadequate fire station. Fire fighters w/ lack of technology experience.
- Culture changes in the fire service
- Major purchase funding.
- Fire Attack methods
- The Price
- No interest in being a fireman.
- Loss of revenue
- Budgets and rate of inflation, adequate number of qualified personnel (high turn over), increasing demands of qualifications.
- Lack of manpower
- Lack of manpower Mandates without funding
- Industry changes and multi purpose equipment
- Wildfire risk, getting new volunteers up to speed on a foreground that doesn't look like FF1- TIM, WUI, Swift water, etc.
- Absorbing ambulance service
- The lost of Vol. due to they are having to commute for employment and do not have the time to commit.

Appendix B–Verbatim Comments

- Finances
- Continued need for training
- Keeping members.
- Over responding to low priority EMS calls with large apparatus.
- Progress
- Lack of manpower, volunteers.
- Coverage during the day.
- More EMS in relation to fire.
- Budgets and personnel willing to volunteer
- Tech. Rescue
- Low Staffing, low budget, and complacency
- Controlling vent on house fires. I.e. flow path
- Use of Seat Belts
- Staffing
- Shrinking budget and available real estate tax money from the state. In turn our City Council/Administrator have given orders to our Chief to seriously look at replacing current staffing with volunteer personnel.
- Personnel, funding for new station
- Lack of funds to update out dated fleet
- Recruitment Leadership Training
- Manpower and finances
- None
- Low gas prices. Which means less revenue coming into the district?
- Manpower Budget constraints Training a combination department
- Lack of money
- Daytime manpower.
- Recruitment and Retention
- Our new members are unable to drive a manual transmission.
- Old equipment
- Manpower/lack of volunteers Funding for equipment
- Older equipment needing replaced or updated
- Fire Apparatus
- Possible loss of revenue and retention of Volunteers
- Budget shortages
- Retention funding
- 800 me and I pads
- Not enough volunteers in our community, which means our staff is continuing to age. Also, not enough seats in apparatus.
- Maintaining paid-on-call personnel 2. Economy
- Lack of members.
- Manpower, money, volunteering.
- The continuing changes in up grading equipment.
- Training
- Growing area and ISO changes
- $7,500 a year Budget and 1977 JACO Pumper
- Low amount of volunteerism causing low membership numbers.
- Recruitment and retention of volunteers
- Training, equipment replacement
- Defining the level of service that we provide to the customer. The equipment and training need not exceed that level.
- Rescue calls
- Retirements, vehicle cost.
- Budget and Staffing
- High cost to replace apparatus
- The new running gear standard.
- Loss of volunteers
- Added personnel training requirements and pressure to cut personnel, apparatus and equipment
- Multi-purpose vehicles
- Aerial platform is going out and needs replaced
- Water rescue
- Technology...by far the biggest
- Self Inflicted static and declining income
- Lack of personnel
- Double roofs. Tin over shingles with a gap between them.
- Self-rescue system implementation, new apparatus requirements from NFPA, increased length of EMT courses, increased length of time to get new FFs through Firefighter 1.

Appendix B–Verbatim Comments

- We are seeing the need for more water yet needing a vehicle that is very maneuverable.
- Wild land urban interface
- Tool Storage
- Maintenance Issues
- Funding for Equipment and manpower
- Manpower and lack of volunteer's
- Reduction of manpower
- Personnel
- Truck versus engine
- Members leaving
- Rehab
- Budget and training
- Age of apparatus and increased cost to maintain due to the age and harsh chemicals used on the roads here in New England during the winter months
- Funding, lack of volunteers for department, time and effort that volunteers have to give
- Car fires
- The major trends in our region are to have narrow streets and need vehicles that serve to meet all the different functions in emergencies.
- Need new communicating equipment
- Keeping Volunteers
- Very tight budget, working with same budget as last year
- Money and manpower.
- Lack of manpower
- We are in need of a small pumper/tender to replace our 1971 La France.
- Safety Technology
- Increased financial needs. Increased mandatory training requirements.
- Low volunteers, training restrictions
- Lack of federal, state and local funding assistance. More federal aid required in Grant monies for hiring of ff/medics and training programs.
- The Lack on volunteers
- Funding
- Funding for equipment
- A new chief with 30-year-old techniques and leadership style because that was when he went to the prevention office.
- Recruiting
- Additional training requirements and integrated EMS systems. Detailed data collections.
- Attack hard from the yard, and ventilation concerns
- Ability to raise funds through donations and fundraisers. Our community is supportive, but is struggling financially.
- Lack of grants to get new equipment, we are either to small to qualify, not enough training, or we do not have enough matching funds.
- Budget short falls
- Fewer people volunteering
- Retention
- Lack of funding and volunteers
- Reduction on income and increased expenses
- Funding, we have trucks that are as old as 1983.Also staffing a VFD.
- Reliable people and new personnel not qualified
- EMS call volume
- Budgets and Decrease of Volunteers
- Integrated Mobile Health Care
- Aging responders, with very few young people replacing them.
- Inexperience
- Trying to take on new responsibilities with no increase in budget
- Emissions + DEF
- Money availability
- Volunteer Department Challenges
- Lack of man power
- Fire/Rescue operations
- New types of calls for service.
- Lack of volunteers
- Regional training with other FD & agencies (PD, medic’s)
- Upgrade and growth of the community and station.
- Decreased membership
- Lack of personal

Appendix B–Verbatim Comments

- Budget
- Lack of volunteers
- Less Money Staffing cuts Increase in service demands
- Man power, time, apparatus maintenance
- Budget and manpower
- Equipment and staffing
- I think that it should be safety.
- Bail outs and fire fighter safety
- Updated standards driving the costs of equipment up, apparatus, PPE, tools etc.
- Man power
- Computer Technology
- Emissions, fuel and maintenance cost, reliability, product quality / service.
- Wildland interface
- New firehouse
- Communications
- Manpower
- Crew safety, equipment needed and policies to follow
- Money
- Funding to replace vehicles on regular schedule.
- Get member to join
- Money
- Rising Costs Recruitment and retention of Volunteers and Staff
- Membership and lack of volunteers time
- Low man power
- Pricing
- Generational gaps and effective management and leadership tools to cope with these issues
- Not having the newest equipment
- Continued budget constraints from the economic don turn in 2008. 48% reduction in property tax revenue!!
- We are volunteer and funding along with getting quality members due to job schedules and two income families.
- More calls, less revenue
- The size of apparatus being too big.
- Size of Apparatus as well as cost. Seems that our streets have reduced in size trying to increase density of buildings and such.
- Advancing technology in regards to EMS
- Slow replacement of older apparatus.
- Staffing, experienced retiring and problems recruiting new recruits.
- Budget cuts less full time fire fighters more volunteer
- Recruitment of new volunteers has continued to be a nagging worry.
- Getting volunteers to join
- Looking for a new engine.
- More Training
- Money
- Increased call volumes
- Money.
- Flow path control
- Changing demographics
- Retention, quality training and facilities, nfpa changes
- Manpower, Code enforcement
- Budget, staffing
- City growth and trying to keep up
- Continued increases in response.
- Lack of solid leadership
- Full time staffing and paid on call recruitment and retention.
- A continued lack volunteers is the biggest thing affecting my department.
- Staffing
- Budget
- New generation of FF who are entitled.
- Keeping member
- Increase in medical calls, as well as diversifying technical rescuer capabilities and services.
- Older firefighters are retiring and the newer ones are finding it difficult to commit the needed time to initial training requirements.
- Staffing Apparatus Replacement
- How to get and keep volunteers
- Personal
- To many regulations and available time for required training

Appendix B–Verbatim Comments

- Retention of members
- Loss of volunteers to oil fields
- None
- Equipment age and replacement
- Rescue
- Staffing.
- Safety
- Membership and cost of equipment
- Volunteer retention; high price of fire equipment & Insurance
- Not enough interior firefighters.
- Emerging pathogens / Ebola (EVD)
- Budget problems
- Decreased budget
- Budget concerns as well as training investment time wise
- Miss happenings
- Intelligent apparatus, electronic controls and information displays
- Budget constraints and doing more with less manpower.
- Budget/Funding Participation
- Budgetary restraints
- Lack of manpower and leadership
- Difficulty in obtaining and keeping quality people.
- Budget
- Budget
- Defined life expectancies of appliances, supplies, and equipment that is not influences by maintenance, use, inspection, etc.
- Reduced funding levels Recruitment of new volunteers and retaining the existing one.
- The decrease in the number of volunteers, leading to the increase of career firefighters. This in turn requires the department to increase taxes to hire and maintain the career firefighters.
- Money
- Losing Volunteers
- I do not think that trends are affecting our dept
- Vehicle size and complex operation. We're moving to simpler and smaller
- Safety and keeping equipment updated and reliable
- Managing the limited budget versus growing demands for service and ongoing activities.
- Budgeting & personnel
- Overwhelming increase in responses and services and a decrease in pay and benefits.
- The new SBCA standards. The changes in fire apparatus design and engine requirements. Need for new turnout gear to stay with standards. Communications matters.
- Use of social media
- Funds for safe staffing. Replacing outdated/obsolete equipment
- Staffing issues
- Low membership, lack of support, politics
- Tenure in time of vehicle.
- Ambulances. We are presently developing specs for a gasoline engine to get away from having to regen all the time.
- Fire equipment grants and federal regs are getting to complex for smaller depts. The grants were the only way a small dept could afford a new apparatus
- Funding a viable replacement program for apparatus
- Staffing and equipment break downs
- Recruitment and retention
- Apparatus Replacement
- Reduced budget
- Volunteer retention
- Manpower
- Communication
- Financing
- Pensions
- Staffing
- Budgetary concerns.
- Retirement for the 20+ers, New Fire Chief, Merging neighboring districts. Budget Restrictions due to lower tax levy's.
- Finances
- Technology, apparatus equipment placement, reduction in staffing
- Budget cost and rising prices
- Fast growing population, large industrial growth, and lots of new commercial buildings.

Appendix B–Verbatim Comments

- Getting younger people involved with the EMS/Firefighting for the department and upgrading equipment such as a tender, engine that is 20yrs old or older
- Funding and needing more members that can and will work.
- Violence increasing around and within city limits
- Manpower
- Changes in membership - numbers trending down
- Lack of personal
- Morale, lack of funding, manpower issues
- Transition to supporting EMS responses & reduced volunteer availability
- Retirements, reorganizing of shifts, tactics changes
- Trucks are getting bigger and buildings aren't. Also lack of personnel that can remember how to run the pumps.
- I tend to see older fire fighter stuck in their old habits. They then to not be open to change. In this new era, it is dangerous.
- Budget cuts reducing training and new equipment
- Increased ems runs
- Lack of alternative revenues.
- Annexation
- RETENTION
- Access to areas with smaller roadways Large Commercial Growth
- Lack of funding for manpower
- Recruitment and retention
- Safety
- Funding
- Training hours
- Direct or indirect attack
- Not so much a trend, but our wonderful governor in Nj has a 2% cap on taxes.
- Multi purpose apparatus
- We are a smaller department with a small budget and the funding to replace apparatus is hard to balance into the budget.
- The need for more space due to increased uses of a single truck. For instance- rescue pumper. Have to do it all with one truck because of manpower
- Updating older equipment and convincing Financial people that we need it and they need to fund it
- Small budgets, big apparatus prices!
- Updating Fire Apparatus and Equipment
- Manpower, updated SCBAs
- Updating equipment
- Less fire calls and more ems
- New construction
- Lack of funds
- Budget, Staffing, Rescues (ambulances), Special events
- Which vehicles take priority in replacement?
- Budget cuts Replacing aging equipment
- Additional NFPA regulations Budgets
- Growth of the department and community
- Manpower shortages
- Budget restraints
- Consolidation and community (added value) programs
- Recruitments
- Funding
- Budget is what is affecting my department. It drives every decision.
- Really not sure how to give this an answer
- Budget issues
- The way we spend money on equipment we don't need and don't spend it on things we need.
- Using 9-1-1 as a taxi service
- Volunteerism and increases in service
- Computers/GPS
- No
- Social Media trends, Manpower, Funding
- Aging membership and declining community participation
- Funding, new Budgeting For Outcome (BFO)
- Staffing as volunteer organization and securing town resources.
- Loss of volunteers. Less income at fundraising events and higher costs to put them on. The large amount of hours for training to FF1, FF2 levels. Not that the training isn't good, it's just the burden on new people. The training is all at once, not chunked so they have a chance to live their lives in between modules. Some refuse to do it because it is a large time commitment that overwhelms.

