

# THE RURAL HITCH

A Quarterly Publication of the Lakes Region Mutual Fire Aid Association



## ***RADIO SYSTEM PROJECT UPDATE***

### **PROUDLY SERVING:**

- |               |                   |
|---------------|-------------------|
| Alexandria    | Hebron            |
| Alton         | Hill              |
| Andover       | Holderness        |
| Ashland       | Laconia           |
| Barnstead     | Meredith          |
| Belmont       | Moultonborough    |
| Bridgewater   | New Hampton       |
| Bristol       | Northfield        |
| Campton       | Plymouth          |
| Center Harbor | Rumney            |
| Danbury       | Sanbornton        |
| Dorchester    | Sandwich          |
| Ellsworth     | Strafford         |
| Franklin      | Thornton          |
| Gilford       | Tilton            |
| Gilmanton     | Warren            |
| Groton        | Waterville Valley |
|               | Wentworth         |

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Chief Tom Morrison - Plymouth

Chief David Coursey - Rumney

Chief Paul Dexter - Sanbornton

Chief Ted Call - Sandwich

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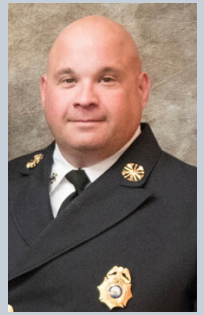
Chief Arthur Heath - Warren

Chief Chris Hodges - Waterville Valley

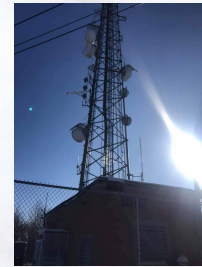
Chief Jeff Ames - Wentworth

## From the Chief...

### Jonathan M. Goldman, RPL



As the end of the fourth quarter, 2019, the decade, and the holidays end I am sitting in my office reflecting on the past year. Although, like any year 2019 has had its challenges, but it has also proven to be a successful year for the Lakes Region Mutual Fire Aid Association. The fourth quarter, like the rest of the year has been very busy for the District, the communications center, and our member agencies.



### Radio System Project

In May of 2019 the Board of Directors authorized the District to enter into a radio system replacement project. The much-needed project is to replace our entire radio infrastructure at the Communications Center, and ten additional remote radio sites. This was by far, the largest capital expense the district has incurred to date, and it wasn't done without time, effort, and attention to detail. Once the project was given the greenlight by the board, me and Deputy Chief Steele secured the funding and began working with the selected vendor, AllComm Technologies to begin to order, assemble, and stage the needed equipment. During the Summer of 2010, AllComm Technologies and their staff replaced almost every antenna, and feedline in our existing infrastructure. They did this over the course of ten business days, a feat in and of itself. As they continued to receive equipment deliveries and build our system at their shop in Revere, we continued to work with other needed vendors to move the project along. In November myself and Deputy Chief Steele traveled to Revere MA to see our radio system up and running. The system looked and sounded great; we learned a lot about the system. The reporting and site monitoring capabilities themselves will make the upgrade beneficial. The radios within the system will be able to self-report real time system status, such as the condition of feedlines, antennas, and the radios themselves. This will allow us in many cases to begin needed repair work proactively, rather than waiting for something to break, and then beginning the repair work. During December AllComm Technologies began moving equipment to the different radio sites. This was an arduous process since much of the equipment needed to be hiked up via sled, or toboggan. They were able to access several mountaintop sites using their new UTV purchased specifically for this project. They completed this task in only five business days, during the first major snowstorm of the season. The AllComm Team members were on several mountain top sites, until past dark on some evenings. We are now working with Consolidated Communications to convert our network connectivity at each site. Once the Consolidated Communications network conversion is completed, we will begin to work with AllComm Technologies to schedule and coordinate our cutover plans.

