FAMA/FEMSA Annual Industry Report for 2013

March 2014

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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 2014–February 2014.

A total of 1,537 fire departments participated in the survey. The online survey consisted of 38 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

- 45%–volunteer
- 23%–career
- 28%–combination career and volunteer

Geographic Location of Respondents

The majority of respondents are from the United States (94%); 6% are from Canada. Fifty states and all of the Canadian provinces are represented.
Pacific West–9%
West–5%
Central–12%
Mid West–21%
Mid South–10%
Southeast–10%
Mid Atlantic–24%
North East–6%

Summary of Findings

Position of Respondents

Twenty-two percent of respondents are fire chiefs/commissioners; 20% are company officers and another 20% are firefighters. (Note: n=1,280.)

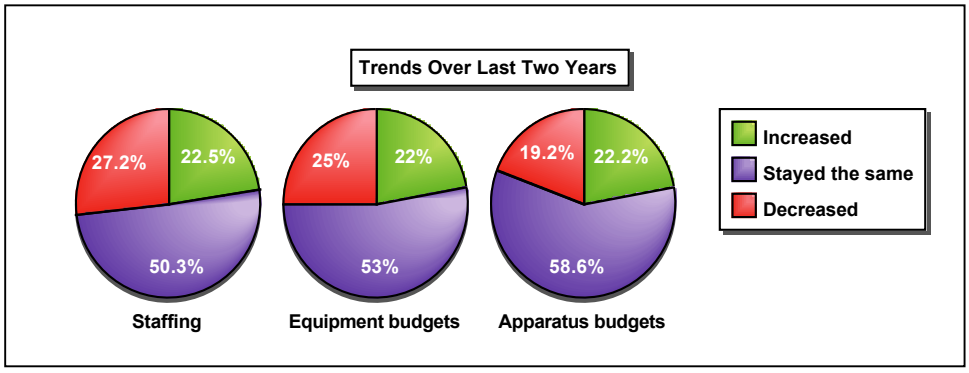
Fire chief/commissioner	22%
Company officer	20%
Firefighter/driver/operator	20%
Assistant Chief	12%
Training officer/training chief	7%
Battalion Chief	4%
EMT/paramedic	3%
Other	12%

Financial Overview

- Twenty-seven percent of respondents believe equipment budgets will increase and 26% believe apparatus budgets will increase over the next two years.
- Fifty-six 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 2012 and 2011.
- Twenty-seven percent of departments have received an AFG or SAFER grant.
- Thirty-two percent are postponing planned purchases as a result of economic conditions.

Anticipated Actions Due to Economic Conditions	
Standard operating procedures will change	35%
No anticipated actions due to economic conditions	33%
Postpone planned purchases	32%
Reduce number of planned purchases	30%
Refurbish existing apparatus	20%
Fees for service levied	15%

Staffing levels and equipment budgets continued to decrease overall for 2013. Apparatus budgets increased slightly.

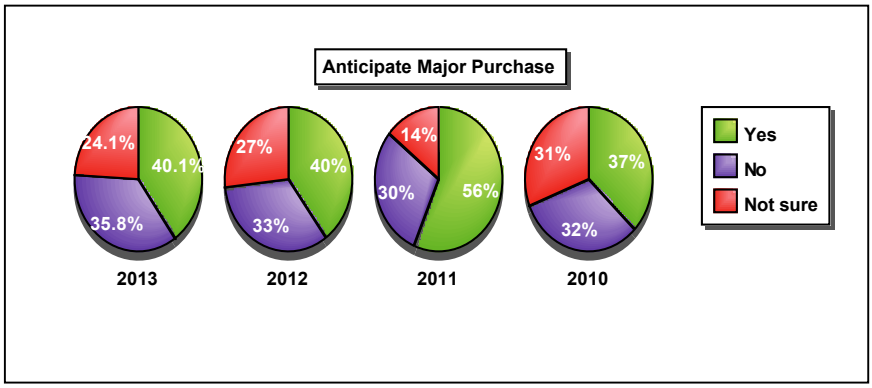


Apparatus Purchase

Forty percent of respondents anticipate making a major purchase during the next fiscal year. This is the same amount as last year. Of those who anticipate making a purchase, 92% will purchase an apparatus and 67% 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.



Summary of Findings

Over half of the departments anticipate purchasing a pumper during the next two years and 23% anticipate purchasing an aerial.

Pumper	57%
Aerial	23%
Ambulance transport	18%
Rescue	12%
Wildland	8%
Utility truck	8%
Heavy rescue	6%

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 2014–February 2014.

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 1,537 fire departments participated in the survey.

Data Collection Forms

The online survey consisted of 38 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-five percent of departments responding to the survey are volunteer departments; 23% are career departments. Twenty-eight percent of fire departments are a combination of career and volunteer. Organization type in 2013 is similar to previous survey results. (Note: n=1,280.)

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

b. Population Served

(What size population does your department serve?)

Just over half (52%) of the fire departments responding to the survey serve populations of 5,001–50,000. Twelve 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=1,280.)

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

c. Geographic Location

The majority of respondents are from the United States (94%); 6% are from Canada. Fifty states and all of the Canadian provinces are represented. (Note: n=1,242.)

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.

When asked to provide their thoughts on the biggest trends in the industry; 31% indicated "economy/finances/lack of funding/affordability." Sixteen percent were concerned with "reduced manpower/lack of volunteerism/down membership." (Note: n=1,537.) See Appendix B for complete list of verbatim comments.

Economy/finances/lack of funding/affordability	31%
Reduced manpower/lack of volunteers/down membership	16%
Staffing/24-hour shifts/part-time/attendance/daytime	10%
Cost/apparatus replacement/purchase/upgrade	9%
Training requirements/training/accreditation	6%
Handling EMS/recordkeeping/data	5%
Recruitment & retention	5%
Technology/communication/change in /social media	5%
Standards/NFPA/policies/regulations	4%
Do more with less/increase in services/call volume	4%
Apparatus size/aging fleet/wearing out	3%
Safety/prevention	3%
Youth culture/lack of experience/apathy/morale	3%
Other	15%

- "Thermal imaging and cloud based data entry."
- "The ability to keep up with equipment while budgets are being reduced or cut. It is becoming difficult to maintain the level of service that we provide to the public."
- "Size of our community and the expansion of our department and its members."
- "Social media."
- "Fleet downsizing."
- "SCBA use."
- "Keeping up with technology."
- "More hybrid vehicles."
- "Additional training requirements, and recordkeeping requirements."
- "Membership."
- "Budgets."
- "Decreasing average age of personnel."

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

2. Anticipated Actions Due to Economic Conditions

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

Thirty-three percent of respondents do not anticipate taking any actions as a result of economic conditions. Thirty-five percent of respondents anticipate changing standard operating procedures. (Note: n=303.)

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

3. Anticipated Trends Over Next Two Years

(Over the next two years (2014 and 2015), how do you expect your (equipment budget, apparatus budget) to change?)

During the next two years, 27% of respondents believe equipment budgets will increase and 26% believe apparatus budgets will increase. This is a slight increase from the previous year. Twenty-eight percent believe staffing levels with increase. This question was not asked in the previous surveys. (Note: n=1,322, 1,480 and 1,480, respectively.)

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

4. AFG or SAFER Grant Application

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

One-third of respondents have applied for a grant for apparatus and double that have applied for a grant for equipment during the last two years. (Note: n=1,280.)

	2013 (n=1,280)
Yes, for apparatus	32%
Yes, for equipment	66%
Yes, for staffing	17%
Yes, for other	17%
No	17%
Not sure	8%

Financial Overview

5. AFG or SAFER Grant Recipient

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

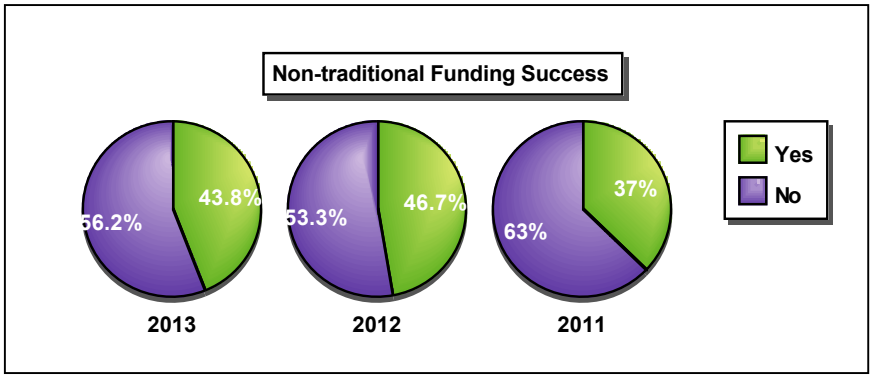
Nineteen percent of respondents received a grant for equipment during the last two years and 8% received a grant for staffing. (Note: n=1,280.)

	2013 (n=1,280)
Yes, for apparatus	3%
Yes, for equipment	19%
Yes, for staffing	8%
Yes, for other	4%
No	62%
Not sure	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 2012 study. (Note: n=1,469.)



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 two studies. (Note: n=1,280.)

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

8. Current Budget Funding

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

Three-fourths of equipment budgets and apparatus budgets are funded by tax revenue. This is similar to the 2012 study. (Note: n=1,280.)

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

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

Financial Overview

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, equipment budgets and apparatus budgets are similar to last year's amounts. Both equipment and apparatus budgets are seeing an overall decline in the percent of budgets which are decreasing. (Note: n=1,480.)

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

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

Apparatus Budgets	**2013 (n=1,480)**	**2012 (n=1,935)**	**2011 (n=225)**	**2010 (n=81)**	**2009 (n=1,072)**
Increased	22%	20%	22%	19%	19%
Stayed the same	58%	58%	54%	42%	45%
Decreased	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.

Yes, chose a different, new apparatus	26%
Yes, replace with a used vehicle	13%
Yes, other options	17%
No	44%

Current and Future Purchasing

1. Current Apparatus Owned

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

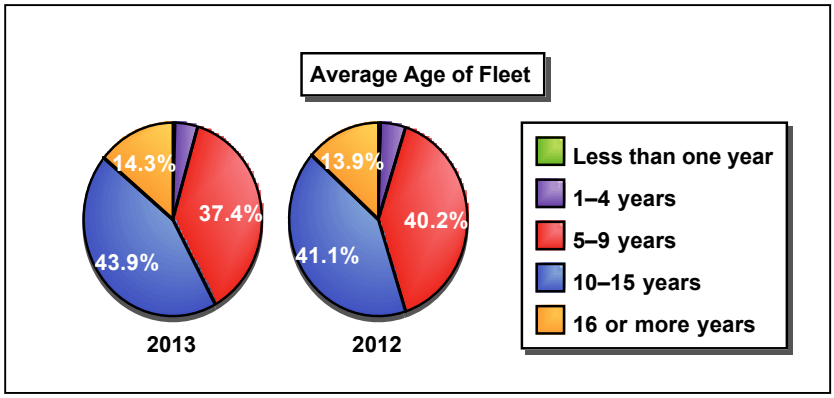
Almost all fire departments currently own a pumper. Apparatus ownership has remained steady since the 2011 survey. (Note: n=1,537.)

	2013 (n=1,537)	2012 (n=2,005)	2011 (n=225)
Pumper	96%	97%	98%
Utility truck	59%	59%	58%
Aerial	58%	58%	56%
Tanker	58%	32%	53%
Rescue	57%	60%	61%
Wildland	54%	51%	60%
Ambulance transport	33%	35%	33%
Heavy rescue	29%	32%	31%
Command center	22%	24%	25%
ARFF (Airport Rescue Firefighting)	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; 14% have a fleet with an average age of 16 years or more. (Note: n=1,537)



3. Anticipate Major Purchase

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

Four out of ten fire departments anticipate making a major purchase during the next fiscal year; 36% indicated they would not be. (Note: n=1,537).)

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

4. Anticipated Purchases

(What do you anticipate purchasing?)

Of those anticipating a purchase, 92% anticipate purchasing an apparatus and 67% have plans to purchase equipment. The number of respondents planning to purchase equipment has decreased since the last survey. (Note: n=607.)

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

Current and Future Purchasing

5. Anticipate Apparatus Purchases Next Two Fiscal Years

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

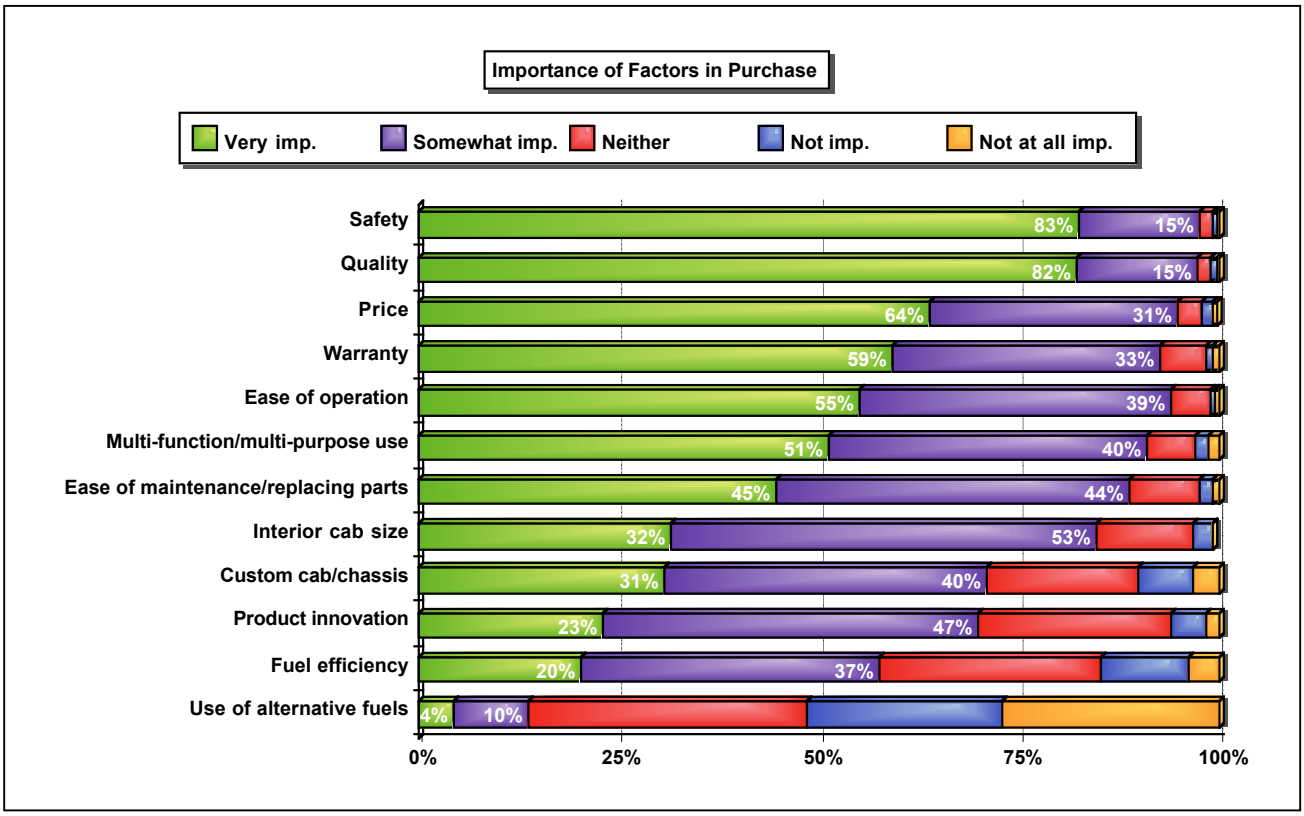
Over half of the departments anticipate purchasing a pumper during the next two years and 23% anticipate purchasing an aerial. Results from 2013 mirror those from 2012. (Note: n=441.)

	2013 (n=441)	2012 (n=614)	2011 (n=225)
Pumper	57%	56%	56%
Aerial	23%	23%	5%
Ambulance transport	18%	18%	20%
Rescue	12%	14%	14%
Wildland	8%	10%	13%
Utility truck	8%	7%	13%
Heavy rescue	6%	7%	7%
Command center	2%	2%	4%
ARFF (Airport Rescue Firefighting)	2%	2%	3%
Tanker	---	---	10%
Other	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 2012 study. (Note: n=1,537.)