Appendix B–Verbatim Comments

- Lack of new volunteers.
- Ems
- Reduced funding
- Reduction in Manpower, Reduced Funding
- Salary, equipment replacement
- Funding
- Reductions in funding and support of fundraising events.
- Small Budgets, mandatory costly upgrades/required to equipment and gear, Proper training
- Need updated buildings
- Staffing Retention
- Aging apparatus and decreased capital spending for apparatus
- Budget Issues
- Vehicles being used more and subjected too more wear.
- Growth
- Highway MVA's tend to be our biggest issue lately
- Additional call volume
- Budget issues.
- Revenues. Village does not have a property tax, only sales, entertainment, food tax to support operations.
- No volunteers
- Membership Increased call volume
- Rapid advancements in technology that is hard for departments to keep up with both training wise and financially.
- Personnel retention
- Competing for the budget items.
- Budget and lack of volunteers
- Firefighter retention
- Increased EMS Response
- Apparatus longevity and reduced budgets
- Increased medical calls, and false alarms.
- Buildings getting taller and denser.
- Keeping personnel Retirements Ems combining with fire
- Newest and greatest products on the market
- Personnel retention as well as permission to expand staffing. Apparatus purchases.
- Budget
- Technology
- Replacing older apparatus to meet changing coverage area and demands
- Lack of leadership, inconsistency, favoritism, low morale, lack of pride...shall I continue
- Volunteer fluctuation
- No Chief
- Lack of morale
- Firefighter shortage
- Larger rescue truck
- Data Collection
- Reduction in volunteers Aging of apparatus
- Costs of new apparatus
- Volunteer Department, Lack of Volunteers.
- The people doing the planning.
- Cost of equipment and uses.
- Increase in calls with no increase in funding for manpower
- Cost and manpower
- Limited budget, Staffing, matching apparatus functions to staffing capabilities, maximizing services provided with staff/apparatus limitations.
- Doing more with less
- Lack of participation and volunteerism
- New NFPA standards
- Lack of members during the day.
- Shortage of volunteers, government ignorance of department operations, aging vehicles
- Communication and technology changes.
- Push for higher education without pay increase, purchasing equipment that is not suitable for our area and effective leader ship
- Cost of apparatus and replacement
- Adding response capability to lower response time
- More EMS calls.
- Problems with pierce apparatus
- Fire fighter Retention Cost of doing business Budgets Training

Appendix B–Verbatim Comments

- New changes in the fire service from safety to ventilation and going interior we have alot of older firefighter and with the newer guys learning new ways are causing issues
- Budgeting-shrinkage
- Blue card
- Caf Systems and intergraded Trucks
- Increase calls as well as diminished revenue resources.
- Use of CAF,
- Daytime availability of firefighters is our greatest issue. 6 p.m. to 6 a.m. on a weekday, we can seat every position and then some, and in a very prompt time frame. But, during some weekdays, it may take ten minutes to get three members to take out a pumper, a tanker, and the squad.
- As a small department just trying to keep up with the latest trends but staying within a small budget
- Lack of Funding for replacement apparatus
- Younger members coming in, who though enthusiastic have much less experience.
- Recruitment
- Apparatus cost
- Money
- New equipment and new bailout
- Lack of training funds and available funds for apparatus upgrade(s).
- Staffing & Economics
- Ul studies
- Attrition not enough firefighters available in the rural setting.
- Funding and staffing.
- Staffing Funding
- Budget
- Unsure
- The size and adaptability of a piece of equipment
- Retirements
- Fire based medical service delivery and doing more with less.
- Lack of volunteers and funding for equipment and training
- City Budget, front line rigs over 10 years old and little to no pay raises.
- Staffing shortages, increased demands for service, financial constraints, and budget caps.
- Budget, staffing
- Decreased revenue from ambulance billing. Decreased number of available volunteers to support the service.
- Increase in volume of medical calls.
- Fire/rescue
- Cost of all of our Apparatus and equipment
- Increasing regulations and requirements with decreasing funds, increasing time requirements for our volunteers
- Replacing 10 year old turn out gear
- Staffing, Obtaining new members.
- Anti tax movement
- Continued shift towards EMS heavy department. Emphasis on formal education rather than ""on-the-job"" training.
- Staffing
- Budget cuts
- Manpower shortage
- Customization
- The lower gas prices. Reduces the state budget and means that the state will find less public safety projects.
- Social media
- Meth labs aging population
- RIT implementation
- Consolidation with 5 other fire departments
- Recruitment and retention
- Leadership
- Financial impact of industry changes related to declining revenue
- Accreditation
- Increase in apparatus costs
- High cost of maintaining apparatus. Although we do have the money to maintain our apparatus it just barely covers the cost. If we have any major problems with repairing it will take some time to come up with the funds
- Funding and volunteers
- Lack of Volunteers
- Morale and Leadership
- Retirement
- Budget cuts
- Firefighter safety, physical and mental wellness

Appendix B–Verbatim Comments

- Safety, NFPA requirements, budgets, man power
- Personal
- Lost of membership within the volunteer ranks
- Staffing
- Staffing / more with less and using vehicles that do dual purpose for example quints, rescue engines
- The growth of EMS medical call volume
- Debate over performing twelve lead in the field or let transport agency to perform this action.
- Unfunded mandates
- Updating our vehicle fleet and equipment
- Staffing and Budget
- Extending apparatus life, battling the corrosion
- Super tankers
- Retention and getting younger FF state certified
- Lack of current electronic technology.
- Paramedics
- Lack of volunteers, lack of equipment
- Combination apparatus
- Budget issues
- Budget shortages coupled with increased call volume.
- Budgets are still tight prompting the use of more volunteer and part-time staff to supplement full-time firefighters on shift. Also keeping apparatus in service longer due to the increase in cost of new apparatus.
- More efficient and multi use apparatus
- Transitioning from a part time dept. to a full time operation.
- More calls for service with fewer personnel to accomplish the tasks.
- Apparatus weights
- Tighter emission controls on diesel engines.
- Operating cost, employees, keeping up with new technology.
- Extended use of fire apparatus and unavailable parts for maintenance. Increased EMS responses.
- Budget cuts
- Revenue reductions and operating cost increases
- Increase in Flooding incidents and Road Traffic Collisions
- Flat revenue growth against increasing expenses and expanding our role into EMS transport
- We currently just switched from SM-30's to low-pressure nozzles and there has been a lot of discussion on their performance.
- Budget to maintain staffing & service levels
- Lack of active members, with the requirements now, its hard to find young active people to continue the growing cycle
- Retention and recruitment.
- Lack of funds to replace or upgrade equipment and apparatus
- ACA
- Money-doing more for less and increase in regulations outside the department
- Staffing
- Costs.... and provision of health care to the public.... Obama Care.
- The cold winter weather taking effect on the apparatus
- Longevity of equipment and reliable repair and maintenance
- Need more volunteers and money for new equipment
- Lack of Volunteers
- Professional development Budget constraints Fleet repair issues
- Decreased funding which affects vehicle replacement
- ALS staffing levels, SCBA replacement program, Communications equipment (portable & mobile radios, apparatus replacement program,
- Decreased funding
- Increased number of responses for a volunteer fire department. The training requirement for ISO ratings for volunteers.
- Health and wellness
- Water capacity, response to calls
- Having hard time getting funding to keep up with equipment upgrades.
- Recruiting and retention
- Lack of funding
- We have an aging fleet we are trying to piecemeal the replacement process and with all of the electronics and ""automatic"" features of today's apparatus, the troubleshooting ability of this generation of firefighters is slowing fading.
- An aging population. Firefighting risks vs. benefits.
- Lack of qualified volunteers, shrinking budgets.
- Membership decline
- Manpower & Finances
- Budget rollbacks, technology outpacing purchasing capabilities

Appendix B–Verbatim Comments

- Static staffing levels with an increase in call volume. Changes in EMS reporting requirements.
- Turnover in membership. Then the new members are much younger with less experience with tools and equipment. We haven't really suffered from a lack of manpower just people that have hands on experience with tools and machinery when they get involved.
- Budget
- Fear of Ebola shooting incident and trauma response to assemblies budget tightening
- Budget cuts
- Laws, she and declining membership
- Budget
- Regionalization
- OSHA
- Newer vehicles
- Volunteer versus career personnel
- Membership and active members
- Compliance with NFPA and
- Budget
- $ Resources & management
- The lack of participation on the volunteer side of a combination department
- Budget
- Involvement
- Outdated apparatus
- Merging of EMS
- Retention of firefighters, training requirements and the cost of equipment.
- Staffing and funding
- Manpower & Money
- Younger personnel and their attitudes toward the job.
- Staffing decrease
- Declining budgets
- Increased call volume, limited manpower
- Budget reductions/economy
- Budget.
- Low volunteerism
- Cost
- Inadequate staffing, apparatus and equipment costs and training.
- Technology
- Trying to keep the current city manager from slowly decimating our department.
- Staffing and funding
- Need for trucks that can respond to many different types of calls.
- Replacing apparatus and no money
- Successor ship and shift in base of knowledge due to mass retirements.
- Personnel retention.
- Volunteer recruitment and retention; growing EMS role
- Staffing and equipment
- Medical emergencies
- EMS calls and firefighter fitness.
- Apparatus is getting older.
- Fiscal cuts
- Staffing
- Training
- Budget cuts
- Doing more with less
- Down time of apparatus
- Increased costs to deliver service and equal or reduced funding.
- Lack of manpower and funding
- Lack of funds
- Funding
- Funding
- New safety regs
- Our main problem is manpower. We are all getting older and the youth of the area are not available or around to be involved. Volunteers are a dying group County wide.
- Nfpa turnout gear requirements, retiring perfectly good gear just because it's 10 years old.
- Staffing
- Apparatus accidents.

Appendix B–Verbatim Comments

- Running medical calls
- Do more with less
- Loss of personnel
- Need for multi use vehicles
- We have seen a continuous increase in medical runs as our local population ages
- Decreasing funding and increasing demand
- Recruitment and retention
- Budget cuts Firefighter retention
- Hancock amendment, money, training, outdated equipment
- Decline of volunteerism
- Public understanding of what we do and how much services cost.
- Na
- Recruitment/retention
- Lack of membership
- Pay
- Less time from members
- Culture change training
- Increasing alarms, continuing public expectations for response and slowly recovering revenues
- Expansion
- Difficulty in keeping up with the standards.
- Lack of volunteers. Unable to keep volunteers.
- EMS runs
- Low finances, tax base erosion.
- Maintaining Staffing
- EPCR, A/O Program
- Demographic and economic
- Pay scale
- Medical calls and having to run a pumper to the scene.
- Staffing, Safety
- Coming out of the economic downturn, preparing for growth to return to the community and how the FD can positions itself to be prepared.
- Switching to custom cabs for crew's esp. when providing mutual aid.
- Exhaust regeneration systems.
- Apparatus Replacement and Volunteer Retention
- Budgets
- More with less. Attempting to make apparatus more versatile.
- Staffing/Funding
- Lack of Volunteers
- Recruitment and retention of younger members.
- Apparatus is larger, training becomes an issue, and cost is outrageous.
- Costs
- Light-weight construction, robotics/drones,
- Economic Recovery
- Technology
- Manpower issues related to a decline in membership participation. Also funding issues related to an increased demand on our time, which leads to decreased fundraising opportunities?
- Budget constraints
- Employee turn over
- New technology
- RIT
- Increase in non-essential emergency calls, i.e. medicals with flu like symptoms
- Recruitment & retention
- Funding and justification for manpower needs.
- Cant really narrow down to one
- More with less Safety
- Budget cuts, new requirements, cost of new apparatus
- Training, Modern Fire Attack
- Downsizing
- Reduced manpower
- Budget
- Man power
- Membership and training
- Changes in first responder response

Appendix B–Verbatim Comments

- Reduced manpower, aging fleet, lack of funds,
- Growing home size, more complex commercial structures
- Financial problems, Layoffs, Short staffed...etc
- More demands and no increase in staffing
- Lack of money
- Switching to CAFS
- Health Training money Dept. Moral
- Budget issues
- Less time to volunteer
- Cancer prevention and causes, Budget, health care in retirement
- Budget/attitudes
- Accountability
- Staffing
- Manpower and training
- Social Media
- The Vehicles we are purchasing tend to be larger and larger and less user friendly
- The responding to medical emergencies.
- Technology and data management
- Multi purpose units
- Retention of volunteers Time constraints
- Ems rESPONSE
- Keeping volunteers in the department with the amount of training that is required
- Lack of man power
- Manpower, vehicle reliability, costs.
- Cost for customizations
- Staffing
- Lack of fires
- Shortage of funds
- Manpower
- Apparatus selection
- Community ems
- Getting and keeping members
- Budget cuts
- Abandoned homes left to deteriorate. Increased traffic on Main Street of our small city drivers uses it as a bypass of a heavily traveled interstate highway.
- The need to be seen!
- The need for new SCBA's and gear
- Rapid population growth
- Water craft
- Rental Cabins Residential Sprinklers
- Apparatus replacement. How old is too old.
- None
- Lack of manpower and funding
- Social media
- Refurbishing and downsizing of equipment
- Less members responding so need to fit more stuff on one apparatus
- Safety
- Loss of volunteers. Budget cuts and decreased tax collections.
- Membership Retention
- Lack of membership
- Ems run volume
- Staffing reductions and the need to do more with less.
- Membership training
- Reduced staffing levels.
- Keeping volunteers
- Funding & lack of volunteers
- Communication Fitness
- Budget cuts
- Mutual aid
- Technical rescue, confined space
- Firefighter safety and wellness Restrictive budget
- Medical, Wildland urban interface, violence towards firefighters
- Static tax base; increased costs for employee health insurance; increasing costs for equipment replacement

Appendix B–Verbatim Comments

- Budget restrictions
- EMS call volume
- More Wildland type fire equipment
- Re-organizing larger trucks into smaller pickups. Many of our calls are ems. Cost efficiency measures.
- Budget
- Engine Replacements
- Growth, adding people
- Grants are being reduced for large items. Larger trucks and heavier units.
- Getting away from reliable VHF/UHF radios. Trunked not as reliable.
- Budget
- A shift toward making all fire fighters EMT officers as well
- Lack of staffing/volunteers
- Budgets and continuing education
- Administratively new hiring practices Tactically vent control is the big concern
- Modern Fire Attack
- Compressed air foam systems Rapid intervention training
- Response configurations
- Ambulance
- Funding and water supply
- Human Factor incidents
- Declining state funds to local government is affecting staffing.
- Lack of available funding.
- Staffing, costs, increased call volume and officer development.
- Training
- Increasing insurance costs.
- Losing money
- Lack of volunteers. Lack of budget to maintain standards.
- Applicants and retention...
- Budget cuts
- Fire dynamics, quicker and more effective hose lays, safe response
- EMS
- Utilizing older equipment due to budgets not able to purchase newer apparatus even with purchase plans in place.
- Volunteers
- Lack of manpower during day time calls
- Training and equipment
- Medical response in smaller vehicles, budget constraints affecting forecast vehicle purchases, pressure to find smaller, cheaper fire apparatus.
- New highway
- Financial cutbacks to the department by the Town Selectmen
- Lack of able and willing volunteers. Budgets. Unwillingness of department chiefs to convert to medical R-1.
- Economy.
- Training
- Training
- How the ways it used to be done and how we do it today
- Financial
- Outfitting Firefighters with bullet resistant vest
- Increased demands with little increase in revenues.
- Cab layout. Function. Safety
- Transitional Attack
- A growing elderly population. More calls with them.
- Use of computers
- Budget Cutbacks Poor Moral Increase In Calls For Service
- Upgrade of vehicles
- Lack of new members.
- New construction
- BUDGET DRIVEN
- Membership
- Fund raising. Retention of intelligent volunteers. Ever expanding training demands.
- Budget cuts, Firefighter safety with apparatus driving and interior attack
- Aging equipment, and no money for replacement. Also combining vehicles to make them multi use.
- Budgeting constraints and aging apparatus in the fleet.
- New SCBA requirements
- Maintenance of PPE/SCBA

