



# THE RURAL HITCH

FIRST QUARTER 2017

**A publication of  
Lakes Region  
Mutual Fire Aid  
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## From the Chief...

By Chief Jonathan M. Goldman, RPL

As the first quarter of 2017 ends, Lakes Region Mutual Fire Aid has seen a flurry of activity. Dispatcher Lois Cilley comes to us from the NHFA and is working through her training program with Lt. Frame. Dispatcher Cilley brings an abundance of enthusiasm and energy to the communications center; she will be a great addition to our team. Dispatcher Erin Hannafin has recently attended and completed the Primex Supervisors Academy. She reports this was a great program and she learned a lot that she will be able to bring back to the communications center. She will be able to utilize some of the skills she learned as she works as one of our APCO-certified Communications Training Officers.



Dispatcher Chris Reynolds worked with Deputy Coordinator Beland and the Training Division to offer four days of completely grant funded training courses for Dispatchers. These courses were held at the new NH Marine Patrol Facility and we can't thank Captain Dunleavy enough for his hospitality. We would be remiss if we did not thank Dispatcher Reynolds for his

FROM THE CHIEF — CONTINUED ON PAGE 3

## Memorial Service for Meredith FF Tom Range

On the evening of February 27, 2017, Meredith Firefighter Thomas W. Range II passed away from a hard-fought battle with pancreatic cancer. Tom was an active member with the Meredith Fire Dept. for the past 14 years, running out of the Center Station. He spent two-and-a-half years with Sherodsville Ohio Volunteer Fire Department prior to locating to Meredith in 2001.

Late in the afternoon on February 28, MFD escorted FF Range back to Meredith. Laconia, Gilford, and Belmont Fire Duty Crews raised the US Flag with 13L1 and stood at attention as the procession proceeded by Laconia Central as 13C1 Laconia and Meredith Police Departments assisted with the escort.



On a very cold Saturday morning, March 11, 2017, MFD proceeded to Mayhew Funeral home to meet Mrs. Jamme Range and daughters Nocera and Sydnee, along with im-

mediate family members and proceeded with FF Range to the memorial service held at St. Charles Borromeo Catholic Church in Meredith, NH. Funeral services were handled by Mayhew Funeral Home/Meredith Bay Crematorium and New Hampshire Granite Support Team under the direction of Chief Jones & MFD Officers.

MEMORIAL SERVICE — CONTINUED ON PAGE 5

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## FROM THE CHIEF — CONTINUED FROM 1

coordination of the program. Dispatcher Reynolds has also been asked to coordinate the NH Telecommunicator Emergency Response Taskforce Annual Mobile Command Post Rally. This rally will be held at the new NH Army National Guard facility in Pembroke, NH on May 12. NHTERT is a recognized taskforce in NH that is used as mutual aid for Dispatchers. If a Communications Center suffers catastrophic failure or is unable to staff its own communications center due to a weather event, NHTERT is available to deploy Police/Fire/EMS Dispatchers to the center to assist. NHTERT members dispatched for Grafton County Sheriffs Office in 2016 as they attended to the calling hours and funeral of Dispatcher Steve Bomba, and is a fantastic resource for us to have in NH. The NHTERT Rally is an opportunity for Mobile Command resources from around the State of NH and New England to come together and exercise our capabilities. It is also a great opportunity for attendees to see what resources are available to them and the individual resources' capabilities.

We have also been working for the past year to upgrade our existing Computer Aided Dispatch system and recently have signed a contract to migrate to the "XCAD" system. This upgrade will occur over the next several months and will greatly enhance the communications center's capabilities.

The end of February also brought the official retirement of Chief Coordinator Jim Hayes and official start date of our new Chief Coordinator Jon Goldman. Chief Goldman comes to us with over twenty years of service in Emergency Communications, most recently as the Director of Communications, Fire Alarm, and IT for the Derry Fire Department. Derry Fire operates a small regional Fire/EMS Communications Center dispatching for Derry and three other communities as well as the regional HAZMAT Team, and is the primary dispatch center for the Border Area Mutual Aid Group. Chief Goldman is also a Captain/AEMT with the Sandown, NH Fire Department, assigned to oversee the EMS Division and is in his last year as a member of the Board of Selectman, recently being elected Chairman.

Chief Hayes stayed onboard until March 30, 2017 in an advisory role to assist in the transition of the new Chief Coordinator. Gradually over the past month responsibilities were migrated from Chief Hayes to Chief Goldman. Chief Goldman would like to make special mention of his thanks to Chief Hayes — without him the transition would not have gone nearly as smooth as it did.