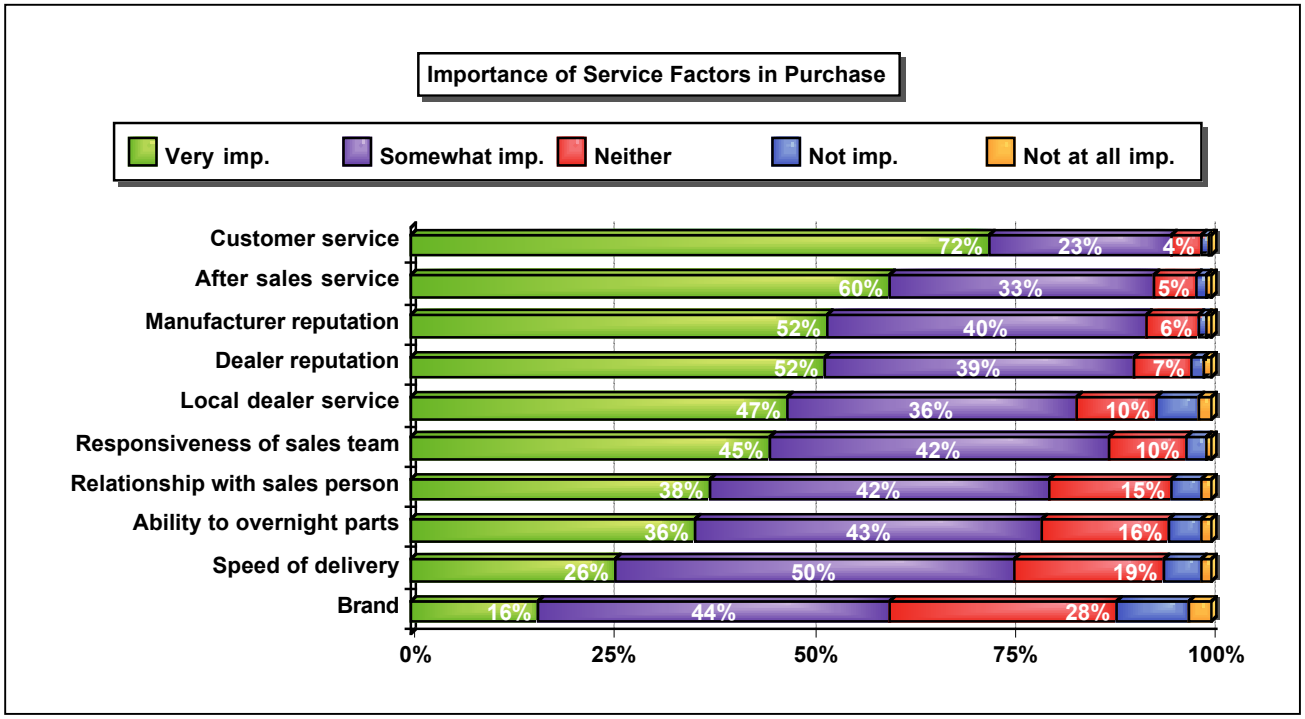


Current and Future Purchasing

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.

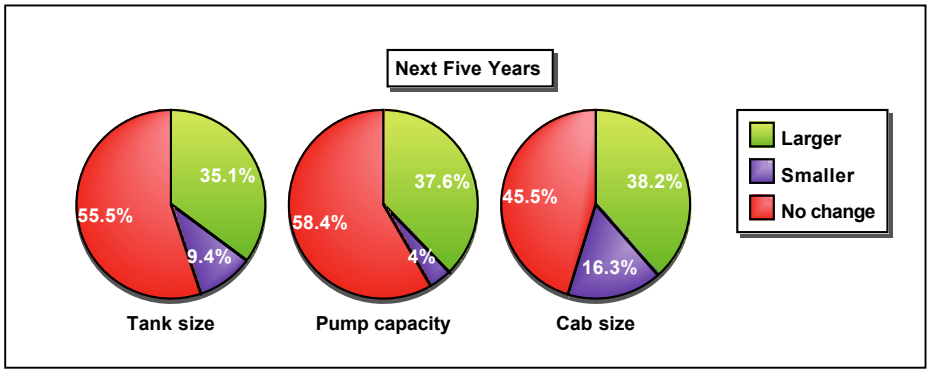
Mean average, 5=very important and 1=not at all important	2013 (n=1,535)	2012 (n=2,002)
Customer service	4.7	4.7
After sales service	4.5	4.5
Dealer reputation	4.4	4.4
Manufacturer reputation	4.4	4.4
Responsiveness of sales team	4.3	4.3
Local dealer service	4.2	4.3
Ability to overnight parts	4.1	4.1
Relationship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

Current and Future Purchasing

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.



Twenty-two percent believe there will be a change to patient transport capability and 71% believe there will be no change. Sixty-three percent believe there will be more compartments, 9% less, and 28% no change. Half of the respondents believe chassis will be customized, 27% will have commercial chassis and 23% expect no change. (Note: n=1,537.)

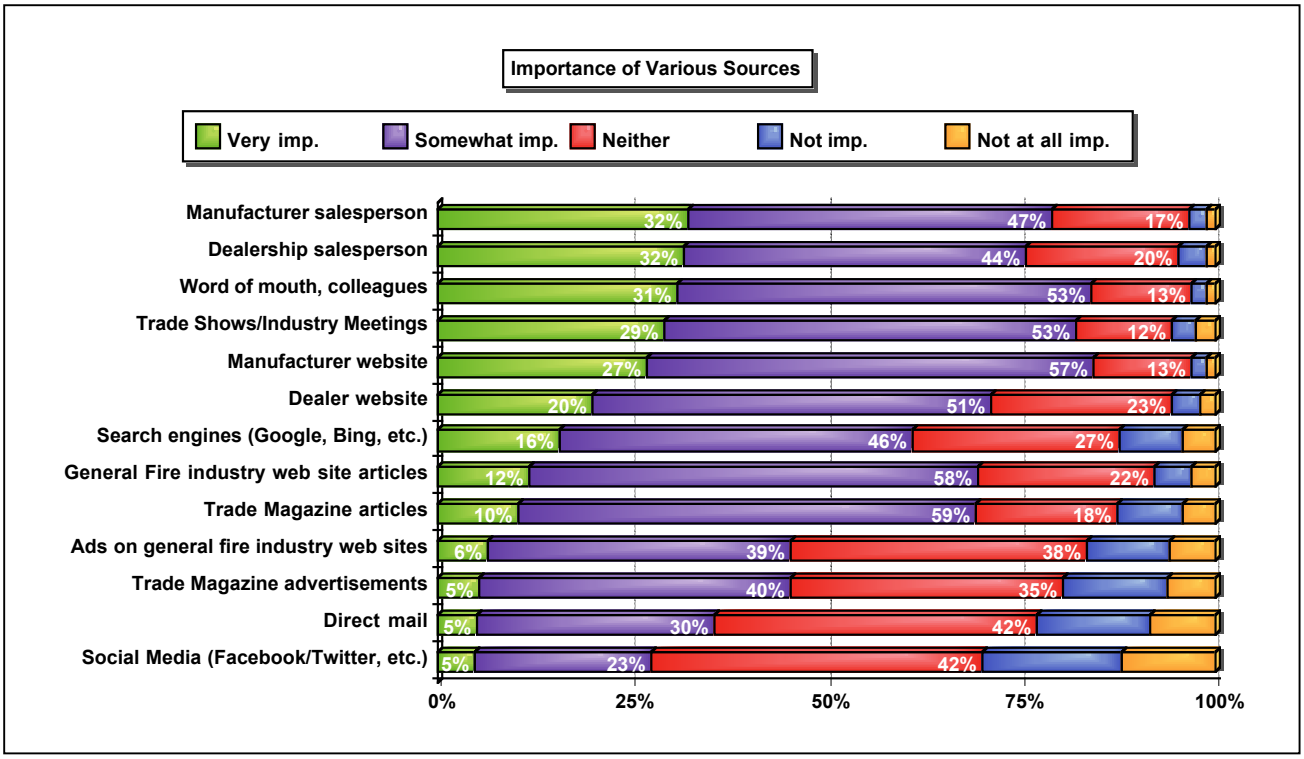
Patient Transport Capability	Yes–22%	No–6%	No change–71%
Compartments	More–63%	Less–9%	No change–28%
Chassis	Custom–51%	Commercial–27%	No change–23%

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.)

Manufacturer salesperson, dealership salesperson and word-of-mouth/colleagues are important sources of information. Social media and direct mail are least important sources of information. (Note: n=1,277.)

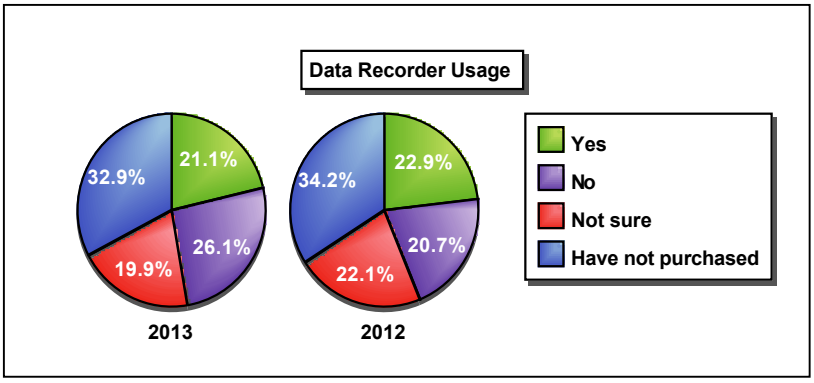


Other Information

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?)

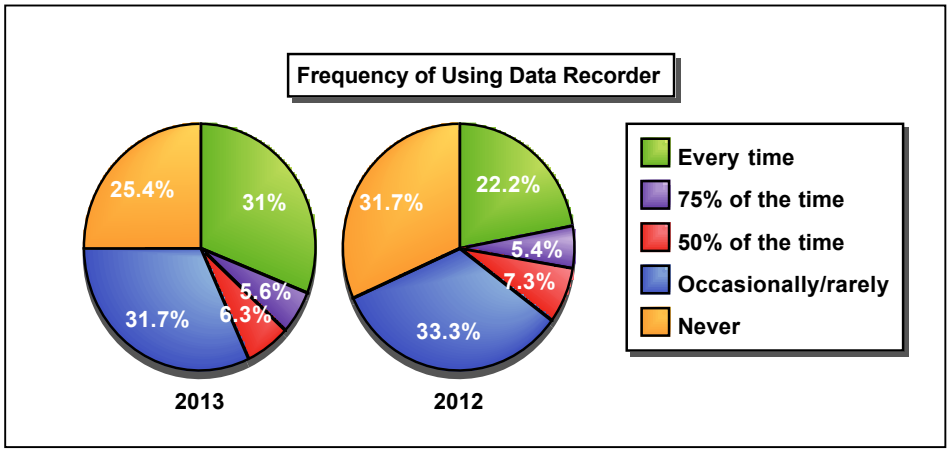
Twenty-one percent of all respondents are using the data recorder and 26% are not. Thirty-three percent have not purchased a new fire apparatus since 2009. Results are similar to those of the 2012 survey. (Note: n=1,480.)



2. Frequency of Data Recorder Usage

(How often have you used the data recorder?)

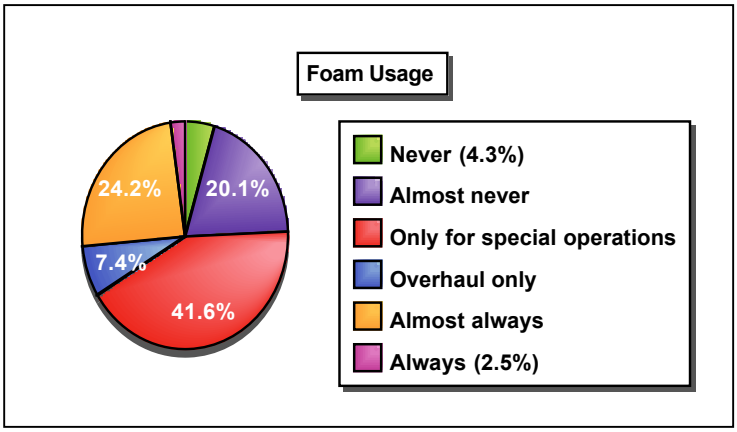
Of those who have purchased a vehicle with a data recorder, 31% use it every time; 25% never use it. There has been an increase in usage since last year's survey. (Note: n=303.)



3. Foam Usage

(How often does your department use foam?)

The majority of respondents use foam at some point: 42% for special operations and 20% almost never use it. (Note: n=1,480.)

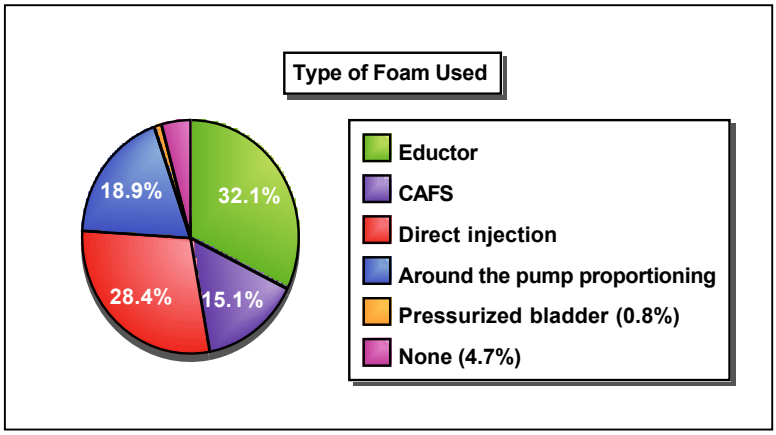


Other Information

4. Type of Foam Used

(What type of foam system do you currently use?)

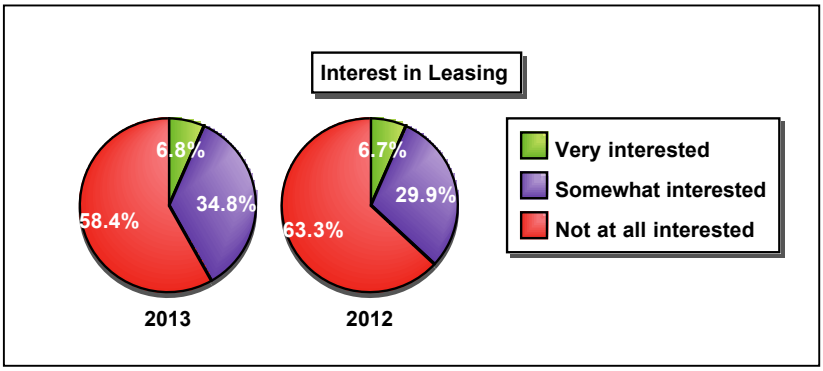
Eductor (32%) and direct injection (28%) are the most common foam systems used. (Note: n=1,480.)



5. Interest in Leasing

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

Forty-two percent of respondents have some interest in leasing apparatus from manufacturers; 58% are not at all interested. There is a slight increase in interest in leasing from the 2012 study. (Note: n=1,280.)



6. Industry Trade Shows Attended

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

Almost half of the respondents attend FDIC at least once every three years; 20% attend Firehouse Expo. See Appendix B for complete list of other responses. (Note: n=1,280.)

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

Other Information

7. Suggestions for Better Meeting 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.

Fifty-two percent could not come up with a suggestion; 15% indicated "lower cost/funding/ grants/cost effective/ financing/lease." (Note: n=1,134.) See Appendix B for complete list of verbatim comments.

None/I don't know/NA	52%
Lower cost/funding/grants/cost effective/ financing/lease	15%
After sale service/work with us/listen/personable/ customer service	5%
Standardize//basic/simple/stock/mechanical	4%
Maintain or improve quality/maintenance	3%
Knowledgeable/meet/inspect/demos	3%
Clear communication/flexible/open/ responsive/interaction	3%
Advertising/be honest/awareness/upfront/website	2%
Better design/cab size/basic/reach/storage/height	2%
Faster delivery/faster repairs/warranty/stand behind	2%
Newer/better trucks/multi-functional/ dependable/reliable	2%
Other	8%

- "Control costs so departments can afford new trucks. With an average 3-5% increase and NFPA adding costs, it's getting too expensive to buy newer safer trucks."
- "Custom made chassis and more flexible custom made boxes. Also more safety products."
- "Better service after the sale."
- "My department recently purchased a tender and an ambulance. It took one year for the truck committee to make decisions; we had contacted 11 manufacturers, with return calls from only five. That is a sad number!"
- "They all work very hard to meet the required needs."
- "We have had difficulty with product backing. It seems that even reputable companies are getting the money and running."
- "Lower the prices."
- "Lower prices."
- "Be very opening minded when talking with the customer. Listen to their needs and try to not talk down to them."
- "Access to service post delivery."
- "Good financing plans."
- "Cost."