Appendix B–Verbatim Comments

- Constantly changing demands and equipment prices
- Lower funds
- Vehicle main. Cost
- Budget restrictions hamper updating equipment timely.
- Reduction of volunteer pool Lack of basic education in volunteer pool
- Recruitment and retention of volunteers
- Personal escape systems, mobile training facility
- Lack of volunteerism.
- Buying new fire apparatus from new vender.
- The number of multiple or back-to-back calls. Having a rig that can be set up for multiple applications and being able to be re outfitted later on in it's life i.e. backup rig
- Increased wear and tear on apparatus.
- Funding for personnel and equipment.
- Personnel, wages, training,
- Our yearly budget of $7,500
- Young members and immaturity in leadership positions.
- Economic, aging apparatus.
- Budget to purchase new equipment. Training to stay current with new tactics.
- Membership
- Newer equipment that would be great to have but unable to buy it
- People outside does not want new trucks
- Safety
- Keeping volunteers
- Technology updates with regards to equipment and the trend of less money that is stricken all departments
- Café systems
- Recruitment and Retention.
- Membership
- Lack of volunteer fire fighters willing to assist.
- Physical Fitness
- Manpower issues
- Good training learning to use new tools
- Cost of personnel and apparatus
- Safety
- Recruitment and retention of volunteers Dealing with shrinking budgets
- Funding
- Budget troubles and code changes
- Manpower
- Having to use apparatus past service life expectations.
- Younger guys expected to jump right into it and not step up and do their job.
- Safety, Size, Maneuverability
- Trying to keep members interested and continuously get new members.
- Budget manpower
- Turn over rate, training and retention of volunteers
- Our department is a Volunteer department and the main trend affecting our department in manpower and training.
- Staffing
- Lack of manpower and maintain up to date training.
- Info
- Keeping volunteer's engaged
- Lack of funding and insufficient personnel as well as fighting the county administrator
- Vol.firefighters
- Retaining trained personnel
- Decreasing volunteer membership increasing training and more educated responders
- Too many rules and regulations that mean we have to do more training/paperwork just to maintain and not going forward.
- Growth, pay, replacement of trucks, training
- EMS, and community Para medicine.
- Patient reporting software and Mobile Data Computers
- Building materials such as metal roofs.
- Lack of Volunteers, Tax Levy lids, Acreage spread
- Slow economy that has encumbered our ability to fully fund staffing all of our apparatus.
- Not enough money to upgrade equipment and gear.
- SCBA'S and new truck updates
- Managing the budget while expanding the services being provided
- Need vs. want

Appendix B–Verbatim Comments

- In need of replacement apparatus with no budget to purchase a new one. Must rely on older model, but newer than what we are currently running.
- Pressure to lower costs
- Budget... manpower
- Added equipment for the limited space. Rescue/Pumper
- Detainment
- Man power
- Shortage of volunteers to run calls and perform other activities. Recruitment and Retention.
- Lack of volunteers to man apparatus. Minimal time spent to train,
- The ability to perform multiple tasks.
- Increased call volume
- Budget cuts
- Retirement
- Volunteer members
- Loss of Volunteers
- Technology advancements
- Experienced Officers Lack of Training
- Lack of volunteers.
- Staffing and response times
- Training and member retention and recruitment
- Bids for technical rescue and hat mat ""rescue"" style truck.
- New Membership/ retention.
- Unburned tactics, EMS quick response
- Change in mindset, We are losing our feeling of Brotherhood to those who never take blame or stab you in the back to improve their career. This mindset has also affected the care of our fleet since they are not there to clean of maintain the equipment at all!
- Computer tracking of inventory. Change in Chiefs, and SOP's
- The growth of our primary response district and low amounts of Staffing are affecting our department the most.
- Reducing budgets despite higher revenues. Expansion of scope of services (advanced medical services, AED's, more demand for public education) with shrinking budget.
- Finance
- The new changes of fighting fire with the new flow path science.
- Apparatus cost (climbing out of budget reach) and apparatus size (too big) for custom chassis apparatus
- Budget
- Economic downfalls
- Cost recovery
- Diminishing funding.
- Station construction Transitional fire attack concepts PPE changes
- Mutual Agencies and different equipment and SOG's
- None
- Improving personnel safety with new technology
- Complying with NFPA guidelines.
- Trying not to overload apparatus but still getting the most bangs for our buck.
- Equipment replacement and department budget.
- Recruitment and retention, budget
- Cost of equipment
- Social media usage / procedures to control it. Apparatus Design, Situational Awareness on the job.
- Increasing equipment costs and lack of calls
- Tanker replacement....
- Volunteer recruitment/retention
- Falling membership
- Lack of volunteers, training,
- Need for more members
- Vehicle accident
- Reduced call/volunteer staffing; increasing regulation re PPE, equipment, etc.
- Limited funding, limited personnel willing to volunteer
- Medical calls
- Manpower
- Officer Command classes, firefighter education, cafs
- None
- Lack of money and personnel
- Loss of revenue.
- Software

Appendix B–Verbatim Comments

- None, no budget at this time.
- Declining membership
- Gas/Odor investigations
- Governmental reorganization
- Apparatus Consolidation/Fleet Downsizing
- Staffing, lack of
- Reduced municipal budget
- Decline in membership
- Increased medical calls
- Staffing
- Financial security
- Economy
- Staffing and static budgets with an aging fleet.
- Lack of money for apparatus maintenance.
- Personnel and equipment
- We are a volunteer department and trying to keep personnel as well as being able to afford to keep updated equipment and keeping everyone well educated and trained
- Lack of funding and mayors who don't have a clue what the fire service needs as far as update equipment.
- Training
- More industry moving in, paperwork changes
- Volunteers not coming to calls and employers not allowing the volunteer to leave.
- Mandates
- Lack of calls members not gaining the street experience. Members have to train more and more to remain ready.
- Staffing and budget
- Cut backs from funding.
- The standardization of procedures.
- Safety and vehicle emission standards
- CAD Systems and wireless interfacing
- Economic
- Worn/Outdated apparatus, very low funding from City, lack of training tools, outdated stations.
- Transitional Fire Attack Ice/Water Rescue
- Staffing or lack of staffing
- Budget cuts and mission goals (fire vs. EMS)
- Increased ems response, decreased fire.
- Electronic communications through smartphones, etc. Looking at the possibility of replacing our Firehouse with a new updated one.
- Increased medical response and narrowing streets in new additions affecting access. Size of crew area to maintain crew comfort but have needed storage space for required equipment
- Drop in volunteering
- Lack of Volunteers
- EMS and home care Hazmat response
- Community Paramedicine
- Nfpa / Osha mandates
- Our budget is so poorly managed, and we are so poorly funded, that we do not have the same number of apparatus as our last ISO visit, and what we do have was purchased in the 80's and 90's except for our two most active stations.
- Staffing
- EMS service
- Training
- Modern fire tactics
- More runs with less people on shifts.
- First due engine Co responsibilities, fire dept based ems
- Shrinking tax base.
- Funding
- More ems
- Increased construction and increased call volume in our district.
- Vehicle accidents, Mutual Aid for water
- Recruitment and retention
- Being able to more effective use the resources at our disposal!
- Money and working together
- Budgets
- The use of nurse tankers instead of portable tanks and tanker shuttles
- Health and safety
- Mobile data

Appendix B–Verbatim Comments

- Staffing
- Budget cuts
- Budget issues
- Employee turnover and mission creep
- Cut backs
- Safety The lack of mechanical knowledge by the incoming generation
- Cost Saving Productivity
- Funding and Volunteers
- Funding, volunteer
- CAFS System Reliability Staffing vs. per capita growth
- Community growth.
- Planning for new apparatus purchases
- Lack of tax income due to low industry
- Economic factors reducing availability of government funds and affecting our ability to retain volunteers
- Budget restrains
- Recruitment and lack of people willing to volunteer.
- New Air Packs to meet current standards.
- Retirement in the near further
- Economic
- Aging population. Few young individuals moving in to occupy volunteer positions increase in medical calls due to age of population.
- Membership
- We are a volunteer department so we are always looking for new members.
- Lack of funding
- Certification of new firefighters. Insurance.
- Cultural changes to a progressive style of firefighting. Lack of respect for certain leaders.
- Membership, lack of volunteers.
- RECRUITMENT
- Prices of equipment
- Lack of county Government support and increase in scrutiny.
- Lack of volunteers, funding, quality training.
- Personnel retirements, filling of vacancies
- Lack of volunteerism
- Finance
- EPA Regulations
- Training requirements. Loss of manpower while increasing calls volume. Budget not enough to cover replacement of big-ticket items before they are worn out.
- Refurbishing apparatus, reduced staffing,
- Old apparatus and low membership
- Vehicle winter operations
- Aging membership.
- Recruitment of volunteers
- Budget issues
- Highway safety,
- Volunteer retention
- Budget
- The need to offer additional services without an increase in funding.
- Firefighter self rescue decides and new airparks and rescue truck (heavy)
- Population and growth of the City. Long term planning, budget restrictions and financing of equipment.
- Budgets
- Technology
- Population and building growth
- Asking less to do more
- Getting money to replace fleet
- Manpower and Funding.
- Retaining vole enters. Money to replace old equipment.
- Lack of money and outdated equipment
- Restricted funding and fewer Government grants.
- Splitting the rescue station into light and heavy.
- Mass Retirements and hiring, growth as a Dept
- Drastic reduction in staffing (2 man engine and ladder companies)
- Staffing
- Lack of volunteers. Budget cuts.

Appendix B–Verbatim Comments

- Transitional attack, exterior offensive attack
- DOWN SIZING FLEET
- Staffing and attendance at drill.
- Income
- Manpower
- Running out of paramedic ambulances during peak times.
- Tax base shrinking
- No major trends more of s retirement town so lots of medical calls
- Complacency when responding to same type of fires each day/week (chimney fires)
- NFPA Standards regarding Replacement of PPE
- Recruitment & Retention
- Numbers of active Firefighter's
- Training, accountability
- Staffing
- New systems not standing up to operational daily use.
- Recruitment
- The need for a rescue truck
- Membership, centralized dispatch, changing fire fighter 1 certification.
- Manpower issues. We are volunteer service.
- Difficulty recruiting new members.
- Political hiring’s
- Tight budget and trying to do more with less. Run volume is increasing; volunteer staffing is decreasing and trying to increase career staffing.
- Budget restrictions in compared to Apparatus Cost increases
- Responding to more medic assist type calls and fewer fire runs. This is changing our equipment purchases and where money is spent and what training is done by our department
- Generation gaps
- Need for more water supply. We are a rural dept with very few hydrants.
- Sustainable funding
- Increasing call volume.
- EMS transport and Compartment Fire Behavior Training
- Keeping up with technology
- Budget cost reductions
- The addition or replacement of a new equipment unit.
- Apparatus purchase
- Less aggressive interior firefighting and new apparatus purchases
- Budget concerns, loss of compartment space on aerial trucks due to purchasing quints, ability to maintain staffing.
- Aging apparatus, station design, personnel/ staffing
- Staffing and participation
- Downsizing of Suppression Operations with the growth of Command and EMS.
- Training and leadership
- Structure Fire tactics, overall costs
- EMT
- Lack of volunteers. Decreasing budgets.
- Lowering budget
- Membership
- Lack of manpower
- Lack of motivated membership, lack of support from the city
- Fewer Volunteers applying for membership and fewer volunteers available for calls due to work.
- In depth rope rescue, large animal rescue,
- Transitioning to NFPA standards from Ontario standards
- New airparks
- Hazmat Rig
- Recruiting and retention
- Rit
- Apparatus replacement
- The time it takes for society as whole to stop and volunteer for such a worthy cause.
- Bunker gear
- Social media
- Recruiting and maintaining new members especially EMS
- Apparatus
- Not getting enough training
- Social Media, Low Member Involvement