Chief Goldman is in the process now of meeting with the individual employees and talking about long-term plans and goals for LRMFA, and the communications center. He believes LRMFA is one of the best communications centers in New England. Chief Goldman believes strongly in regional emergency communications and customer service, as well as standards and accountability. He welcomes anyone with feedback to contact him either through the Communications Center or via email at [jgoldman@lrmfa.org](mailto:jgoldman@lrmfa.org). He looks forward to working with all the communities to advance our services, infrastructure, and training and development. 🚒


## THE RURAL HITCH

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# What Is A Size-Up?

*By Ken Erickson, Chief, Laconia and Belmont Fire Departments*

After you give your initial radio report, it is important to follow through with a size-up. What exactly is a size-up? Size-up is a process where you gather important and pertinent information that helps you make safe decisions that result in an effective response to control or stabilize the problem. For this article, we will deal with size-up at residential structure fires.

Size-up begins before the call with pre-incident planning and response protocols. Departments should be developing plans for dealing with target hazards ahead of time. Run cards should be developed ahead of time to handle potential shortfalls or problems that are expected.

Essentially, the incident size-up starts when you get the call. What are the weather issues and are they going to be problematic? Weather problems can lead to delays in responses. What does LRMFA tell you about the call? Based on their information, maybe you want to upgrade to a first alarm right away. Most of us will have a general knowledge of the area where the fire is reported. Does it have hydrants? Is there a good draft site nearby? Is it frozen? Is it empty? Is the neighborhood predominately one-family homes well spread out so exposures should not be an issue? The time of day will be a big factor regarding what resources you can expect and whether the building may be occupied.

As you approach the scene, the real nuts and bolts of the size-up begin. Look at the fire building. What are the visible conditions? Look for clues about occupants. Cars in the driveway? People on the front lawn? If you are the first arriving officer (or person who will be in charge) you must take a walk around the building to determine where the fire is located and where it is going. If you are going to send your people into this building, you better learn as much as possible about it before you send them inside.

There are many points to consider in a size-up; however, for most fires, especially in the first stages of the attack,

there are 3 to 4 key points to focus on. Is the building occupied or unoccupied? Is the building stable? Do I have enough help on-scene to start an attack? Where is the fire?

One of the most important points to determine is: where is the fire located? You cannot make an attack if you don't know the fire's location. Use a thermal camera if you have one, otherwise, use all your sense to find the fire. Where does the smoke rise the fastest? This is the hottest area. Is there visible flame? Look into the basement windows; touch them. Are they hot? If it is a basement fire, attack it from the lowest level possible. Be extremely careful about putting people above a basement fire, especially in newer buildings. For multi-floor buildings, the higher the fire floor, the more people you'll need. However, a fire on the lower floor of a 4-story building threatens more people and more of the building.

Next, develop a plan and apply tactics. Get the first line in a position to flow water on the fire. Use the quickest method possible. Pick the right-sized hose line for the fire conditions. Start a vent in coordination with the hose line. Stretch a back-up line. Start a search; if there is no threat to life, it gets easier really quickly. Determine what stage the fire is in? Has it flashed over? Is the structure stable? Don't risk your people for buildings that have no real value, or can't be saved. Buildings can be replaced. Now-a-days, most insurance companies tear down buildings without a second thought.

Two recent reports about firefighter maydays and line-of-duty deaths identified the lack of a size-up as a major contributing factor. Read the NIOSH reports to learn other people's mistakes. Don't repeat these mistakes. The potential for error and disaster in our job is huge. Changing fire behavior is another major factor leading to maydays and death. It is imperative to study fire behavior.

The key to a successful outcome is anticipation. Anticipate where the fire is going. Anticipate how good the firefight-

ers will do their job. Anticipate other factors, such as weather and building features. Remember, the fire has no idea how big the fire department is and it does not care. Do all you can to protect your firefighters.

There are several acronyms you can use to help with size-up. One of the oldest is COAL WAS WEALTH; another that I grew up with is SLEEVES. Then there is RECEO-VS. For the initial size-up, I suggest simple and quick. A simple one that is easy to use is BELOW. I'll review these in order.

