



Town of Coventry

Memorandum

TO: Town Council
FROM: Ben Marchant, Town Manager
DATE: November 9, 2022
SUBJECT: Fire Services Study – RFP references

Questions asked of each reference:

What was your experience working with the consultant?

Do you feel that they did a thorough job?

Was the project completed on-time within budget?

Dynamix:

Charlestown, RI Emergency Medical Services Agency Evaluation

They were excellent. High energy and data-driven. Spent a lot of time working together with staff. Considering bringing the consultant back to produce a Strategic Plan.

East Granby, CT Community Based Fire and Emergency Services Strategic Plan

They did a great job. They were not the low bidder but we picked them based on their qualifications. They were on-time and on-budget. I highly recommend them. The finished project was great and we have begun to implement the recommendations.

Gig Harbor, WA Community Risk Assessment: Standards of Cover

Dynamix was contracted to conduct a Community Risk Assessment and prepare a Standards of Cover for our Fire District. Our experience with Dynamix exceeded our expectations. Stuart McCutcheon and Mary-Ellen Harper were great to work with, and great communicators. The work product delivered was thorough and the projects were completed on time/within budget. We would work with them again in the future, should the need arise. Please let us know if you have any additional questions.

Nashua, NH ISO Evaluation, Master Plan and Strategic Plan

Thank you for reaching out. Our experience with Dynamix was a very positive one and continues to be. Mary Ellen and Stuart are a great resource and we continue to maintain contact. The work they did I found to be very thorough, and detail oriented. The project was completed during COVID and they were able to overcome any challenges that were thrown their way to

complete the project in a timely manner and within the budget that was established for the project. I hope this information helps.

Langhorne, PA Independent Fire Service Evaluation and Strategic Plan

Yes, Middletown Township hired Dynamix in 2021 to conduct a study of our fire and emergency services. We rehired them earlier this year to assist in developing a strategic plan. Overall, we had a great experience with Dynamix. They are extremely knowledgeable about their field and were able to point out some glaring issues we had at the time. My only criticism of them is that they would often lose sight of the fact that they were reporting to and working for our governing body, and not our volunteer fire services. Other than that, they were very thorough and stayed exactly on budget.

Worcester, MA Master Plan, Community Risk Assessment: Standards of Cover and Strategic Plan

We had a positive experience with Dynamix. They quickly understood our departments needs and developed a work plan to accomplish the project. Unfortunately, the COVID Pandemic began shortly after we began the project. We felt it was important for them to meet with the department in person so the project was significantly delayed. Once we got back on track everything moved smoothly. They have a strong understanding of the fire service and national standards. Mary Ellen and Stuart along with a team of select fire service professionals made several site visits and met with our entire department over the course of four days. They provided a data driven report that laid the foundation to create a strategic plan. Their work was thorough and completed within budget. I am also happy to state that we have addressed and implemented a large number of the recommendations.

Matrix:

Highland Beach, FL Fire Feasibility Study 2021

Matrix Consulting Group conducted a Fire Feasibility Study for us, and the experience and the results of the study led us to establishing our own Fire Rescue Department. We worked directly with Robert Finn and he was always very professional, direct and honest when working with myself, the Town Commission and our current fire service provider. He completed the project on time and within budget and he very well handling all stakeholders during the contentious process. Lastly, he was very knowledge and provided us with a lot of needed insight. I would highly recommend them. Let me know with you have any other questions and good luck with your project.

Berlin, NH Fire & EMS Study

Left message.

Keller, TX Feasibility Study

Left message.

Medina, MN Comprehensive Fire Study

Matrix Consulting completed their study on-time and within budget. I think they did a thorough job of looking into our fire issues and providing a comprehensive report during COVID-19. We had a good experience working with our Matrix Consulting consultant. Good Luck!

Oshkosh, WI Staffing and Deployment Study

We had a very good experience working with them. We found them very easy to work with and have successfully implemented many of their recommendations. They were on time and under budget. Please let me know if you have further questions.