**Continued on Page 4**

## The Rural Hitch

Is Curated and Published Quarterly by:  
**Lakes Region Mutual Fire Aid Association**

Chief Coordinator  
**Jonathan M. Goldman, RPL**  
Deputy Chief Coordinator  
**Paul D. Steele Jr.**  
Editor  
**Nicholas Bridle**



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## Continued from Page 2

### LRMFA CAR 2

The Deputy Chiefs Car, which is currently a 2009 Yukon was scheduled to be replaced in 2020, the Executive Committee felt we should try and replace it in 2019 to increase resale value, and replace it with a 2019 Police Interceptor SUV prior to the Ford factory being shut down to retool for the 2020 models. We placed an order for the 2019 car in September of 2018. Like many NH agencies, whether the car would be built or not was in limbo for several months. We were notified in early 2019, that the car would not be built, and we would need to wait for Ford to begin accepting orders for the 2020 model. The new order was placed in the spring of 2019, for the 2020 model, which would not begin to be shipped until late summer. After many recalls, and manufacturing delays Ford finally began shipping the 2020 models. Deputy Chief Steele and I took delivery of the new car on December 23, 2019. This was thirteen months since we ordered the original car. It has now been moved to New England Vehicle Outfitters in Newington for the upfit. The new car is a much-needed resource within the district, and will save on maintenance, and fuel costs due to it being smaller, and more efficient.

### Personnel

The fourth quarter of 2019 was very busy for our staff, we brought Dispatcher Dave Avery on board to replace Dispatcher Matt Nelson, who left to work at Londonderry Fire Department. Dispatcher Nelson and his wife are expecting their first child later this month. Once they are settled with their new family, Dispatcher Nelson will come back and work per-diem with us. We wish he and his wife well and congratulate them on their impending new addition. Dispatcher Avery grew up in the area, attended Gilford High School, and was a call member on Gilford Fire. Dispatcher Avery comes to us with over twenty years in the fire service, and fourteen years dispatching Fire and EMS in Massachusetts. We are glad he is here, and he is training with Lt. Parker. When Dispatcher Avery is released from training, he will be assigned to Lt. Parkers shift.

As we roll into 2020, as an organization we are excited with what the year will bring. We will turn on our new state of the art radio system, we will continue working to deploy a brand-new CAD system and seek out APCO Project-33 Training Program certification. These projects among several others in the works will keep the staff at Lakes Region Mutual Fire Aid very busy as we enter the next decade of delivering the highest quality telecommunications, training & education, and emergency services coordination for our community partners and the public we serve. ~JMG 

Want to receive the Rural Hitch by email?

Just send your email address by text message:

Text  
**LRMFA**  
to **22828** to get started.



Message and data rates may apply.

# PROMOTIONS



**Franklin Fire Inspector Deb Black  
Promoted to Belmont Assistant Chief**

**Laconia Firefighter Scott Lewandowski  
promoted to Lieutenant**

**Laconia Captain Jason Bean  
promoted to Deputy Chief of EMS**

**Laconia Lieutenant Chad Vaillancourt  
promoted to Captain**

**LFD Deputy Chief Shawn Riley  
Retires to take a position with New London  
Hospital (Pictured Above)**

# LRGHealthcare

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## 2020 ALS Breakfast and Quality Management (QM) Meetings

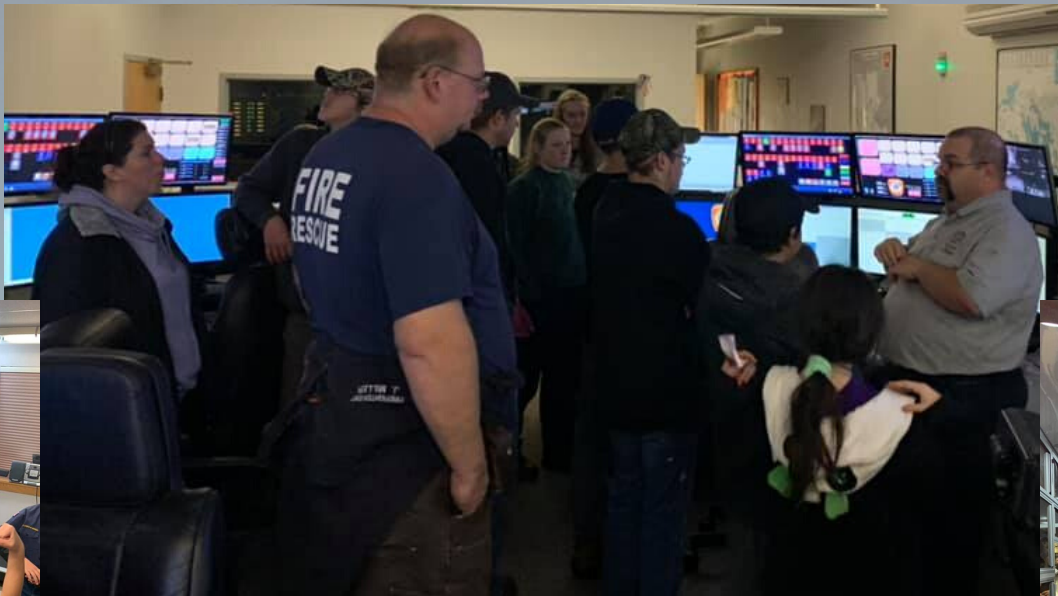
➤ See individual monthly flyers for more details