COAL WAS WEALTH is for construction, occupancy, apparatus and firefighters, life hazard, water supply, auxiliary appliances (sprinklers/standpipes), street conditions, weather, exposures, area (of building), location and extent of fire, time, and height of building. This is a very traditional, and somewhat complex size-up. This is a good size-up to use for a prolonged event, or developing a preplan.

SLEEVES is for size-up, life hazard, exposures, entry, ventilation, extinguishment, and salvage/overhaul. SLEEVES came from old timers in Massachusetts and was a combination of size-up and tactics.

RECEO-VS is for rescue, exposures, confinement, extinguishment, overhaul, ventilation, and salvage. RECEO-VS is the order for tactics. Number 1 priority is rescue. How do we affect most rescues? Put the fire out.

BELOW is for building, exposures, life hazard, occupancy, and water supply. This is good for your first-due size-up.

So, to do a good size-up you need to see as much of the building as possible, and in a fairly fast time frame. You have one or two minutes to complete a size-up. Harry Carter, Newark NJ Battalion Chief (ret) wrote the eight-step size-up plan, which is very simple and easy to use. Ask yourself the following questions:

What have I got?

Where is it?

Where is it going?

CONTINUED ON NEXT PAGE

What resources have I got to stop it?  
 What do I do first?  
 Where can I get more help?  
 How am I doing?  
 Can I terminate this incident?

When you look at the first three questions you realize you must look closely at the building on fire to answer these questions. Use BELOW.

When thinking about resources, you must use the resources on scene, or that you *know* are responding. You cannot make an action plan for resources (fire trucks and firefighters) that you *think* may respond — or are still 20 minutes away.

After you do the size-up, you must then develop an action plan. First decide offensive or defensive. I include a transitional attack in the offensive category. Don't make the attack plan complicated. For most officers, keep it to three tactics or tasks that you want completed at a time. Studies prove that most people cannot focus on more than three critical things at a time. As you get older and more experienced you can add more items to the list, but keep it to three and you won't get into system overload.

**Building** — What is the building on fire and how is it constructed? Construction is very important, affecting how the fire will spread and the threat it poses to firefighters. Newer buildings (anything built after 1980) will collapse early. This is not an article about construction; however, if you are a fire officer, you need to have a very solid understanding of how buildings are built and how they fall down when attacked by fire.

Hopefully, you have preplanned target hazards and, hopefully, LRMFA has these properties Red Flagged. They can warn you enroute about building hazards. When looking at the fire building you must determine: is it still room and contents burning, or has it gotten into the structure? If the fire is advanced beyond flashover, or more than one room, definitely more than one floor, then it is a structure fire. A structure on fire is losing strength rapidly. An older home will withstand fire much better than a new home. If the building has lightweight components, especially floor/ceiling assemblies, plan for and expect early structural failure. Do not be afraid to write off a new building that has severe fire inside.

When looking at the building and construction, a big concern is height. If the building is over two stories high, it becomes problematic to most of us. In Laconia, it is an issue if it's over three stories. We have 23 buildings that are four stories or higher. These are all target hazards. Buildings built into a slope may have walk-out basements. This means that ground ladders for the back yard must be longer than the front yard. You find this during the size-up. How much area does the building cover? This can dictate how much water you will need, how many people, and how many hose lines.

**Exposures** for many is not an issue. In Laconia, we can easily arrive on scene and have buildings on two sides threatened. When looking at exposures, you must determine what is the highest priority; it's not necessarily the closest building. The wind will play a large role in determining exposure protection. The stronger the wind, the greater the threat. Exposure protection should be a minimum of a 2½" hose. It can be played on the fire and protect the exposure.

SIZE-UP — CONTINUED ON PAGE 6

MEMORIAL SERVICE — CONTINUED FROM PAGE 1

After the memorial service, the funeral procession proceeded to Meredith Center Fire Station (Fire Station 2), where the "last call" was done by Lakes Region Fire Mutual Aid. Once the last call was completed, the procession proceeded to Church Landing-Winnepesaukee Ballroom for a celebration of life where MFD marched in with FF Range, saluting and stating their final words. Videos and pictures of FF Range's 47 years of life where shared with all as Chief Jones encourage those attending to share stories and memorable experiences they had encounter over the years with FF Range.

