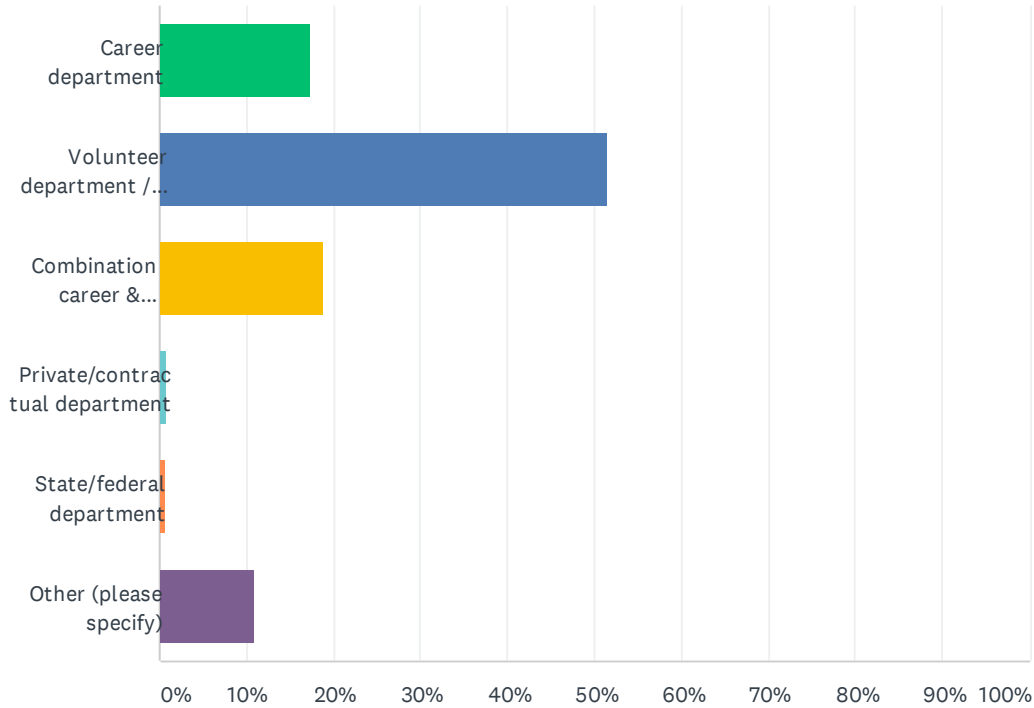


Q1 What type of organization is your fire department?

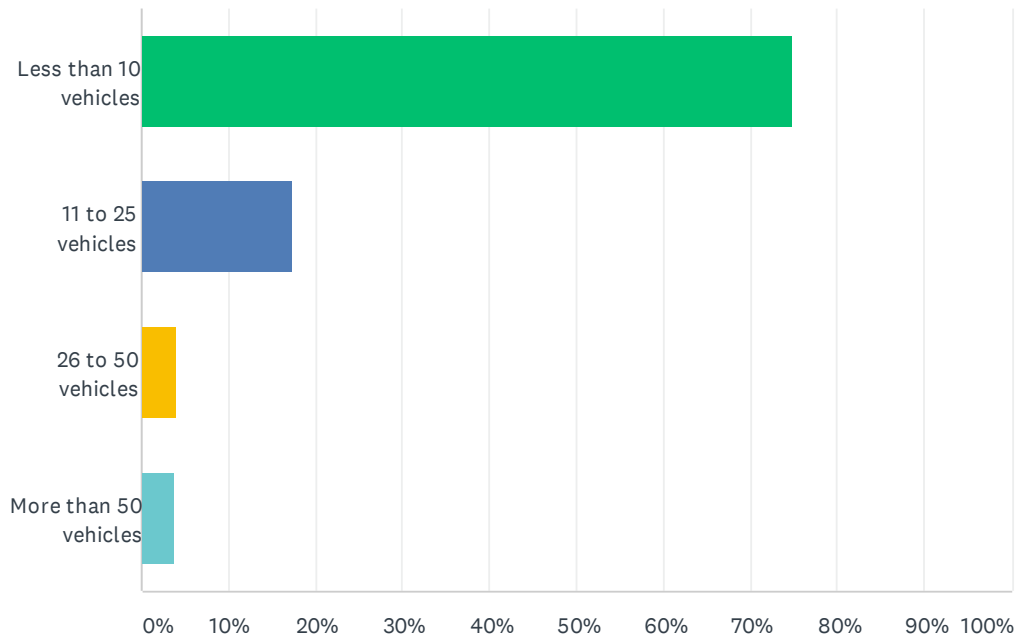
Answered: 1,673 Skipped: 0



ANSWER CHOICES	RESPONSES	
Career department	17.45%	292
Volunteer department / Paid on call	51.40%	860
Combination career & volunteer department	18.77%	314
Private/contractual department	0.90%	15
State/federal department	0.66%	11
Other (please specify)	10.82%	181
TOTAL		1,673

Q2 What is the size of your combined front line and reserve fire apparatus fleet (not including ambulance and automobiles).

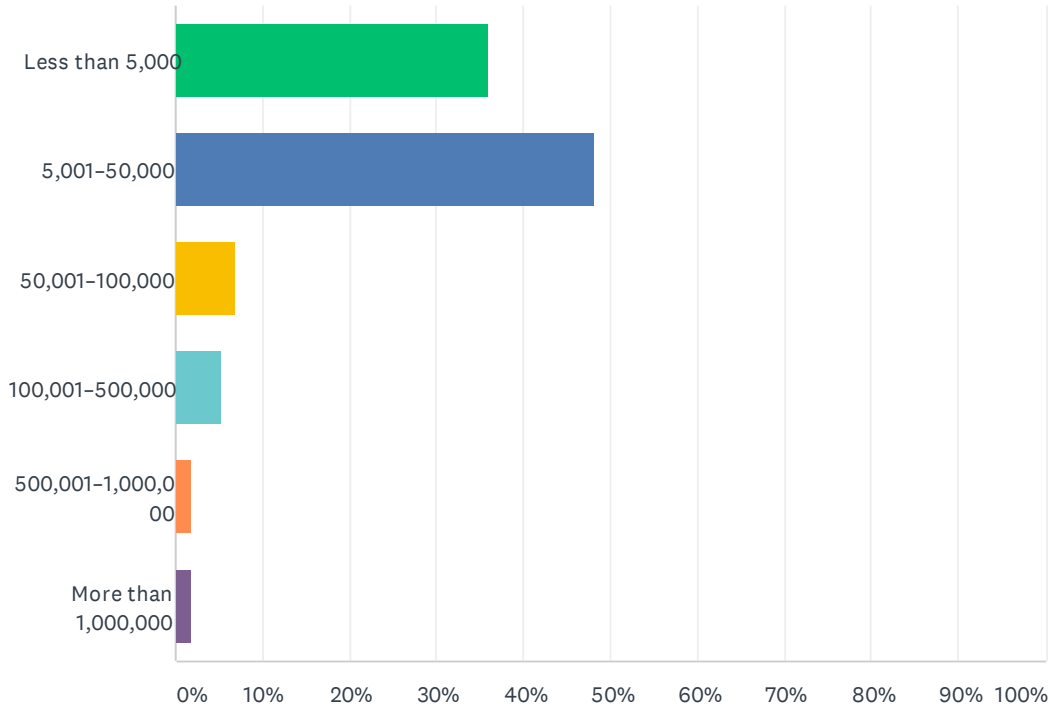
Answered: 1,673 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 10 vehicles	74.90%	1,253
11 to 25 vehicles	17.33%	290
26 to 50 vehicles	3.95%	66
More than 50 vehicles	3.83%	64
TOTAL		1,673

Q3 What size population does your department serve?