DATE	HOST	Location	QA Meeting
January 1	No ALS Breakfast		
February 5	Concord Hospital REACT	Lakes Region Community College	no
March 4	New Hampton Fire	New Hampton Fire	no
April 1	Stewarts Ambulance	TBA	Yes
May 6	LRGH – Boot Camp	LRGH-Laconia	no
June	Concord Hospital Trauma Conference Friday, June 5, 2020	TBA	no
July	Off		no
August	Off		no
September 2	Laconia Fire	Laconia Fire	Yes
October 7	Gunstock	Gunstock	no
November 4	Gilford	Gilford Fire	Yes
December 2	Stewarts Ambulance	TBA	no

Time: ALS Breakfast will begin at **0830hrs**. QM meetings to follow immediately

For any questions, please contact John Prickett at [jprickett@lrgh.org](mailto:jprickett@lrgh.org)

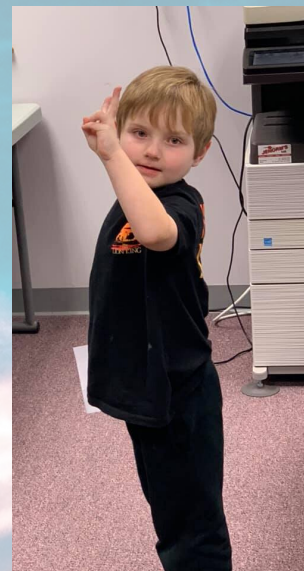




## LRMFA Hosts Belmont Cub Scouts and Andover/Salisbury Explorer Posts

In November LRMFA hosted both the Belmont Cub Scout pack and the Andover/Salisbury Fire Explorer Posts. Our Public Information Officer, Lt. Kevin Nugent gave the both groups a tour of the communications center, and taught them a little bit about fire safety, and when and how to call 9-1-1. The cub scouts kids were particularly happy when the Laconia Fire Department duty crew brought an ambulance up for them to get a tour of.

If you or your civic organization would like to schedule a tour of the Communications Center, contact PIO Lt. Kevin Nugent at [knugent@lrmfa.org](mailto:knugent@lrmfa.org)





*Tamworth NH Fire Rescue Dept,  
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*HME Ahrens-Fox Custom Rescue Pumper.*



HME Ahrens-Fox 1871-SFO Custom Chassis

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Sierra 220v Booster Pump

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For more info contact us @ 603-323-7117 (phone) [info@lakesfire.com](mailto:info@lakesfire.com)

# Franklin Fire Department Hosts Training Burn on Peabody Place

On November 9, 2019 LRMFA was able to assist Franklin Fire Department with a training burn on Peabody Place. Fifteen different crews were able to participate multiple evolutions in the building and able to learn from and observe different fire behavior patterns. LRMFA Lt. Erin Hannafin assisted on scene at the Command Post, manning the Accountability Position.





# Lifeflight of Maine coordinates the first ever Northeast Air Alliance multi-agency drill



Transporting the people of Maine to advanced medical services and working to provide mutual aid for our critical care transport partners in the North East Air Alliance (NEAA) often finds LifeFlight of Maine aircraft flying above New Hampshire or Massachusetts. During portions of these flights we frequently communicate via radio with Dartmouth-Hitchcock Advanced Response Team - DHART (in New Hampshire) or Boston MedFlight (BMF) communication centers.