Appendix B–Verbatim Comments

- Increase in medical calls
- Suburbanization of the area creating a great demand on the facilities and equipment, and the need to meet capital demands for those facilities and equipment and to acquire more personnel to meet the growing demands
- Getting consistent long term non-career staffing to supplement our career staff.
- Increasing demands of carrying more advanced medical equipment, drugs, and having secure compartment storage that is temperature and humidity controlled.
- Training
- Personnel
- Manpower coverage under staffed for square miles needing coverage. Only 1 station, 2 additional needed but town council denies each year funding for even 1 sub station
- Depends on department
- Current costs to continue to provide services and ways to obtain additional funding.
- Modern fire behavior. Foreground survival. Community health care
- Attack trucks
- House fires
- Staffing Budget
- Smooth bore nozzle verse combination nozzle
- Budget constraints, overcrowding and lack of personnel on recalls
- Cost benefit ratio
- Living in a rural area we are seeing fewer people to pay taxes on property and sales of goods. That affects our income structure. Rising cost of PPE, trucks and other equipment make our money tight.
- Staffing
- Our city gov't does not consider life safety and public service to be a major concern when creating budgets in regards to our department and personnel. We are considered more of a tax burden and dead weight especially when compared to the schools. We only make up 6% of our city budget but are repeatedly asked to sacrifice the majority of city budget cuts.
- Lack of manpower and the availability of firefighters with the increase of family commitments
- LGA
- The number of personnel and keeping them for the length of their career. Aging fleet, budget downfalls.
- Becoming compliant
- Membership and money
- Aging of volunteers Bigger apparatus
- Lack of Awareness to the actual scope and need of a fire department.
- Finding volunteers
- Volunteer staffing
- Recruitment and Retention
- Space. We have a small station and have to special order trucks to fit.
- Low attendance
- RECRUITMENT AND FUNDING
- Budget shortfalls
- Transition attack operations, the use of CAFS or not, use of smooth bore vs. combo nozzles.
- Continued struggles with finances
- Budget cuts, shrinking volunteer staff, and push to consolidate with lower-quality departments into a one-size-fits-all mess
- Lack of direction at the Township Board level...Cost of operating a fire service
- Training Leadership Budget
- Lack of funding and rural water. We are also transitioning into a role as a transport agency.
- Increasing call volume
- Early season grass fires
- Manpower and new apparatus!
- Incident command
- Changes in Health Care
- Budget, increasing maintenance due to increased replacement times
- Low budgets. Finding qualified applicants.
- Budget
- Keeping with all the changes in building construction.
- Money
- Apparatus that are long over do for replacement.
- Community paramedic
- Manpower, budget, merger
- As a volunteer fire department, the availability of resources, both human and financial is key to having an effective department. Availability of volunteers is becoming an issue, especially availability during daytime hours. With EAV's going down and expansion by municipalities through annexation, financial resources continue to being trimmed.
- Lack of committed volunteers, funding for new apparatus and stations,

Appendix B–Verbatim Comments

- Budget is currently increasing due to higher property tax returns, and better economy. The department is catching up from the recession, buying large amounts of equipment and apparatus, and hiring.
- Lack vision and future needs. Lack of firehouses and apparatus with 4 person rigs.
- Staffing, budget, and possible annexation.
- Self rescue, requirement for new FFs to have EMS certification before taking firefighter 1.
- Lack of manpower
- Training, new gear
- Membership
- Increase cost of equipment
- Budget, Lack of Grant money to help department with cost of gear or equipment.
- Staffing reductions
- Reduced revenue due to state tax reforms
- Budget and staffing and training a volunteer dept
- Training time difficult to find and time we have is spent complaining about participation or topic
- Manpower decline, training
- Low turn out.
- Lack of manpower
- Lack of rural care requiring increased number of our of area transfers.
- Cuts in budgets do to Indiana capping the property tax.
- Lack of volunteers
- Money. Always lack of money
- Justify personnel
- Pension
- Costs of Labor agreements. Budget reductions. Replacement costs for fire apparatus and the American dollar exchange rate vs. Canadian Dollar
- Manpower and equipment
- Money
- A lack of volunteers.
- Less Manpower
- Funding decreases
- Recruitment and retention
- Personnel, out dated gear and radios.
- Cost of doing business is getting further and further ahead of financial resources.
- Lower budget, more expensive equipment, more variety of calls for service, wider training needed
- EMS, multi purpose pumpers.
- Budget problems
- Lack of volunteers
- Training and certification
- Financial, vehicle size & weight
- More medical calls then actual fires
- TRAINING, LACK OF VOLUNTEERS, FOR TO MANY NFPA REQUIREMENTS THAT SMALL FIRE DEPT. DO NOT HAVE THE MONEY TO DO!
- Membership
- Low Staffing, and tight funds
- Adoption of an ems program
- Lack of funding Lack of volunteers
- Request to minimize budget increases while having to fund replacement of mandated items.
- EMS and tactical medical
- New leadership
- Mandated safety additions i.e., Chevron Stipping, Hi Viz Safety Vests, SCBA additions
- Low manpower Insufficient equipment
- Sustainability of the fire fleet: maintenance costs for post-warranty heavy fire fleet vehicles continue to rise. In some cases, it due to proprietary parts or new technologies in emissions.
- Funding stations and apparatus as the community grows.
- Funding
- NFPA changes
- Overtaxed citizens, lack of funding for manpower and equipment.
- Communications
- Budget, replacement of a retiring chief, vehicle replacement.
- Keeping trained staff, and affording the greatly increasing cost of new apparatus
- Budget cuts.
- Wildland fire
- New York state 2% tax cap for fire district

Appendix B–Verbatim Comments

- Not Applicable
- New residential developments aging population
- Getting volunteers Old apparatus
- The lack of people wanting to volunteer.
- Accreditation
- Reduced funding, increased expenses
- Budget cuts, need for more personnel
- Finances
- Budget restraints
- Member retention Member recruitment Training time requirements
- High purchase cost
- Increased training demands
- SCBA replacement
- Funding
- Reduced Funding & Firefighter turnover
- Retaining membership in the volunteer ranks.
- Lack of money
- Update SCBA and air refilling station.
- UNDERSTAFFING and lack of funding
- Deciding whether or not to look into getting a heavy rescue.
- Growing in department size and entering the medical field
- Paid fireman
- Budget, New Administration, change for the better, growth, sustainability, and crew morale/continuity.
- New technology and training requirements
- Size of cab
- Not having a big enough budget to replace an aging pumper
- Lack of Staffing and Funding.
- Funding, Staffing
- Finding Volunteers, especially younger people, that dedicate the time, effort, and dedication to make the department work as a week oiled machine.
- Recruiting new members and aging apparatus and firehouse.
- Volunteers
- Funding and training
- MPH restrictions on tankers, introduction of CAFS
- In firefighting its: Ventilation, a new live burn building we just built, NFPA 1403 In the firehouse: retention of members, morale o members
- Entire fleet needing to be retired but no funds to replace entire fleet.
- Deployment concerns in a smaller but fast growing city
- No funding increases, fewer volunteers
- Technology in Safety
- EMS Training and Paramedic Education
- Lack of Volunteer Lack of Funding
- Apparatus platforms
- Migration from firefighting to other activities.
- Haz Mat
- Social media- Guys want to talk, text or email everything instead of discussing face to face.
- EMS above Fire
- Low membership budget to meet NFPA studs and replace aging equipment
- No younger members.
- Level of Service changes and Insurance Accreditation testing
- Drug use response!
- Funding
- Loss of volunteers and tax base
- Apparatus purchasing, development of new aerial specs. Purchase of new ambulances. Purchase of new equipment for fire and EMS, and training on it.
- Firefighter Safety and EMS
- Recruitment and retention. ISO/PIAL changes. Capital improvements to water system
- Getting smaller apparatus that still offer the bang for our buck. Keeping our versatility
- Nothing
- Micro managing elected officials interested only in cutting costs.
- Building Construction
- The increase cost of maintaining newer technology apparatus and equipment
- Out dated Engine

Appendix B–Verbatim Comments

- Fund raising, low finances; grant writing, training, manpower, volunteer funding, new radio replacement, and end of life span for SCBA coming near.
- Lack of volunteers
- Staffing, refurbish stations
- Technology
- Volunteers are willing join, but it's hard to get them to fully commit.
- New members
- Fixed budget.
- Budget
- Budget limitations - increased requirements that are not cost effective vs. risk assessment
- Compliance costs
- Lack of Daytime Manpower Increased training mandates scaring away potential volunteers
- Decline of volunteers
- Safety
- Lack of volunteers and training challenges. Also councils willing to fund compliance needs. I.e. tires, ppe etc
- Available manpower, training
- Retention and staffing
- Budgeting for new apparatus and having to deal with common council.
- Technology
- Replacing or adding fleet, which makes up 50% of our apparatus. Affording significant expansions of our HQ station, & replacement of our other station. No sustainable capital finding
- Standardization
- Trying meet laws, requirements, and recommended best practices.
- Increased seating r/t MABAS, spiraling costs, technology
- Budget Cuts and Employee Retention
- Staffing
- Downsizing and continuity (i.e. size, equipment) of apparatus
- Hiring whom human resources want to hire, not who is best for the nob.
- Membership retention
- Staffing, obtaining money to buy another engine.
- Continued cost increases
- Not as much funding
- Apparatus practices
- Increase in apartment buildings, denser population pattern, fuel prices
- EMS in the fire service
- Community Paramedicine
- Lack of adequate number of personnel
- Lack of volunteer staff
- National certs, to merge or not to merge with EMS
- Trying to recruit young healthy and physically fit people to join our ranks.
- NA

Which of the following apparatus does your department currently own? Other

- Polaris ranger
- Dedicated Haz Mat response
- Hazmat units
- Chiefs vehicle
- Medical, non-transport
- Special operation trailer, mobile cascade, 2 boats
- UTV-Polaris Ranger
- ATV's
- Field/brush pumpers
- Off road Polaris Ranger
- (3) Command units and a boat
- Chief's vehicle
- utv
- Water Tender, Rapid Attack Tender, Rehab Trailer, Medium Rescue, ATV
- Scuba Unit, with boats
- Mini pumper SEFU
- Air truck boat
- ATV
- Brush fire truck, not set up for Wildfire

Appendix B–Verbatim Comments

- Support vehicle
- Fire police
- Special ops trailer
- First Response EMS
- Staff vehicles and platoon chief vehicle
- Boats
- Off-Road Vehicle, Dive Boat, Dive Van
- Off road 6 wheel rescue
- Pickup
- Staff cars
- SUV-Chiefs Vehicle
- Utv
- Boat & Disaster trailer
- Whitewater raft, Zodiac, UTV, ATV.
- Lighting trailer
- Hovercraft
- Swift Water Vehicle and boat
- Brush truck
- 6 X 6 Flood Rescue / Suppression truck
- Bus
- We possess 3. 1 is a manpower/QRS vehicle, 1 pumper/tanker and 1 is engine/rescue
- Engine
- Brush trucks
- Ambulance non transport
- Light and Air unit
- Or
- Command vehicles, support vehicles
- Mini-pumper
- Haz-mat
- Fire Boat
- Boat
- UTV and boats
- Chief's Tahoes / Rescues
- BLS Squad Truck
- Haz Mat
- Chief's command vehicle
- Traffic units
- All terrain utility (gators)
- Using suv for EMS response
- Boat, Dive trailer
- UTV
- Swift water rescue boat
- Hazmat
- Compressed air unit
- Haz Mat
- Amphibious boat
- ATV
- Draft Truck
- Command vehicles, HazMat
- Technical Rescue Box Truck
- Grass Truck
- Atv with tracks, pump, tank for wildland and backboard for rescue
- Boats
- Car
- ATV
- Chief's truck
- Rehab, & UTV
- Hazmat Decon Trailer
- Traffic & Marine
- Brush units
- Air light utility
- UTV
- Command vehicles

Appendix B–Verbatim Comments

- Trench rescue trailer
- Water craft
- Utility Pick up
- Hazmat
- Brush truck
- Haz mat trailer
- Specialty trailers
- Boat
- UTV, Medical vans, Boat
- Brush unit
- Command Vehicles
- Salvage unit
- We have 2 do it all engines
- Haz Mat
- UTV
- Hazmat, Dive.TRT. ORV,
- Command/Rehab Trailer, Foam Response Trailer, 2500Series Pickup Tk, Decon Trailer, Mass Causality Trailer
- UTV
- Fire Boats
- Boat and gator
- ATV and 2 boats
- HazMat Rig, Boats
- Trench Trailer
- Staff vehicles
- High Water Rescue Truck
- Quints, Air Supply
- Rescue Boat
- Air Truck
- TRT and Dive vehicles
- MCU - HAZ-MAT
- Water rescue
- Marine Rescue
- Miscellaneous
- Snowmobile.
- Swift Water Rescue Unit
- Hose tender
- Command vehicle, antique engine
- ATV
- Industrial firefighting equipment, boat,
- Rescue Inflatable Boat
- Mobile command unit
- 500 gpm attack/wildland/tanker fill/RIT vehicle
- HazMat, air trailer
- Non-transport Ambulance
- ALS Response units
- ALS Chase Vehicle
- Command vehicles
- EMS first response
- Hazmat
- Rescue boat
- Quick response ems
- Traffic unit
- Atv for wildland fires, 1 6x6, 1 6x6 converted to all tracks with a fold out backboard holder for off trail rescues, horse, snowmobile etc. we also house the county Haz mat truck
- ATV
- Chief's car
- Medical QRV
- Hazmat
- Regular fleet vehicles
- Tenders
- Haz Mat vehicle
- Aircraft
- CMD vehicles

Appendix B–Verbatim Comments

- Command vehicle and 25 Foot Boat
- Air/Light/Rehab
- Haz-Mat truck
- Ems 1st response
- Stump Jumper (Brush Truck)
- Haz Mat
- RTV off road Kabota
- Wildland UTV's
- Boats, ATV
- Tower
- Hazmat
- Staff vehicles Haz-Mat
- Air unit and command vehicle
- 6 wheeler for remote operations
- Hazmat trailer
- Gator for brush fires
- Helicopters and fixed wing
- Boat
- Command cars and vans
- MArine Unit
- Airboat ATV LDH Reel Truck
- Haz-Mat unit
- Light Unit
- UTV/Wildland
- Rescue Engine
- Chief's vehicle
- Air Light
- Chiefs vehicles
- 2command vehicles
- Dive team trailer
- Rehab truck
- Foam trailer, Safety Trailer, Air Trailer
- Rescue boats
- Converted ambulance to a first responder squad
- QRS
- Bomb, bariatric, support unit
- Marine fireboats
- Hazmat response truck and trailer
- Brush trucks, MABAS UTV
- Water rescue
- ATV and Inflatable Boats
- Hazardous materials squad
- Brush Truck
- Technical Rescue
- 4x4 Pickups
- Tanker support (pumper)
- Chief vehicles, Foam Supply
- Boat (zodiak)
- Boat
- Mobile air cascade
- Air truck, Haz Mat
- Air / Light / Rehab
- Water rescue trailer and boats.
- Air Cascade
- Utv
- Air truck
- Has-Mat
- ATV, Inflatable boat
- 6-wheel off road UTV
- Haz-mat
- Command vehicles, Boat
- Hazmat trailer
- John Deere Gator