**A SPECIAL THANKS TO THE FOLLOWING:**

- Deputies Kloetz, Haines, Capts. Parker and Taggett, Lts. Cornelissen, Currier, Taggett, FF LaFavre, Ludwick, other MFD Members, Auxiliary, and Chief Morrow and MPD

- Mayhew Funeral Home, Peter, Mike, and Granite State Support Team, Tom Green, and Members
- Belmont Fire and Franklin Fire for Station Coverage, Cert Team with Parking Assistance
- Chief Carrier, Chief Erickson, Deputy Beattie, Investigator Matt Wilmont, and Inspector Ron Anstey for their professional assistance
- Lakes Region Fire Mutual Aid and Chief Goldman.
- Church Landing for the Ball Room Facility and Common Man for severing preparations.
- As well as all departments, organizations, businesses, and individuals who help support the benefit for FF Range.

FF Range will certainly be missed by his FF Brothers and Sisters in the Lakes Region Area. 🚒



# Rumney Fire Department News

The winter has been kind to the department, with mostly wires and trees taken down by the wicked winds we have endured. The mild weather of February and the extreme cold of March brought several chimney fires to the department. The pictured fire also got into the walls of this home but was controlled with minimal damage. Fortunately the others were confined to the chimneys.



Training continues on a regular basis with an interior hose training held here at the station utilizing the “cage” area lite within the dark storage area. This was requested by our new members after working a house fire where Rumney provided mutual aid, and they

were working the interior with the older members of the department. Communication between members in this situation was stressed — you cannot always hear what anyone is saying under these circumstances.

Another training centered around the ambulance, showing where supplies are located so the firefighters can assist EMTs on calls. Teamwork is important, whether on a fire scene or an accident scene.

Rumney Fire Dept. hosted the annual Warden’s Training with Wardens from Campton-Thornton, Hebron, Woodstock, Warren, Wentworth, Ellsworth, Haverhill Corners, and Dorchester joining Rumney. 🚒



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## SIZE-UP — CONTINUED FROM PAGE 5

**Life Hazard** is driven by **Occupancy**. For most of us, the occupants are out of the building on arrival. If they are inside, the question to then ask is — are they alive or can they be saved? These are difficult questions and very tough decisions. Over the past 20 years, more than 80 firefighters have lost their lives searching buildings that had no civilians inside. Do not put firefighters inside burning buildings for the sake of an unknown search. Base your decision on the evidence. If you do a search, it is imperative to protect the crew with a hose line. Get a hose to the base of the stairs or outside the window; don’t send a team in without hose protection. Once you open the door or window you will feed the fire more oxygen and the fire will grow rapidly.

Second to fire location is Occupancy. Occupancy determines what the building is used for — life hazard and fire potential. Is it an occupied single family, multi-family, drug-store, lumber yard, nursing home or school? An unoccupied building reduces the concern for life safety, except for our own people. The bigger the building the more people who may be inside. The occupancy will also dictate fire load and flame spread. Does it have hazardous materials, or is it an office.

**Water supply** can be very complicated, even when you have hydrants. You should pre-plan your town and know where your water issues are well ahead of time. Then you should develop a water plan ahead of time. Study your buildings. You have essentially four or five types of homes: a one-story Ranch, a two-story Colonial, a Cape, a large Victorian. The flow rate is fairly consistent. Your fire flow is going to vary from about 250 to 600 gallons per minute. In most cases, you need to plan for 30 minutes of water. So, you’ll need a plan to get between 7,500 gallons and 18,000 gallons of water to the scene in a fairly uninterrupted flow. If you have three 2,000 gallon tankers and they can fill and empty in 15 minutes, then you can flow 400 gallons-per-minute. If you can improve efficiency by unloading or refilling quicker the flow improves. Shave off three minutes and you can flow 500 GPM.

Time of day can indicate whether people are in a building, and if they are alert and capable of getting out on their own. A fire in any residence at 2 a.m. is going to create problems. Time is a major issue for many call and volunteer departments. Fires during weekdays may result in long delays for help. Fires at night and on weekends should get a better response. It is highly recommended that you utilize automatic aid on high risk calls. Any call that is a serious threat should get help moving early. If LRMFA reports multiple calls, then at least a first alarm should be requested. Don’t cut corners when lives and property are at stake. You can always cancel the alarm. There is the opposite to this theory as well where we can call too much help. A fully involved barn with no exposures does not need extensive mutual aid. If left to its own natural course, the fire would probably burn itself out much sooner than it will if we start pouring water onto it. There is a point of no return on mutual aid.