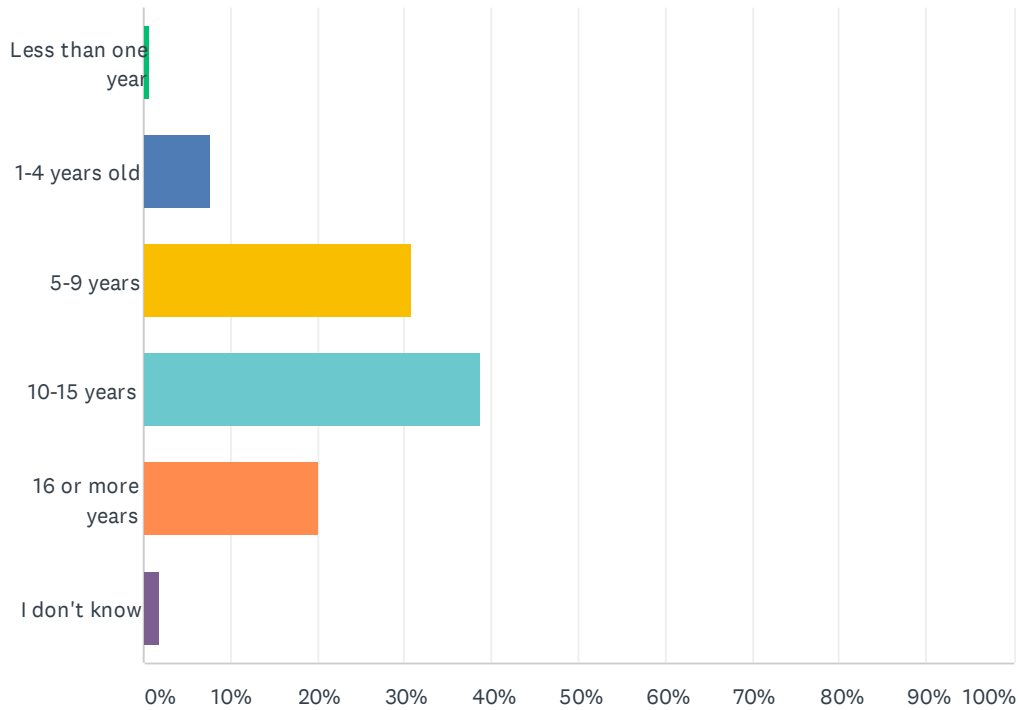
Answered: 1,673 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 5,000	36.04%	603
5,001-50,000	48.12%	805
50,001-100,000	6.87%	115
100,001-500,000	5.14%	86
500,001-1,000,000	1.91%	32
More than 1,000,000	1.91%	32
TOTAL		1,673

Q4 What is the average age of your front line apparatus?

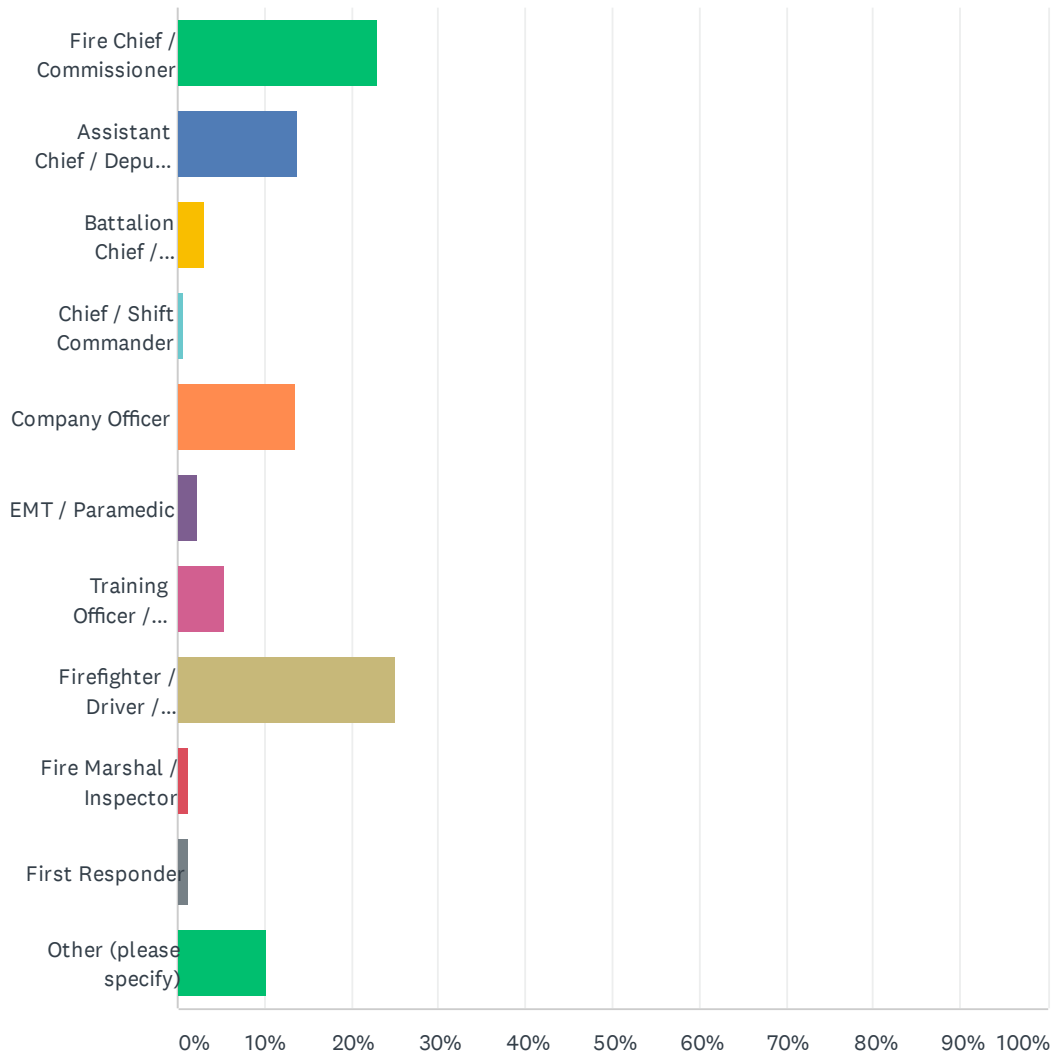
Answered: 1,673 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	0.54%	9
1-4 years old	7.83%	131
5-9 years	30.78%	515
10-15 years	38.79%	649
16 or more years	20.14%	337
I don't know	1.91%	32
TOTAL		1,673

Q5 Please select your primary occupation / title.