Appendix B–Verbatim Comments

- Brush Truck
- Medical Support Unit
- Brush Truck
- Chief Command Vehicle
- Hazardous Materials
- Hazmat
- n/a
- Water Tender
- Medic unit
- Rehab
- Personnel Van
- HazMat
- Mini-pumper
- QRS
- Boat
- Boat, Hovercraft, U.T.V., Medic Intercept & Command Car
- Command car, fire prevention vehicles,
- Tractor-Trailers and other support vehicles
- Command car
- Unit air support
- Haz-Mat
- Boats
- Hazmat response truck, rehab trailer and truck
- Squad
- Hazmat
- Boats,
- Sprint Vehicles
- Mini pumper
- Hazmat
- Gator
- Industrial Fire Trucks
- Squad, Duty Vehicle
- Mini pumper
- Haz Mat
- 2 large tankers
- RESCUE PUMPER
- Tanker Support Unit / Water Supply Piece & Brush & UTV
- ATV/UTV
- Rehab vehicle
- 3 chief vehicles
- Foam Tender
- Tech rescue, Haz mat
- UTV
- Battalion Chief Wagon
- Off road rescue Argo and trailer
- Chiefs car
- EMS Response Truck
- Boats and off road rescue
- Medical van
- Hazmat Rigs, boats
- Air truck, tanker, command
- Foam Engine,
- Fire boat, dive boat
- Trench rescue trailer. Hazmat truck
- John Deere gator for EMS and fire
- Boat
- Battalion Buggy/Air Trailer/Dive trailer/Hazmat Unit
- Haz Mat unit
- Technical Rescue Trailer with High Angle, Confined Space, Trench, and Structural Collapse capabilities.
- UTV, BOAT
- Tender
- 6 wheeler ATV
- Portable pump, air trailer

- Chief's Vehicle
- Haz mat, user, water rescue
- Draft
- Haz-Mat
- Atv
- First response SUVs
- UTV and Special Service Trailer (i.e. Pumps, Trench Rescue Equip)
- Haz-mat trailer and light tower trailer
- Brush
- Boat and atv
- 3- Suburbans
- SUV
- Staff vehicles
- Quints
- Rescue boat
- Utv
- Heavy Transport Unit
- Brush truck, Medium rescue
- Cascade
- Industrial Firefighting Equipment
- Command
- Tactical Rescue, Fire Policex2, Tower ladder, Rehab Bus
- SUV Command Vehicle
- Excavator, dump truck, backhoe
- Command Vehicles
- Dump truck
- Swiftwater boats and HazMat Unit
- Chief's vehicle with no command board simply carries the chief and or other personnel and holds some minor equipment such as an SCBA for the chief, medical equipment, and a married pair.
- Brush trucks, air delivery vehicle
- Hovercraft, inflatable boat
- Utv, boat
- Boat
- Trailers (TRT, mobile cascade)
- Command Vehicle (Pickup)
- ATV
- Hazmat apparatus
- Pickups / explorers for staff positions, 2 boats

Which of the following do you anticipate purchasing? Other

- Tanker/Tender
- Command Rig
- Pumper /rescue
- Tender
- Tender
- Command vehicle
- Tanker
- Pumper Tanker
- Air/Light unit
- Rescue engine
- UTV
- Pumper/tanker
- Utility
- Medical vans(s)
- Tanker
- Staff vehicles
- Tanker
- Hazmat
- Command car, fire prevention car
- Industrial pumper
- Staff vehicles

- Tender
- Chiefs Vehicle
- HazMat Unit and replacement command staff vehicles
- Tender
- Water Tender
- Tanker
- Tender
- Pumper/Tender
- Tanker
- Tender
- Extrication equipment
- Tanker/ service vehicle
- Skid unit
- Command Vehicle for Chief
- Mini-pump attack unit
- Rescue/Pumper
- Elevated Stream Pumper
- Tanker
- Cmd vehicle
- Tanker
- CHIEFS CAR
- Engine Tanker
- Tender, will explain more if a comment section
- Chief Vehicle (SUV)
- Light/air truck
- Tactical Tender
- Mini pumper\rescue
- Tender
- Pumper/tanker
- Tanker
- Grass truck with 4 wheel drive
- Chiefs command vehicle
- Tanker
- Hazard materials vehicle
- Tanker
- Tanker / tender
- Tanker
- Tender
- HAZMAT
- Tanker
- Pumper-Tanker
- Rescue / Pumper
- Quick response command unit
- Pumper tanker
- TANKER-PUMPER
- Rescue Engine
- Tender
- Special ops trailer
- TENDER
- Tanker
- Haz Mat Vehicle
- Tanker
- Pumper/Tender
- Tanker/pumper
- Replace tanker

Which of the following actions do you plan to take due to economic conditions? Other

- Start charging for expendables - foam concentrate, extinguisher replacement, broken major equipment i.e. the tips on our extrication cutters/shears
- Apparatus will likely only be afforded by grant funding
- More dependent on Grants
- Delay equipment service

Appendix B–Verbatim Comments

- Our town is doing very well right at the moment, the future looks bright
- Maintain paid on premise firefighters.
- Consider additional used equipment so PPE and equipment can be updated.
- Purchase smaller for fuel efficient vehicles
- I am not sure
- Our apparatus purchases depended upon 2604 Grants through the Texas A&M Forest Service and donations. Applications have also been made through the AFG awards.
- On apparatus other items such as equipment etc might be another story
- Number one, Wisconsin is not an NFPA state and we are not compelled to purchase ""compliant"" apparatus. We will be purchasing a pumper-tanker to replace our backup engine and second out tanker.
- Unknown
- Possible purchase of used or dealer demo apparatus.
- Reduced costs in other areas to remain operating
- PROBABLY ASK FOR A TAX LEVY INCREASE
- Economic factors not all that relative
- Buy lower quality apparatus
- Bring a very rural VFD, we operate mostly from donations do without grants or other means we don't purchase many new items.
- Purchase more used equipment
- We expect our situation to remain stable.
- Just a poor rural fire dept and we never know how much we have
- We don't have funds to buy a truck unless we receive a grant
- Currently going to the public with a Bond Issue and Tax Initiative and they are game changers.
- We can only purchase with grants
- May have it institute fee for service, especially EMS
- Look for millage or consolidate with other departments.
- Eliminate ""out of house"" training. All running will be either company level ""in house"" or training that is provided for free.
- No major changes just fundraise
- Already do EMS billing, considering ""fire / rescue"" response billing.
- Replace existing apparatus with used more often
- Things m to be improving in Northern California
- Seek new sources of revenue other than property taxes including grants and service contracts
- None
- None of the above
- The survey comes at a time when we are starting to notice somewhat of a rebound in funding. Some of the items above such as cancel planned purchase or postpone planned purchases was done two years ago or maybe a little longer than that. Staffing would be another area that was addressed a couple years back when the economy really sank to an all time low.
- Our city does not have any plan in place to set aside money for future apparatus purchases. And they also try to cut us back year after year.
- These have already taken place over the past 5 years. We are now looking at purchasing a ladder and engine this year replacing two older vehicles that are 14 plus years old and over 100,000 miles.
- We have been saving a fund for expenses such as major repairs and purchases, so no real change. We have always been prudent that if we can justify its use then get, if not we do not need to get it.
- Will be buying used, no doubt. The truck will be compliant for whatever year it was manufactured. We typically can’t purchase anything newer than 10-12 years of age.
- Fundraising efforts will be increased
- Increase leasing and or lease to own
- Pumper/tanker to replace two vehicles

How does your department determine an apparatus is ready for replacement (please also indicate the measurement your department uses)?

Cost of Maintenance

- >$50 an hour for operating
- 0
- 0
- 0
- 0
- 0
- 0
- 1
- 1
- 10,000

Appendix B–Verbatim Comments

- 10,000
- 10,000
- 10,000 + annual
- 100, 000.00
- 10000
- 10000
- 100000
- 15000
- 15000
- 15000
- 15000
- 15000$ repair or more @15yrs of service
- 2
- 20,000.00
- 30% of replacement (cumulative)
- 3000
- 4
- 4
- 40%
- 4000
- 5
- 5,000 or more
- 50 percent of the current market value in one year
- 50,000
- 50.000
- 50%
- 50% of the original cost
- 5000.00
- 5000/year
- 75% of replacement cost
- 8,000-10,000
- 90,000
- 90% in house
- a consideration
- A major increase in maintenance costs
- age
- As maintenance cost increases justification for a new apparatus is more realized.
- as we see a increase of repairs
- Availability and cost of replacement parts
- Availability of parts for repairs
- Based head mechanics recommendation
- Becomes excessive
- case by case
- considered
- consideration
- Consideration
- consideration
- contributing factor
- Corrosion issues
- cost
- Cost
- Cost after warranty
- Cost becomes prohibitive to continue
- cost exceeding 50% of vehicle payments
- Cost more to repair than it's worth
- cost of a new motor
- Cost of maintenance in addition to years of service
- Cost out weighs value of new apparatus
- cost overruns
- Cost to repair
- cost v. replacement
- Could become an issue. Is not currently.
- Determined by maintenance cost and repairs

Appendix B–Verbatim Comments

- Excessive costs will speed up replacement
- Evaluated case by case
- exceeding market value of truck
- Exceeds amortized cost of purchase
- Excessive repair costs
- Factor
- Factor
- Figures into the decision
- High maintenance costs trump
- history of repairs
- if a particular vehicle uses a majority of the maintenance budget each year, it might get traded in sooner than expected.
- if broken it gets replaced
- If continues problems keep reacquiring.
- If cost supersedes value
- If costs of maintenance outweigh new vehicle purchase price
- If it costs more that 15k/YR. TO KMAINTAIN
- if maintenance becomes too costly
- if maintenance costs start to skyrocket
- if repair cost exceeds replacement
- if the expense is great it will likely be replaced
- if they become extreme
- important
- Increasing costs lead to evaluation of unit for overhaul or replacement
- increasing maintenance costs
- Is monitored
- Is the cost of maintained increasing in relationship the what the vehicle is worth
- It is a factor
- Large factor
- Look at repair cost verses replacement cost.
- Looking to change to
- looks at
- Main consideration
- maintenance cost
- maintenance after every run
- maintenance is a consideration
- Major Maintenance Issues/Performance
- Major repairs
- Matrix developed by fire mechanics
- minor
- monitored
- more than 2000 a year
- More than 5% of replacement cost
- More then cost of apparatus
- more to replace then cost of new
- N
- N
- N / A
- n.a
- N/A
- N/a
- N/A
- N/A
- N/A
- N/A
- n/a
- N/a
- N/A
- N/A
- N/A
- N/A
- n/a
- NA
- NA

Appendix B–Verbatim Comments

- NA
- Na
- Na
- NA
- NA
- na
- na
- No
- no
- no
- no
- no
- no set amount
- No set figure but this is our primary criterion
- Not a normal criteria
- Not applicable
- not really
- Not so much the age, when it starts nickel and diming us.
- not sure
- Not sure
- Not sure
- Not sure
- not sure of $ amounts
- not that relative
- not to exceed percentage of apparatus
- number of times it's unavailable for service
- compare replacement cost/demo equipment
- Once a year of service/repair surpasses $30K the unit is slated for replacement
- Once major repair parts become continually in need of repair
- only if excessive
- Only if the cost becomes excessive
- Out way the cost of new
- Over $15k a year
- Over $20,000
- over $40,000 per year
- Over 20k a year
- Over half of value annually
- Over half the value
- Overwhelming upkeep warrants replacement
- parts available
- Parts cost
- per mechanical staff
- Plays as a factor
- plus maintenance costs
- Price
- pursue cost analysis of repair vs. replace apparatus
- rarely
- relative indicator, no specifics
- reliability
- Repair cost equal to half the purchased price starts replacement process
- Replace if cost of maintenance too high
- Review cost to determine if the apparatus upkeep exceeds its value
- Review maintenance cost to determine increasing cost of operation.
- review of maintenance records
- some what
- somewhat
- steadily increases
- This also comes into play
- This is also a large consideration
- This is the point of brake of 10 vs. 15 front line
- This is the real factor ....
- Total life cycle cost is taken into in consideration
- Trend tracking

Appendix B–Verbatim Comments

- Ukn
- Unable to find parts
- unk
- Unknown
- Unknown
- Unknown
- unknown
- up to the board
- Use
- Varies, but considered
- Very important
- very important since cost of maintenance is a on going expense
- very much
- we don't have a lot of costs
- We have replaced 2 Eng ofr maintenance issues
- we try to run apparatus until costly repairs are more than we can justify and will look for a used piece to replace it
- we use cost of maintenance--big ticket items only
- when age related problems occur
- when cost/reliability become an issue
- When costs exceed 50 % of purchase price
- When excessive Maintenance is occurring
- when forced to
- when it begins increasing
- When it cost way too much and most of it's time is in the shop
- When it gets more to fix.
- When it gets too high. Exact level undetermined
- When it is not feasible any longer
- When it outweighs cost of new
- When parts are no longer really available
- When the cost becomes more than the vehicle is worth
- when the cost of ,maintenance reaches cost of vehicle, along with age.
- When the feasibility of replacement outweighs the maintenance
- When the truck has a monthly (non-routine) maintenance budget
- when they start costing more to keep up
- When to much
- Will influence near end of years of service
- Worth of the apparatus
- Yearly cost of maintenance vs. replacing
- Yearly maintenance analysis is conducted
- Yes
- Yes
- Yes
- Yes
- Yes
- yes
- Yes
- yes
- yes
- Yes
- yes
- Yes
- Yes
- yes
- yes
- Yes
- Yes
- yes
- yes
- Yes
- yes
- yes
- yes
- yes

- yes
- yes
- yes
- Yes
- yes
- yes
- yes
- yes
- Yes
- yes
- yes - differs based on apparatus
- Yes - no particular parameters
- yes cost per year and projected
- Yes unknown number
- Yes.
- Yes.