Remember, when torn between attack and search, go with attack — put out the fire and the problem goes away. There is a difference between search and making rescues. If you have a positive source telling you people are in the building and you know where in the building they are located, assign people to get them out. But protect the rescue with a hose line. If you don’t know where the people are in the building, go after the fire. Searching a burning building, even when an attack hose is operating, is dangerous. Searching a burning building with no hose line working is almost suicidal. Protect your people.

As your plan is being executed you must evaluate and continually size-up the fire. Are your firefighters making progress? If not, what is the next plan. The first 20-minute mark is a good point to think about changing from offensive to defensive. If you have not made progress at the first 20-minute mark. the building is starting to fail. Actually, in lightweight construction the building started losing strength once it went from room and contents to structural. 🚒

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# Campton-Thornton Fire Department News



Jan. 2, 2017. A bridge abutment through the hood! I93, NB, near Exit 29.



Feb. 9, 2017. Second alarm fire, Waterville Valley.



Feb. 20, 2017. Responding to a snowmobile fire, Thornton Corridor 11.



Feb. 27, 2017. CTFD wall breach training.



March 13, 2017. CTFD Ladder 2 working a chimney fire on Randall Road.



March 14, 2017. Motor vehicle accident during Nor'easter, Rt. 175, Thornton.



March 14, 2017. Search for a stranded snowmobiler during Nor'easter.



March 28, 2017. LRMFA Training Division, "The Dreaded RIT Assignment."



# LRMFA Bi-Annual Membership Meeting

On January 26, 2017, New Hampton Fire Department hosted the Bi-Annual Meeting of the general membership. A great spaghetti dinner was served to the nearly 60 attendees. General Membership Committee Chair Deputy Chief Tom Joslin (retired) presided over the meeting. During the meeting, DC Joslin and Secretary/Treasurer DC Pauquette were re-elected to serve another term in their respective posts.

Reports were given by Chief Rene Lefebvre, President LRMFA; Chief Stephen Carrier, President, NH Assoc. of Fire Chiefs; and Deputy Coordinator John Beland, LRMFA Training Division.

Following the meeting FETC Services Instructor Bill Greenwood presented an engaging program entitled "Developing the Leader Within."

The next meeting of the LRMFA Membership is July 27, 2017; the location will be announced at a later date.





# Training Division News

## Lakes Region Mutual Fire Aid Hosts Regional HSEM Grant Funded Training

Submitted By Jonathan M. Goldman, Chief Coordinator

Lakes Region Fire Mutual Aid, in partnership with the LRMFA Training Division, and the NH Department of Homeland Security and Emergency Management hosted four days of Emergency Dispatcher Training this week. NH HSEM funded the regional training program at no charge to the participating agencies. Police/Fire/EMS Emergency Dispatchers from all over NH attended the training. Each class was conducted over two days, with some Dispatchers participating in each two-day session, and others coming to one of the two-day sessions.

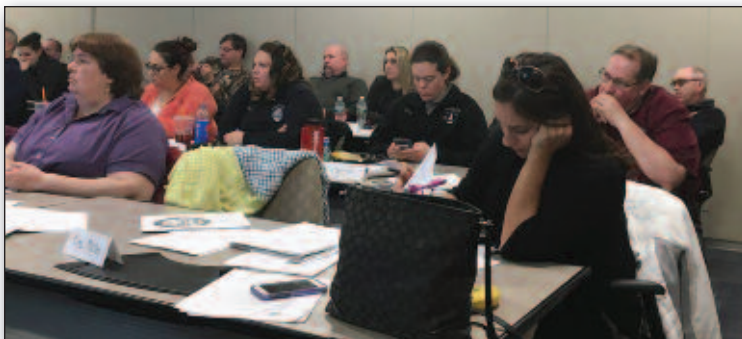
Dave Larton, of First Contact 9-1-1 LLC, a nationally-recognized instructor conducted the training at the NH Marine Patrol Headquarters in Gilford, NH.

The first program was **“All Hazards Incident Dispatcher Training,”** which is a program that, over the two days, prepares Emergency Dispatchers to support incidents within the field from mobile command posts or other forward deployed resources. The LRMFA Chief Coordinator Jon Goldman said, *“Incident Dispatcher Training is important, as field deployed ‘incident dispatchers’ are integral to relieving incident specific call volume and activity from the Communications Center, and*

*are able to provide more direct support to the local incident commander while operating alongside of them in the field either at a major incident, or a pre-planned event such as bike week in Laconia, or one of the many area fairs.”*

The second two-day program held was **“Active Shooter Responsibilities for Dispatchers”** and over the course of the program students were instructed in how to best prepare their communications centers for an active shooter incident in their jurisdiction, and how to best handle an in progress active shooter incident and its aftermath. Although an Active Shooter incident is primarily a law enforcement dispatcher function, it generally spills over to the Fire/EMS disciplines as there can be multiple casualties because of the incident.