Answered: 1,673 Skipped: 0

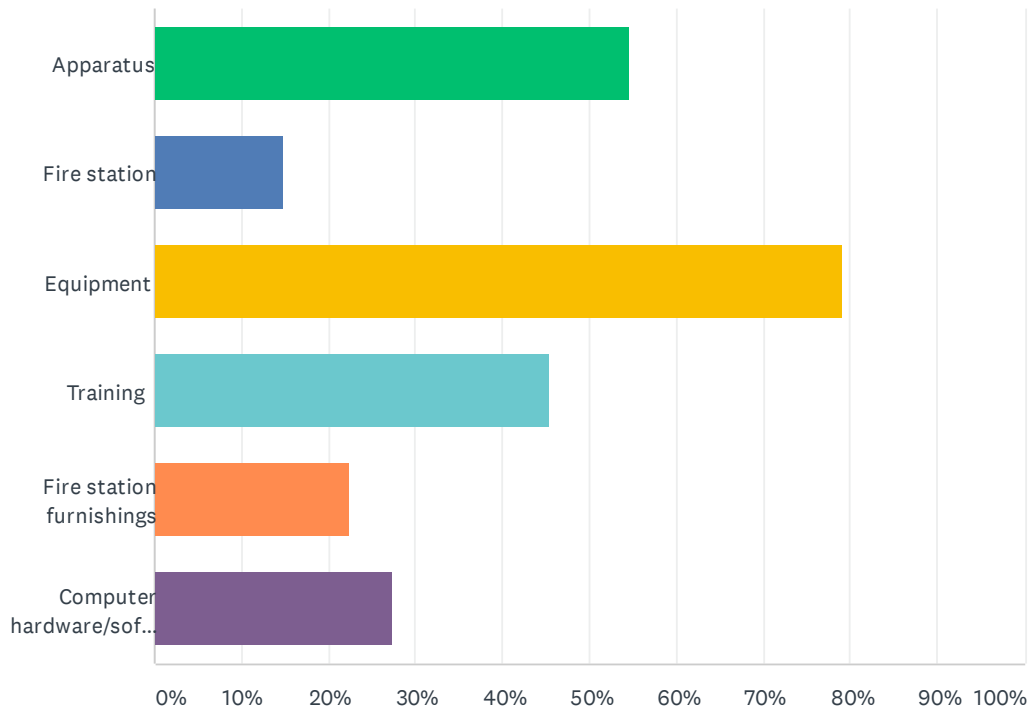


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ANSWER CHOICES	RESPONSES	
Fire Chief / Commissioner	22.95%	384
Assistant Chief / Deputy Chief	13.75%	230
Battalion Chief / District Chief	3.17%	53
Chief / Shift Commander	0.72%	12
Company Officer	13.69%	229
EMT / Paramedic	2.27%	38
Training Officer / Training Chief / Instructor	5.38%	90
Firefighter / Driver / Operator	25.10%	420
Fire Marshal / Inspector	1.32%	22
First Responder	1.32%	22
Other (please specify)	10.34%	173
TOTAL		1,673

Q6 What do you anticipate purchasing in the next fiscal year? (Select all that apply.)

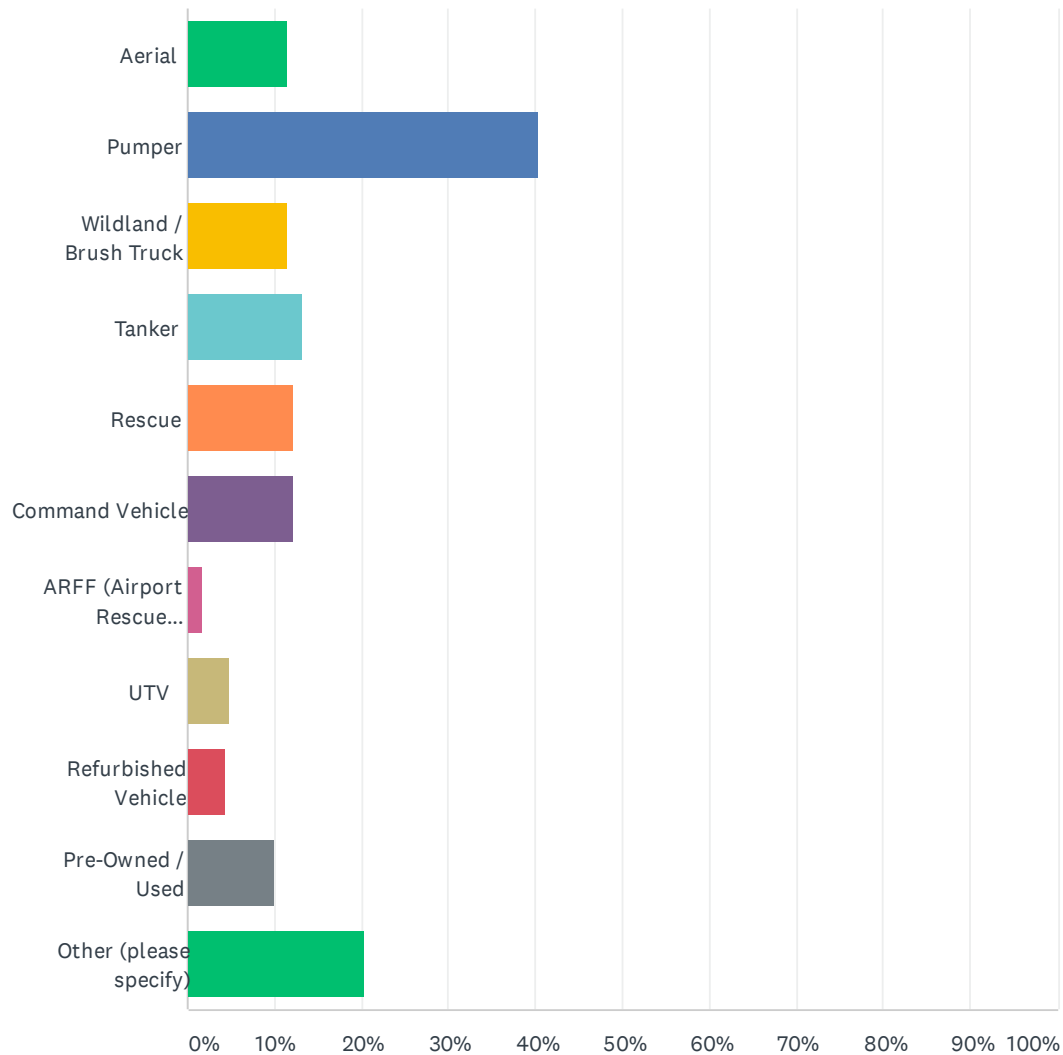
Answered: 1,494 Skipped: 179



ANSWER CHOICES	RESPONSES	
Apparatus	54.55%	815
Fire station	14.93%	223
Equipment	79.18%	1,183
Training	45.45%	679
Fire station furnishings	22.29%	333
Computer hardware/software	27.51%	411
Total Respondents: 1,494		

Q7 Which of the following apparatus do you anticipate purchasing in the next fiscal year?

