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Third Quarter 2019

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Lakes Region Mutual Fire Aid Association

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From the desk of...

CHIEF COORDINATOR JON GOLDMAN, RPL



The third quarter of 2019 has shaped up to be a very successful quarter. When the Board of Directors approved the radio infrastructure replacement project in May, we diligently began working on the paperwork needed to formally begin. This included the paperwork for bank financing, drafting a statement of work with the vendor, going over the proposal with a fine-tooth comb, and hammering out the finer details of the project with multiple vendors. We initially went into the project, and eventually signed a contract with a one-year deadline. The contractor is required to have the project "accepted" by LRMFA within one year of LRMFA signing the contract. Fortunately, as soon as the Board of Directors authorized the project, our primary vendor All-Comm Technologies, ordered much of the Tait equipment even before a contract was in place. It took a little over eight weeks from approval, to having all the paperwork in place. By ordering the equipment ahead of time, the vendor was able to start the project almost as soon as we signed the contract. As we close out the third quarter, we have realized significant progress with this project.



All-Comm Technologies, has completely replaced antennas and feedline at all ten transmit and receive sites. This entailed working with a tower climbing company, and more importantly moving antennas, feedline, and assorted connectors to remote mountain top sites. The antennas and feed line can weigh hundreds of pounds, with the feedline being moved on large wooden spools. Once the equipment was color coded and inventoried, they began to move the equipment to the remote sites to stage it, while waiting for the tower company to schedule the work. Once the equipment was staged, and much of it had to be hand carried up rugged mountain trails, the actual work commenced. Over the course of ten business days, All-Comm Technologies, and their Tower climbing contractor replaced all the feedline, and existing antennas were replaced with the antennas needed for the project. The All-Comm Technologies personnel worked well into the evening on several nights, hiking down from the mountains after witnessing several sunsets from above the tree line.

Deputy Chief Steele and I went to All-Comm Technologies facility in Revere MA to inventory our equipment, and confirm what we ordered, is what was being staged. We travelled to Revere in early September and were able to see our equipment mounted in racks and staged for deployment.

Continued on Page 4- From the Chief

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Statistics...

2019 Third Quarter

Month	Admin	Emergency	Incidents
July	2046	3064	2739
August	1927	2745	2382
September	1649	2523	2160
Total	5622	8332	7281
Avg/Day	61.11	90.57	79.14

2019 Second Quarter

Month	Admin	Emergency	Incidents
April	1676	2293	1973
May	1801	2482	2077
June	1704	2645	2228
Total	5181	7420	6278
Avg/Day	56.93	81.54	68.99

2019 First Quarter

Month	Admin	Emergency	Incidents
January	1784	2679	2363
February	1756	2313	2045
March	1409	2322	1945
Total	4949	7314	6353
Avg/Day	53.79	79.50	69.05

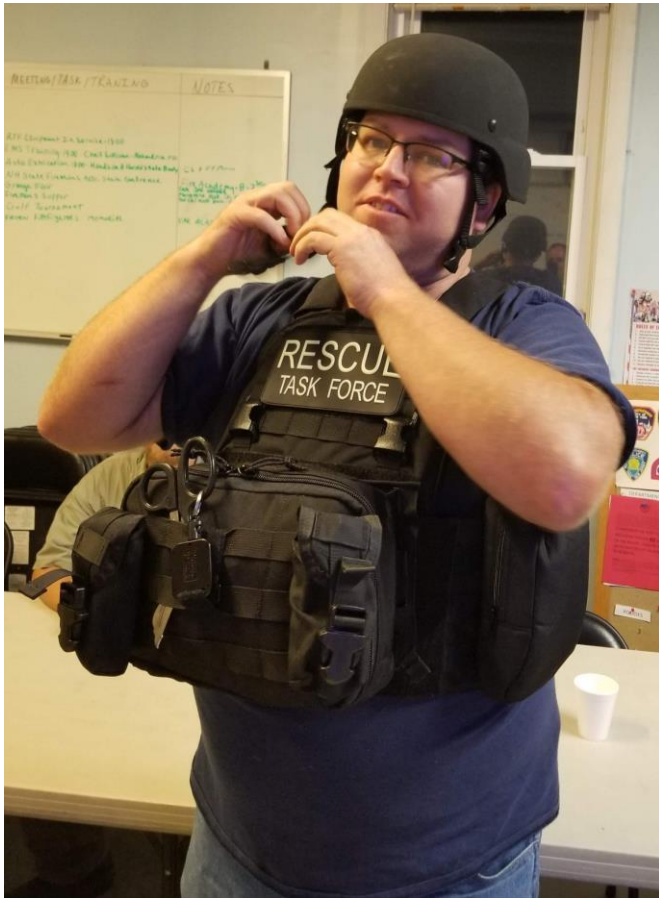
MISSION STATEMENT:

