

Bristol Town Administrator

From: Brett LaRose Fire Chief <bristolfiredepartment@gmail.com>
Sent: Saturday, September 24, 2022 11:32 AM
To: BFD Deputy Chief; kevinrlarose@gmail.com; pcoffey@gmavt.net; bristol.ff31@gmail.com; perlee@gmavt.net; lanceperlee@yahoo.com
Cc: Bristol Town Administrator; Ian Albinson (ianalbinson+sb@gmail.com)
Subject: Re: New apparatus
Attachments: Production Bulletin 003 - lead times.pdf

Thank you for sharing this HME Bulletin regarding Production Lead Time on the Town's new pumper. I acknowledge that this bulletin isn't specific to the Bristol FD but to all customers who are experiencing the same delays we are. I have no doubt that the challenges the vendor has described are fairly consistent among all vehicle manufacturers. Am I frustrated and do I want to see the Town's new pumper sitting in the bay at 79 West Street, the answer is yes.

Our reality today is we still have a job to do and this fire department continues to show its resilience when faced with a challenge. It was a year ago we were forced to remove the 1997 Spartan Pumper from service and our staff once again demonstrated their ability to adapt and continue providing the high level of service our customers have come to expect.

I am very much looking forward to the day when Bristol's residents get to see the results of this group's many months of hard work sitting in the Bristol Fire Station. Thank you all for your continued work and patience seeing this project through to the finish.

Brett LaRose - Chief

Please note that this email message, along with any response or reply, is considered a public record, and thus, subject to disclosure under the Vermont Public Records Law ([1 V.S.A. §§ 315-320](#)).

On Sat, Sep 24, 2022 at 10:37 AM BFD Deputy Chief <bristolvtfire@gmail.com> wrote:

Attached is an internal memo circulated at Hme that Pat forwarded to me and I wanted to share. It outlines some of the delay issues and what they are doing to resolve them.

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Production Lead Time Bulletin

Designed Smart, Built Tough.™

This email message is the third in a series of updates regarding our production lead time(s), component and material shortages.

We're Busting Tail 😊

All the HME functional groups and people that can contribute to improving, mitigating or controlling the damage of vendor supply challenges impacting HME production lead-times are doing just that - prioritizing it every day. Due to the litany of supply chain and manpower challenges we face, as an industry and society, navigating these challenges is no small task.

Keeping HME Dealers, and Your Customers, Current

Our goal is to provide you as much information as we can on a timely basis so that we are keeping you current and enabling you to do the same with your customers. We will continue to provide as much information as possible.

Component and Materials Examples:

- Frame rails: our supplier of frame rail material for custom cabs notified us previously that supply lead-times were pushed out and that pricing had been increased – twice. Most recently, we have been notified that supply is going to be further constrained by allocation and that allotments will be varied.

- Lorde mounts: the rubber mounts used for the body, pump and cab have extended their delivery lead-times 10-fold.

- Commercial chassis:
 - International has notified us of delivery delays – three times.
 - Freightliner, thus far, is better by comparison and has delayed deliveries - two times.
 - Stellantis (RAM trucks) notified us of cancellation of chassis orders that had been in their system for an extended period of time.
 - Ford Trucks does not have line-of-sight to production restart dates and therefore cannot give us solid information as of today.

HME Countermeasures (Examples):

- HME Supply Chain Management (SCM): the SCM team is not sitting idle or in a reactive posture. Wherever possible, they are ordering larger quantities of components and materials to bolster production inventories. This is one of the benefits of HME's status as a privately...

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held company (that doesn't need to deal with quarterly earnings targets), Unfortunately, in those cases where backorders are already acute, the effectiveness of this countermeasure will vary.

- **System Generated Delivery Dates:** The HME Form 500, that is returned with your Quote Master files, has been amended as follows: *Please contact your sales Application Engineer for current lead-times.* As a temporary measure, this will help us manage customer expectations and avoid generating unrealistic delivery dates.

Custom Orders - Where Are We At

Our commitment is to give you the straight facts to put you in the best position to manage your customer's expectations. Based on the information we have today which, in some cases changes hourly, our custom apparatus lead-time for new orders is 500 – 540 days. The best way to gain a quicker delivery is to utilize the stock and demo program or one of the program trucks.

By no means does this email cover all the component supply and material shortage challenges we face or the multitude of actions we are taking. Our intent is just to give you a few examples that you could use. We will continue to utilize every option we have available to mitigate these challenges.

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Sales Bulletin

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