Answered: 1,337 Skipped: 336

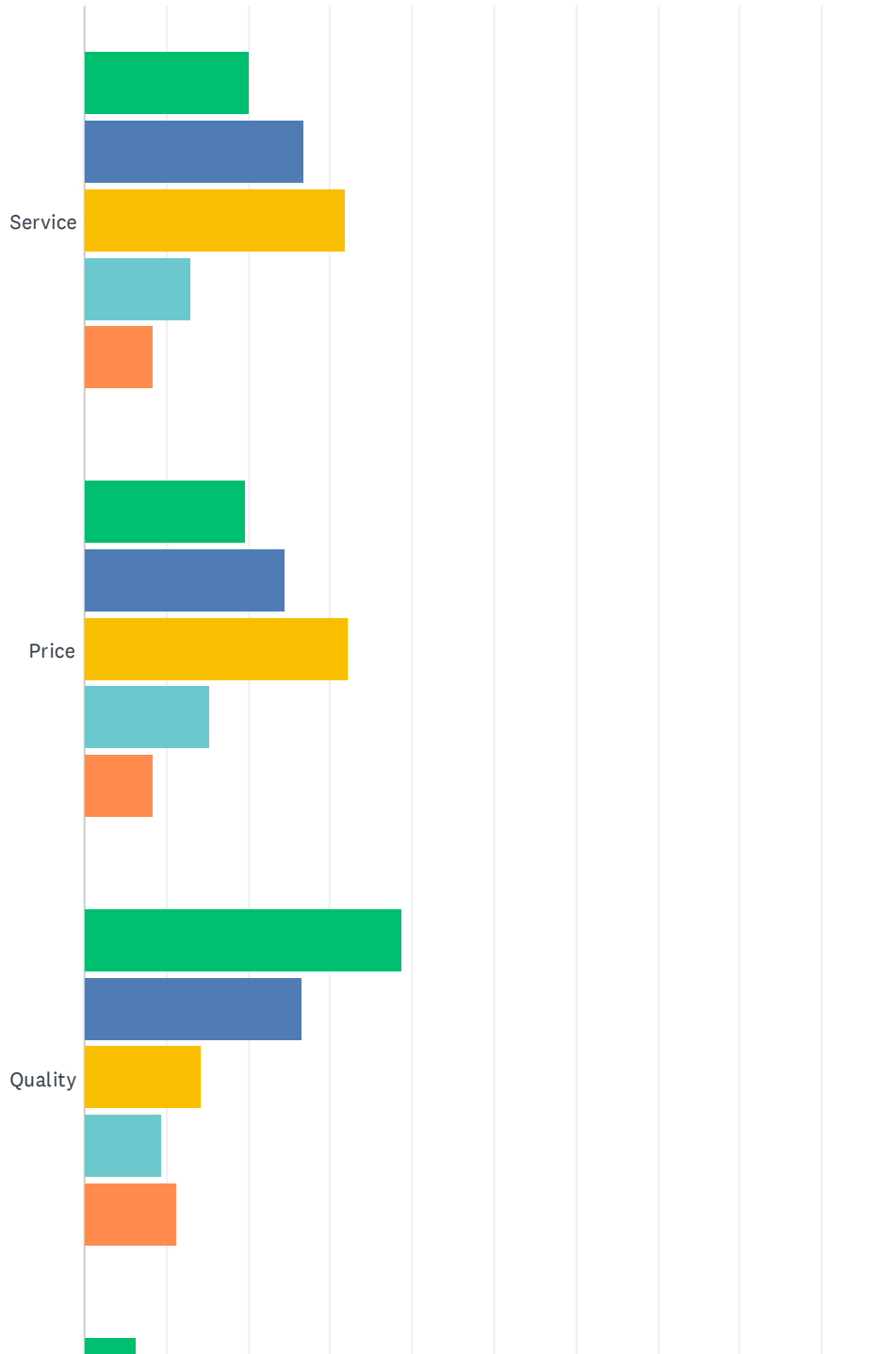


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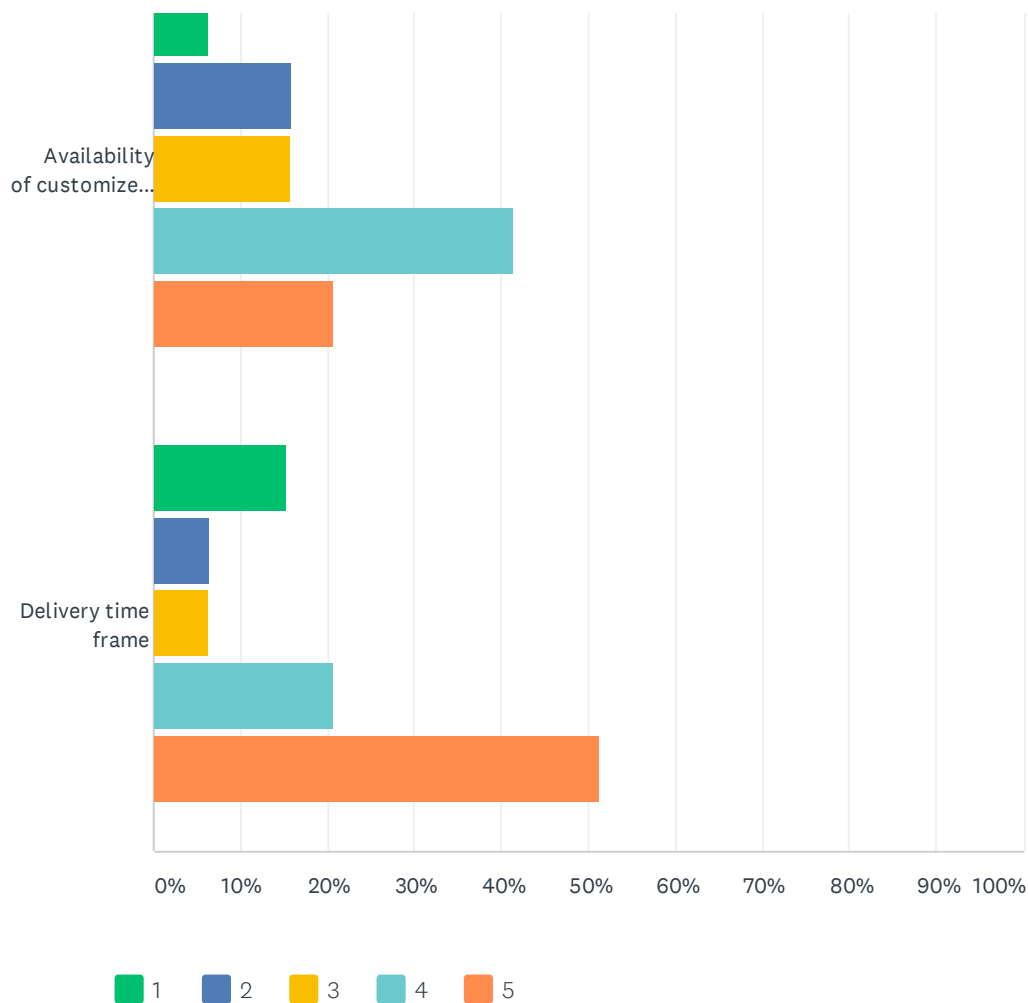
ANSWER CHOICES	RESPONSES	
Aerial	11.59%	155
Pumper	40.31%	539
Wildland / Brush Truck	11.44%	153
Tanker	13.09%	175
Rescue	12.04%	161
Command Vehicle	12.19%	163
ARFF (Airport Rescue Firefighting)	1.65%	22
UTV	4.86%	65
Refurbished Vehicle	4.41%	59
Pre-Owned / Used	10.10%	135
Other (please specify)	20.34%	272
Total Respondents: 1,337		

Q8 When purchasing a new piece of equipment, please rank how the following aspects relate to your brand loyalty, using 1 as the most important and 5 as the least important. NOTE: To provide a ranking, each line requires an answer and it must be different from the others. There can only be one aspect ranked as the most important, one aspect ranked as least important, and each level between.