Appendix A–Survey

FAMA/FEMSA 2014 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 (2014 & 2015)?
- ☐ 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 (2014 and 2015), 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 (2014 & 2015) do you anticipate your **apparatus budget** will increase, stay the same or decrease?
- ☐ Increase
- ☐ Stay the same
- ☐ Decrease

18. How often does your department use foam?
- ☐ Never
- ☐ Almost Never
- ☐ Only for Special Operations
- ☐ Overhaul Only
- ☐ Almost Always
- ☐ Always

19. What type of foam system do you currently use?
- ☐ Eductor
- ☐ CAFS
- ☐ Direct Injection
- ☐ Around the Pump Proportioning System
- ☐ Pressurized Bladder System
- ☐ None

20. 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 Q22
- ☐ Have not purchased a apparatus since 2009, go to Q22

21. 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
22. 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: _____

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

24. 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

25. 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

26. 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

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

Appendix A–Survey

APPARATUS BUDGET and PURCHASING

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

Tax revenue _____
Fund raising _____
Municipal bonds _____
Grants _____
Other _____

29. How interested are you in leasing apparatus from manufacturers?

- ☐ Very interested
- ☐ Somewhat interested
- ☐ Not at all interested

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

_____

_____

31. 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					

32. 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

33. 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:

34. 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

35. 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

36. 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

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

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

If you'd like to be included in the drawing for an iPAD, please complete the following so that we can contact you in the event your name is chosen. Your responses will not be connected to this information, nor will your contact information be used for any other purpose.

Name:
Fire Department:
Rank:
Mailing Address:
Email:
Telephone:

TO REMOVE YOUR ADDRESS FROM FUTURE E-MAILS: FEMSA sometimes surveys fire departments in order to help our members gain insight. To STOP receiving these survey e-mails, please click here: (link to unsubscribe/opt-out)

Appendix B–Verbatim Comments

FEMA Industry Verbatims

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

- Confined space and medical training
- Growth and funding to the fire department
- Getting new members
- Budget has not been restricted but is being eyed more. More than one apparatus coming due for replacement in the same year.
- Lower expectations of employees
- Lack of funding, aging equipment, shortage of volunteers.
- Manpower and cost of equipment
- Manpower and equipment
- Fire Fighter Health & Safety
- Do more with less
- Hiring. Composite/ Professional
- Light weight building construction
- Budget cutbacks dwindling volunteer force
- Doing more with less.
- Lower income
- Dispatch concerns and lack of personnel
- Multipurpose apparatus
- Need for new trucks
- Pierce 2011 tanker 2600
- Technology for mapping in Our Engines
- Obamacare
- The replacement of our 102' Aerial due to expansive residential building in our coverage area. Streets are narrowing, causing areas unreachable by our current platform.
- Diversity in the work force
- Thermal imaging and cloud based data entry
- The ability to keep up with equipment while budgets is being reduced or cut. It is becoming difficult to maintain the level of service that we provide to the public.
- Size of our community and the expansion of our department and its members
- Pumper tanker
- Social media
- Fleet downsizing.
- SCBA use
- There are none.
- Keeping up with technology
- More hybrid vehicles
- Additional training requirements, and record keeping requirements.
- Membership
- Budgets
- NA
- Decreasing average age of personnel.
- Manpower issues
- Safety and efficiency
- THE LOSS OF GOOD EMPLOYEES TO OTHER DEPTS. AND AGENCIES.
- Keeping up with the current technology
- Increased budget constraints.
- Volunteer Firefighters seems like less and less people like to be firefighters and some of the ones that do join do it to become career firefighters than we lose them as the union will not let them to also be with use
- Lack of durability. Breakdowns and recalls
- Staffing Needs and Pay.
- Staffing and Station closure
- Update Equipment!
- Lack of manpower
- EMS
- Staffing
- Availability of "Paid on Call" personnel in our combination department is getting less and less. Getting new people to join the department is almost next to impossible.
- Budget constraints and the need to purchase three front line pieces if apparatus in the next five years
- Smaller budget
- The addition of CAFS on the front line engine companies, that additional cost and maintenance.

Appendix B–Verbatim Comments

- How to take care of the Urban Interface
- The ability to maintain the latest NFPA specifications for SCBA and Turnouts for firefighter safety.
- Getting Personnel, Policy Manuals
- Finances, Manpower
- Volunteer manpower and finances
- Low Volunteer manpower in our Combination Department
- Lack of funding, recruitment.
- Cost, consolidation, increased functionality with less
- Low budget
- Manpower and wildfire vehicles and can go all terrain. And communication issues
- Not big enough building
- Pensions
- The Economy, Funding, Staffing
- Manpower
- Looking at apparatus that are multi functional
- In cab tablets that have preplans to view. Building info and contacts at your fingertips.
- Budget cuts
- Budget Cuts/Staffing reduction
- Money
- Personnel costs account for 90% of budget! No money for apparatus replacement.
- Manning
- Replacement costs
- Apathy and loss of interest in all aspects of fire fighting and emergency medical response
- SCBA with in mask display
- Daytime responders
- Keeping up with everything as far as the direction we should be going.
- Tight budgeting
- Social Media, recruitment, water supply
- Budget issues
- Budget decreasing
- UL Studies,
- Price
- Experience
- Retirement of experienced firefighters/hard time recruiting new fire fighters
- Staffing
- Neither
- Fire Behavior
- Best truck for the price
- NFPA requirements for replacing equipment.
- Budget cuts
- Ladder trucks without supply hose, sobering centers and community paramedicine.
- None
- New technology and new type of construction load, and last budget cuts
- Cost and longevity of equipment.
- Budgets
- Rapid population growth 2) boom in industrial manufacturing plants opening up 3) LNG plants and pipelines in our town and nearby towns 4) increase in dangerous goods by rail
- Volunteers
- Budget cuts
- Cost vs. Value of services
- Economic recovery. Staffing
- Reporting system and PPE tracking
- Money
- Staffing issues
- Budget cut backs
- Budget
- Funding
- Staffing
- Increasing of CO alarms.
- Low staffing higher hazard calls
- High flow pumps
- New NFPA Standards Increased dependence on computers for all aspects of operations & the threat this poses when some part of the system fails.

Appendix B–Verbatim Comments

- The change from POC (Paid on Call) to Composite.
- Loss of tax revenue and the ability to keep up financially.
- Difficulty recruiting volunteers
- Recruitment
- SCE, def and park re gen issues
- Lack of drilling in my area which was our Departments biggest income. We are in the Haynesville shale area, and most activity has stopped now.
- Cost of replacement equipment and vehicles
- N
- Drone aircraft for the fire service.
- Unemployment
- Amalgamation costs recruitment training
- Budget
- Recruitment & retention
- Increase in false alarm calls. Decrease in medical calls.
- Communication between front line and head office
- Gear
- Sustaining membership
- Tax cuts
- Changing the way we communicate; tablet based mapping and dispatch inside the apparatus.
- Manpower
- Membership increase, Training, Hose replacement
- Cost of replacing aerial apparatus
- Man power
- Federal mandates
- Declining responders
- Budget restrictions
- NFPA equipment life recommendations
- Funding, and member involvement
- Personal (budget)
- Not sure
- Becoming more diverse in the services you offer. More emphasis on prevention, medical, and specialized rescue.
- Two stage V.S. single stage pumps, SCBA program management, Aed program management, Low ange
- OH&S
- Industrial support, moving in the direction of primary responders.
- Budget and designing a new station
- Staffing concerns
- Low call volume and high cost of new apparatus
- Multi Use Apparatus (Squad's)
- Multi Use Apparatus (Squad's)
- Funding
- Personnel
- Getting enough water when needed
- Hiring, Weather conditions, equipment changes that are not viable to our needs on the ground, radio common... to list a few.
- Budget constraints.
- Keeping up with County and NFPA
- Slowly RECOVERING ECONOMY
- Social media
- Personnel
- Budget issues and staffing
- Recruitment of volunteer members.
- Nozzles
- More EMS involvement in the fire service and the reporting issues to create documentation on an increasing basis. Less manpower in the volunteer service as well.
- EMS
- The rural aspect of fire protection and getting the appropriate resources (tankers) purchased and on the scene.
- Expansion
- Industry standards that require the purchase of additional equipment and training for our members and finding the funding to provide the above.
- Funding
- 24 hour shift schedules reduced operating budgets,
- New NFPA regulations, and Retention of Firefighters
- Diesel Exhaust, and purchasing new apparatus

Appendix B–Verbatim Comments

- Increasing call volume and operating costs
- Growth without funding keeping up
- Prevention
- Apparatus safety and ability to navigate narrow streets
- Budget cuts, and increased call volume
- Large economic downturn and lack of funding for apparatus.
- Man power
- Social media how to deal with, Recruitment retention
- Money - budget to purchase equipment
- We are continuing to operate with less than anticipated budgets. The economy is so slow to recover! We must continue to work to get the best bargains for the BUCK.
- New Chief, New ideas. Hats new and improved.
- Lack of manpower
- Industrial growth
- The other risk
- Trying to keep up with changing standards while keeping in line with tighter budgets.
- New Highway coming in - Anticipated growth
- Budget cuts; aging fleet with no funds to repair or replace.
- Doing more with less. Tighter budgets.
- Trying to meet the intent of the NFPA Recommendations
- Weather
- Bail out system
- Staffing and transition into doing more EMS
- SCBA Replacement
- Online education with no high speed internet, recruitment and retention of personnel
- The changes to the NFPA Apparatus Standard. Changes to SCBA Just Order a new engine with Foam and that is a big change for us.
- Budget, finding alternative financing
- Limited Personnel
- The younger generation
- Lack of members
- Reduction of full-time positions and reduction of volunteerism. Increase in personnel with multiple part-time jobs.
- Hose replacement and SCBA compatibility
- Consolidation
- Funding to purchase new vehicles and operate the repair shop.
- Vehicle safety, trying to upgrade existing apparatus.
- Newer NFPA standards such as apparatus data recorders.
- Volunteers time commitment
- Government regulations career vs. volunteer
- Recruitment and Retention
- Budget Issues and Funding
- Interface fires
- Safety equipment
- MANPOWER
- Safety
- CAFS integration in our fleet and current firefighting approaches in the Urban and ozone context.
- Less structure fire more to rescue - medical
- Blue Card, EMS redesign, LEAN practices
- Constantly changing NFPA standards increasing the price of equipment.
- Much more record keeping.
- Recruitment and retention
- Lack of personnel.
- An aging crew demographic 2. Increased demands for higher trained personnel 3.pressure to keep budget increases low
- Theft
- The required training requirements for volunteers.
- Changing Equipment to be the same around the county
- Funding, Mandatory Gear Retirement, Aging equipment.
- Getting reports done better with more info
- The pot plants that grow hear (drugs) and no one to help with the problem of it
- Smaller budgets thus apparatus are sating in front line service much longer
- Maintaining a level of service with reduced manpower. Retention and recruitment.
- Reduced volunteerism
- Upgrading fleet age

Appendix B–Verbatim Comments

- Budget cuts
- Emergency Medical Services
- Budget and training
- Lower man power
- Manpower decline
- Decrease of apparatus costs both purchase price and overall life. All units are to be multi-role (i.e. quints, rescue engines, hazmat/EMS, USAR/EMS, etc.
- Size & Cost
- Downsizing the department
- Low budget for our apparatus replacement program
- Staffing
- The downswing of our local economy to provide paying jobs for our volunteers. The lack of family wage jobs forces volunteers to relocate to an area with jobs or to be gone during the workday leaving voids in coverage.
- Lack of man power
- Community growth
- Extending the life of our vehicles due to budget constraints.
- Volunteer retention, funding, and more regulations to keep up with.
- Smooth bore nozzles
- Change in leadership and budget cuts.
- Budget, staffing, new areas of responsibility.
- New housing going up in rural area
- Tanker/Pumpers
- Foam
- Upcoming Health Care Changes
- Continued budget constraints
- Trying to convince everyone to move to LDH, non emergency responses to reduce risk
- Keeping up with new technology for firefighter safety.
- Funding decrease and recruitment
- Apparatus replacement. Funding. Recruitment.
- Downsizing
- Replacing Turnout gear and SCBA
- Attendance
- CITY BUDGET CUTS
- Budget problems for the past few years and do not see it getting any better.
- Just finished replacing and or upgrading our fleet of vehicles, with the hope of slight increase in staffing, and working to upgrade communications regionally with a consolidated dispatch center.
- Loss of funding, and more frequents from the state with no added funding.
- Staffing
- Eliminating rescue squads and outfitting pumpers and aerials with rescue equipment.
- Late weight construction
- Staffing, vehicle replacement
- Cost increases & gov. mandates
- The high price of equipment
- Reliability
- Keeping up with the new nfpa trends and budget cuts
- Increasing workload
- Manpower
- DEF additive to diesel engines. We do not currently have any diesel engines within our department that require DEF additive. However immediate future apparatus will have the DEF feature. I have read information from other fire departments that are having problems and causes great concern.
- Trying to get all you can in one apparatus.
- Lowering the overall cost for purchasing apparatus. Still maintain all the capability, but keep trying to trim the cost down.
- None
- Better use of limited staffing and being abler to do more with less apparatus.
- Changing standards for apparatus. Changing features for apparatus; CAFS, LED lights.
- NFPA and other gear and vehicle requirements
- Attracting and maintaining quality people to be volunteers
- Issues with DPF systems,
- Increased technology
- Underfunded
- Mo money to replace apparatus
- Price and size of apparatus
- Small budget

Appendix B–Verbatim Comments

- Continued fiscal crisis with limited budget doing more with less and that includes less staffing.
- Doing more with less, we respond our apparatus to do EMS, Firefighting, Wildland, Truck Company Operations, Vehicle Extrication.
- Local economic influences - i.e. stagnant development
- NFPA putting arbitrary "life" expectancies on equipment.
- Major Growth
- Fire condition changes. Needing more realistic live fire training.
- Budgetary constraints on overtime for training.
- Budgets and Personnel
- Turn out gear. Radio communication. Vehicle construction.
- Needing money for new apparatus
- Live Fire Training
- Technology
- OSHA/NFPA compliance
- Personnel Management and Staffing
- Budget constraints and staffing reductions
- Increased costs, increased amounts of training required
- Manpower
- Lack of Funding
- Recruitment and Retention
- Money
- A shrinking budget vs. rising costs of gear and equipment.
- More ems calls with a reduction in fires
- Lack of funds to replace equipment
- A decrease in the general public wanting to get into the volunteer fire service.
- Budget crunch
- Lack of funding Changing citizen demands
- Recruitment and retention of volunteers
- Budgets, Technology adaption
- Educational requirements, NFPA requirements, Loss of seasoned personnel
- Looking in to the Community Paramedic program Budget and Finance issues, EMS transports. Staffing
- Requests for services non fire related
- New NFPA requirements for SCBA
- ISO ratings, SCBA standards, Recruiting and retention, Training standards
- Multi-functional capabilities
- High priced trucks.
- Lack of participation in training and up keep
- Technology (mapping and reporting), out of date equipment.
- Money, staffing
- Funding Issues Manpower Aging Apparatus
- Old equipment and little training
- Lack of volunteering for service
- Needing new equipment and training
- Daytime manpower issues, increase in EMS responses
- Change in Chief generating change in training and responses
- Consolidation
- Lack of leadership
- Availability of volunteers.
- Cross-staffing structural apparatus with ARFF apparatus, which is leaning us towards dual, use apparatus.
- Apparatus break down due to age (36 yr old frontline engine and 27yr old second due)
- Cafés and alternative extinguishing agents.
- Administration issues
- Staffing
- Minimum staffing. Doing more with less.
- Asking to do more jobs with fewer resources.
- Replacement of an aging fleet
- Rural water supply
- Apparatus size and costs. Members
- Rapid growth
- Motor Vehicle Crashes Electrical Fires
- Large fire response with few firefighters on scene
- Lack of funds, members, aging apparatus, equipment & gear
- We are becoming a very young department, losing a lot of experience