Other

- 2 reliability day to day
- 2000
- 5-6 replacement plan so in 30 years all units have been replaced
- 8 apparatus total, replace 1 every 3 years
- Accident or Loss
- Affordability
- Age
- age has the biggest role in replacement
- age of vehicle in years. Typically 7-10
- all of the above
- all of the above
- All of the above and within the planning or purchase
- All of the above are taken into consideration.
- All of the above are used
- All of the above play a factor
- all the above
- All the above
- All the above combined
- All used equipment .
- Ambulance leasing program
- Ambulances 5 years
- Apparatus age combined with parts availability
- As outline in the apparatus reset plan
- At end of financing terms, an evaluation is made
- availability of funding
- Availability of parts and service, technology upgrades
- Availability of parts/service
- Availability of replacement parts, ease to get
- Availability of parts for ancient apparatus
- Based on all the above.
- budget
- budget of the board
- capability is also a consideration
- Certification problem
- Changing need or need to consolidate capabilities
- chief staff determines replacement is needed
- Combination of above
- combination of years of service and cost of maint.
- Condition
- Condition of vehicle with age
- County budget
- Crew capacity, mission capable
- Decision of trustees
- depends on budget and amount of repairs needed

Appendix B–Verbatim Comments

- Does it work and meet current demands
- dynamic need changes
- engine hours plus years in service
- every 25 years suppression and 5yrs for ambulances
- Failure of apparatus components
- Fire Chief's recommendations
- Funding
- Funds that are available
- General condition of apparatus, wear and tear, corrosion
- generally we look at operability of multi functioning use
- if the subframe or other damage develops
- If vehicle spends more time in shop than in service.
- if we can get a newer one
- In service until it fails
- Is not filling the current needs of the department
- is the unit obsolete in function or maintenance
- ISO Requirements
- It is determined by the amount of money saved for purchase
- Keep Volunteer companies happy
- Lease
- lease program
- Maintain economic cost vs. new purchase payment
- maintenance out of service time annualized - 4 mos. or more in one calendar year
- Major breakdown or repair beyond the value of the vehicle
- Major expense incurred
- mandatory eval failure & unable to correct
- Matrix of maintenance cost/age/condition. Committee recommendation.
- Medical vans and utility vehicles are on a 4-year replacement cycle.
- N / A
- N/A
- N/A
- n/a
- n/a
- N/A
- N/a
- N/A
- N/A
- N/A
- n/a
- N/A
- N/A
- n/a
- N/A
- n/a
- N/a
- n/a
- n/a
- n/a
- n/a
- N/A
- na
- NA
- NA
- NA
- na
- needs of the community - providing the best response
- new purchase every five years.
- new requirements
- NFPA evaluation plan and all of the other factors listed above
- no
- no
- none
- None

Appendix B–Verbatim Comments

- none
- Not applicable
- Not sure
- Not sure
- Nothing
- oldest gets replaced as needed, try to purchase on a regular basis
- only by 2nd hand units.
- Only when the vehicle has been very difficult or expensive to repair damage.
- our fleet department owns the apparatus and tells us when to replace
- Out dated and does not accomplish the vehicles original mission
- Over all use of vehicle
- overall condition, safety compliance
- Performance and need for equipment
- Performance of Pump Annual Certification
- Planned replacement starts when apparatus is bought
- Pump performance, vehicle safety
- reliable
- repairs needed often worn out
- Replaced oldest first as funds become available with flexibility by board
- Replacement/refurbish a vehicle over a pre-determined number of years
- Rescue and ambulance are replaced as condition and reliability dictates
- safety of apparatus, pump issues, leaking cold-rolled steel water tank
- serious chassis problems
- serviceability
- Space in station.
- Stops running or cannot serve its function.
- technology advancements
- Technology and/or safety updates
- the biggest issue is rigs over 20 years are obsolete, in function, safety, utility, power, materials, lighting, etc
- the wear on the apparatus
- this was recently updated from a 20 year replacement cycle
- Too expensive/not possible to fix
- Undetermined
- Unit becomes over loaded or no longer serves the purpose.
- unk
- Unknown
- unknown
- Unknown
- unsure
- usefulness/ all the above
- Variable upon needs to be addressed
- Vehicle condition
- Vehicle Overall Condition
- we factor in age of vehicle and scheduled replacement
- we go off number of years it’s been in service.
- We run them into the ground!
- we try to use a 15 years of service plan, to get something back in the way of a dollar figure
- we used a ten year plan in the past but have extended to 15 or 20 years
- We usually decide to replace when the truck begins to have problems, when we no longer feel safe or can depend on that truck.
- When apparatus becomes unreliable.
- when cost to fix are more than what value truck is to us
- when current apparatus cannot meet the demands placed on it
- when funds are available
- when here is no other option than to get a new one
- When it can not meet our requirements anymore
- When it is no longer serviceable
- When it stops working and repair parts are unavailable
- when maintenance costs make purchase a more favorable option
- When money is available
- When no longer repairable
- When splost tax is generated
- When the apparatus is no longer reliable and is incurring regular mechanical failures
- When the budget allows.

- When the Chief decides we can
- When the truck is worn out it is replaced
- When the weather takes its toll on the body and frame to the point the rust can't be dealt with and still have a safe vehicle
- When they become unserviceable
- when they start spending more time oos.
- Whenever we can afford a new one - ours are typically bought used and are worn out before they get replaced
- With changing technology this is also a driver
- Worn out or a safety concern
- Y if ITS SAFE TO KEEP OPERATING
- Years in service - undetermined amt

Is there anything that apparatus manufacturers can do to better meet your needs?

- Be more visible
- No
- Explain to the taxpayers why our trucks have to cost so much.
- Less money. Quality isn't improving but prices are
- Lower price!
- No
- Reduce Costs - create a base line truck
- No
- Face to face product reps
- No
- Lower prices
- No
- N/A
- Developing apparatus for mountainous terrain that is tested there, rather than ""one size fits all"" approach.
- More economical
- Idk
- More information about products and the new trends
- NA
- Free!
- Continue with experts on the equipment they are trying to sell/demonstrate
- Lower prices
- Design for required equipment and EMS equipment. Lobby for exemption s of emission requirements. The new DEF systems are a hindrance to fire and EMS units. Military has the exemption.
- Not at this time
- Not rally
- Allow some modifications to canned plans
- Cost
- Go back to building a lower priced custom cab engine that is not a low price piece of junk.
- No comment
- No
- No
- They are trying hard to meet the needs of individual customers. I need help selling the need for a purchase to a city council beyond the normal statistics. Help with offering financing plans.
- N/A
- Address the needs of low budget, rural fire rescue: combine structure/wildland, medical/rescue functions on chassis
- Get rid of the electronics and go back to the basics, 90% of repairs to our fleet is due to electronics.
- NO
- Don’t argue with departments when they want something a certain way unless it is safety related start to come back into line with pricing on some apparatus
- Lower price
- No
- Better reliability
- Na
- No
- Provide options that can reduce cost but, maintain a similar level of functionality
- No
- Find a way to reduce costs without sacrificing much functionality.
- Don’t know
- No
- Not at this time

Appendix B–Verbatim Comments

- No
- Be more approachable, assist with maintenance training issues even if the department in question doesn't have their brand of new equipment. We need knowledge beyond what may be cited in the user manuals, often that includes as built drawings, electrical schematics, details that would assist with repairs. Quit skimping on the wiring of some items like ventilation fans, compartment lighting, and compartment door switches. Might not be a bit thing to the manufacturer, but it is to the shop mechanic who has to figure out how to retrieve that power lead that has disappeared into the superstructure, lost time.
- No
- Better customer service after purchase
- Not at this timestamp
- Simplify and harden
- NA
- GET RID OF DEF FLUID REQUIREMENTS
- N/A
- Service after sales.
- Contain costs like we need to
- Figure out newer ways to allow the fire department to lessen the cost of a vehicle.
- Provide service after the sale
- The electronics in the trucks do not last under the wear and tear of a fire apparatus and needs to be more durable, especially around water. Additionally, the increasing technology is making the trucks more difficult to afford. There is a need for a simple and functional truck
- More information on websites so you don't have to call a dealer every time you have question.
- Not sure. Wasn't direct with the purchase of the most recent apparatus
- N/a
- N/A
- Funding an financing
- None
- Standardize functions and options
- Na
- Build cheaper more useful trucks for low budget depts.
- Local service center
- Keep the quality the same and hold prices
- No
- Closer dealer locations
- No
- Be more in tune with department needs without as much concern for their pocket.
- Cut prices
- No not really
- No
- Be on GSA
- Not at this time
- Unknown
- Build a rugged product, provide parts and manuals
- Less sophisticated luxuries that drive the prices up.
- BRING MORE DEMOS TO THE AREA
- No
- None
- More service options
- No
- Not sure if they can do anything. Labor and materials costs are climbing and some ridiculous nfpa standards keep driving the costs even higher
- Develop and present environmentally friendly alternatives for apparatus and smaller fire apparatus with tighter turning radii.
- N/A
- Sufficient in this area
- Variety of vehicles
- Remove extra electronics and other items that require constant maintenance. (Flow meters, digital gauges, etc)
- Not sure
- No
- NO
- Maybe make more setup specs available online.
- Listen and present options/alternatives that can help build the move cost effective vehicle
- N/A
- Lower then price
- No

Appendix B–Verbatim Comments

- Hire more personnel to build trucks - we ordered a rescue pumper a year ago, and might maybe take delivery in April.
- Improve cost of effective option on joint purchases with group departments or cost sharings. More incentive programs.
- Lower the cost
- No
- Unknown
- Demo opportunities
- Provide a reliable product that will last over its use in a career department
- No
- No
- No
- Build a standardized product that can be used by multiple customers. Maximize equipment storage and carry as much hose and equipment as possible as required by NFPA.
- Explain it better to Mayor's and Council Members
- None
- Unknown.
- No
- Continue the support for the AFG continue educating fire departments on how best to apply for grants
- Having funding options right up front before the designing process even begins
- Lower prices
- Bring the pricing down
- Not at this time
- Reduce the cost
- No
- Design for rural fire departments that have to use 1 vehicle for many different tasks.
- Quit making them so electrical.
- Not at this time
- Unsure
- Control rising cost, improve durability, and Improved corrosion resistance and painting processes.
- Lower prices on apparatus
- Keep safety first priority
- No
- No
- Not at this time
- Watch the pricing
- Communicate
- Lower price
- Not at this time
- No
- No
- No
- No
- No
- Lower prices that are much more affordable to smaller volunteer departments
- No
- No
- Up to date photos of the progress of the build. Make those photos public too; it helps when deciding what we would like to add for options.
- No
- Grant assistance
- Keep cost and size of vehicles to suit City type uses and budgets. More times than not, manufacturers are building monster trucks for the larger fire districts with good funding. Bigger isn't always better.
- No
- Basic equipment
- Nothing at this time
- Help control escalating costs. The variety of options and specialization choices help add to higher overhead. I believe if the industry were to become a little more standardized then development costs, manufacturing costs, and other areas of price increases could most likely be better controlled.
- Na
- Better pricing
- No
- I think it's very competitive, and as such, they pretty much do a good job.
- Seek user input
- Simplify, ease of use, quality workmanship

Appendix B–Verbatim Comments

- No
- Be realistic in understanding needs and budgets of small town volunteer fire departments
- Help with finding grants for the company.
- No
- Yes, lower prices, but don't see that happening. Forcing the small rural departments to brink of not replacing units, doing without.
- Reduce step in heights.
- Na
- Better service
- No
- No
- Develop a safe alternative to seat belts
- Ferrara
- No
- We would like to find a pumper tanker to have at a multi purpose
- Be willing to customize to the customers needs
- Control pricing of purchase, service and parts
- No
- Timely responses to e-mails and phone calls.
- No
- lower the cost
- would have to think about it.
- Better quality
- No
- I am not sure
- lower the cost
- Better time line updates on apparatus building
- no
- No
- Help by giving info on different ways for muni latkes to fund projects
- pierce
- No
- quit raising the prices
- listen
- lower cost
- Be more realistic on their pricing.
- not applicable
- no
- No
- no
- Keep the yearly cost increase reasonable
- not sure
- No
- We cant afford one
- no
- Possible grant funding from Manufactures
- Reduce the cost
- better quality control
- No
- reduce costs
- help lower prices
- have personalized meetings/ video chat
- no
- Expose their financial position.
- Virtual tour of apparatus would be convenient due to costs involved with attending out-of-state trade events. We are located in rural NW Montana and the population doesn't justify large manufacturers holding local trade show events.
- Do what they can to reduce the cost and reliability of apparatus. Also help small budget departments find good used apparatus for low pricing.
- no
- Listen
- improve upon the electronics used
- Cost
- not at this time

Appendix B–Verbatim Comments

- Find ways to reduce costs and repairs.
- no
- Mechanic training
- No
- No
- No
- Control costs
- we look only at second hand apparatus
- Make more appropriate to our area of influence vehicles.
- Doing Fine
- no
- n/a
- not really
- They have all been very responsive. Our problem is getting the capital
- no
- n/a
- Help improve the overall safety of apparatus in front-end collisions.
- No
- Find innovative ways to retain capability but reduce costs
- No
- reduced price
- Build them where minor repairs can be done at municipal garage
- Better pricing
- More for less
- Make apparatus available for testing.
- no
- Reduce cost!
- none that I am aware of
- Lower the price on the basic apparatus no ""bells fancy
- making it more accessible
- keep costs down
- Reach out to Front line providers and establish a committee to determine their needs.
- Not that I can think of at the moment
- no
- No
- no
- Better after sales communication and service
- Information
- Increase Reliability/Dependability
- No
- More aggressive help with grants and financing
- Give us information on new technologies that can come with a new apparatus. Stay in touch and respond in a fashionable matter.
- We need to know where to go to get funding
- Understand the restrictions we are under
- na
- No
- lower costs
- KEEP IT SIMPLE AND AFFORDABLE
- no
- no
- No
- No
- No
- no
- provide grant writing assistance
- No
- Na
- O
- multifunctional cabinetry and storage
- No
- N/A
- No