“To deliver the highest quality telecommunications, training, and education, and emergency services coordination for our community partners and the public we serve”

VISION STATEMENT:

“We strive and promote exemplary, nationally recognized, regional emergency communication and mutual aid services resulting in a culture of safety for our communities”

Danbury Fire Completes EMS in the Warm Zone Training



From the Chief – Continued from Page 1



We are currently working with Consolidated Communications to upgrade our existing E-Line connections to the site, to an E-Lan connection. Consolidated Technologies will build out the new networks, concurrently as All-Comm Technologies works to deploy the infrastructure to the remote radio sites. It is our hope that the project cutover will occur before the end of 2019. This timeline puts the project about eight months ahead of schedule, and as users of our system will attest to, the sooner the new system goes live the better.



During the third quarter of 2019, the Executive Committee along with myself and Deputy Chief Steele worked to create a proposed 2020 budget for initial presentation to the Board of Directors. As part of the radio infrastructure project, and its needed increase of contributions to the capital reserve funds, the proposed 2020 budget, looks to be an increase of 6.4% over 2019, with an increase of \$83,065. Although this is the correct percentage, it is important to note that the actual operating budget is currently proposed to increase by only 2.69%, which is \$33,565. The current proposed budget also has a 10% increase factored into the health insurance line. Prior to the October 30th, 2019 Board of Directors meeting we will make the

adjustments to that line to reflect the health insurance rates, scheduled to be released in October.



Also, during the third quarter, the NH Fire Service and EMS Committee of Merit held its annual awards night on September 30th in Concord NH. Several LRMFA System departments, and their members received various awards. Lt. Kevin Nugent and Dispatcher Nelson were also presented with the Telecommunications Medal for their actions during tragic call in Gilford NH, in 2018. During this entire incident Lt. Nugent and Dispatcher Nelson maintained a calm, professional demeanor, coordinated all needed resources, and worked closely with the Incident Commander to ensure all resource requests were met in a timely manner. They also treated each emergency caller with the utmost respect and professionalism. Further demonstrating the skill and competence of all LRMFA Dispatchers, Lt. Nugent and Dispatcher Nelson processed twenty-six minutes of phone and radio audio during the first twenty minutes of the incident.

As the third quarter of 2019 ends, we are continuing to work on many projects, and continue to plan for 2020. We would be remiss if we did not again, thank the Executive Committee, as well as the Board of Directors for their continued support, and commitment to maintaining an active and progressive mutual aid district, along with a professional, well supported emergency communications center. 🏠





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New England Fire Chiefs

Do you know the difference between the New England Association of Fire Chiefs (NEAFC) and the New England Division of the International Association of Fire Chiefs (NEDIAFC)? Do you belong to one or the other, or both? Did you think they were the same?



As the current President of the NEAFC, and a past President of the NEDIAFC I will try to address some of the confusion that exists concerning the two organizations; and, I will try to keep it simple! Prior to my involvement with the Associations, I must admit that I had all of the same questions.