Appendix B–Verbatim Comments

- Experienced Staffing
- Budget cuts, need for turnout gear updates, scab updates
- Rapid Intervention
- Staffing
- Lack of revenue, anti-tax initiatives
- Personnel reduction, Multi- density populations (narrower streets, limited clearance for compartment, tighter turning radius)', increased fuel costs, longer turnover times for fleet IE longer hours and mileage for vehicle life.
- Lack of budget and cost of equipment.
- Lack of volunteer staffing. Increase in EMS calls.
- Redeploying of our Department Medic unit.
- Population increase, increase for calls of service, personnel demographic changes (availability), delayed response layer of apparatus
- Manpower / budget cuts/ rising call volume
- Cost, Integrated Foam
- Cliques. Lack of equipment
- Best use practices of CAFS. Safe Driving
- Keeping up with the latest equipment due to budget constraints.
- Loosing manpower and having the ability to combine trucks to do more with less manpower.
- Burdensome regulations.
- New Rapid Intervention Vehicles- KM P-34
- Apparatus acquisition
- Age of trucks
- Decreased property values resulting in decreased revenues. Volunteer shortages, particularly daytime.
- Type and size of equipment
- Mergers and reduced budget.
- Safety lower hoses
- Aging fleet and water movement
- Maintaining adequate staffing, balancing apparatus and building replacement needs
- City budget
- Lack of interest in volunteerism, number of firefighters dwindling
- Personal
- Training mandates
- Do not have one
- Volunteer recruitment, err, budget
- EMS, safety and survival
- Increasing population and demand without seeing an increase in staffing.
- Bigger engines and trucks with more space but still agile.
- CAFS systems
- Funding
- Having enough funds to operate and trying to keep the manpower motivated and interested in the Fire Service.
- Rewriting SOG's. New scba's Issues with clicks
- Staffing
- More natural cover fires
- Moral problems. Youth taking over and ignoring the guidance of more seasoned and experienced members.
- Limiting the life span of equipment per nfpa
- Trained and dedicated personnel. We are a small volunteer department with about 25 active members. Daytime response is most difficult.
- Local politics
- Finding enough training for volunteer firefighters in NY
- Personnel
- Staffing issues, funding for new pumper
- Lack of training and experience.
- EMS
- Budget cuts
- Low budget
- Healthcare
- Expanding EMS service
- Fund raising
- Maintaining and extending the life of our fleet
- Budgets getting lower. Wanting to buy low bid every time even when it affects the quality of equipment.
- Need for more space on apparatus for ALS equipment
- Med pumpers
- Lack of new volunteers

Appendix B–Verbatim Comments

- Lack of volunteers
- Volunteer Staffing; Call Volume Increase.
- Decreasing Budget with a growing community
- Suicide, Legal issues and EMS Burnout. Which is not a current trend? It has been a problem for Decades.
- Recruitment / retention
- Price of apparatus
- Budget
- Staffing
- Staffing levels
- Multi functional pieces
- Cost no money
- Response burnout of responders due to increased responses for a volunteer company, nuisance alarms, calls for "non-fire service issues" such as wires down that turn out to be cable or telephone and fast to call 9-1-1 before knowing a problem such as people calling for a fall or accident before seeing if anyone actually needs/wants EMS assistance.
- Purchase price preventative maintenance
- CAFS, Ultra High Pressure
- Not a trend but we need new station. In Ny this means big$$$ because of essential facility codes
- Manpower
- Staffing and safety.
- Lower staffing levels so the equipment bought has to be manpower efficient budget restraints that are just not local but state and federal. Needed training on new technologies in the fire service
- Manpower shortages and increasing demands from mutual aid
- Safety
- Influx or the oil and has industry has caused a rise in population and traffic.
- Budget cuts
- Money and lack of it.
- Decreasing budgets, increased training requirements, lack of "ownership" by younger/newer employees
- Money
- Computer Technology
- Radio communications
- Recruiting new firefighters
- The economy
- Budget cuts
- People responding to calls
- Purchasing of an apparatus.
- Advances in EMS
- Unfunded mandates, escalating costs
- Budget constraints for equipment and vehicle purchases and maintenance
- Not a trend but we need new station. In Ny this means big$$$ because of essential facility codes
- The department is very young right now and needs to get some age and experience
- Steel roofs
- Price of fire apparatus
- Versatility
- Higher call volumes for non-fire related activities (EMS, assist, etc). Also there is a push to consolidate apparatus to make them more useable on a higher percentage of runs
- Manpower and age
- Response staffing
- Fire fighting trends
- Maintenance
- Apparatus's age.
- City growth and Staffing
- Aging population causing increased response
- Getting new members, static funding
- Higher traffic and lower budgets.
- Tax base reduction and loss of population. Still need to protect older infrastructure, while the income average and tax base are shrinking. At the same time the older population is placing pressure on medical, rescue & fire services.
- Funding, tax based
- Wildland fires
- Budget, staffing, apparatus replacement, diesel emissions
- Ever changing standards, can't keep up for a smaller volunteer department, funding, finding/retaining volunteers
- Need for durability and best bang for the buck.
- Loss of funds
- Manpower

Appendix B–Verbatim Comments

- Multi use trucks. Having and maintain a smaller fleet.
- State asking for more stronger training for all departments
- Budget dollars!
- Price, Size of new apparatus,
- Do More with Less
- RIT Teams/MABAS/ 4500psi SCBA
- Combining different apparatus into one i.e. rescue/engine, tanker/engine
- Keep up with new ways to be safe and training
- Lack of manpower
- Recruitment and Manpower
- The move to cab over chassis and aerial apparatus needs and wants
- Do more with less
- Increased number of vacant buildings.
- Budget cuts, reducing man power, using 2 person rigs not three
- Budget cuts.
- Budget cuts and getting updated equipment
- Money
- Reduced funding
- Modernization of fire apparatus equipment.
- How to use one apparatus for every type of call.
- Continual depression of the local economy is having the biggest affect on our department. The current economic environment is causing many residents to relocate in order to find work. This in turn decreases our budget.
- Economics
- Lack of participation in training and decreasing membership
- Getting members adequately trained
- Staffing
- Member shortage
- Radio upgrade to digital
- Multi use vehicle
- Quality volunteers willing to serve
- Foam
- Manning issues
- Short staffing, small crews, declining volunteer staff, smaller apparatus
- Change in dispatches
- CAFS
- Emissions on new trucks
- Budget
- The ability to provide service, with limited manpower
- Funding, Budget
- Decreased funding
- Having to deal with higher call volume and more dangerous situations with limited funding and personnel
- Politics
- More calls less manpower
- The new emission standards, driving the cost of apparatus higher along with the standard raising the cost of maintenance.
- Manpower responding during the day
- New Cad informatio0n being available to fire depts. Enroute to calls
- Trying to be NFPA UP TO DATE
- The lack of training
- Limited time for training, access to up to date online training resources, recruitment of volunteers available during the day
- Need for more water or to switch to CAFS
- Low funding, low full time man power.
- Rescue pumper
- Recent hiring of 4 people, after 5 year freeze. Previous downsizing and reorganizational changes. Economy is starting to show signs of improving
- Radio interoperability
- Training
- Local oil boom. Not specific to the industry but a tertiary effect to the budget.
- The price of equipment
- Chimney fires
- Low moral due to tight budget restrictions.
- Employees
- Recruitment and keeping new members
- Funding

Appendix B–Verbatim Comments

- Needing a new tanker shuttle
- Quints, use of pick up trucks with utility bodies for rescue/ems trucks.
- Funding, especially in regards to EMS and what the new health care system will bring
- Retention of Personnel
- Fiscal restraints
- Shortages of volunteers Funding Training requirements
- Rapidly rising benefit costs and changes in health insurance brought on by Obamacare.
- Budgetary constraints and the threat of reducing crew sizes
- Emissions specifications... Economy...
- Safety of responders
- Lack of funds
- Politics
- Lack of call members and aging of current members, funding capitol projects
- Lack of call members, funding capitol projects
- Diesel vs. Regular fuel vehicles Probationary standards community medicine
- EMS
- Training
- Budget
- Staffing and funding for a combination department.
- Smaller company responses, less manpower
- Lack of rain/snow. Heavy drought conditions for third year beginning to heavily affect the areas we serve.
- The thought of moving to fire department run EMS
- No budget
- Running more MVA's. Constantly trying to generate funding to operate.
- Lack of funding
- Mobile Data
- LOW MANPOWER AND LACK OF FUNDING FOR NEW APPARATUS
- Lack of adequate staffing and lack of trained apparatus operators.
- CAFS, startup cost to get into a system on new apparatus. Technology, increases in technology that is used on a daily basis both on the fleet and by the responders. Safety, increases in safety for the personnel and the ability to afford/update apparatus in a timely fashion with the enhanced safety features.
- Budget constraints
- Manpower shortage with Vehicles OOS
- Budget...money!
- Funding
- Possible changes to EMS due to the affordable healthcare act.
- Budgets. As I work for a municipality the Town Board is always cutting budgets and personnel so that they can monetarily look good to the people within the township. Not thinking that what they are doing is really hurting the responders for the Town.
- Regeneration. Multiple apparatus coming up for replacement on a regular basis (primarily due to prior growth).
- EMS and member retention
- Ems calls keeping up with non er calls
- Medical calls, population growth, decreased funding.
- Aging apparatus
- Poor economic times.
- Shrinking budgets and lack of volunteers
- Staffing reductions and shrinking budgets.
- Staffing issues
- Lack of manpower. Residents unwilling to volunteer, and those members that do not posses a sense of urgency.
- Recruiting and retention
- Lack of volunteers
- Training and trained leadership.
- Budget cuts and attrition.
- Rope Rescue Team
- Recruitment and funds
- Economic downturn still has an affect.
- Staffing
- Our Station
- City not wanting to fund new apparatus
- Increasing efficiencies and doing more with less.
- The lack of adequate staffing, and the soaring cost of fire apparatus.
- Money, budgets continue to get cut
- Making the most of limited compartment space
- Recruitment

Appendix B–Verbatim Comments

- Changes in regulations for equipment and apparatus
- Budget cuts, staffing
- Apparatus updating
- Equipment updates
- Staffing numbers
- Equipment upgrade and apparatus upgrades.
- Apparatus fleet reductions and balance. Staffing
- EMS Billing, & 4 person staffing
- Cal volume increase. Budget staying same.
- On board foam for storage tank fires, PPA, High angle rescue
- Equipment and products, which can be utilized by smaller crew.
- All gear
- Rising cost of equipment and apparatus
- Staffing
- Staffing, additional stations
- Budgets, factors closing
- Lack of training, experience, and immaturity.
- Lack of money
- Funding
- Logistics
- Budgeting
- Our city and department are both growing so number of personnel is becoming an issue
- Manpower
- Man power at the right time, when the incident happens to make sure the job get done safely. EVERYONE GOES HOME!!!!!!!
- Changing demographics increases demand for inner city services, therefore greater tax burden on citizens. Less money for fire department but greater need for EMS.
- Dependability of technology in the field in regards to maintenance and repair
- Declining membership, lack of funds, aging members.
- Lack of staffing, decreased budget, low morale
- Manpower
- Mission Creep, understaffing & EMS response
- Recruitment and Retention of well trained/qualified Fire Fighters and EMS personnel
- BUDGET CUT BACKS
- Spending issues with in the municipal sector
- Staffing cutbacks
- Methods of attack - direct, transitional
- Funding and volunteer decline
- Increased Cost o equipment and apparatus and the new Workers Comp laws for cancer insurance along with safety in the fire service
- Training and record keeping
- Budget cuts and staffing.
- Trying to make our equipment last longer and getting grants to purchase equipment or apparatus our department is a small rural area that is trying to build a new station and that building project will limit our options on any other major purchase unless we are able to get grants in the future
- Flooding
- Becoming an "all hazards" department
- Rising costs for equipment and fixed tax income
- A trend...hopefully just a trend. Do not be moved by trends. Stick with basics, but encourage training, progressive thinking. Paralyze by over analyze. Just some thoughts that come to mind.
- OSHA/PESH Mandates, NFPA Standards and Labor Department requirements for the Fire Departments and to Qatar the Fire Service as a whole
- Budget cuts
- Lack of members
- Less money in our Budget year after year
- Changes in ISO grading criteria
- Budget
- Budget reduction
- Budget reductions Increased safety standards
- Reduced Funding
- Lack of volunteers and money
- Membership
- The recruitment and retention of members
- Standardizing our fleet

Appendix B–Verbatim Comments

- Low staffing
- The introduction of technology
- Budget Cuts
- Poor Staffing and Poor leadership
- Communications with 800 might radios and rebinding. Staffing issues and revenues. ISO ratings and changes in the ISO system.
- Hard to find and maintain volunteer firefighters.
- Turn over. Budget.
- Lack of funding and city support. Lack of needed supplies.
- Staffing
- Deployment model changes, doing more, with less and facilities and apparatus storage in limited supply.
- Decline in volunteering
- Getting people to show up and participate.
- Membership retention
- The need for a new first out engine.
- Budgeting and partnership agreements.
- Budget cutbacks
- Fires and car accidents.
- Membership
- Iso rating
- Lack of volunteers
- Communications
- Staffing and funding for equipment
- Funding
- Budget
- Training and record keeping
- Staffing, funding
- Lack of members
- Technology advances
- Adaptable wildland and brush unit needs
- More rescue less fire calls
- Reduced budget, staffing battles and extending our fleet lifespan well beyond previous replacement schedules.
- Safety and training.
- The biggest trends are that people don't pay as much attention to vol. fire companies as they used to, and the economy, being so bad, affects how much we bring in on fundraisers.
- Volunteer Recruiting shortfalls, budget restriction
- Personnel retention cost of fire protection
- Budgetary constraints
- Staffing
- Staffing, extreme cost of apparatus, repair cost
- Move to slur radios that don't work effectively in structures.
- Class A foam
- Expensive Volunteer Training Programs
- Budget
- Staffing and morale
- Budget cuts. Doing more with less
- Lack of funding
- Retention and recruitment of members and maintaining OSHA and FEMA training
- The increase in apparatus limitations due size. The problem is the current building size.
- On-board computers for mapping, preplans etc.
- Change in demographics and reduction in funding.
- People working too many hours, not enough time to volunteer and train
- Bad leadership.
- Man Power
- Budget cuts
- Budget
- Staff cuts, decreasing budget
- Lack of members
- EMS calls, threat of terrorism, has mat
- Membership offering more services countywide radio update
- Mutual aid
- Growth, training, and turnover
- Money

Appendix B–Verbatim Comments

- The biggest trend affecting our department is time constraints. As a volunteer department our members have their own personal and professional lives, on top of being a volunteer firefighter. Today's world is a busy and demanding place for everybody. Trying to find ways to make the fire department worth "their" time is a huge challenge.
- Number of runs
- Finances
- Budget constraints, overtime to maintain staffing
- Communications. Blue Card Command. CAFS. CISD and PTSD programs.
- Aging apparatus
- Aging population, decreasing volunteers, increasing training needs
- Meeting training hours.
- Fire ground safety
- Old trucks and lack of scba's
- Budget with equipment use
- Membership, new and time able to respond, training
- Budget cuts at state levels again.
- Having fully equipped RIT in place and manufactured rescue rigs as opposed to make shift.
- Budget
- Department is becoming more safety conscious. Gear and equipment is becoming more in line with new command curriculum from Phoenix Arizona
- Budget with equipment use
- Money and members
- Money
- Funding, manpower
- Big equipment purchases.
- Budgeting
- Budget, manpower
- Obamacare
- Vehicle safety and reliability
- Medic assists
- Getting the most bangs for your buck without sacrificing quality.
- Budget cuts
- Equipment costs rise but tax base does not.
- Accelerating development, larger buildings
- Lack of money is affecting apparatus readiness. High turnover for past 5-10 years has affected experience level thus training is a constant.
- Not re-placing apparatus in a timely fashion
- The need for more compact apparatus due to the higher density building and smaller street allowances.
- Equipment replacement
- Budget
- Multi purpose vehicle
- Budget
- Freelancing
- Equipment wearing out
- Staffing and funding
- Leadership and fire training
- Apparatus costs, firefighter safety
- Technical Rescue Team development
- Aircrafts
- Budget
- City growth vs. staffing: line firefighters, prevention, and training.
- Obsolete equipment Need for better technology Reliable dispatch equipment
- Budget and Staffing Issues
- Maintenance cost and body and frame rust
- Reduction of funding
- Radios
- Certain members like to run lights and sirens when not necessary.
- Membership decline
- ISO, low hose beds, basic engine company vs. quint or rescue engine
- Pay for performance
- We are a part time fire department that staffs 24/7 with 4 members. We see a lot of turnover because of members getting hired to career ff jobs. Our trend is always having news members every year and teaching them how to be a good firefighter. Every year we set our standard higher and produce good firefighters.
- *