Answered: 1,494 Skipped: 179



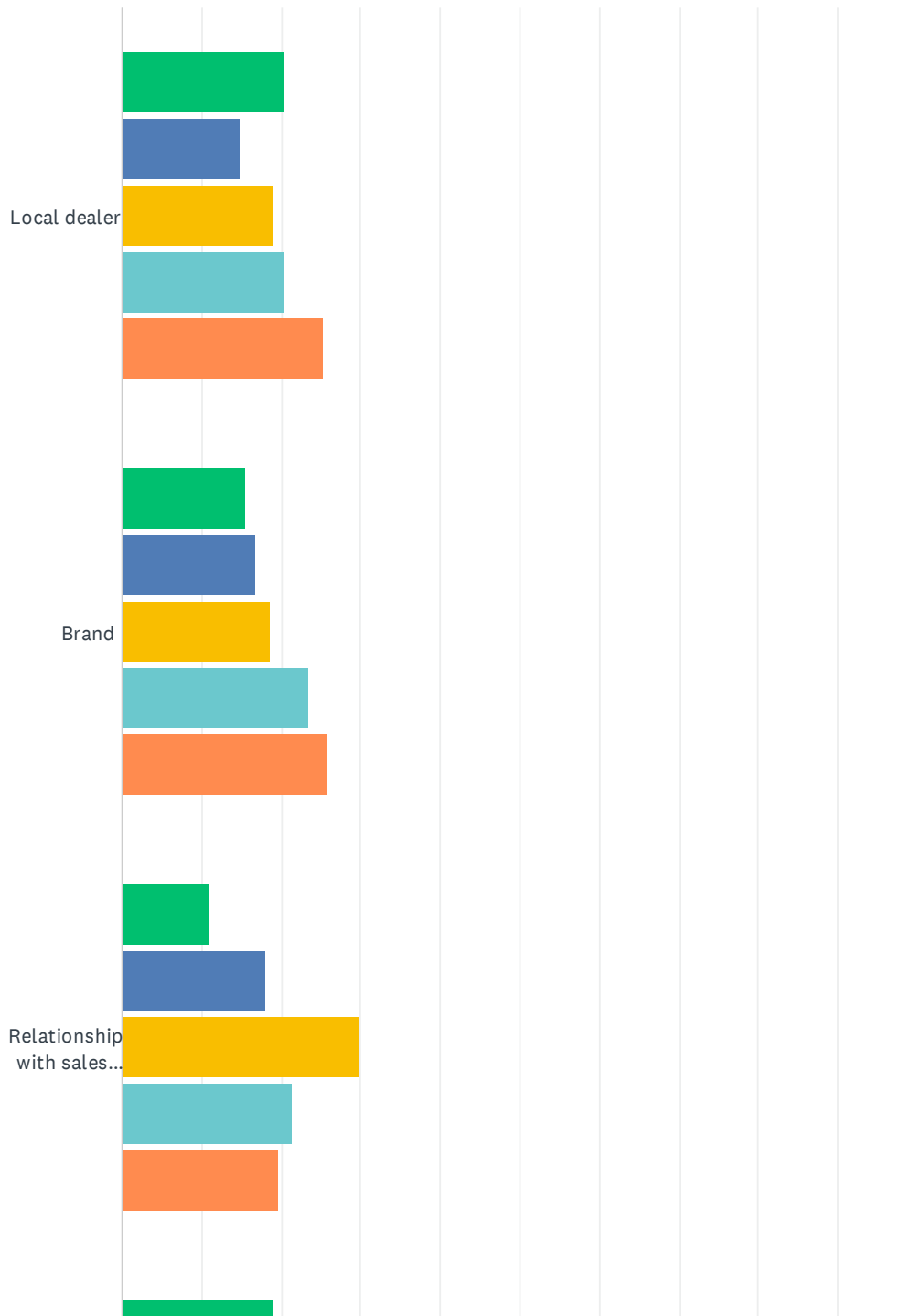
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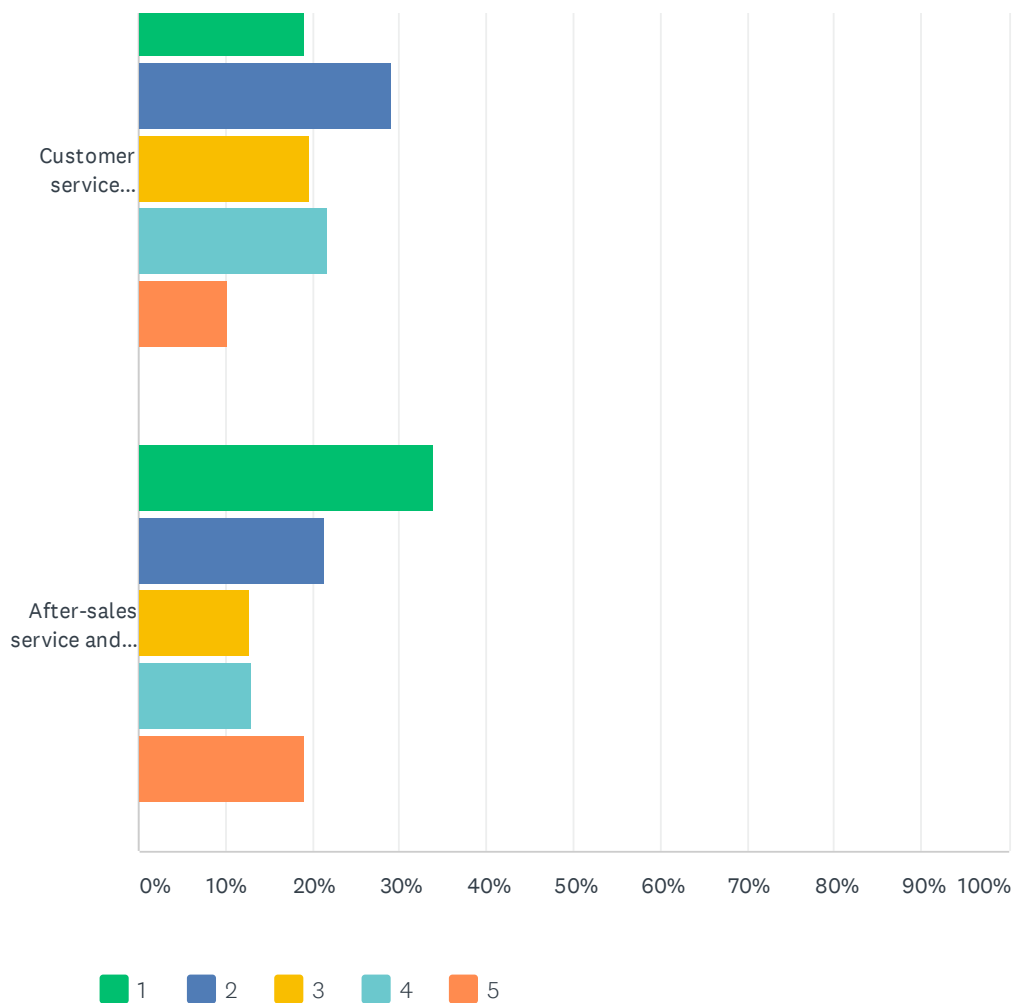
	1	2	3	4	5	TOTAL
Service	20.08% 300	26.71% 399	31.73% 474	13.05% 195	8.43% 126	1,494
Price	19.75% 295	24.43% 365	32.20% 481	15.33% 229	8.30% 124	1,494
Quality	38.62% 577	26.51% 396	14.12% 211	9.50% 142	11.24% 168	1,494
Availability of customized options	6.29% 94	15.80% 236	15.73% 235	41.43% 619	20.75% 310	1,494
Delivery time frame	15.26% 228	6.56% 98	6.22% 93	20.68% 309	51.27% 766	1,494

Q9 How important are the following service/manufacturer attributes in the purchase of new apparatus? Please rank the following attributes, using 1 as the most important and 5 as the least important. NOTE: To provide a ranking, each line requires an answer and it must be different from the others. There can only be one aspect ranked as the most important, one aspect ranked as least important, and each level between.

Answered: 1,494 Skipped: 179



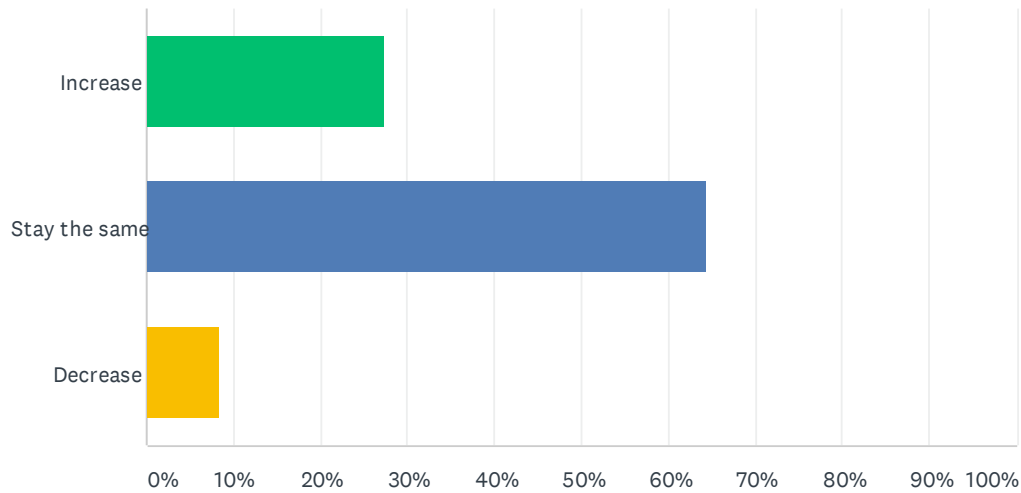
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	1	2	3	4	5	TOTAL
Local dealer	20.41% 305	14.86% 222	19.08% 285	20.41% 305	25.23% 377	1,494
Brand	15.53% 232	16.73% 250	18.54% 277	23.49% 351	25.70% 384	1,494
Relationship with sales person	11.18% 167	17.94% 268	29.85% 446	21.29% 318	19.75% 295	1,494
Customer service experience	19.08% 285	29.12% 435	19.75% 295	21.82% 326	10.24% 153	1,494
After-sales service and parts	33.80% 505	21.35% 319	12.78% 191	12.99% 194	19.08% 285	1,494

Q10 During the next two years (2019 and 2020), do you anticipate your apparatus budget will increase, stay the same, or decrease?