When asked, LRMFA Deputy Coordinator John Beland said he wanted to *“thank HSEM for funding the programs, and thank you to Captain Dunleavy, of NH Marine Patrol and his staff for the use of their excellent classroom, Annie’s Café of Laconia, and the Fireside Inn of Gilford for their hospitality.”*



# Training Division — Continued

## 2017 Programs

**Spring 2017. Weekday. 0800– 1700.** FDSS Apparatus Pump Operator/Engineer Training. Tilton Fire Department. [www.lrmfa.org](http://www.lrmfa.org)

**April 29–30, 2017. 0800–1630 hours.** 16-hour Basic Pump Operations Course (Non-Certified). Holderness Fire Department. NH Fire Academy or [www.lrmfa.org](http://www.lrmfa.org)

**July 2017. TBD.** Driver Operator All Vehicle. TBD. NH Fire Academy or [www.lrmfa.org](http://www.lrmfa.org)

**July 11, 2017–Dec. 8, 2017. Tue., Thur., Sat.** NH Fire Academy Certified Fire-fighter I Program. New Hampton Fire Department. NH Fire Academy

**September 5, 2017. 1830–2100 hours.** Caught in The Flow Path — Making the Push — The First Critical Line. Instructor: Bill Greenwood, FETC Services. Tilton School Auditorium Building, 30 School Street, Tilton, NH (parking across the street at the ice arena or the town parking lot adjacent to Tilton FD) [www.lrmfa.org](http://www.lrmfa.org)

**September 2017. TBD.** Driver Operator All Vehicles — Driver Operator Pumping Apparatus (NHFA Certified Program). Moultonborough Fire Department. NH Fire Academy

**October 2017. TBD.** Driver Operator — Aerial Apparatus. Meredith Fire Department. NH Fire Academy

**November 21, 2017. 1830–2100.** Tactical TIC Thermal Imager Training — Do We Really Understand How This Thing Works? Instructor: Bill Greenwood, FETC Services, Laconia Fire Department, 848 North Main St., Laconia, NH (Parking across the street at Opechee Park). [www.lrmfa.org](http://www.lrmfa.org) 🚒

## CAD Change Request Form Updated

The LRMFA “CAD Team” has updated the CAD Change Request Form and it has been placed in the “forms” section of the LRMFA website. The CAD team is requesting that all requests for CAD changes be submitted electronically using the newly designed form. Once the form is filled out it should be submitted electronically to [cadchange.request@lrmfa.org](mailto:cadchange.request@lrmfa.org), and can be submitted electronically directly from the form. This new process will allow the CAD Team to better monitor the requests received, as well as track them to completion, and return a “receipt” to the requestor confirming that the change request has been completed. 🚒

## Second Alarm, School St., Ashland January 1, 25, 2017



*The NH Emergency Dispatchers Association presents*  
**THE COMMUNICATIONS CENTER'S ROLE  
IN FIREGROUND EMERGENCIES**

**WHY THINGS GO RIGHT AND WHY THINGS GO WRONG**



**CHIEF BILLY GOLDFEDER**  
**TUESDAY, APRIL 11th**  
**at the NHEDA 2017 Conference**  
**Red Jacket Mountain View Resort**  
**North Conway**

Chief Billy Goldfeder will present through video, audio and "WAKE UP" style lecture, an in-depth program featuring specific and very recent fireground events with a strong focus on structural fires that ended with tragic results. The program focuses specifically in helping emergency 9-1-1 communication center personnel understand the fireground LESSONS LEARNED so that these incidents (and those involved) don't ever become forgotten. This very personal, high energy direct and frank program is presented specifically for emergency communications personnel, providing them an excellent opportunity to understand how, what and why things go wrong on the fireground and the critical role of call takers and dispatchers.

The goal of the program, from your most SENIOR communications center leaders to your NEWEST probationary call taker/dispatch personnel and firefighters of ALL ranks, is to have them leave more knowledgeable, educated and informed. Most importantly it will leave them THINKING HARD about their role, their responsibilities before, when fire companies arrive and while they are operating at fire incidents. These factual "LESSONS LEARNED" and related CASE STUDIES will help insure that history is never forgotten by the true "first responders" ..the 9-1-1 call takers and communication center dispatchers.