The NEAFC was organized in 1923. It was the only group representing Fire Chiefs from all six New England states. In 1947, the NEDIAFC was established and the NEAFC continued to exist. Of course, the NEDIAFC was a Division of the IAFC and had their own By-Laws that were aligned with those of the IAFC. There was not a significant difference in the groups' purposes, but the affiliation with a national/international group was, in fact, significant to some.

For quite some time, the NEAFC has put on a trade show (Expo) for firefighters from across New England. For many years, almost 30, New Hampshire hosted the event at the Wentworth (By the Sea) (1946-1975). There were other conferences held at the Balsams and the Mt Washington, too. After some years in Hyannis, Marlboro, and Sturbridge, the Expo's home became the Big E in Springfield. Four years ago, the Expo moved to Foxwoods and in 2020 it will be held at the DCU Center in Worcester. At this point, the Expo is the NEAFC's whole focus and reason for existing. Dues for the NEAFC are \$25/yr.

After the NEDIAFC organized, there was a period when they would also conduct an annual

conference. At some point, efforts were made to work together on only one annual conference which is now known as the NEAFC Fire/Rescue/EMS Expo. The NEDIAFC worked alongside NEAFC members to plan and deliver the Expo in Springfield for many years. As the Springfield conference began to lose steam, the NEDIAFC suggested that they no longer be a part of the Expo in an effort to save the NEAFC the costs associated with additional workers that were truly no longer needed. Once again, the NEDIAFC has begun to hold its own annual conference and seminar. Of course, the NEDIAFC exists to support the IAFC and their initiatives as well. Dues for the NEDIAFC are \$25/year, but you also must be a member of the IAFC. Total NEDIAFC dues are approximately \$200/year. Obviously, the IAFC offers a tremendous amount of resources and opportunities to its members. The political advocacy on a national level, alone, is a huge asset to the fire service.

As a new firefighter in Gilford (late 80's), I remember Gilford Chief Mooney and Laconia Chief Wool talking about merging the groups. Today, we are having those same discussions. It is time. Fire Chiefs today have less time available to belong to and be active in multiple organizations. It makes no sense to have two Associations duplicating effort. Merging and consolidating makes sense and will make for a stronger and more cohesive organization. The confusion surrounding the two Associations will be lessened. I am pleased to be part of these conversations and it is my hope that the merger will take place during my term as President.

I have been working closely with Chief Ken Richards from Old Mystic, CT; President of the NEDIAFC. We share the same excitement and vision for the merger that now seems like a very real possibility. We have met in person and have had several conference calls concerning the potential merger. In fact, there is one scheduled tomorrow (as I write this) with lawyers who are helping us through the process. To this point, we have discussed what the new organization would look like. We have made sure that a merger would be possible, and we are currently making sure that both organization's non-profit status is filed correctly and up to date.

So far, this is our vision:

- The NEDIAFC will dissolve. It is the smaller association and has less assets.
- The NEAFC will continue to exist and become known as, “New England Association of Fire Chiefs, A Division of the International Association of Fire Chiefs.”
- All officers will retain their current positions and terms for at least 3 years. We expect that the Board will be thinned through attrition and retirements during that time. After 3 years, State Chiefs Associations will have to determine who will represent them on the Board.
- The Expo will continue to be held and to exist in its current form.
- Dues will increase to the IAFC level. A review of both Association’s memberships has indicated that the majority of active chiefs belong to the NEDIAFC, as well as the NEAFC. The IAFC has pledged to institute a phase-in period for NEAFC members who are not currently IAFC

members. This is intended to lessen the blow of the initial dues increase.

If you have any questions about either Association or the potential merger, please feel free to reach out to me or your other NH Board members:

- Chris Christopoulos, Lebanon FD, International Director, New England, IAFC
- Brian Rhodes, Nashua FD, Director, NH, NEDIAFC
- Ken Jones, Meredith FD, Director, NH, NEAFC

In closing, members of both Associations should expect to receive some official information concerning the merger in the very near future. Both organizations will have to meet and vote in various manners to effect the merger. It is the right thing to do! I look forward to it!