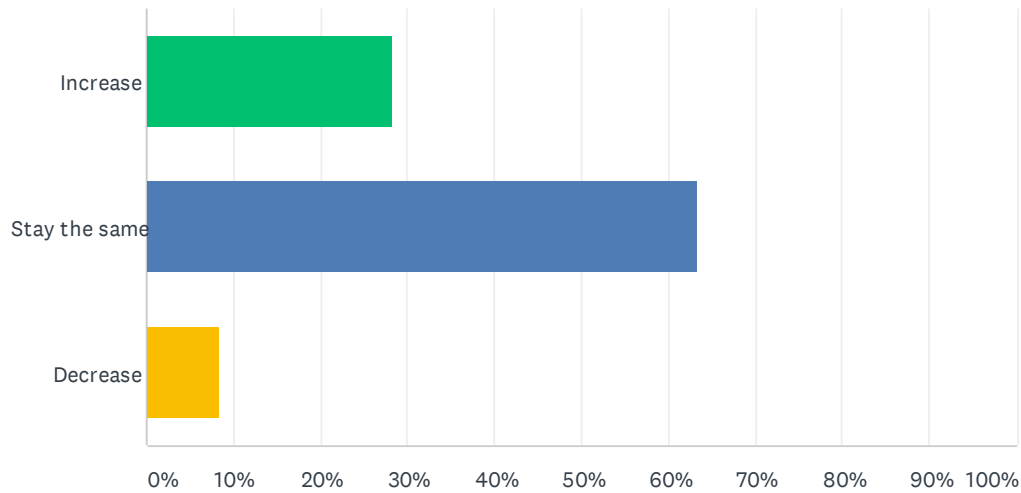
Answered: 1,481 Skipped: 192



ANSWER CHOICES		RESPONSES	
Increase		27.35%	405
Stay the same		64.35%	953
Decrease		8.31%	123
TOTAL			1,481

Q11 During the next two years (2019 and 2020), how do you expect your staffing level to change?

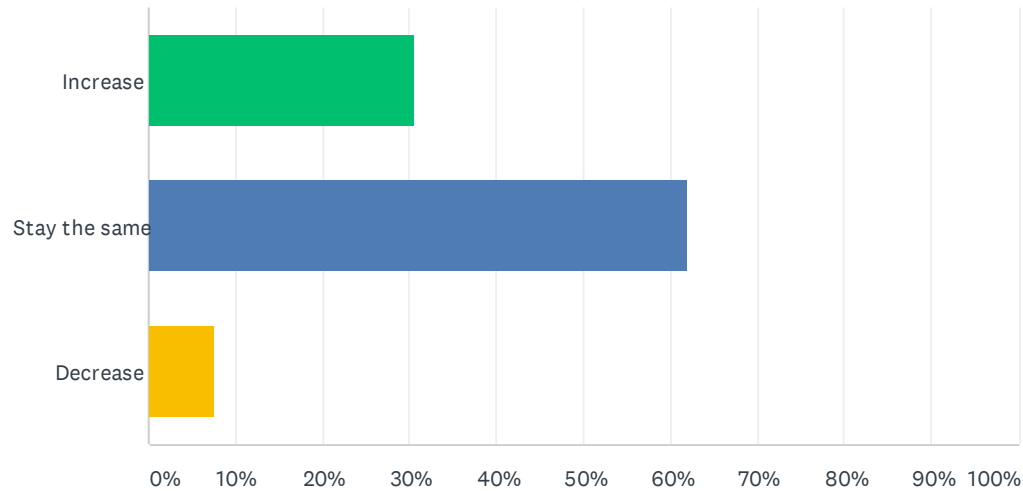
Answered: 1,481 Skipped: 192



ANSWER CHOICES		RESPONSES	
Increase		28.22%	418
Stay the same		63.47%	940
Decrease		8.31%	123
TOTAL			1,481

Q12 Exclusive of capital purchases such as apparatus, how do you expect your equipment budget to change over the next two years (2019 and 2020)?

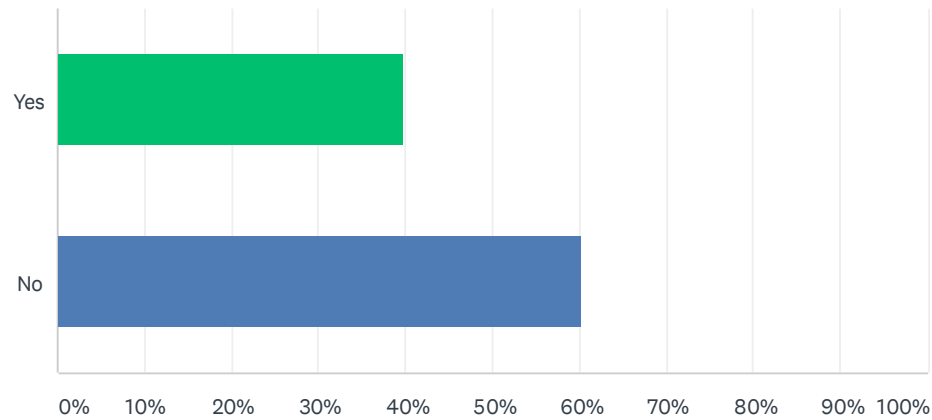
Answered: 1,481 Skipped: 192



ANSWER CHOICES	RESPONSES	
Increase	30.52%	452
Stay the same	61.92%	917
Decrease	7.56%	112
TOTAL		1,481

Q13 Does your fire department have a formal or written apparatus replacement plan or process?

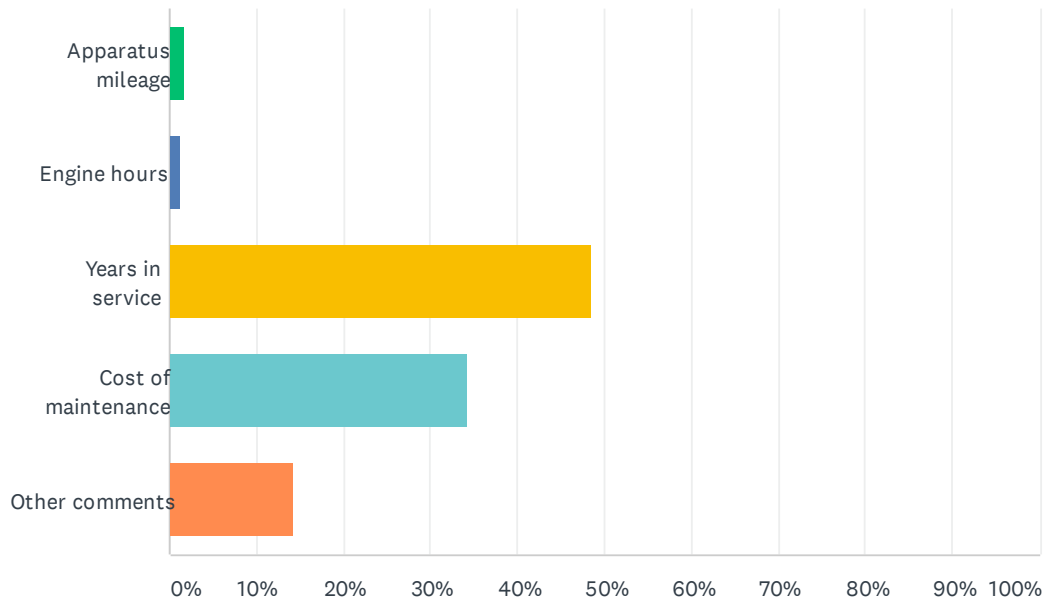
Answered: 1,481 Skipped: 192



ANSWER CHOICES	RESPONSES	
Yes	39.77%	589
No	60.23%	892
TOTAL		1,481

Q14 How does your department determine an apparatus is ready for replacement? (Please provide details in the comment section)