Appendix B–Verbatim Comments

- Income Tax increase to add Part Time personnel
- Staffing
- Manpower
- Man Power
- Medical Calls . . .. And More Medical Calls.
- Staffing
- Retirement facilities
- New fire station
- Moving toward being an EMS transport dept instead of just first response. Reporting software updates
- Budget Staffing
- Funding, and not enough people wanting to become a firefighter any more.
- Maintaining good firefighters
- Fire Tactics, Equipment (Bunkers, gloves, respiratory equipment, etc), Apparatus, and radio equipment.
- New training classes for firefighters an giving smoke alarm to the households that can't afford them
- Compensation
- None to speak of
- Lack of dependable equipment
- Keeping up with changing tech
- Building a new station and buying more equipment
- Funding 100%
- Change in NFPA standards
- Morale in the department
- Rebuilding after hurricane
- The price of all firefighting equipment
- Lack of Up to date equipment!
- Changes in Gear, increased run volume with no additional staffing.
- Fixing fire truck
- Cost increase of apparatus
- Funding cut.
- Bailout system (PSS)
- Budgets
- Egos
- Getting members
- Hand selected, hand built
- Budget, enough volunteers
- Reduced staffing, reduced budgets
- Government Budget
- Budget Polities, Becoming more efficient with the new set of resources we have.
- Changing in daily personnel and service
- Chief retiring
- New technology
- Need for updated SCBA, changes in building construction.
- Getting volunteers to run calls.
- MVC
- Budget cuts
- Highway Expansion and housing development with difficult access and long narrow driveways
- Increased training requirements
- Budget
- Making equipment obsolete even before it has been in service for its usable life
- Social Media, apparatus innovation. EMS membership
- Recruitment efforts
- Hiring qualified personnel and retention coupled with rising call volume and increasing incident complexity.
- Decreasing budgets and inflating economy
- Snow
- Staffing shortages
- Buying new gear and equipment
- Financial
- Consolidation
- Cost vs. need towards major manufacturer vs. local builders
- Safety and economy
- Affordability. Many departments have had to extend the life of their apparatus due to the economic state we are in. As we come out of this economic state we will need affordable apparatus to get us back on track.
- In my mind managers and officers with no experience

Appendix B–Verbatim Comments

- Smaller crews, gov. expectations and training to meet those expectations
- Manpower
- Money
- Moral
- Wildland urban interface
- Complacency, behind in technology
- Succession planning due to mass retirements, budget reduction, active shooter requiring change in response and ballistic armor for firefighters
- Transition towards ALS service
- Increase in medical and rescue operations. Decrease in structure fired. Transitioning from on call combination to increased full time staffing.
- Limited staffing. Need for multifunctional equipment.
- Budget
- Lack of people wanting to train
- Funding
- Multi-purpose apparatus
- Budget constraints
- Lack of Funds
- Growth
- Money
- Staffing units.
- Lack of manpower
- Keeping up with ever changing standards
- Apparatus
- Budgets for new equipment.
- Not enough volunteers.
- Communications
- No arson investigators, no k-9, money and personal
- Staffing
- Finding people to volunteer
- Turn outs
- ....
- Finances
- Retirements Hiring
- Training
- Recruitment, engine purchase
- Funding and water supply
- Funding
- Lack of funding
- Ems and specialty response such as hazmat
- New apparatus
- Two story structure fires
- Budget cuts and city annexation of businesses for tax revenue
- Old equipment
- Price of equipment.
- NFPA apparatus standards are pricing us out of the new apparatus market.
- Decreased volunteer staffing and a change in our socio-economic surroundings have resulted in an increased call volume, including mutual aid demand, and decreased responses from membership.
- Special ops equipment storage
- Using one vehicle to replace two, maximizing multi-use efficiency of apparatus.
- Using one vehicle to replace two, maximizing multi-use efficiency of apparatus.
- ??
- Lack of funding and community support
- Finances
- Budget issues, lack of quality leadership, a push for education over technical expertise.
- Funding for equipment, out of date fire station, and numbers of firefighters that respond to calls.
- Social Media and changing fire dynamics.
- Money
- Lower number of volunteers and funding
- Limited access to newer homes being built
- Budget and staffing; lack of training
- Budget
- Budget

Appendix B–Verbatim Comments

- Volunteer numbers, $$$$ shortage,
- Budget and man power
- Size of apparatus
- Lack of persons wiling to volunteer
- Staffing
- Emissions
- Lack of funding. Lack of growth.
- Recruitment of younger people.
- Not sure, just a small dept.
- Money
- PPV
- Rescue specialization
- Aging equipment and rising cost of new replacement equipment.
- Lack of tax funding and cuts to our training budget.
- Cost of operations
- Structure fires in remote locations or locations with difficult entryways or driveways.
- Lower number of volunteers and funding
- Staffing
- Manpower, training
- Of course budget (like any department) is a huge factor affecting our FD.
- Money problems
- Pierce
- Growth of response districts.
- Lack of Man power
- Lower staffing
- Eeo based hiring apparatus cost Labor cost
- Less manpower
- Budgeting for equipment
- Lack of volunteers
- Space
- Lack funds
- The younger generation firefighters hired are in it for a different reason then in the past. They want to know what's in it for them instead of what can I do for you.
- Retaining volunteers
- Changing Foreground Tactics
- Delaying purchasing due to lack of funding
- Manpower shortages
- Decreased money
- Lack of funding
- Lack of volunteers and certified fire fighters. Training of current staff.
- Personnel issues
- Increased need for training hours, increase in membership, better response by volunteers to calls
- Politics - larger fire department in town angry about local volunteer fire department taking too much of the "pie".
- Leadership and proficiency
- No increases in dept. Budget due to tax cap
- Recruitment and retention, keeping everyone current on apparatus operations
- Communications
- Budget is always affecting us. Finding quality equipment Facility upgrades
- The switch to a new radio frequency without any financial support from the local, county or state municipality.
- Budget
- Reduction in number of vol. and people not will to join a dept.
- Having to do more with less.
- Growth of the population and number of calls.
- Weather Related Emergencies
- Decreasing manpower.
- I'm not worried about trends, it's all about quality and price.
- Increased training, Equipment safety,
- Paramedic shortage
- Ems
- Staffing, and maintenance of apparatus
- Staffing, and maintenance of apparatus
- Aging Trends Lack of young interested volunteers
- Budget

Appendix B–Verbatim Comments

- Budget
- Budgets and staffing.
- Staffing, leadership succession planning
- I would say technology. Being from an accredited fire dept, we constantly look at improving things such as times. However, we have yet to have any type of MDT in our apparatus. We are looking at many things iPads, MDTs, ect. To see what is the best suited for us.
- Getting enough training
- Safety, integrating technology, narrowing streets
- Staffing, truck replacement
- Economy
- Budget for operations and training
- Bigger Trucks Less Money
- Lack of people that are really interested in firefighting.
- Limited budget, and lack of new volunteers
- Budget and Personnel
- Cost and manpower, training
- Decrease volunteer participation and decrease in funding from the county - not a good combination
- Poor recruitment
- Aging equipment and little funds.
- Potential budget cuts
- Potential budget cuts
- Engine emissions
- Declining revenues/tax base. Increasing costs, fewer available volunteers
- Funding, apparatus upgrades/replacement.
- Manpower, budget constraints due to decreased property values
- Apparatus reaching 20-year life at nearly the same time, with reduction in annual revenues.
- Low property value.
- Training
- Compatibility and safety
- The upcoming elections
- EMS
- Manpower turn over
- Laziness, lack of change
- Moral, decreased manning
- Staffing budgets
- Lack of water supply
- Budget cuts
- Increase in EMS calls
- Paramedic staffing
- Loss of funding
- Upgrading fire apparatus
- Reduced funding, reduced staffing, increased run volume, increased fire load (vacant buildings).
- Decreased membership, lack of personnel especially during weekdays, procurement and upkeep of equipment.
- Fewer recruits,
- Costumer service
- Reduced Budget Totals Poor Apparatus Conditions Speed of Apparatus Repairs Cost of Equipment Manpower - Competent personnel
- Lack of Volunteers
- Training
- MEMBERSHIP
- Camera’s
- Staffing
- Population and EMS
- Budget problems
- Cordless/wireless/hydraulic line free solutions
- Lack of funding
- More standardized and enforced fire codes reducing the number of fires we have each year.
- High EMS call volume and a decreasing budget. We need to determine a way to provide a more efficient service.
- Budget, manpower, and keeping rigs in service.
- Recruitment of New Members
- Budget restrictions
- Efficiency, downsizing and operational budget cuts
- Staffing

Appendix B–Verbatim Comments

- An old fleet in need of replacement with no reserve fund or even a budget big enough to support the payments.
- Gear
- Regulations
- City Hall cutting funding
- Recruitment and Retention
- The size of the vehicles
- Safety Mandates
- Resources
- Starting to respond on med runs
- Technology
- Hippa laws, drug shortages
- Fire based EMS with alternative response apparatus
- New safety guidelines and training.
- Budget
- Man power shortage
- Increase responsibility of EMS, especially community-based EMS outreach programs.
- Medic chase vehicles
- Equipment replacement
- The cost of the grants that we have to pay as our part.
- Funding
- Threat of downsizing
- Lack of funding and increasing workload
- Staffing issues, lack of funding for training equipment.
- Lack of funding support from council
- Safety
- Manpower
- Gear safety, and vehicle safety
- Staffing and Money
- Costs, efficiency
- Lack of money
- Social media use
- Changes in services being provided. On-going budget and staffing challenges. Aging facilities and fleet.
- Budget constraints
- Daytime Staffing
- Cost of training and training requirements
- Electronic preplanning
- Lack of man power
- Budget cuts
- Budget concerns and layoffs
- Recruiting volunteers
- Declining budgets, declining revenue and an aging fleet.
- Budgets and equipment
- Not enough volunteers
- Apparatus
- The increases in the cost of apparatus due to new standards and the cost of raw materials create the need to replace apparatus at a slower rate than is desired.
- Cloud servers
- Hiring for paid on call/volunteer departments is getting harder.
- Fiscal constraints placed on the department by elected officials
- Staffing and ReHab
- Budget shortfall and an aging infrastructure.
- Facing cut backs and budgetary constraints.
- Staffing
- Budgets, staffing
- Not enough paramedics
- Revenue Reduction, Staffing Reduction, Decrease in Service
- Coast and quality
- Manpower needs
- Apparatus age. Turnover of apparatus are not happening soon enough.
- Water supply
- Tight budgets
- Staffing, development and growth of the community
- Program diversification, EMS, Hazmat, Tech Rescue

Appendix B–Verbatim Comments

- Lack of funding
- Prioritizing the purchasing of needed equipment & training.
- EMS
- Providing excellent service while dealing with limited budgets.
- Safety and maneuverability.
- Call back EMS transition to aemt training aids
- Man power, training, station closings, brown outs
- To many we have done it this way for 30 years why change.
- Apparatus
- Keeping equipment current
- Mayday SOG revamping after the line of duty deaths that have been happening so frequently.
- CAF system
- Doing more with less money
- Reduction in revenue
- New nfpa requirements
- Staffing, budgets, & morale.
- Lack of volunteerism.
- Members.
- Continued budget restraints are our biggest challenge.
- Lack of manpower to work with the public on a regular basis.
- Budget, coming up with money for major items
- Lack of funding
- Safety
- Hot/fast fires and a steady decrease in personnel requires equipment/apparatus that is easy to use and will accomplish multiple tasks with fewer people.
- Safety regulations
- Money, money, POLITICS, again budget, MAN POWER CITIZENS TRYING TO KEEP WARM WITHOUT HAVING THE MONEY TO SPEND ON SAFETY.ISSUES
- Increased cost of apparatus
- EMS
- SPECIALITY EQUIPMENT
- Technology
- Equipment Upgrades/Replacement
- Budget cutbacks Understaffing
- Lack of available training space.
- Altered response protocols, increasing population density without corresponding increase in fire protection, possibly transitioning fire suppression/EMS apparatus to purely EMS focused.
- Medical Aids
- A bigger push to medical services
- Inflation of houses and business
- CAFS
- Low manpower
- Manpower
- Integration of technology
- Electronic data...lower revenues for budgets
- Man Power
- Apparatus space/station expansion, PPE replacement, Wildland apparatus replacement
- Lack of volunteers
- Recruitment/retention
- Burning on Stove Malicious Pulls Frozen Hydrants
- Increased medical calls
- Lack of grant funding
- Budget constraints
- Funding
- Personnel
- Low Membership, Funding, Aging Apparatus
- Growth, Management
- Increased emergency call volume, static budget revenue, political interference with service
- Manpower, Manpower, Manpower
- More for less, expectations higher, budgets are lower
- Funding and Training hours
- Budget cuts, while still needing new apparatus
- Need for another pumper replacement.

Appendix B–Verbatim Comments

- Staffing and participation
- Recruiting retention
- Volunteer personnel not around
- Equipment replacement funding.
- Downsizing the overall fleet
- Doing more with less money. Challenge to get the apparatus you want and need.
- Lack of funds
- Fleet maintenance costs and parts availability as it gets older
- Auto rescue
- Money
- Decreasing budget, access to manufacturer-supported service
- Budget cuts
- Consolidation of Departments
- Prices of equipment
- We are pretty fortunate to keep up with the latest toys in the industry and the latest apparatus. Biggest think I see is the culture change in the fire service. Technology has always been there in our tools and apparatus but how can I pass this knowledge on to others when I look at the class and see everyone's heads are down looking at their phones? I do use this to my advantage when I need assistance with any projects involving computers!
- Increasing call volume. Rapidly increasing apparatus costs.
- Lack of good leadership
- Finances and qualified true volunteers
- Going paperless
- Funding and politics
- Medical Resource Deployment
- Decreased budget
- Pumper rescue vs. engine and squad roles.
- Utilizing part time staff in vehicle maintenance. We need full time, but can't take positions off the street to accomplish this need.
- Decrease in volunteers.
- Changing communications needs...keeping up with expensive technology
- Manpower to fully staff the outline Engines and a 2nd full time Ambulance
- Decrease in budget which lowers manning and training.
- Staffing
- Budges lack of funding
- Manpower and vehicles
- Budget
- Funding
- Smaller apparatus, we carry a lot of equipment and need large storage capacity, but customizing is still available.
- As a volunteer we have seen a lack in membership. Due to increasing CEU demands as volunteers. As well as decreasing community involvements.
- Retirement, finances, electronics in everything...I.e. Pumps, PCR, documentation.
- Budget, New apparatus purchasing, expanding number of members.
- Tankers over 3000g
- Compartment organization
- EMS, both emergency and interfaculty transports
- Call volume /Majority of runs drastically changed to daytime runs.
- Equipment
- Staffing Apparatus maintenance
- Apparatus affordability
- Budgets and expanding responsibilities
- Low Manpower and the need for new equipment
- Budget constraints and constantly having "to do more with less."
- Staffing and funding
- Lack of new personnel
- Budget and manpower
- New NFPA editions for Scba’s and hose
- More scene lighting
- High rise Fire training
- Regulations especially those put in by NFPA (manufacturers rules)
- Hose...friction loss.
- Mutual Aid issues
- Limited manpower.
- Money, quality apparatus that the manufacturer stands behind
- Staffing and brownouts