**Some firefighters make it home after a fire... and some don't...**

**This program will help Communication Center team members  
learn and understand the how, what & why!**

***For more information, visit [NHEDA.org](http://NHEDA.org)!***

# New Faces, Places, Equipment, Congrats



**RETIRED**  
**Chief James R. Hayes**  
 Lakes Region  
 Mutual Fire Aid



**RETIRED**  
**Captain Steve Fecteau**  
 Franklin Fire Dept.



**PROMOTED TO CAPTAIN**  
**Mike Foss**  
 Franklin Fire Dept.



**NEW HIRE**  
**Anthony Roberts**  
**FF/A-EMT**  
 Franklin Fire Dept.



**PROMOTED TO  
 LIEUTENANT**  
**James "Jim" Brown**  
**FF/A-EMT**  
 Alton Fire-Rescue Dept.



**NEW ENGINE – FRANKLIN 7E1**  
 2017 Sutphen. 1,000 gals. water, 1,500 GPM pump.



## Dispatcher Hannafin Graduates Primex Supervisors Academy

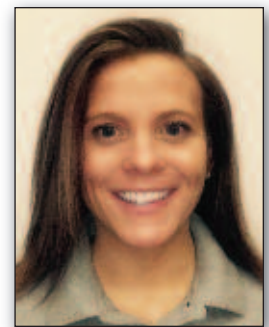
LRMFA Dispatcher Erin Hannafin has successfully completed the Primex Supervisors Academy held at their headquarters in Concord, NH.

Supervisors' Academy is a challenging, 3-day experience conducted by Primex3. Participants take an active role in the classroom as they learn about a broad range of immediately useful leadership topics. Seasoned Primex3 practitioners and instructors guide the participants through case studies and discussions to ensure that the learning objectives are achieved.

Primex3 recognizes the importance of effective management and established the Supervisors' Academy series to address the need to build the skills of supervisors. To date, over 2,500 supervisors from throughout New Hampshire's public sector have attended this information-packed training experience.

The LRMFA Administration and staff congratulate Dispatcher Hannafin on her achievement. 🚒

## New Fulltime Dispatcher



Lois Cilley is the newest fulltime dispatcher at LRMFA's Communication Center. Ms. Cilley joined LRMFA about a month ago and is undergoing her final training. She comes to us from recent employment at the NH Fire Academy.

When asked if she had prior experience in the fire service, she replied she didn't but had always been interested in it. Before working at the NHFA, she had worked at the Division of Motor Vehicles. When she graduated, she knew she wanted to work in dispatch.

Lois lives in Concord and in her off-duty time she trains for triathlons! She has participated in a Tough Mudder, the Iron Man, and a Spartan Run.

Welcome, Lois. 🚒

# LRMFA Headquarters Laconia, NH

PHOTO COURTESY CHRIS REYNOLDS ©2015



## First Quarter 2017 Statistics...

**JANUARY 1, 2017–MARCH 31, 2017**

<b>Incidents Dispatched:</b>	January 2017	1,926
	February 2017	1,979
	March	2,277
	<b>Quarter Total</b>	<b>6,182</b>

### Statistics For This Quarter:

Number of incidents: . . . . .	6,182
Radio transmissions . . . . .	61,398
Emergency phones . . . . .	7,251
Administrative phones . . . . .	4,726

This breaks down on a daily basis to **69** incidents per day and **10** radio transmissions for each incident — or **682** per day on average. Along with the emergency incidents we answered/made, **53** calls were made on the administrative lines and **81** calls on the emergency phones were made per day.

Overall system wide for the first quarter there has been a 7% increase in incidents from 2016. Or an overall 18% increase over the past 3 years during the first quarters.