Chief Stephen M Carrier, Gilford Fire-Rescue
President, NEAFC 🇺🇸

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LRMFA Supports Veteran, Riding For a Cause

The Lakes Region Mutual Fire Aid Association District was proud to host Jerry Lachance again this year. Jerry is a 71-year-old Volunteer Firefighter and US Army veteran from Sandown NH. Jerry has completed three rides over the past four years to raise money and awareness for veteran and first responders. Last year Jerry completed a ride from Key West Florida to the Pittsburgh, NH border and the year before he went from Pittsburgh, NH to Key West Florida.

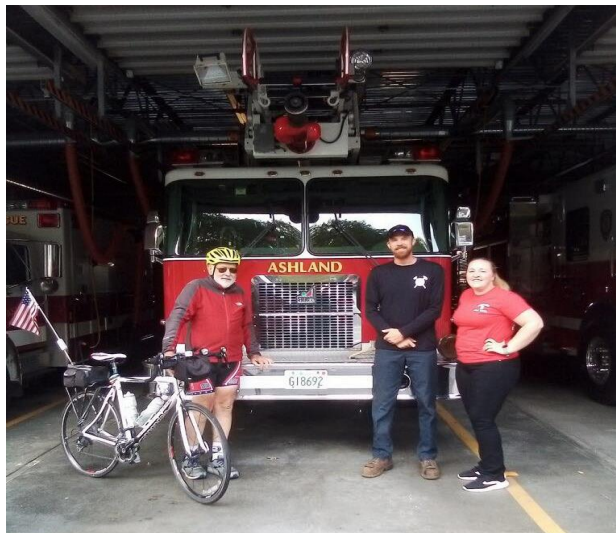


again by Plymouth Fire-Rescue. Jerry started his ride this year on September 16, traveling through the district, and arriving back in Sandown on September 21. He was grateful for Plymouth Fire-Rescues continued support, and reports that the cookout they had for him was “lip smacking good.”



For Jerrys 2019 Ride, he chose to ride from Manchester NH to the Pittsburgh, NH/Canadian Border and back to Sandown. He wanted to raise money for Liberty House, a Veterans transitional living and support center in Manchester NH. Jerry usually receives a Fire Department Escort when available, and often lodges overnight at local fire stations. He is content to eat his meals on his own or join the kitchen table and banter back and forth with the on-duty crews if invited. Jerry travelled through the district this year and was hosted

Although Jerry has not reported his totals for 2019, he believes he has raised well over \$4,000 which will go directly to Liberty House in Manchester NH. 🍷





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Belmont Names New Fire Chief

Chief Mike Newhall of the Belmont Fire Department started his career in the fire service as a member of the call department in 1994. From there, Chief Newhall spent the next twenty-five years climbing the ranks. Eventually rising to the rank of Captain. Three years ago, the Town of Belmont entered into an intermunicipal agreement with the City of Laconia and Laconia Fire Chief Ken Erickson became the Chief of both the Laconia, and Belmont Fire Departments, with then Captain Newhall as the “senior man.” When Chief Kirk Beattie became the Laconia Fire Chief, he also became the Belmont Fire Chief, and to streamline



both departments with similar rank structure, Captain Newhall was promoted to Assistant Chief.