Appendix B–Verbatim Comments

- Changes in EMS Increase in prevention projects
- General trends
- She safety standards
- Manpower apparatus upkeep or replacement
- Budget, Regulations and Recruitment of volunteers
- Accreditation
- Economy, consolidation
- Communications
- Budget reductions resulting in need for less but multifunctional apparatus
- The budget
- Tech Rescue and Arson
- Training
- Attack Tenders
- Clothing
- New construction
- Responding to more medical related calls and motor vehicle accidents
- Funding, training
- Not enough
- Manpower
- Low funds, cancelled capital projects
- Personnel
- NFPA, Budgets and OSHA
- EPA emissions
- High rise Hotels
- Expanding emergency medical and als services
- Increase in 18 wheeler traffic in the area due to increased oil activity as well as train off load yard being built in the area
- Money
- New regulations
- Hose sizes, and water capabilities.
- Rising costs and increased regulations (exhaust, etc.)
- Manpower
- Lack of funding for training, age of equipment
- Lack of personnel
- At this time I cant answer the biggest trend. I can answer that our biggest problem is all our trucks have been breaking out or is out of service at the same time. Causing a lot of issues.
- Low manpower due to economic cutbacks. Purchase of new apparatus due to same reasons.
- More Interior can space.
- Money
- Lack of leadership and unable to retain members
- Cell phones - only good for mapping. The rest is the problem. Gaming, texting, etc.
- We need to be able to do more with less.
- Financing
- Fewer volunteers and a slow transition from an engine and a tanker in the station to a pumper/tanker.
- Salary Equipment Training
- Stupidity in management, following the trend of training. Not thinking through training decisions
- Funding
- Membership and training
- Changing needs and repairing older equipment.
- Turnover, keeping up with NFPA standards
- Rescues
- Technology
- Loss of funding at the local level.
- Increase in structure fires
- Finances, Career Staffing, Volunteer recruitment and retention, contracts for services/consolidations.
- Move to more medical and health care provisions to the community
- Building a new station.
- Difference in the chain of command and structure of the organization itself.
- Reaching the limit of our current technology and evaluating the need to purchase "new" equipment, apparatus, software /hardware or upgrade and maintain current technology.
- Budget Cuts to all aspects to include training and vehicle replacement.
- Ems calls
- Increase EMS runs without increased manpower
- Membership

Appendix B–Verbatim Comments

- The upkeep, annual certifications, inspections and maintenance costs of apparatus.
- Money to buy equipment as FEMA is giving most of the fire grants to big cities instead of the small dept that need it
- Smaller budgets and similar to greater workloads
- Overlooking the little things- tunnel vision
- Lack of manpower - volunteerism is way down.
- Budget Cuts
- Training Hours & Volunteers.
- Budget constraints, which affect the ability to purchase new apparatus and to provide state-of-the-art training for our team.
- Budget cuts
- Lack of volunteers, training challenges.
- Training/ Funding
- Decrease in revenue and increase in service demands
- Defense litigation or personnel matters
- Volunteer staffing, or lack thereof.
- Staffing
- Funding decreases
- Staffing, replacement of outdated equipment, do more with less
- Technology and bringing in new thoughts and practices. Nozzles, low friction hose,
- Lack of personal and funds
- Rescues
- Maintaining a proper fire fighting force
- The need to replace equipment
- Manpower, budget
- City budgets
- Less fund available
- Fiscal constraints
- Budget
- Budget
- Money and staffing
- New flashlights, helmets, structure boots
- Burn barrels
- Keeping up with the ever-changing medical world.
- NFPA updates
- Budget and man power
- Brush fires
- Bedroom community no industry
- Lack of equipment, lack of training, lack of manpower,
- Lack of new volunteers
- Personnel cutbacks
- Lack of resources
- Affordable Care Act - limiting # of part-time hours. Inability to increase budget.
- Technology and economy
- No Money
- Budget
- Lack of funding for equipment and a shortage of willing volunteers.
- Budgets, Warranties, Manpower, Pensions, and constant updating of Equipment.
- Economy - cost of fuel and maintenance, inability to replace trucks on a schedule. Remote living areas and scaling down communities - access issues with larger trucks. Less road maintenance - to many of our trucks are pavement queens.
- Truck size
- Cost
- Increased call volume and Decreasing volunteering
- An ever-changing environment that is constantly trying to find its identity. Our neighboring departments are constantly trying to change our approach to firefighting.
- Volunteers available for response
- Apparatus maintenance, with fuel efficiency, and customized width
- Complexity of apparatus which increases wear and tear after thousands of responses
- Growth
- Funding to purchase aging fire apparatus. In order to replace an apparatus our township wants us to apply for grant in order to receive the funds to purchase a new piece of fire apparatus. Budget constraints to purchase fire gear for new members and outdated fire gear.
- Available personal
- Purchase of a new Quint
- Manpower shortage during daytime.

Appendix B–Verbatim Comments

- Bedroom community no industry
- CAFS,
- Changes in technology are happening faster than we can replace equipment.
- Staffing in both the career and volunteer side
- Firefighter safety, Funding and budgets, aging apparatus
- Depressed Housing Market, re-evaluation of Property Values causing a decrease in general property taxes.
- Budget, unfunded mandates, staffing
- Staffing
- Manpower
- N/A
- Small town growing new high school new 4 story Motel, court house remodel, changing in technology
- Cold Weather
- Not sure
- Staffing
- EMS call increase
- Recruitment responses
- Budget reductions
- Man power and fund rising
- Staffing
- Loss of members
- Computers and EMS
- Budgeting
- Lack of funding to get updated equipment we need
- Older balloon frame construction buildings becoming involved with manpower shortages
- Reduction in volunteerism
- Recruitment and Retention Funding for Capital Expenditures
- Staffing
- Liability
- NFPA Changes and expenses in fire apparatus. Unpredictable software in rollover prevention programs.
- Down sizing
- Budget Restrictions
- Communications
- Higher age of current members, and impending retirement of those folks - and recruitment issues in the coming years. Also, replacement of apparatus that is aging, and unsafe, as well as budgetary needs which are not being met by municipal leaders to assess needs, such as high rise fires and aerial ladder truck needs for safety
- Funding and potential consolidation
- Budget cuts
- Economy
- Funding reductions
- Declining volunteerism, Dismal funding.
- Available funds for training & equipment.
- Downsizing department = need for multipurpose vehicles.
- Funding
- Replacement of aging fleet.
- None.
- Building construction
- Flat operating budgets and disappearing capital budgets.
- Addition of ALS on Engines
- Terrorist preparedness, community involvement
- Volunteer retention and politics
- Alternative response vehicle's
- Downturn in the economy and staffing
- Money, governmental oversight.
- Decrease in personnel
- Funding for equipment for teams, crews and training
- Budget
- Budgeting and demand for services within the response district.
- Multi functional apparatus
- Combining aerial and engine company operations
- Cost of new gear
- Ems calls
- Manpower Shortage
- The lack of good personnel

Appendix B–Verbatim Comments

- Budgets
- Fire Act grants, Positive pressure attack, new SCBA technology
- Active shooter events and lack of funding and support.
- Emergency medicine continues to grow and the fire side continues to decease
- Decreasing Budgets
- EMS Dept
- Staying current with online products (mapping, MDC, etc)
- Safety
- Finances
- Fluctuating financial resources (economic conditions)
- Staffing
- The new guys think they know everything. Lack of work ethic
- Active shootings real fire training
- High density townhouse development
- FAST Teams - Improving Pre-plans
- MANPOWER
- Water supply improvements Scope of EMS Practice
- Lack of professional training and competences in upper fire department personnel.
- Lower fire related calls more ems calls
- Budgets
- Use of CAFs
- Mutual and Autoaid response compatibility
- Financial downturns affecting operations.
- Increase in on duty staffing levels.
- Vehicle Technology, Building Construction, Volunteer Staffing Levels
- Electronic controls
- Training
- Being self sufficient
- Cost
- Technology, station alerting, avl
- Funding Unfunded mandates
- Severe loss of residential and businesses in the area due to high costs and government buy outs of flood properties.
- Firefighter Safety
- Staffing and the lack of it.
- The department is trying to transition to full time.
- Apparatus size - access in a rural setting - apparatus seem to just keep getting bigger and bigger
- Training. We are rebuilding the training program for our dept.
- Apparatus technology
- Funding and adequate staffing!
- More High Rise buildings
- Contract money being lowered due to annexation.
- Budget cuts!
- Facebook
- Apparatus Cost and multiple roles
- Money, Finance, Money, lack of $
- Lack of volunteers.
- NFPA rewrites that add more costs to everything with, in many cases, little added value
- Budgets
- No increase in funding. Increases in equipment costs. Lack of dedication of members.
- Lack of funding and drop in dedication of members.
- Changing Regulations, which make apparatus and equipment more expensive to purchase, and we have to allocate our resources to certain areas instead of all.
- Bigger buildings, longer hose lays, heavier fire loads
- Funding cuts
- Cost of fuel
- Personnel
- Increase mutual aid, tight budgets.
- Recruitment and Retention, Safety and Training. Cost effective apparatus replacement.
- Budget cuts, personnel, aging apparatus
- Fund raising
- Lack of manpower
- Manpower
- Medical calls, repeat offenders.

Appendix B–Verbatim Comments

- More and more stringent regulations/standards that increase cost but must be paid for by local fire departments
- Interface fires
- Lack of funding
- Aging equipment, lack of volunteers, increasing age among current volunteers
- Recruitment and training
- Increased training requirements from the state and insurance providers.
- Holding the line on tax increases and increases in EMS calls.
- The increase of medical calls over other emergency responses.
- Budgets
- Costs, training
- Motorola's monopoly on the 800 radios and their planned obsolescent program to cause you to continually to upgrade with new radios.
- Unfunded mandates
- Economics
- Recruitment and retention
- NFPA requirements and local laws (such as risk assessment and EPCRs)
- Volunteer staffing and training
- Safety of crew
- Change in population demographics and construction of office and living spaces
- Taxes
- -Reduced budget -reduced budgets of surrounding departments causing increased mutual aid
- Nothing at this current times other than economy still not back up to full speed.
- Budget cuts
- Multi-hazard planning and operations
- Changes in ambulances chassis
- Budgets and staffing
- Unfunded mandates Spiraling costs of fire related equipment
- Lack of volunteers
- Increasing costs and decreasing runs (revenue)
- Larger multi purpose apparatus
- Lower manpower
- Grants are being given too much bigger departments that already have dedicated funding sources and grants writers, etc. Little, rural departments like mine (the under-2, 000 population base) are suffering terribly without much of a support system for them.
- New member training
- Budgets and attitudes!!!
- Budget. Consolidation.
- Decline in able bodied, committed and willing volunteers to fill the ranks.
- Youthful inexperience taking over the culture.
- Anti-idle laws diesel fuel tank delamination excessive electronic systems failures
- Money income
- Low volunteerism with a higher call volume.
- Increased call volume, increasing population, increasing number of homes and businesses.
- Increased call volume, increasing population, increasing number of homes and businesses.
- Budgets
- Less Volunteer Firefighters, more diverse responses. Skyrocketing equipment costs.
- Lack of money
- Training and Membership
- As a whole, I think the studies performed by the Underwriter's Laboratories are making us all rethink some of the tactics we have been using for years.
- Staffing Reductions from Economic Downturn
- People not paying their taxes and funding.
- Trying to get more manpower
- More calls for service, wear and tear on the apparatus.
- MEDICAL ALARMS
- Decreased Budget 2) Increased Costs 3) Decreased Staffing (which - from an apparatus standpoint - means that we have to run pumpers on medical calls because we can't staff a mini-pumper/EMS vehicle)
- Tight budgets, and challenge with young recruit training.
- Nfpa expanding useless standards increases costs.
- Budget
- DOT exceptions to allow our apparatus to cross-falling apart bridges and the possibility that our volunteer origination will be fined for non-compliance with these regulations and other possible fines associated with the affordable care act.
- More responses, especially EMS assists
- Rescue pumpers ambulances mini squads

- We need a tanker truck
- Doing more with less.
- Budget
- Declining funds
- Technical Rescue
- Able to more with less
- Decreased funding and lack of Volunteers
- State mandates that are unfunded. And a tax limit that allows for only a 1.6% increase per year.
- Social media
- Equipment replacement and manpower
- Funding
- Training & equipment upgrades
- Lack of manpower, budget reductions, nfpa compliance
- Loss of experienced members, tight fiscal environment, aging equipment
- Increasing call volume
- Trends aren't really an issue I believe as far as trucks and gear we have a mixture of all brands the biggest thing I see in the fire services today is old school vs. new school. It's hard adapting the veteran firefighters into the use of modern technology and equipment like cameras and other electronic safety devices that not only aid us in fires and fighting them but in mop up as well.
- Costs of new apparatus.
- Decreased tax base
- Trying TO FUND OUR APPARATUS NEEDS TO MEET CURRENT GROWTH.
- Medical responses, and the wear on apparatus.
- Lack of committed volunteers, We are getting fewer and less committed people and the ones we have are getting older without younger replacements
- Old apparatus that needs to be replaced.
- Latest technology advances
- Affordable custom apparatus
- Budgets
- Replacing TOG
- Road salt corrosion, maintenance costs to extend vehicle service life
- The increase of medical runs and the cost of responding the large trucks to these calls coupled with the lack of funding to replace these trucks when needed. Also the possibility of responding an alternative vehicle to medical calls with current staffing levels.
- Money, and up dating equipment.
- More water transport Cafés
- Staffing volunteers
- Money, or lack of.
- Lack of funding
- Maintaining standardization of apparatus. The use of computers throughout the apparatus (i.e. FRC InControl, Akron V-Mux, etc).
- Apparatus, personnel, policy and procedures, and equipment safety
- Rising costs of equipment.
- Decreasing revenue, increased demand for services.
- Regional teams

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

- No/not at this time/not sure/none (493)
- Talk to front line firefighters
- Figure out how to lower frame rail height which will help lower overall height of the apparatus similar to vehicle produced in the 1970-1980's.
- Bid lower
- Easily accessible and affordable parts. Make long term warranties available for purchase for major components such as engine, pump, and tranny.
- Stop lying
- Make affordable
- Nothing at this time
- Covering most of the bases
- Clear explanations of their products and options.
- Make more multi functional vehicles
- IDK
- More leg room
- A platform with "reach" that is more maneuverable than current models.

Appendix B–Verbatim Comments

- Better service after the sale.
- With better advertising
- Better pictures and prints.
- Request feed back on how the apparatus functions in the exposed environment(s)
- Lower prices
- Provide online tools to assist with design.
- Offer low interest financing
- Quicker turn around on vehicle annuals
- Cover warranty repairs, and then fight it out with parts suppliers/manufacturers to cover cost. Don't leave buyer stuck in middle with manufacturers and suppliers pointing fingers at each other.
- Be more open about new equipment good and bad points
- Speak more with current ground level captains and operators on needs not with fleet buildup personnel.
- Meet with us.
- More Website builds your own vehicle design page.
- Talk with Congress!
- Yes
- Keeps prices down
- Keep the cabs from rusting out!!!!
- Options
- A list of options (like when you buy a car) many chiefs will say, "if I knew that was an option I would have ordered that" and their costs.
- Keep the cost down which is hard to do now days
- Help in writing grants
- Lower pricing and help write grants.
- Make a product that can actually go down the road without falling apart
- Figure out a way to make the darn things more affordable. A 20-25 year life cycle as defined by NFPA is a huge strain on small departments.
- Speed production, reduce costs
- Build better quality
- Better service after the sale. Service sells the product.
- Keep cost low. Due to budget cuts and tax cuts from state of Indiana we are unable to maintain up to date equipment and apparatus so at some point one or other is going to suffer.
- Manufacturers seem concerned with "the next best thing.” I am more interested in a quality, dependable apparatus that will/must last 20yrs. I openly welcome electronics, but experience has forced me to move away from electronic options and back to mechanical. A simple example. Why does a custom cab need power windows?
- Standardize, reduce options, say no to poorly design Apparatus requests, increase customer service after the sale, tie sales person commission to customers satisfaction
- Nothing that I can think of - this is a question that our fire chiefs would have to answer. I am just the treasurer.
- Accessible local service contracts with certified mechanics.
- Better service centers and more of them
- Web site with selected options to see what is available
- Keep the costs down
- Listen to detail and make there truck more firemen friendly
- Follow-up with the customers. Sutphen is in my town and I work on an aerial tower that was new in 2011. Very little follow-up from the folks less than 5 miles from the vehicle. Another issue is the seatbelt warning systems. They malfunction all the time, causing an alarm while driving or responding that is very distracting. If the idea is to make it safer...then make it work, as it should, not cause more distraction.
- Sutphen Corp.
- Cost
- After purchase support
- More time to look and operate.
- Keep the cost reasonable
- They all seem to be coming up with creative innovations.
- Provide competitive pricing and assist with apparatus replacement planning.
- Very good customer service
- Keep improving all Fire Apparatus equipment towards more efficient, and safety features.
- Make better vehicles that can directly into service without sitting for warranty work before going into service.
- Improve ride smoothness
- Align with cab chassis manufacturers
- More stock type units at reasonable prices.
- Sure by doing what they say there going to
- Meet whit the guys and take ideas
- Make apparatus less computerized and reduce safety systems. Easier fixes on the foreground with mechanical systems.