Appendix B–Verbatim Comments

- Cost
- Compare their vehicles side by side to their competitors and show the results
- A
- N/a
- More availability
- Make them last longer without breaking
- Detail all ownership options. Don't always try to up sell to add to the price.
- Not really
- Better service
- Make smaller apparatus.
- Reduce cost
- Nothing now
- simplify, many apparatuses seem over engineered

- Keep their websites up to date with changes to their products.
- Not really
- Do more shows like the FDIC for apparatus but throughout the country.`
- n/a
- Better price
- Department visits with apparatus traveling through.
- No

- No
- no
- Cheaper Prices
- Not at this time
- Unsure
- Lessen build times/be more interchangeable.
- Not at this time.
- cab safety
- not sure
- Make better fire not as wide
- I believe that apparatus manufacturers are for the most part very willing to work with you in your budget constraints as well as your customization requests. The only need that I could see improved is standing behind your product, with warranty and replacement benefits, as well as to continue producing parts for these apparatus so when something does break there is a replacement ready to purchase.
- no
- no
- no
- No
- Give volunteer departments better price breaks
- Free Stuff for smaller Volunteer Depts. (or at least drastically reduced spending options)
- no
- no
- No
- Delivery time
- n/a
- No
- No
- No
- help with grant applications
- N/A
- Reduce cost
- reduce prices and get better sales people that actually listen and are competent
- No
- More information on new trends to allow inclusion into future budgets
- Make the vehicle components last longer. We have seen an increase on replacing or repairing components on vehicles. rust and corrosion has increased as well.
- More reliability.
- Build a fire truck that doesn't end up in the shop for repairs or electrical issues more than what it replaced
- don't know
- Nope
- ensure service departments and agreements are aligned with sales pitches and contracts

Appendix B–Verbatim Comments

- not at this time
- N/a
- Train maintenance on apparatus upkeep
- Not at this time
- No, most are custom built
- Keep the information coming
- Na
- Work on EPA requirements regarding maintenance and fuel use
- cut costs
- N/A
- Make the fire trucks smaller not bigger
- Not sure
- Help with grant writing
- no
- easier system, more cooperation, simplification of the process
- N/A
- Not sure. Dealer reputation and SERVICE are very important
- fight Federal/NFPA requirements that don't make sense
- I would love to see them bring someone in that can give a replacement plan based on costs and needs. It would be part of a package deal and it would be ideal if it were a third party.
- unaware
- No
- no
- None
- Faster turn around from purchase to delivery
- Make pricing more reasonable
- better customer service
- Donate a truck lol
- lower cost of apparatus & equipment
- n/a
- N/A
- Not sure
- None to note this is done above my rank
- no

- lower prices
- n/a
- No
- Make apparatus more users friendly.
- When a department has a price they can spend, show them what they can have for that price. don't try to squeeze more till we see what's in our budget.
- Ensure they go over all available options to ensure we are getting all that we can for our funds
- No
- Would like to see a model vehicle preventive maintenance training program for fleet managers
- no
- NA
- No
- No
- Engineering needs to be quicker. What for sometime to get plans done. The chassis was new. They had to wait for n.f.p.a approval. Should have waited for the approval before making it available.
- Factory tours
- Continue to produce low cost trucks with capabilities that meet our rescue and fire fighting needs
- We seem satisfied on what they offer
- reduce cost
- Not really
- Keep up the good work you do.
- no
- no
- Put quality/ durability/serviceability back into the product.
- None
- Not sure
- None
- Reduce the cost of equipment

Appendix B–Verbatim Comments

- NA
- Single website or link to ask a question that all manufacturers could respond to.
- Build a product that is built to last.
- No
- Be more detailed oriented
- N/A
- not sure
- No. Just not getting money approved from city
- return to quality standards
- Not currently, we purchase our fleet from a single manufacturer and are quite happy
- SAFER VEHICLES INCREASE WARRENTIES
- Continue to control costs vs. federal vehicle mandates
- Try to hold cost down, same appatus has jumped 100,000 in two years.
- no
- Stop padding the costs to make the profit margin higher. Reduce the amount of computer controls. The most trouble we have had is the computer controls compatibility for the chassis talking with the cab talking with the equipment. Having some items around water remaining mechanical is not all bad.
- Not at this time.
- No
- Stop inflating costs
- Develop lower cost models for departments with limited budgets.
- Make it so if the apparatus is not used that often that it doesn't have to go out for repairs
- Better quality, better pricing and better warranties
- No
- no
- Nothing comes to mind.
- keeping departments aware of all funding possibilities
- no
- Lower the cost
- Reliable equipment
- None
- unknown at this time.
- help keep our costs down
- no
- No
- Better spec options to lower costs
- New innovations
- Demos
- No
- Work to meet an individual department's needs with keeping cost in mind.
- none at this time

- n/a
- Be more competitive with prices. Also, when a new apparatus is delivered/picked up, ensure that the workmanship is solid.
- n
- N/a
- No
- have more American made parts
- closer service and dealers
- Listen
- No
- Improve quality of products and services; use standard parts; use tested and proven technology
- Not at this time. Maybe stay in business.
- They are doing a great job

- Keep prices down as much as possible without sacrificing quality.
- more lease options
- Provide more and more comprehensive training opportunities for fleet managers and service technicians.
- no
- Quality, better options, lower costs, better warranty
- No

Appendix B–Verbatim Comments

- NO
- We order custom trucks and out manufacturer does well with what we want
- build better quality
- Listen to our needs. Be responsive.
- Intentionally left blank.

- On time on schedule delivery
- Continue in safety features easy use
- N/A

- Possible sending information to fire departments to help with apparatus purchasing
- More R&D on emergency lighting longevity.
- simplify the operation, computerize and furnish touch screen
- The best thing is to not just do what departments may ask, but give rationale as to why something works, why something else doesn't work, and options of compromise to accomplish the same set of goals.
- No just keep up with the latest feature
- N/A
- Listen to what depts. really ask for.
- no
- Provide quality equip at respectable prices
- .
- Lower prices
- NFPA compliant Apparatus at lowest possible price.
- Use better quality parts
- None
- Help with attaining funding through grants
- Don't know.
- no
- just that not everyone has money trees

- Assistance with grant writing
- Rear wheel steering - all steer for ladder trucks again
- nope
- ?
- Not at this time.
- Survey the ARFF industry when making changes to the ARFF trucks

- Custom builds

- no
- Not sure
- In our case not much
- No

- No
- Nope
- give us more from out warranty coverage.
- Reduce complex electronics
- not sure
- slow down the production a little so that things don't get missed in the production. the last truck purchased had to remain out of service until repairs were made
- n/a
- na
- Lower purchase price
- Not at this time
- Better trained sales people.
- Better quality
- Maintain cost effective models.

- Lower costs
- none that I know of
- provide better financing options

Appendix B–Verbatim Comments

- No
- no

- nothing I can think of
- None
- Help with grants

- lower their price

- Competitive Pricing through Cooperative Purchasing Buy Plans.....get away from general bid process
- Product demonstrations at our location. & Assistance with grants

- No
- no

- Prevent corrosion better, reduce multiplex systems, less computer operated systems, manual operation
- Help with grants
- None at this time
- Not at this time
- Build what they promised

- no

- Unknown
- No.

- NA
- Strive to keep cost increases to minimum
- Do a better job of designing cab interiors. The last few years we have received apparatus with seating that does not seem to be very thought out.
- Eliminate one-source special parts such as a $3500 alternator for a ladder truck.
- Standardize the quality from one manufacturer to the other. Quit low bidding with inferior quality and making our lives miserable with our administrations and commissions. Don't bid on apparatus that you don't qualify for.

- no

- Keeping dealer network well informed and trained, especially in submitting thorough and complete bid proposals.

- Unknown
- Need to mark Rural Trucks that Still meet NFPA, Multi Purpose trucks for Rural Departments, More Water, More Room,

- Provide equipment pricing for low income regions comparable to the communities they serve without reducing quality
- no
- nope unless they can hold down or reduce costs

- No

- No
- Answer questions and back up what they sale
- no
- Lower prices
- grants
- Our current manufacturer is working very well with our department needs. No funding available,
- Improved value
- none

- become more cost friendly
- build more budget or stock units at a lower cost.
- More custom
- no
- Nothing at this time

Appendix B–Verbatim Comments

- Less ""fluff"" in the specs and a better bottom-line.
- Contact fire departments with lease options
- NO Overall they do a good job with their products.
- No
- not at this time
- Federal or State contracting

- seriously look at design for fuel efficiency, and alternative materials for weight reduction. smaller pumpers.
- no
- lower prices
- N/A
- No
- No
- KEEP COSTS DOWN
- Better leasing plans with maintenance
- no

- no
- no
- Drop prices
- send more information on industry standards
- Nope
- No
- no
- Try to keep apparatus cost in check.
- Provide local service outlets

- Bring apparatus to depts. for show more often.
- No
- Reduce costs and size
- no
- No
- Pricing
- no

- No
- Lower prices
- Stop making them larger.
- Stay off of NFPA committees
- Assist with alternative funding sources.

- UNKNOWN
- reduce cost, if possible; have a no-frills basic unit available for purchase
- Cost for parts replacement
- Maintain and expect a quality product.
- no
- No, we are not ever going to be in a position to buy new.

- none
- No

- No
- Not at this time
- Keep costs down for required and safety components
- Meet spec requirements better
- No
- N/a
- no
- keep building...
- No our department is dying. Only when there is smoke in the air does anyone want anything to do with our department.
- Lower price
- no

Appendix B–Verbatim Comments

- collision avoidance
- No
- Help with grants
- Figure out how to make a better product cost less
- not at this time
- Continue to improve safety
- nothing comes to mind
- base line price with ads
- No
- No
- Assist with funding sources
- Stand behind their warranty and delivery dates
- none
- Negotiate better
- Make buying easier for rural departments
- n/a
- Be responsive and not be hard sell salesman!
- Lower over all cost and be more reliable
- None
- The manufacturers should stay out of decision-making in the NFPA processes. This is a self-fulfilling prophecy by the manufacturers by letting them specify standards that will increase their profits for new bells and whistles that the manufacturers specify in the NFPA standards.
- Deliver dependable apparatus
- n/a
- No
- Not sure
- dna
- n/a
- Make sure they get the word out if they have demo units available
- Not pressure when we inquire about products
- After a sales has been made don't forget who we are
- Better pictures on web sites. More detail with descriptions.
- Continue with the multi-purpose vehicle
- Keep good people as their dealers, someone that knows the business, and someone that have a great service department/customer service. The after sale service is a huge thing.
- Have the sales reps provide a book of all options available, not just his preferences.
- Lower the cost of apparatus
- N/A
- More demos at local trade shows
- Improve flexibility in design process and communication. During our last purchase several did not communicate well and did not return bids.
- No
- Hard to say
- No
- no
- Lower your prices. :)
- no
- Assurance of service after the sale.
- Not at this time
- Not really
- Better communication about possible funding sources.
- More demo
- bring pricing down
- No
- Make affordable

- Not that I'm aware of.
- Better Warranties
- Possibly offer financing.
- not sure
- lower prices
- no
- Better custom support

Appendix B–Verbatim Comments

- Unknown
- No
- No
- Lower prices
- Not sure at this time
- smaller truck size with 1,000 gal water, 1250 gym pump and shorter turning radius
- Lower prices
- Produce vehicles with less custom features
- no
- Keep cost low and quality high
- Customer Service Customer Service Customer Service
- customer SERVICE IS ALWAYS IMPORTANT
- provide quality equipment at reasonable price
- More interaction with customer during the construction. i.e. Pictures, phone calls and email updates.
- No
- NA
- have sale personal that under stand the needs of their customers
- try to hold the price line as long as they can (hard to do)
- continue the safety advancements
- N/a
- drop prices
- Cheaper options, multiple order discounts

- N/A
- stop putting so much electronics on fire apparatus
- No
- At this time no

- Be responsive and honest
- keep the costs down
- Lease
- Make apparatus more affordable for rural departments
- List cost of options

- No
- Stay on the forefront of technology, but maintain the ability for manual operation

- no
- no
- no
- Check with the floor personnel on what's important on the rigs.

- Make simple plain Jane truck without all the electronic pump controls
- Stop making the operating system so complex
- Not sure
- n/a
- Achieve the impossible by making a truck that is less expensive, smaller, lighter, with more compartment space and more interior room in the cab and still able to carry the same amount of water, hose, etc with the same size pump!

- Lower cost
- more funding options

- none
- n/a

- Pierce
- Better equip to operate w/ 2 FF crews

- no
- No

- Not at this time

Appendix B–Verbatim Comments

- Standardize
- No

- Better pricing multi use vehicles
- N/A

- Control cost increases, increase safety and keep a tight reign on dealers

- Not at this time.
- no
- N/a
- Not too much. The companies we use are very accommodating to our requests and service is phenomenal.
- Provide professional grant writer
- Just make them hold up
- One call for service
- send representatives out to meet with people before the commission meeting where they open bids. If I don't know who they are, I am not inclined to think they will provide very good service after the sale.
- Keeping the height of the apparatus down, very hard to purchase a new truck and then have to raise the door so that the truck will fit in, without the added expense to the department

- Be more available
- Design more capable fast attack/mini pumpers... Fill the gap between pickups and custom full size apparatus. Give us a class a pumper on a smaller chassis with just enough storage
- no
- Better pricing
- None

- n/a

- Reduce prices
- Promote commercial built vehicle versus custom
- No
- Focus a career / severe service apparatus.
- No
- Hold the line on price increases, and continue developing better warranties.
- No
- compartment layout feature with option to add in the equipment the department plans to carry in that space to see if it will all fit.
- communication on latest technology

- No
- service closer to home
- no
- Listen to what small volunteer fire departments have to say. Really listen.