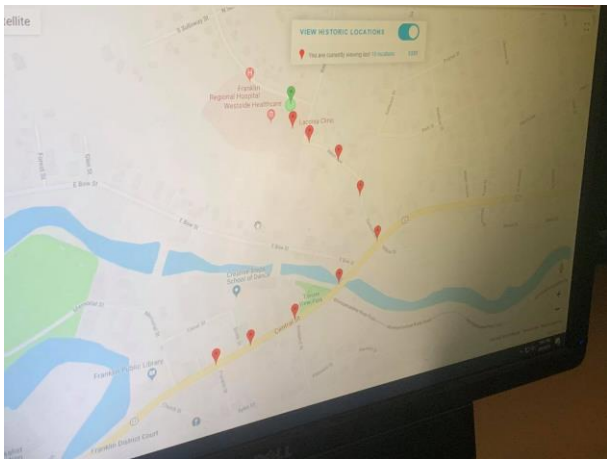
On September 30th, 2019, the Town of Belmont brought the Fire Chiefs position back “in House” and in doing so, Assistant Chief Newhall, was promoted to Fire Chief and EMD. On September 23rd the Town of Belmont hosted a swearing in ceremony, where Chief Newhall was pinned by a longtime mentor, and one of his former Belmont Chiefs, Retired Chief Albert “Tyke” Akerstrom. Friends, family, many members of the Belmont Fire Department were in attendance along with Laconia Fire Chief Kirk Beattie, and Retired Laconia Fire Chief Ken Erickson. Congratulations to Chief Newhall. 🍷



LRMFA Stays Ahead of the Curve with Technology

LRMFA has always strived to stay on the leading edge of technology. To enhance our availability of location accuracy we deployed a product called RapidSOS about nine months ago. The technology provides our Dispatchers enhanced location services data, along with other lifesaving data using cellular phones, wearable technology and the IoT. Where this technology will go from here no one knows.

To highlight this technology, we wanted to take a moment and talk about a call we recently received.



NH911 and LRMFA took a cellular 9-1-1 call from someone transporting a medical emergency to the hospital via a personally owned vehicle. Of course, our recommendation is to always call 9-1-1 and let the professionals come to your emergency so you are not trying to drive and manage the emergency yourself.

RAPIDSOS

However, in this case using RapidSOS technology the Dispatcher was able to visualize the caller's location on a map, verify they were in fact going to the local hospital and "followed" the caller right into the parking lot, while simultaneously notifying the hospital of the incoming medical. If a caller refused to wait for an ambulance and insisted on driving their emergency directly to the hospital, we would have been able to talk them through the directions in the event they were not familiar with the area.

It is great technology, but remember we always recommend dialing 9-1-1 and staying where you are so we can coordinate the response directly to the scene. 🚑

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by

November 13, 2019 to:

Lt. Erin Hannafin at ehannafin@lrmfa.org

Regional RSI Program Underway

June of 2019 was the official start of Franklin, Tilton-Northfield and Belmont's RSI Pilot program. RSI or Rapid Sequence Intubation is the process of using a sedative and a paralytic to secure the airway of critically ill or injured patients. Only a handful of services around the state are performing the procedure, which allows for protection of declining airways, improved oxygenation and ventilation, and improved outcomes for traumatic brain injured patients.

The initial program requirements for paramedics are, 2 years' experience and 5 un-proctored intubations. Training consisted of a 2-day airway management class followed by a partnership between Dr. Morrison and the Concord Hospital Sim lab for a 2-hour online class and an 8-hour practical/testing day. The services will participate in recurrent training every 6 months and testing every 2 years. The services then needed to provide RSI assistant training for each of the non-paramedic EMS providers.

The beginning is rooted in an increased need to transport patients to the closest most appropriate facility, specifically trauma patients. For the services involved this meant our significant traumas needed to head south towards Concord's level 2 trauma center, when transporting to FRH or LRGH often meant traveling in the opposite direction causing a substantial increase in transport and patient care time. The departments began actively and retroactively looking at patients that would potentially benefit from this procedure and considered the geographic lay out of the organizations. Due to the location of the departments, air medical transport can increase the time for patients to reach an operating room at a trauma center when compared to ground transport. This coupled with the ability of other agencies to utilize mutual aid, it was determined that the area would benefit from a Pilot RSI program. 6 Paramedic's will be available to perform this procedure.