Appendix B–Verbatim Comments

- Be open to new ideas.
- Engines with 2000 gallon water tanks
- Keep costs down
- Make them more affordable
- Teach us more about leasing
- Do an in depth study with assistance of apparatus officer to determine needs and match products and technology to these needs.
- Have more available apparatus repair facilities across the region for service needs.
- Listen to their customers
- Client service
- Better support on apparatus after delivery
- I know its tough, but the prices need to be less, especially for rural volunteer dept.
- Get rid of emission requirements
- More to look at
- More leg room; better sound proofing, and better SCBA seats...
- Not that I can think of at this time. Been please so far.
- Assistance with grant writing
- Serviceability and ease of acquiring parts locally
- No today
- Continue to improve safety features of apparatus
- We leased to buy our last engine (pumper) and it worked well. Volunteer departments (small) need a commercial basic affordable truck option.
- Be honest and fair with their pricing of products. Be open about all available options!
- Understand how a system works before selling it to a customer
- Build apparatus to withstand atmospheric and chemical corrosion from road salt, sand and calcium chloride de icing solutions air born elements. Use of better priming material for paint adhesion
- Lease purchase option financing
- Remove all representatives from NFPA Committee's
- Develop a used fire truck market with former leased units or demo models
- Better initial quality
- No. The right trucks are out there, but the problem is finding funding to purchase them.
- We are looking at commercial vs. custom for non front line engine due to price difference
- Not sure... lower prices. Rethink some of the speed limits imposed on apparatus; although this is an NFPA item, 68 MPH is BELOW the posted speed limit in our area. Therefore, I am the impedance to traffic flow, and Im on the way to an emergency. Ever turn off your lights to go to a call, because you're holding up traffic?
- Reduce electronic which continue to cause truck shut down
- Keep costs in line with budgetary constraints.
- Service is big with our department - the better the service provided the more apt we are to buy again
- No.
- Increase quality
- FOLLOW THE TENDER OR AT LEAST CALL WHEN THEY MAKE CHANGES
- We have a spec writer
- No we specify and work to get what WE want. Not what they want to sell us
- Try to control their pricing while realizing they are in the business to make money. Come out with special financing deals, have fire "sales" on demo apparatus,
- Focus on multiple use apparatus
- Slow down the code requirements. Apparatus is so complex/complicated, they are no longer dependable and cost is too high.
- Lower cost
- Provide service after the sale. Modern fire apparatus is very complex. Problems will arise. It is critical to get fast, competent, quality service from the dealer after the sale.
- Just really need good quality at a fair price
- Have representatives that are involved in the fire service and are very familiar with the end users needs and understands what they want.
- More email than snail mail
- Help with finding funding
- Keep systems simple and reliable
- Less change in sales and service personal
- Cost control
- I don't know of anything
- Listen to what we want and build standard apparatus
- More online info
- Vehicle roll always are a big cost to Departments in repairs. Apparatus should be equipped with systems to prevent this.
- Give direct answers

Appendix B–Verbatim Comments

- Customer service, It there any way a manufacturer can make requests to customize a truck more cost effective. Some times a FD can make better use of the compartment space by changing the configuration. I know this change costs the manufacturer time, resources, and material, sometimes it is more that a FD can pay for the upgrade.
- Make it work and run like the old ones did back when 1940s to the late 1970s
- Return to manual throttle control and pressure relief valves. Mechanical is outlasting electrical components and is more reliable.
- Sample specs and pricing from prior sales
- Not that I'm aware of.
- Lower pricing
- More standardization
- Nothing come to mind currently
- Instead of Quints market Ladder Rescues
- Quit nickel and diming every change, for example, adding a simple shelf may cost $300.
- Fight some of the ridiculous NFPA standards.
- Look at ways to lessen the expense of a vehicle to the end user
- Training for end-users and training for mechanical personnel
- Better warrantees/get congress to lower the emission standards.
- Nothing
- It would be nice to have a catalog of features and options instead of having to look at other departments to see what they order.
- Lower cost
- Some kind of financing that is reasonable on a very small budget. We have liked into financing but he annual payments would be our entire tax revenue for the year.
- More of bring the equipment and apparatus to the fire stations
- Find away to cut costs.
- Provide details on leasing to elected officials and community groups/civic organizations.
- Don't know what it would be
- Provide information on funding
- Do quality work at the best possible price
- Help the small fire departments with trucks and equipment that work in our area of small town USA and country areas of farmhouses and out buildings.
- Improve vehicle ergonomics
- Lower prices
- I'm in Canada, a lot of things in this exercise don't apply to us
- Cost of apparatus is an obstacle that is hard to overcome with tight budgets.
- Design apparatus that is multi tasked.
- Propose more options when we do RFP's so that we can take advantage of savings for things like different brand pumps, engines, etc. If they have a better way to do it that saves money and still gets the done, then tell us!
- Better service
- Become more liberal on continuing warranty issues
- Minimize price increases, especially in times of budget cuts, layoffs and furloughs.
- Standardization of basic specifications

- Better component warranties
- Lower cost
- Come down on price or help fund
- Cost containment - Get apparatus that stay operational after deployment in the field.
- Reduce prices and maintain quality and workmanship.
- Standard Specifications developed for the following: Pumper Rescue-Pumper Quick Attack Brush Truck Brush Truck "Glider" specs. I realize that is not a universal fit, but having a starting point that applies to all manufacturers would be a great help for agencies with no historical knowledge of apparatus specifications or purchasing
- Develop a more standardized bid/spec sheet.
- More training upon delivery
- Rural trucks - larger tanks, pumps, and compartment space
- Quality control at purchase
- Help keep costs down.
- Price
- Reduce pricing
- More local service representatives available.
- Keep up the innovation and safety features
- With the choices available from the custom market, most are flexible to suite our specifications.
- Meet the needs of the end user requirements, not the manufactures
- Simplify options and streamline the process

Appendix B–Verbatim Comments

- Unknown
- Be honest
- Better website info. Dealing with specific options or programs available.
- Understand the type of terrain we travel and the capacity of the roads we have to use.
- Lower prices. Easier maintained.
- Push for NFPA to eliminate unnecessary and frivolous cost i.e.: Helmet Brackets @ $100+ VDR cost. IF apparatus has SCBA Cascade not require a spare cylinder for each seating position
- Keep providing basic/simple apparatus in addition to high content units
- Better info on websites
- Consider the volunteer service for pricing, as we are usually 90% self-funded.
- Increase cab size.
- Make apparatus more affordable to smaller volunteer departments
- Do more product research with larger departments
- More info on websites
- Be flexible in design and cost concerns
- Lower costs.
- The ability to raise a master stream over 100' using thermal or FLIR to guide the water spray remotely.
- Volunteer depts. Are struggling and I cannot see how you can help with that.
- Cost affect training
- More information during specs process
- Maintain quality of construction and components especially the areas of repetitive use (i.e. apartment hinges, handles/locking mechanisms, doors and seats. Pump panel identifiers for valve to discharge numbered instead of "passenger front bumper, front or rear" which gets confusing when multiple lines are pulled - 1, 2, 3, 4.... is easier to remember when pumping and hustling equipment.
- Not sure. Some are very supportive, others are like used car dealers selling the car that was only driven once for 2 hrs.
- Provide information on funding and financing information.
- Make apparatus hold up to salt and crud better
- Stand behind it after purchased
- Looking into combination truck features in magazines more
- Offer more standard feature flexibility
- Better rural designed pumper/tenders, 750-gpm/2000 gallon.
- We have been fortunate; most are doing a good job.
- oses lower to the ground
- Provide 1`0 year leasing programs
- Offer more base models with many custom options, but package a certain amount of custom options to reduce price.
- Nothing
- Make refurb an option
- Improve quality and service
- Training on the importance of CAFS
- Convince NFPA to require only what FD's need to lower cost
- Try to design a good piece of apparatus that does not break the bank.
- Service after the sale.
- Make affordable to small towns with tight budgets
- High quality
- Continue what you're doing
- Dependable apparatus at an affordable price
- Train their salesman better.
- Longer warranties
- Be more aware of our needs
- Make apparatus more affordable and customized
- Utilize active listening; as new technology is introduced, assist the customer in understanding what the new technology brings both advantages and disadvantages and then assist the customer, if requested, in fairly weighing the options.
- E-One was committed to meeting our expectations
- Build A quality apparatus capable of handling the day to day abuse of being on the front lines for years.
- Have good parts service available after the purchase
- Pricing
- Be more reliable.
- Faster delivery time
- Ladder
- Consider ergonomics in the cab
- Quit making hose beds that need a ladder to get to the hose
- Be federal and state bid approved with option list not just strip truck
- Stop working with NFPA to come up with nonsense requirements that drive up the cost

Appendix B–Verbatim Comments

- Cut the cost
- After sales service
- Speed of delivery
- Lower costs
- Help contain costs.
- Continue to keep firefighters safe
- Get the cost of the emissions under control custom chassis Prices have gone crazy since 2006
- Keep costs in line
- Build better equipment
- Less technology, maintenance training.
- Better customer service and warranty
- Hold prices steady for the next two years
- Keep prices down
- Better off the shelf choices for trucks. Push custom build less
- The electronic control systems being used on apparatus stink. Lets go back to mechanical controls and eliminate the pollution control equipment.
- Consulting
- On site training
- Assist fd's with lease purchase programs
- DEF
- Provide help with grant writing
- Quality work at an affordable price!
- More online promotional videos that can be seen in the local station when there is time, rather than seeing just 1 demo apparatus and 1 salesman that may arrive at a time that does not work for that department or even a scheduled appointment that occurs when there is an emergency call. The online video would give the purchasing department to look at a number of options before asking the dealer to come out with a demo unit that truly shows some of the desired options.
- Quality is key
- Lower prices
- Better service after sale
- Demo models need them available
- Cheaper more for less
- Flexible payment terms
- I see more and more electronics on apparatus and they have the potential to cause problems. Multi-plex systems work great when they work but are expensive to repair. Also, electronic pressure governors sometimes cause issues. On one occasion, we were told not to expose the pressure governor to water. Really? On a fire apparatus a manufacturer would install an electronic device on the pump panel of an apparatus that should not be exposed to water? Doesn't make sense.
- Turn the economy around?
- More updates on equipment being built
- Better customer service
- Use FF's to continue making improvements
- Make smaller more affordable custom chassis or we will go commercial
- Bid on what is requested not what they build the cheapest
- No at this time
- Build to our specs instead of trying to force their options.
- More affordable apparatus for small depts. With limited budgets
- Provide more up to date information on NFPA & Innovation.
- Make the trucks more compact
- Drastically lower prices
- Nothing of note
- Provide quality, honest services.
- Lower prices
- Offer more inexpensive apparatus options.
- Interact with all firefighters for ease of use
- Provide training/assistance for grant writing
- Closer service centers
- Continue to provide quality trucks that are simple to use but durable and long-lasting
- Make apparatus more fuel efficient
- I'm not the one to ask. The above information is best guess.
- We like many standard options instead of recreating the wheel!
- Nothing
- Demo models
- After sale service
- Build quality products and stand behind them

Appendix B–Verbatim Comments

- Stop by more often with equipment
- Host training classes for customers that further enhance the apparatus purchased.
- More room for officers side, push them back so driver can see around them
- Make a high quality budget oriented fire apparatus
- Cut costs
- Be more personal versus being a salesman
- MORE TRAINING FROM REPS
- Talk to the blue shirts about likes and dislikes of a vehicle before purchasing.
- Unknown
- Improve the reliability of CAFS.
- Make us aware of used equipment that has been traded in on newer equipment. Make donations of or offer at a very reduced price, used apparatus to departments in need.
- Lower frame rail heights, which will help, lower the overall apparatus height.
- Not that I can think of
- Give a good bid
- Keep equipment simple, standardize system operating systems
- Keep providing great customer service.
- Cut costs
- The simpler the better when it comes to operation of the equipment.
- Unsure
- Heavy Duty Ladder on an Aerial with 1000llbs tip load
- Work with use to get what we need, rather than what they offer.
- More bang for the buck. Less bells and whistles, more basic functionality
- Don’t know yet
- Avoid inflating engineering cost of changes to standard designs
- Give away apparatus. Just kidding
- Be cheaper
- More reliable electronics
- Pay attention to wants and needs of customer.
- Better service on warranties
- Be more knowledgeable in what they are selling and don't downgrade competition
- Work with "outside of the box thinking" design ideas that departments may want to customize for tasks need. Not just pick an apparatus off the shelf and tweak it.
- We were very pleased with the process of specifying and build updates on our last purchase.
- Contact fire stations
- More manual overrides
- Communication
- Continue to educate and provide information on their apparatus
- I’m not sure what they could do to help
- Reduce cost
- Lower cost of apparatus
- Remove the over reliance on electrical systems
- Cost is killing the traditional volunteer fire department. We can't even look at a new apparatus anymore. We have reverted to purchasing used apparatus and have been very fortunate in our selection process.
- BE MORE INNOVATIVE WITH FULL USE OF VACANT AREAS FOR STORAGE
- More functional but smaller trucks
- Find ways to keep down the constant increasing cost
- Listen more and understand small department needs and budget restraints.
- Assist departments with funding alternatives and how to succeed in obtaining them.
- Work to keep costs down and be more willing to listen to the departments need for their individual situations.
- Keep improving
- Bring down prices
- Provide greater quality for less money.
- Keep quality high while decreasing costs
- Keep making innovations
- Quality products for best pricing
- Better after sale service
- Word harder at lowering cost
- Improve Quality Pierce should bring back the Dash
- Design the cab and seating with the occupant-wearing bunker gear in mind. Cabs are too tight with the gear on.
- More basic affordable apparatus
- SMALL TOUGH FIRE TRUCK ABLE TO MANEUVER NARROW STREETS AND DIRT BACK ROADS. BUT STILL HAVE POWER TO PUT OUT A HOUSE FIRE.

Appendix B–Verbatim Comments

- Reduce the emission equipment on apparatus
- Better after purchase service.
- Drop pricing
- Cheaper prices
- Better communication from the sales rep after delivery (2 year time period)
- Custom options at better cost.
- Continue to be proactive on pricing
- Meet with chiefs either skip or face to face
- Build them more affordable
- Lower cost
- Work with departments on the budget they have to work with
- Multi functioning apparatus
- Quality for price
- Make the apparatus safer and able to hold more equipment and responders
- Easier comparability
- More detailed descriptions, videos of apparatus showing trucks etc.
- Better, more reliable CAFS capable systems that don't break the bank
- Increase Marketing Campaign In Foreign Countries.
- Try to control cost
- Can't get water from a stone
- Better access to information
- Keep the apparatus from growing any larger.
- More options
- They’re doing all they can. They offer as many add on as they can
- EONE
- Reduce price without reducing quality
- Only if they can reduce cost but hold quality
- Don’t know
- Less expensive
- Keep the costs down. All we need is an apparatus that is functional with enough storage room for our equipment.
- Stop increasing costs, price of trucks keep going up but not budgets.
- Be more attentive after the sale.
- At this time no.
- Lower costs
- No, as our vehicles meet our needs and that is how we "Tell" them how they build it. If they don't meet this, they do not get the order.
- Control costs so departments can afford new trucks. With an average 3-5% increase and NFPA adding costs it's getting to expensive to but newer safer trucks.
- Custom made chassis and more flexible custom made boxes. Also more safety products
- Better service after the sale.
- My department recently purchased a tender, and an ambulance, it took one year for the truck committee to make decisions, we had contacted 11 manufacturers, with return calls from only 5 that is a sad number.
- They all work very hard to meet the required needs
- We have had difficulty with product backing. It seems that even reputable companies are getting the money and running.
- Lower the prices
- Lower prices
- Be very opening minded when talking with the customer. Listen to their needs and try to not talk down to them.
- Access to service post delivery
- Standard option
- Good financing plans
- Cost
- Not that I can think of
- Faster at sending parts
- Not that I know of
- Provide training.
- Have a reserve apparatus available when our vehicle is in service. Service time is to long. 4 weeks for an oil change? To long.
- Don’t know
- Produce the best quality apparatus as if they were building it to protect their own home.
- Better selection of stock units
- Keep prices down
- Standardize list of equipment/options
- Work with local jurisdictions to find out their specific needs and produce apparatus that work for those areas. In other words, make inter-modular vehicles. (A couple of different chassis, a variety of cabs, pumps and compartments)