- Lower prices and increase quality at the same time
- Raise awareness of private grant funding sources that may be available.
- lower prices
- Adna
- no
- Keep prices reasonable
- better information with advertising
- not really
- Control costs
- no
- Keep cost down, and have the quality as workmanship that we were used to in the past
- None
- Help departments with purchases with out trying to trick the process.
- Give more room to driver and passenger in front seats arm with
- No
- Service centers closer to our location

Appendix B–Verbatim Comments

- help out Volunteer Department with little budgets like ours
- Better service after the sale.
- No
- Assist with grant information
- No
- We have a good relationship with our dealer and salesperson.
- Na
- no
- get the federal government to do away with all of the pollution controls on fire apparatus
- make apparatus shorter in height
- increase quality control on their products and increase the literature they have. Many manufacturers websites are poorly designed.
- We have a pretty good re pore with preferred manufacturer.
- No

- Better safety features
- Nothing that comes to mind at this time.
- not sure
- Try to keep price increases to a minimum
- no
- Understand the need to include the town government went explaining why an item is needed
- No
- Make them smaller
- No
- n/a
- Keep the overall height down on new apparatus.
- More custom options
- No
- No
- Lower prices
- With the continuing rising cost of apparatus and equipment it is almost impossible for volunteer departments to meet the requirements for new equipment and apparatus. We must meet the same ISO requirements as paid departments that have large cities backing them.
- cheaper
- No not really.
- More service

- listen to the field guys more on what works for us

- Test equipment before putting in production.
- N/a
- cheaper vehicles
- not as a whole
- Not sure
- no
- Offer data for replacement studies due to wear and tear.
- none
- No
- being flexible with department changes
- Discounts for smaller, struggling departments.
- Timely repairs/service
- Continue multi-use equipment
- no
- Not at this time other than come down on prices for options.
- Assist with grant applications
- Continue improvements in design allowing for options resulting in easier to access hand lines. Currently our are too high.
- not sure
- provide industry updates
- Find a way to eliminate the emissions parts on the engines like the military
- No
- No.
- Not at this time.
- make approximate purchase prices available

Appendix B–Verbatim Comments

- no
- not sure
- Stay on top of industry standards and innovations
- Continue to stay on the leading edge of safety, referring to European advances where the USA is behind.
- N/A
- Not that I can think of.
- Offer more standard features to minimize customization.
- Not at this time
- Lay out all the financials from leases to financing
- No
- Not that I can think of.
- no
- lower their price
- no
- No
- Continue to publish new technology and also it flaws.
- None proprietary parts.
- Lower costs
- Back up on board computer systems to help keep apparatus in service. Minor sensor lockout options and LED screens that show all default codes so minor issues can be handled in house.
- Not every department needs fancy. We like simple and functional. It was very hard to get that on the last Engine we ordered. Manufacturers need to keep that in mind instead of just trying to sell fancy.
- Pierce
- no
- none at this time

- No
- Easy to read pump charts mounted on pump panels
- Offer varied options for department who can buy ""top of the line"" versus those who want ""the basics"".
- Demonstrating equipment more designed towards what is requested as opposed to the newest and most expensive technologies.
- N/A
- na
- No
- no
- More for less
- Make cab and compartment space more useable
- Nope
- no
- no
- n/a
- Consider ease of maintenance when designing apparatus
- lower the prices, build apparatus that last 20 yrs. if not longer
- Provide more details on Leasing terms
- no
- Be more truthful
- No
- no.
- The cost of apparatus continues to rise despite flat or decreasing budgets. Cost effective apparatus are essential in today's budgets.
- Cost effective
- Better prices
- Not at this time. We have no funding available to replace apparatus.
- Not that I know of
- Quality control of businesses that are authorized repair facilities.
- no
- Keep shit simple
- Better sales pitch to the council members that say yes or no if we get a truck with the available funding
- n/a
- No
- NO
- no

Appendix B–Verbatim Comments

- Have a software program so departments could build their trucks and see what it would look like and how it's design would function before it's built !
- Not aware of anything at this time.
- No
- Improve manual override for automated systems. Increase knowledge and training on grants and fund options for apparatus
- Better pricing and service
- stop by face to face
- Crew area comfort and space to allow better use.
- no
- No
- no
- n/a
- No
- No
- Idk
- no
- Lower prices
- no
- More advertising apparatus options
- Provide funding assistance information.
- no
- Better service
- NO
- More info on general prices when looking up equipment
- no
- no
- n/a
- Increase after the sale service. Overall a poor rating
- keep costs affordable
- Let us use a demo for a certain period of time to see if it meets our needs
- Lower costs with out lowering quality.
- Not necessarily
- Sale the apparatus cheaper
- Reduce influence of NFPA standards pushe by manufacturers to require constant changing of requirements
- no
- Increase sales reps repo siveness
- Offer no frills, basic models for departments.
- Make reliable vehicle equipment. If equipment breaks, stop replacing with same equipment to break again.
- Give the trucks away for free. :)
- Provide More competitive prices on purchases and parts purchases
- Keep pricing for going up so much
- Please continue to design and build apparatus suitable for rural departments, emphasizing short wheelbases and effective water supply.
- no.
- Not really
- reduce cost
- longevity of bodies, better electronics
- no
- price
- No
- Cost is the biggest issue we have.
- NO
- Multi task apparatus
- Build a stable quality long lasting product.
- N/A
- Listen to the customer for what they want to buy rather than tell them what they want to sell them.
- None come to mind
- hate to say this lower cost
- N/A
- Keep cost down
- no
- Better quality and more comprehensive vehicle specific manuals. Better testing of equipment features before releasing to manufacture.

Appendix B–Verbatim Comments

- Not at this time
- Keep costs as low as possible
- no
- no
- No
- Not at this time.
- None
- no
- offer more power train options
- Reduce cost.
- No
- Make pumpers lower to increase accessibility
- Quality product with strong follow up on maintenance and warranty work.
- no
- No
- no
- NO
- Outreach and customer service
- Simplify specs
- na
- Make features standard
- Not that I know of
- It's really to each department’s discretion.
- not sure
- Higher Quality Finishings
- no
- N/a
- Continue ruggedizing newer accessories / components of apparatus.
- no
- no
- lower price
- no
- Lower prices
- safety issues
- Cost
- Keep Apparatus Simple
- Offer some very basic trucks with basic operations and less reliance on electronics that can fail or are expensive to upkeep and not needed on most smaller departments
- Be responsive to the needs of small agencies that buy just one apparatus every ten years
- More on-site visits.
- No
- no
- Not at this Time3
- Work on the emissions exemption
- lower their prices
- Keep weight of apparatus at or below legal limits even if it means reducing or eliminating options.
- No
- n/a
- no
- local service
- Not unless they can lower their prices
- no
- Nothing
- Not that I am aware of.
- No
- nothing aware of
- No
- No
- No
- na
- Be more specific on specs and spec comparison
- Make sure Fire Chief's understand leasing options vs. traditional bond or paying out right.
- ensure that interoperability between age and manufacture does not become an issue even more than it has.

Appendix B–Verbatim Comments

- no
- No
- BUILD WHAT THE DEPARTMENNT ACTUALLY REQUESTS AND/OR NEEDS
- No
- No
- Decrease costs.
- Lower cost
- Providing support or back up apparatus for warranty work done. When a truck is down there isn't always a reserve apparatus available.
- Keep prices competitive
- no
- na
- lower the price of apparatus
- Continue to work on acquiring the best equipment at the lowest possible cost.
- No
- more options
- Help with funding
- Better response
- unsure.
- No
- no
- If possible come out with an ""economy"" line that would be totally functional but no bells and whistles. It is hard to justify a $250,000 truck that will run 12-20 calls per year when a used truck for $85 K will do the same job.
- better apparatus training when delivered
- no
- no
- Not at this time
- unknown
- More demonstrations of newer technologies
- --
- Speed up delivery, lower prices
- Work with dept. to come up with some way to lower costs.
- NO
- No
- Pay more attention to quality control.
- No
- no
- control cost
- Be able to customize what they offer
- No
- N/A
- assist with grant applications
- Offer items that help fight fires. Items that make truck lot pretty are not needed. Keep them basic working trucks.
- no
- Provide better service options for repairs. No competition is bad for cost and quality.
- no
- interactive websites & live chat
- Na
- No
- Price
- Streamlined manufacturing and reduce cost. Increase reliability, make my new apparatus as reliable as a Honda accord.
- Don't forget the smaller agencies.
- Help address the government to allow fire apparatus to be built and utilized with out the current emissions controls. These are causing so ma NY mechanical issues and additional cost at purchase and repairs.
- Better warranty and follow up on the back end after the sale is made
- N/A
- Other than lower costs and make better products that don't breakdown, no.
- ease of donning SCBA while belted en route.
- no
- No
- N/A
- Lower cost
- Nothing I can think of at this time.

Appendix B–Verbatim Comments

- No
- reduce bells and whistles, but provide me a safe and reliable vehicle
- Keep pushing to make the ""safety equipment"" field serviceable so an apparatus can be fixed sooner by on staff rather than call in service technician
- not really
- No
- no
- No
- Help us apply for grants
- build reliable, basic units that will get the job done that are less expensive
- Not at this time
- No
- Not sure
- Not at this time.
- Service After the Sale.
- greater availability of refurbished apparatus, and flexibility of funding
- More informed sale personnel
- Give us a free truck.. lol
- Buy new apparatus is not ever going to be an option for us.
- make a standard model that is not bare bones, available for purchase quickly. like a mid grade chassis, engine, cab, good number of connection for intake and reconnects, scene lighting, compartments, etc.
- longer lasting corrosion resistance.
- none
- no
- no
- not at this time
- Be open to new ideas and take our plans into consideration
- NO
- Offer some type of specials to small, rural volunteer fire depts.
- Honor all warranties
- increase reliability
- Not allow NFPA rewrites every three years just because it had been three years. There are many items in NFPA stds that not only add cost but have very little overall value to the average department in rural America.
- No
- Be GSA
- More swag
- Not without NFPA and such organizations pushing new mandates.
- Better service techs
- there are a number of manufacturers that do a great job facilitating apparatus needs, designs and after sales service. Keep working towards sustainable fleet methodologies and designs. Continue focusing on greener fire fleet solutions. Keep engaging in the NIST Fire Behavior Studies watching the dynamics of how the fire service will adapt to the new realities: leaner budgets: stricter emission requirements: alternative fire attack strategies; and intelligent operating systems.
- Provide redundancy for electronic controls. The electronics are nice but when they fail your truck is dead. Need a redundant system to keep the truck operating.
- No
- Nothing
- Pricing
- No
- have great value for purchases and great service after the sale
- lower cost, we see great improvements in apparatus quality but yearly increases have greatly outpaced our communities tax base capabilities.
- None.
- no
- No
- Not sure
- Make them more customizable.

- Find a way to stop the costs from skyrocketing
- No
- no
- no
- Improve quality control in their manufacturing process.
- reduce computerized systems

Appendix B–Verbatim Comments

- Fuel economy
- I think they're doing fine
- Continue to communicate
- nothing
- No
- No
- no
- Public service
- assist with grant writing to purchase specified apparatus
- reduce prices
- can not think of any thing at the moment
- Give us a free truck!
- Lower price on their apparatus
- 4wd Apparatus for rural areas
- offer trade in service
- N/A
- No
- more competitive manufacturers, many don’t bother to attempt to do business or compete.
- The one obvious thing would be more dealer locations and factory service reps
- Better explain the funding opportunities that are available
- Be flexible with options whenever possible.
- no
- Work on capping pricing. Vehicle replacement costs have soared over the years often exceeding inflation.
- no
- No
- N/A
- the manufacturers can meet the needs. The department Chief, politics and budget compromise the product in a municipality.
- multipurpose and 4wd at lower cost
- no
- Lower price. Better proposals.
- N/A
- Reduce prices and improve reliability
- Service after sale is a priority.
- Reduce bells and whistles. Plain Jane puts out fires.
- No
- Educate the International City Managers Association on the importance of replacing aging apparatus.
- better support after the sale, consider longer better warranty much like when we purchase a new vehicle (5 year, 100,000 mile warranty)
- None that come to mind, each manufacturer is of course meeting and or exceeding the NFPA standards, and offering various safeties features and built in features, which will assist in various functions.
- need less expense used equipment
- N/a
- No
- Produce efficient equipment at low cost
- Try to reduce cost
- Not sure
- Conceived innovation for the sake of sales conceived as a safety thing is not in our best interest. Better consideration of infield maintenance and service. Lower cost of manufacturer.
- Assist with finding funding options.
- n/a

- cheaper
- Educate municipal government on standards and risk
- No
- Customer Service
- Try to keep costs down.
- Not really
- Reduce cost of apparatus
- No
- Concentrate more on reliability and lowering maintenance (repair) cost.
- We are not in an NFPA state, and (by choice) do not prefer NFPA compliant apparatus. In example, an AED on every apparatus. We have six trucks, yet only one AED which has been used three times in five years. In no way, shape, or form would we need six AED's.

Appendix B–Verbatim Comments

- Decrease cost
- None
- Not at this time
- Better quality
- come down on prices.
- control total cost
- No
- No
- Smaller apparatus with fewer computer and more mechanical parts
- More involvement with apparatus grants.
- test apparatus on real local roads prior to delivery
- Offer grant writing services or assistance
- Not sure
- review our working environment
- no