In the short time since the start, BFD has performed the procedure on a recurrent V-fib arrest patient who would become conscious anytime CPR was performed. This patient had a full recovery and was discharged home. If there are questions about the program in general or when to call for and utilize the paramedics please reach out to Dr. Morrison, Bruce Golthwaite, Andy Frechette or Matt Gilman. 📞



LRMFA New Hires Complete Training



Congratulations to Full Time Dispatcher Derrek Trempe. Derrek has been released from training on August 21 and has been assigned to his shift with Lt. Parker. Per-Diem Dispatcher Nicholas Bridle



has also been released from training and will begin working shifts as needed. Congratulations Derrek and Nicholas, and welcome to the team.

Good luck in your careers at LRMFA, we're glad to have you. 🐾

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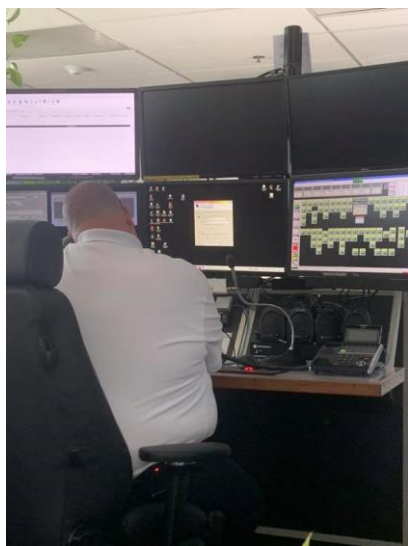
Firefighter owned and operated

Operation Santa Claus Bringing the Sweets

On September 19, 2019 NH Enhanced 9-1-1, whom are co-located in the same building as the Lakes Region Mutual Fire Aid Communications Center hosted the “Tracy Girl” Food Truck from Ashland, NH. On duty members at LRMFA, and NH Enhanced 9-1-1 enjoyed homemade ice cream, with ALL proceeds being donated to Operation Santa Claus. We were glad to donate to a good cause and eat some delicious homemade ice cream at the same time. 🍦



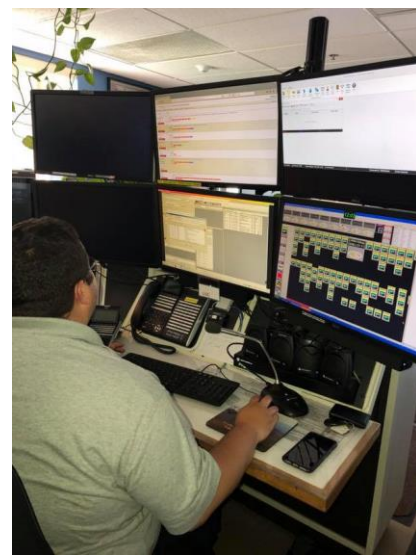
LRMFA Operates Partially Out of Capital Area Fire Alarm



The LRMFA Radio vendor was working on our Zetron Console as part of an upgrade project, and although no down time was anticipated we took this as an opportunity to exercise our Continuity of Operations (COOP) Plan.

Currently if either Lakes Region Mutual Fire Aid, or the Capital Area Fire Mutual Aid Compact in Concord NH were to go “down” and either lose our phones, radios or both the other center is the backup. Both of our current Computer Aided Dispatch systems back up to each other simultaneously and either can pick up the work temporarily for

the other while additional personnel are enroute to the backup center.



During this upgrade, Lt. Ricky Fowler was deployed to the Capital Area Fire Mutual Aid Compact in Concord to manage the radio system if needed. Both LRMFA and CAFMAC exercise these plans throughout the year so our staff is current with the procedures needed to effectively evacuate our communications centers and still maintain continuity of services to our member communities. 🍦



Every year, Exceptional Citizen Week happens at Camp Fatima. This week gives an overnight camping experience for children and adults with intellectual or physical disabilities at no cost to campers and their families; 100% funded by annual fundraisers, donations and in-kind contributions; staffed entirely by volunteers. Public Safety has a long tradition in sponsoring events that help people in need, and this is one that is local to us. Every year, we host a parade and touch a truck event for the campers and their families and then later in the week, along with our brothers and sisters from Massachusetts help with their foam party. The smiles, laughter and happiness that comes from the campers is something that money just can't buy.