Appendix B–Verbatim Comments

- Better quality
- Give higher trade in dollars
- Expo
- Not that I am aware of currently
- Have vehicles last longer without major issues
- Give the best price
- Stand behind what they sell as opposed to looking for every way to deny a warranty claim.
- Customer service
- Better quality of service
- Money
- Be willing to have departments demo apparatus.
- We are currently working with governing body on lease purchasing
- Provide the best service to a department as far as when the apparatus needs fixed or serviced, immediately tend to that need.
- Make available funds to inspect the building process of their respective equipment
- Demos
- Control costs, be consistent amongst manufacturers, eliminate "zone" pricing.
- Have better customer support
- Better pricing on demo units
- Lower cost to reasonable rates
- Make apparatus more affordable.
- Not that I could think of
- Have more knowledgeable folks available for bidding proposals.
- Price
- Unsure
- We need to get back to the basics.
- Smaller overall length
- Wider variety of demonstrator equipment available to see in-house as opposed to going traveling to a show.
- Price and funding
- Suggest newer improvements
- Include shipping costs
- Lower prices Ha Ha.
- Budget friendly
- Don’t know
- Make smaller less expensive apparatus
- No.
- Make apparatus less expense especially for smaller departments
- Try to keep prices as low as possible. Not change/keep selection same.
- Innovate custom chassis that rival commercial in cost and over all function.
- Be more flexible with apparatus design at a realistic price
- Get more product information out.
- No.
- Help out some department by donations
- Get the Emissions standard eliminated so that the price of Fire Apparatus is reduced.
- Unsure
- Size
- Lower cost/ ha
- Keep costs down
- The flexibility to try and include as much of our specs in a purchase as possible.
- Better relationship with the department
- Follow through with promises
- I think we always get what we ask for; the manufacturers do a good job of that. Maybe try to convince us on what they see works and what gets good feedback.
- Donations to schools
- More realistic width seats.
- Service, reliability, and quality
- Better quality
- Listing of discounted for schools
- Be more responsive to inquiries.
- Better advertisement pertinent to rural situations and needs.
- Hire "on the floor" firefighters as consultants as to what really works instead of selling "bells and whistles.”
- Keep prices down.
- Work on price. More sales at a lower price still increases profits
- List all option that can be built into there trucks on web site

Appendix B–Verbatim Comments

- Don't charge so much.
- Offer lower prices for poorer departments
- Read specs before bidding If you do not meet specs do not bid
- Use a fireman to make it
- Pricing
- Best quality
- I would say come up with updates every year to improve apparatus that may cost a little instead of a full refurb or purchase.
- Provide more photos and drawings on websites, provide searches for types of apparatus and configurations (i.e. layout of hosebed and rear compartments with a certain tank size etc
- Cost of new apparatus has far exceeded the ability of volunteer departments to purchase
- Quality with a good price, price has stayed the same or gone up and quality has decreased
- More local shows/seminars
- Be honest!!!
- Unknown at this time, no major purchases pending for several years yet.
- Assist with grant writing
- Continue address pertinent issues and maintain development to correspond with regulatory advent.
- Increase fuel efficiency
- Actually test the apparatus. Often times we get brand new apparatus and have to immediately have it serviced for various things.
- Yes
- Reliability
- Not that I'm aware of
- Provide funding assistance direct from the manufacturer.
- Simplify spacing a truck
- Work with more.
- Stop raising pricing
- Decrease price
- Make quality vehicles. Stand by their work.
- Not that I can think of. Maybe start to explore trends of utilizing a more efficient way of delivering services i.e. quick attack units or EMS SUV's.
- Easier to lease.
- Work with the departments on what they want not a here's what we sell this is what you get
- Good quality, less expensive apparatus
- Keep prices down.
- Be open to the changes and needs of the future fire service
- More personal, check back in.
- More bang for the buck
- We have traditionally purchased Pierce as a course of tradition and availability of service in our area.
- Unknown
- Ad hear to the contract they sign and bid on.
- Concise specs
- Control the ever rising prices of the apparatus to allow for them to more affordable for smaller departments with limited budgets while still allowing for multi-purpose apparatus such as pumper/tankers
- Efficiency
- Educate elected officials regarding leasing apparatus
- Improved turn around time and thoroughness with outstanding/punch list items
- Develop more engines with GVW under 26,000 lbs
- Improved rust protection, suspension and braking improvements.
- Change costs or requirements
- Just answer questions truthfully about their pacific brand
- Representation in Maine
- Create a industry standard for a specification document that would create a level playing field for all manufacturers
- Pricing and financial assistance.
- Better Compartment Latches. More heavy duty.
- As of now we are happy with the service we get.
- Keep prices from rising so fast
- Local services center
- Better customer service. Faster repair responses.
- Meet with fire department apparatus committees and be more helpful instead of knocking other apparatus manufacturers.
- Unknown
- Options
- I believe they do a fine job
- Make sure their apparatus is ready to roll off the assembly line and not break down within a couple of weeks being out in use.

Appendix B–Verbatim Comments

- Listen to the buyers. Make sure the buyers aren't missing any key aspects while spacing a truck.
- Make sure customer service is high priority
- Be more responsive to customization.
- Make bigger cabs
- Make them last longer!
- Lower prices
- Educate us on continuing changes in apparatus and to fight against federally mandated changes for vehicles that drive the cost of fire apparatus up.
- EASE OF OPERATION
- Be more upfront about cost increases.
- Larger power plants.
- Better service plans.
- More web details on specific apparatus options
- Interactive websites that allow us to "build" a truck online
- Unknown at this time
- Standardize basic specifications
- Be straightforward especially for smaller agencies that don't make large purchases like apparatus
- Seagrave
- Lower prices
- Maximize space-make use of every inch of the apparatus
- In a small rural department with $0 contributed by the municipality/gov't and an operating budget of $36 000/year, price is the biggest factor.
- Be more available
- The manufactures that we have spoken with have done a great job at meeting our needs in designing apparatus.
- No they do a great job at Siddons.
- Design more basic apparatus choices, less multi-flexing, concentrate on core functions of apparatus (dependability, pump, bulletproof valuing, less electronics to break, ease of maintenance) and promote cost effective apparatus choices that offer long term benefit vs. flavor of the month "innovations"
- Improve technical assistance time.
- Keep systems simple
- Have better pricing and be a lot more competitive in pricing
- Not that I can think of
- Be able to work with us to get the most from the veh. We would purchase.
- Cost
- Make an apparatus that comes with minimum equipment for small department to get without going thru the stress of making up specs.
- More local demonstrations of technology
- Assistance with NFPA specs
- The cast
- More emphasis on service after sale
- We use one dealer, which handles our 2 brands of apparatus we have. I have been very pleased with the service they provide. I can pick up the phone and call the owner of the company if I need to and it is a big company. My biggest turn offs when dealing with apparatus/equipment sales people? All I want to know is how great your product is. If I ask how it compares to another company then give your honest opinion. Don't try to sell me something by badmouthing another product or imply how stupid I was for using that brand. I hear you say that and I will let you finish your pitch but they have lost my business.
- During bid process accurately respond to requests or explain why won't/can't.
- Increase fuel efficiency
- Service in our area
- Be clearer on specifications to make easier comparison
- Demo individual parts ex. Controllers lights aerial operation
- Continue to discuss findings at trade shows.
- More practical input on NFPA committees...profit driven???
- Quality manufacturing, dependability, fast and reliable service.
- Respond quicker
- Cost control
- Leasing with a good rate, Oshkosh is doing this.
- Help identify opportunities for funding, including grants.
- Keep good sales reps.
- Better Design and construction
- Attention to details across the board!
- Keep up the good work
- Better quality and workmanship
- Quicker build times.

Appendix B–Verbatim Comments

- Offer more in service training at no or little cost to dept.'s
- Be more receptive to customer needs
- Try to control quality and price increases
- Give away trucks to needy departments
- Financing
- Keep price down and stay in business
- Reduce the costs!
- Have a guide with all options available. Different sales reps offer options that other sales reps didn't even know about and had to research.
- I am not sure
- Give the buyers specific information on their buying options i.e.: lease vs. buy, grant resources and requirements.
- Hold discussions at conferences to get input
- Better service after sale
- Make it more accessible for smaller departments to see demo units prior to going to bid for a new truck
- Build a better product that doesn’t require so much maintenance
- Innovation
- Come down on overall cost and design a Tanker Pumper Rescue truck for small volunteer departments with small budgets.
- No we have leased since 2000. 2000 Ford ambulance, 2003 Pierce engine and 2013 Ford ambulance
- Listen to our needs
- Value added options
- Get to know the little Chiefs out in the middle of nowhere. I am in West Texas and only know of one dealer that stops by.
- Cost
- No, not at this time.
- Involve local jurisdictions with R&D to help include new ideas and technology to the working models.
- Help with funding from the FAA
- If seems that apparatus are getting taller and tall, so shorten them
- Take or change governor speeds. 64 mph to at least 70
- Be as flexible as possible with custom ideas to improve the efficiency of the unit.
- Put cupholders in the cab for the driver
- Yes build a better quality rig
- Alternative equipment specifications.
- Not that I can think of
- By reviewing their orders, develop and offer more standard options.
- More local training classes on new and innovative equipment and apparatus
- No.
- Service after the sale
- I feel they are doing there best in this economy to help fire Departments.
- Build them better or build them easy to fix.
- Nothing at the present time
- Make a custom vehicle that rural dept can afford we are small dept and can't afford a half million dollar truck
- Lower costs
- Detailed compartment measurements
- Provide more of a canned apparatus. The decision making by people that purchase around every 10 years isn't good enough as there isn't enough new blood - they stick with the old tried and true - not enough vision. That needs to come from the apparatus manufacturers.
- Lower prices
- I am private industry emergency response. I would like to see more innovations an options for true multi-purpose vehicles, think pod design.
- Explain process
- Partner with FD's. Limit excessive competition.
- Innovations- more compartment space without increasing wheelbase, etc.
- Be more responsive to small fire depts.
- Make funding easier
- Info
- Work with our truck committees
- Better pricing, financing
- Help with the cost of equipment
- Nothing practical.
- Reliability of parts and systems
- Ensure quick responses and make answers honest
- Reduce price
- No. Any new apparatus that we have purchased we have not had a problem with them meeting our needs.
- Unknown

Appendix B–Verbatim Comments

- May be.
- Quit raising prices which can allow for purchase instead of waiting longer to have the money for purchase
- Less whistles and bells
- No not right now
- Have a better warranty on your products so after a year when something breaks it's covered
- Reduce cost of apparatus and have more spec type vehicles to choose from
- More maintenance facilities.
- Get costs down so we can afford a purchase.
- Work with departments to provide educational sessions for government leaders - perhaps some short videos - on safe vehicles and operating them - vehicle replacement...
- Help educate local government on benefits of new apparatus, and the cost of repairs on an aging fleet.
- Try designing multipurpose vehicles that meet 95% of the needs of clients, in order to avoid having to "engineer" each client's vehicle request (i.e. become more "stock" oriented).
- Site visits
- Better contact on updates
- Communicate more frequently and more completely during the build process.
- Quality vs. price
- Pierce
- Keep us up to date on available options
- Push safety equipment such as cab air bags. Stop producing budget trucks. Cheap rigs with less safety equip are city halls first pick.
- Be mindful that bigger is not better in relation to budgets.
- Help with specific needs for training agencies
- Ride with the dept as a rep to see what they need per agencies and how they can benefit
- Offer value for the money spent. Reliable equipment, good service.
- They are doing good
- Other than reduce the price of the apparatus not really
- Unknown
- Put more local sales personnel on
- Quality service
- Stay abreast of Department needs.
- Not that I can think of
- More cost-effectiveness
- Be open to any/all ideas and work within budget guidelines.
- Cost and reliability
- Make access to demo models easier.
- Demo units should be shown more locally to departments rather than traveling to trade shows.
- Less electric controls, they fail too often for safety of our personnel
- More affordable
- Some creative financing that doesn’t break the banks.
- More flexible designs, lower costs
- Have software that dealers can bring with them when you are writing specs on a truck so they can show what the truck will look light so adjustments can be made prior to ordering.
- Develop and promote on-site preventative maintenance; Full maintenance leases
- Besides reducing costs I don't think so.
- Safety
- Build NFPA compliant vehicles quicker
- Find ways to keep cost down without taking away from the quality
- Many times elected officials look at price only. If manufacturers would not build units that look and sound good but will not really do the job for extended periods of time chief would not have to defend not purchasing these units.
- Lower cost
- Like everyone else, Price is always a big deal.
- Lower their price
- Control costs
- Quality. Effective design, smaller, more effective Engines to do firefighting. Ambulance chassis design and availability.
- Just purchased a new pumper, do not need to replace a vehicle for another few years.
- I cannot think of anything at this time
- Listen and only say what they can deliver on.
- Find ways to reduce cost
- More dual pressure, normal and high pump options. Better quality to reduce downtime, which wastes staffing time.
- The manufacturers are not the problem - funding is...
- I personally believe apparatus has become too large. I know we carry more diversified equipment however; measures should be taken to stop further increase in the size of vehicles.

Appendix B–Verbatim Comments

- More interaction with sales staff
- Have demo days to show what they offer
- Cost and versatility
- Get their pricing back under control. Over 500,000 for a pumper and 200,000 for an ambulance are ridiculous in my opinion.
- Most manufacturers have been very good about meeting our needs with one exception, when inquiring about obtaining specs and drawings of a previously built apparatus told us to go somewhere and have them print from the internet for us.
- Emission standards (DPF)
- Listen to us
- Be more clear on what components are available on their trucks and which components they prefer to use so bids and requests for pricing replys are not loaded with pages of exceptions to what is asked for by the department
- No price increases
- Maintain costs
- Continue to provide information on latest technologies
- Versatility in apparatus and equipment
- Listen to what we want not what they want to do to make a build easier for them.
- More detailed web sites
- Make apparatus that is very affordable, multi-purpose with small rural fire departments with little staffing in mind.
- Standard options
- Give Good Guidance!!!
- Be more responsive to customer service issues especially after the sale.
- Better communication on meeting new standards and regulations, including what's optional
- Make a 6 man rescue pumper with big doors for storage
- Reign in the huge price increases over three last decade. Lobby to change the exhaust filter requirements for emergency vehicles
- Improve after sale service and repair.
- Allow for modification to cookie cutter specs
- Built what the customer wants and needs. Truly listen to the customer
- Less cost
- Nothing that comes to mind at this moment
- Getting back to basics, with less electronics to cause apparatus breakdowns, unless they want to install redundant systems such as in aircraft.
- MAKE MORE USER FRIENDLY
- Most manufacturers advertise apparatus that are bigger, better, faster, & stronger. Unfortunately, for small, rural, & mostly volunteer departments, we can't afford bigger, better, faster, stronger. We need apparatus, which are cheap, durable, reliable, and cheap! It seems like the focus in apparatus manufacturing is on adding capabilities, equipment, and technology to trucks, but these additions cost money. I'm sure big cities get their money's worth out of these additions, but the majority of the American fire service (small towns and rural areas) don't. My department is a small town, mostly volunteer agency. I would love all of the bells and whistles, but realistically can't justify paying for all of that when we average 5 - 7 residential structure fires each year.
- Use manufacturing technologies to compressively reduce the cost of apparatus.
- Stand up to NFPA when they require costly items that have no bearing on operational aspects of the apparatus.
- Offer lower cost alternatives with the same functionality.
- Pierce takes care of business en total
- Service and parts accessibility.
- Responsiveness
- To deliver more knowledge of apparatuses sold
- Cost of apparatus have gone up yet it appears quality has not followed this increase
- Keep the cost down
- More standard trucks that do not need to be custom
- Control cost but still produce quality
- There seems to be a trend of more equipment only sold by a single dealer in a territory. This causes an artificial increase in price and we often have to resort to a lesser brand due to cost.
- Service after the sale
- Cab room and adaptability in storage areas
- Give us some options.
- Hold Costs in check. Provide QUALITY build Apparatus.
- Unsure
- Better equipment for a lower more reasonable price.
- Simplify. Parts are a pain to get on equipment 15+ years old.
- Increase the fuel economy of the trucks and improve the ac systems to handle the hot weather in the south
- Give better pricing, and more information on vehicles.
- Assist with alt funding
- More for less

Appendix B–Verbatim Comments

- More customer contact
- Provide more information regarding "add on" purchases linked to another departments order. Achieve Co op purchasing approval in our state (Nebraska).
- Reduce pricing
- Lower costs.
- One in particular regarding repairs on an apparatus has laid us to. Integrity goes a long way to earning repeat business.
- Better service