## LRMFA Celebrates National Public Safety Telecommunicators Week

LRMFA is celebrating the second full week of April (April 9–15) as National Public Safety Telecommunicators Week. This week, sponsored by the Association of Public-Safety Communications Officials (APCO) International and celebrated annually, honors the thousands of men and women who respond to emergency calls, dispatch emergency professionals and equipment, and render life-saving assistance to the world's citizens. 📞

### Resources Available:

Engines	60	Tankers	28
Ladders	8	Rescues	20
Forestry	29	Ambulances	47
Utilities	23	Fire Boats	30
Towers	4	Air Units	2
ATVs	15	Command Vehicles	23

### Statistics:

- 📞 Began operations in September of 1971. Moved operations to our current facility in June of 2000.
- 📞 Dispatches Fire and Medical Emergencies for 35 communities and 35 Fire and EMS Agencies.
- 📞 Serves a population of 115,383 residents.
- 📞 Is spread over 5 NH Counties, covering a geographical area of 1,494 square miles (16% of the area of the State of NH — 1.5 times the size of the state of Rhode Island).
- 📞 Protects over \$18.8 billion dollars of property.
- 📞 Has an operating budget of \$1,165,880 (2014 budget).
- 📞 Has 8 full-time and 7 part-time employees.
- 📞 Dispatched 23,039 incidents during 2016 (63 calls per day).
- 📞 Dispatched 23,550 incidents during 2015 (65 calls per day).
- 📞 Dispatched 22,072 incidents during 2014 (60 calls per day).
- 📞 Dispatched 21,570 incidents during 2013 (59.1 calls per day).

## 2017 Rural Hitch Schedule

**SECOND QUARTER ISSUE: June 26, 2017**

**THIRD QUARTER ISSUE: September 25, 2017**

**FOURTH QUARTER ISSUE: December 26, 2017**

Please send your ads, articles, photos, new apparatus photos, new department member information, promotions, department events, etc. to [debbie@debbiekgraphics.com](mailto:debbie@debbiekgraphics.com).

If you would like help writing an article or need photos taken, please give Debbie Kardaseski a call at 603-344-9812.

**Remember:** This newsletter belongs to all members of Lakes Region Mutual Fire Aid. It's a wonderful opportunity to get your information out to all departments within the system as well as over 100 other interested people. And it's FREE to members! 📞



Fire Apparatus Sales & Service Since 1991



**Our Newest  
Delivery in  
New Hampshire!**



***Congratulations, Chief Kim Kercewich, Alstead, NH Fire Department on the recent delivery of your HME Ahrens-Rox Rescue Pumper.***

**This HME Ahrens-Fox includes:**

- 1871W Raised Roof Cab
- 450 HP
- Class A Foam
- 8KW Hydraulic Generator
- Full Depth Rescue Style Compartments
- Galvanized Frame Rails
- 1500 Pump With Top Mount Controls
- 1000 Gallon Tank
- Preconnected Hyd Tools
- Extensive Equipment Mounting

PO Box 970, West Ossipee, NH 03890 • Phone: 603-323-7117 • Fax: 603-323-7447  
Email: [info@lakesfire.com](mailto:info@lakesfire.com) • [www.lakesfire.com](http://www.lakesfire.com)





**Lakes Region Mutual Fire Aid Association**  
 62 Communications Drive  
 Laconia, NH 03246

## Department News

Send your Department News to [debbie@debbiekgraphics.com](mailto:debbie@debbiekgraphics.com).

Include new hires, promotions, new apparatus, department events, open training events, etc.

**Send your Department News to [debbie@debbiekgraphics.com](mailto:debbie@debbiekgraphics.com).  
 Include new hires, promotions, new apparatus, department events, open training events, fires, rescues, etc.**

LRGHealthcare

# AL's Breakfast

Con-Ed for EMS and Nursing  
 2017 SCHEDULE

Who the heck is AL?



Wednesday	May 3rd	Stewart's Ambulance
Wednesday	June 7th	Laconia
Enjoy your	July	Summer
Enjoy your	August	Summer
Wednesday	September 6th	New Hampton
Watch for	Paramedic	RTP
Wednesday	November 1st	Gilford
Wednesday	December 6th	New Hampton

All Breakfasts will be from 0900-1100hrs



Any Question please contact Shawn Riley 524-6881 or [smriley@lrgh.org](mailto:smriley@lrgh.org)

## "Rural Hitch" Available Electronically

If you would like to receive the *Rural Hitch* electronically (and save trees and postage!), please send your email to [debbie@debbiekgraphics.com](mailto:debbie@debbiekgraphics.com). Feel free to share your electronic copy with others. We'll add anyone to the email list who is interested in receiving the *Rural Hitch*.

## SCBA Respirator Fit Testing Service Available From LRMFA For Member Agencies!

**To SCHEDULE FIT TESTING AT YOUR DEPARTMENT, PLEASE CONTACT DEPUTY CHIEF BELAND AT 528-9111 OR [JBELAND@LRMFA.ORG](mailto:JBELAND@LRMFA.ORG).**