This year, the touch-a-truck event hosted 16 departments and 25 vehicles, the largest one yet! 🎉



Happy Birthday to Us!

September 20, 1971 marked the birthday of the LRMFA communications center. Prior to moving to our current location, the LRMFA communications center was opened on 9/20/71 in the basement of the courthouse in Laconia.

We have been providing professional, uninterrupted emergency communications and telecommunications services for our member communities for 48 years now. 🎂





Ride For The Fallen

As many know, in early July a horrific motorcycle accident occurred in Randolph NH. As a result of this accident seven men and woman died. Each of them, except for one were veterans our united states military and members of the Jar Heads Motorcycle Club. In memory of the Fallen 7, their fellow club members wanted to make a memorial ride back to the accident scene to pay their respects. The memorial ride grew organically over the next week, to a point that it had almost become unwieldy, and from an emergency management standpoint was going to be very difficult to assure the safety of all the riders. There were reports to expect upwards of 10,000 motorcycles, and to move that many motorcycles up interstate 93 would be treacherous. As the ride grew on social media, and in the news many stakeholders including the NH Department of Safety, Homeland Security and Emergency Management, and many local officials gathered to discuss the ride, and how to best support it. Ultimately it was decided riders would be “on their own” to get to the meetup spot, which happened to be the Broken Spoke Saloon in Laconia NH. The Broken Spoke, the Laconia Police Department, and Laconia Fire Department are very familiar with motorcycle rallies, outdoor events and pre-planning. So locally, along with Lakes Region Mutual Fire Aid an incident action plan was developed, as these riders would not just be passing through the City of Laconia, or the LRMFA District, but would be rallying here before heading out. Multiple agencies from across the



state came together to assist in coordinating the ride, as the ride organizer is not a promoter, and just wanted to honor his friends. On the morning of the event, thousands of riders poured into the Lakes Region from all parts of the State of NH, Massachusetts and beyond. They all mustered at the Broken Spoke Saloon beginning at about 9:00 AM. Once everyone was assembled and ready to “roll” the signal was given. Some 4,500 motorcyclists, on 3,000 motorcycles began pouring out of the Broken Spoke, and Watson Road which was blocked to allow for overflow parking. The motorcyclists had a State Police Escort in front of them, behind them, and the State Police Helicopter provided overhead support and intelligence back to the IPOC during the event. It took over 45 minutes for the entire contingent to make its way onto the roadway and be moving. The line was so long, that it stretched from Exit 22 on Route 93 (New Hampton) back to Roller Coaster Road in Laconia.

Many departments lined the cross overs and bridges on the interstate with flags and as a show of support for the riders. All agencies involved and organizers should be proud of what was accomplished, during the entire event within the LRMFA District there was only one motorcycle accident, which occurred within 20 minutes of the start of the event. Both riders were transported to the hospital with non-life-threatening injuries by Laconia Fire Department. 🇺🇸

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NH-TERT



Congratulations to Dispatcher Matt Nelson, and Deputy Chief Paul Steele. They have both recently been accepted to the NH Telecommunicator Emergency Response Team. TERT is a joint national initiative between APCO and NENA to provide emergency dispatcher response from one communications center to another. TERT teams can deploy in state from one center to another, or through an EMAC agreement they are able to deploy out of state. For instance, the Georgia TERT team was placed on standby to deploy if needed to Florida or other parts of the country affected by the recent tropical storms. To be accepted to the NHTERT team, there are multiple trainings, certifications, and experience that is necessary. Along with Chief Goldman, Dispatcher Nelson and Deputy Chief Steele support NH's TERT initiative. 🇺🇸

Send Us Your Department News

Send your Department News to ruralhitch@lrmfa.org.

Include new hires, promotions, new apparatus, department events, open training events, and more.