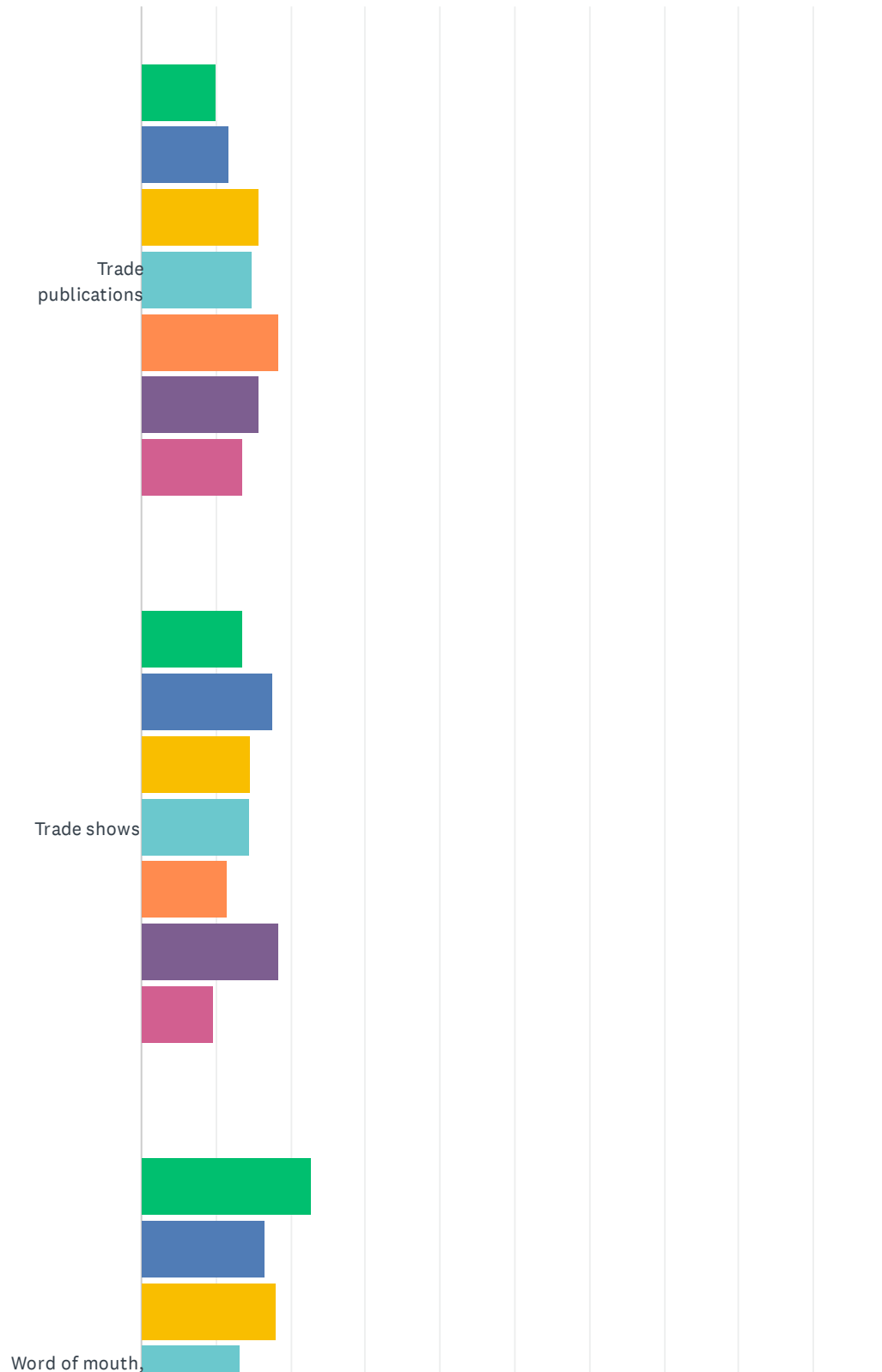
Answered: 1,481 Skipped: 192



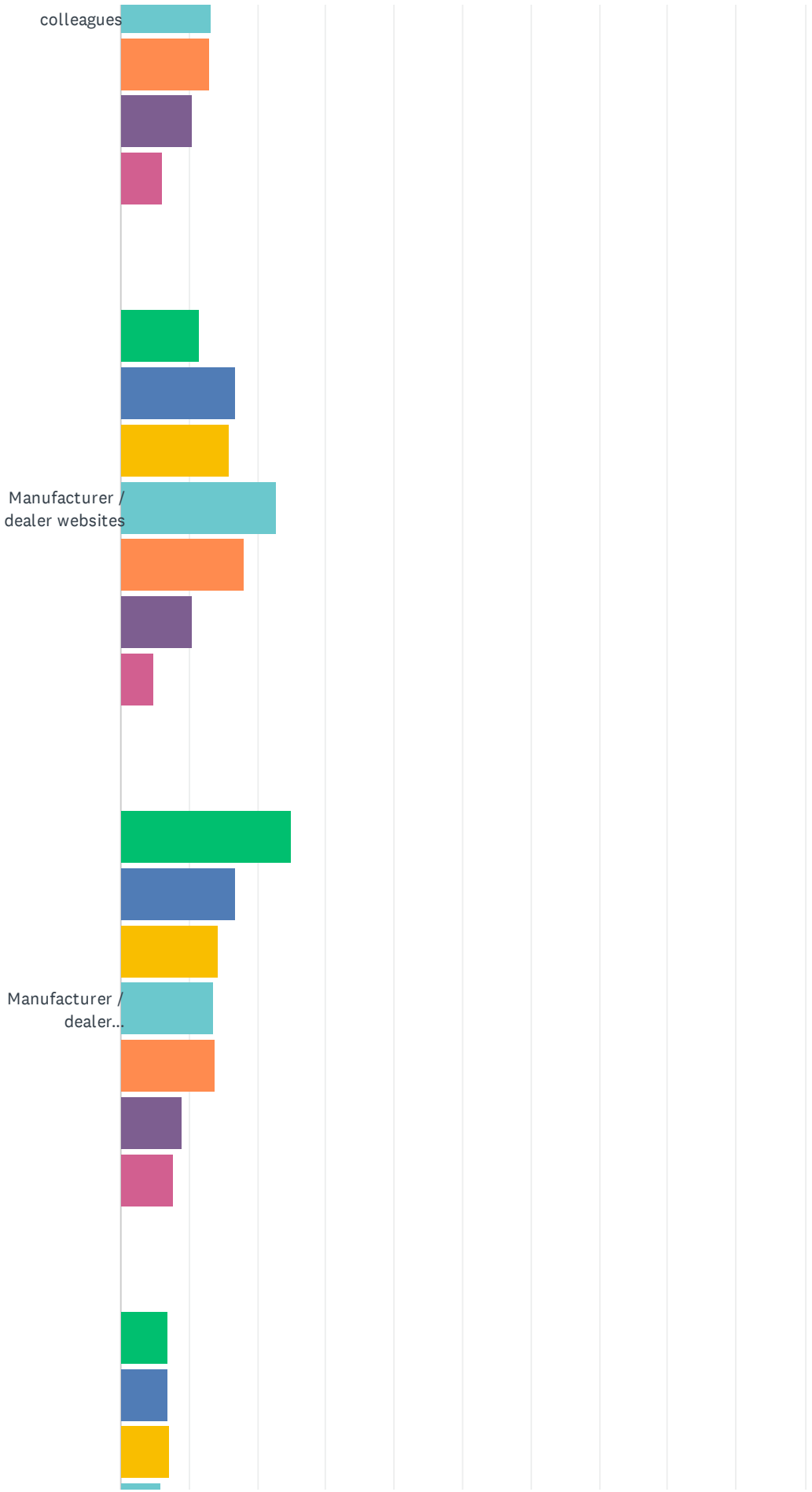
ANSWER CHOICES	RESPONSES	
Apparatus mileage	1.76%	26
Engine hours	1.22%	18
Years in service	48.62%	720
Cost of maintenance	34.23%	507
Other comments	14.18%	210
TOTAL		1,481

Q15 Using 1 as the most important and 7 as the least important, please rank the importance of each of the following when seeking information on apparatus and equipment.

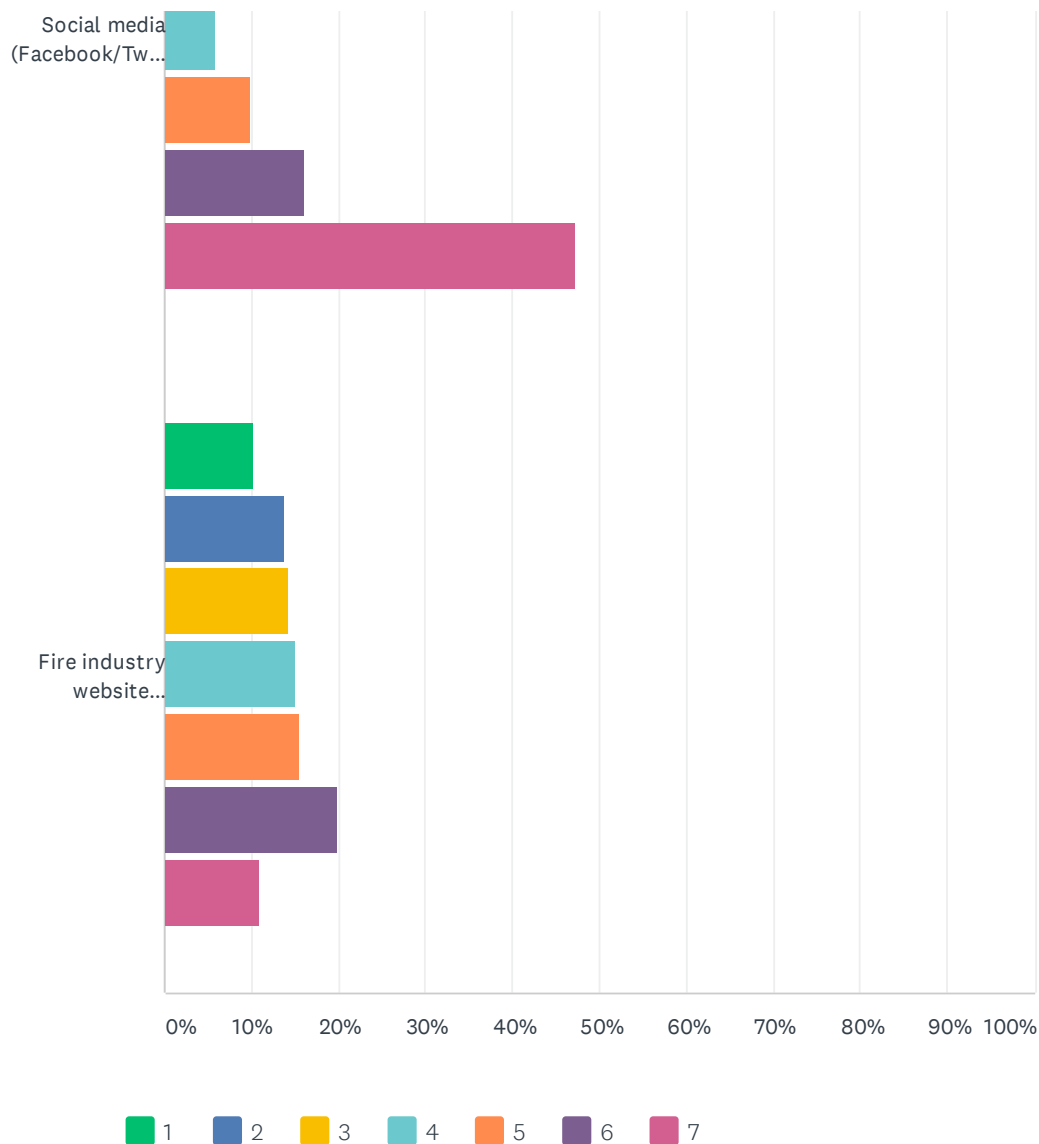
Answered: 1,452 Skipped: 221



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	1	2	3	4	5	6	7	TOTAL
Trade publications	9.99% 145	11.78% 171	15.63% 227	14.88% 216	18.46% 268	15.77% 229	13.50% 196	1,452
Trade shows	13.57% 197	17.56% 255	14.67% 213	14.53% 211	11.50% 167	18.46% 268	9.71% 141	1,452
Word of mouth, colleagues	22.87% 332	16.46% 239	18.04% 262	13.22% 192	12.88% 187	10.47% 152	6.06% 88	1,452
Manufacturer / dealer websites	11.50% 167	16.67% 242	15.98% 232	22.73% 330	17.98% 261	10.40% 151	4.75% 69	1,452
Manufacturer / dealer salespersons	24.79% 360	16.80% 244	14.26% 207	13.64% 198	13.91% 202	8.95% 130	7.64% 111	1,452
Social media (Facebook/Twitter, etc.)	6.96% 101	6.82% 99	7.09% 103	5.92% 86	9.78% 142	16.05% 233	47.38% 688	1,452
Fire industry website articles	10.33% 150	13.91% 202	14.33% 208	15.08% 219	15.50% 225	19.90% 289	10.95% 159	1,452

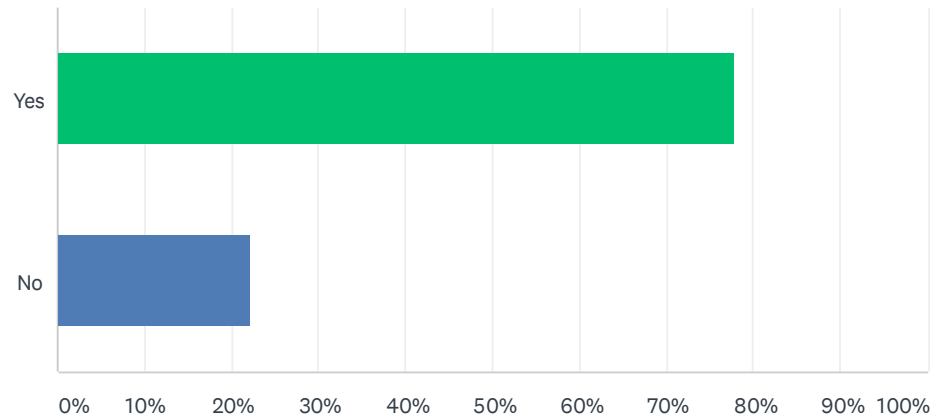
Q16 Thank you for completing this survey.If you'd like to be included in the drawing for a \$500 Visa card, please complete the following so that we can contact you in the event your name is chosen. Your responses will not be connected to this information.

Answered: 1,339 Skipped: 334

ANSWER CHOICES	RESPONSES	
Name:	99.93%	1,338
Fire Department:	97.24%	1,302
Age:	94.32%	1,263
Mailing Address:	99.33%	1,330
City/Town:	99.55%	1,333
State/Province:	99.40%	1,331
ZIP/Postal Code:	99.48%	1,332
Country:	97.01%	1,299
Email Address:	99.40%	1,331
Phone Number:	93.73%	1,255

Q17 Would you like to receive future survey emails from FAMA?

Answered: 1,394 Skipped: 279



ANSWER CHOICES	RESPONSES	
Yes	77.76%	1,084
No	22.24%	310
TOTAL		1,394