Just as MedComm does for LifeFlight of Maine, communications specialists working for DHART and BMF monitor aircraft movements, provide coordination of resources, and relay information between the transport teams and the requesting and receiving facilities. This helps to ensure that patients move smoothly and safely across the healthcare system. The voice on the phone and radio, conducting the complex orchestra of critical care air transport, is a vital part of the system, which makes precise handoffs between these three communication centers of great importance.

Considering the collaborative nature of our operations, LifeFlight of Maine endeavored to coordinate the first-ever multi-agency NEAA training drill. Training exercises are an occurrence at each NEAA program multiple times each year. These drills serve to validate our systems and uncover any weaknesses or gaps, allowing us to make improvements and maintain a system that will work rapidly, accurately and reliably, even during unexpected events.

This recent training was a great success thanks to the gracious collaboration of Huggins Hospital in Wolfeboro NH, DHART Communications Center, Laconia Municipal Airport, Gilford Fire-Rescue, Lakes Region Mutual Fire Aid and MedComm. 🚒

Photos by Veronica Marzonie, LifeFlight Safety Coordinator



**Lakes Region Mutual Fire Aid Association  
General Membership Meeting**



Hosted by the New Hampton Fire Department  
26 Intervale Road  
New Hampton NH

Date: January 22, 2020  
Time: Dinner 1800 (FREE)  
Meeting: 1900

The General Membership is open to any member in good standing, of any LRMFA Member Department.

To coordinate dinner click the link below to register"

<https://lrmafa-meeting.eventbrite.com>

# **ALS-Breakfast**

**Concord Hospital and LRGHealthcare  
Regional Early Activation Care Team  
REACT Case Reviews**



**Sponsored by Concord Hospital**

**Location:**

**Lakes Region Community College Auditorium  
379 Belmont Road, Laconia, NH 03246**

**Wednesday, February 5, 2020**

**08:30-1130hrs**

**Everyone is welcome to attend**  
Contact John Prickett with any questions at [jprickett@lrgh.org](mailto:jprickett@lrgh.org)



# NH Department of Safety Graduates Inaugural Class of Peer Support Team Members

NH Department of Safety is proud to recognize the first graduating class of the NH Dept of Safety Peer Support Team. On Thursday, December 12, 2019, representatives from NH Enhanced 9-1-1, New Hampshire State Police, NH Employee Assistance Program and NAMI New Hampshire received certificates upon completing the training course.

These new graduates will serve as resources for NH 9-1-1 Telecommunicators, NH dispatchers and NH public safety professionals who may need assistance to cope with job stress. The mission of the team is to ensure the long-term emotional health and well-being of staff by providing confidential peer support. New Hampshire's Peer Support Team is cutting edge and one of the first statewide programs in the country. Congratulations to the graduates! #nh911 #nhsp #teamwork #safetyfirst 🏠



At 5:47 PM, on December 20, 2019 Campton-Thornton Fire Rescue, Campton Police and the Woodstock Fire Department were called to Osgood Road in Campton for a reported Building Fire. Crews were advised by Lakes Region Mutual Fire Aid, that the caller reported a fire in the bathroom of an attached apartment, and that all occupants were out of the building.

Personnel, who had just returned to the station from a prior call, and another member who was nearby the station, quickly responded. Upon arrival, crews were advised that the homeowner had used a fire extinguisher to knock down the bulk of the fire. The crew from Engine 3 located a small fire, which was contained to the bathroom. They checked for extension and overhauled the area, as well as ventilated residual smoke using a fan. The Woodstock Ladder truck was cancelled and returned to quarters, prior to arrival at the scene. A bathroom and attached room sustained significant heat and smoke damage. The cause of the fire is under investigation, but does not appear to be suspicious. No injuries were reported.

Officials want to remind everyone that, even though working detectors were present, it's always a good idea to test the smoke and carbon monoxide alarms in their own homes. The owners advised that, ironically, this is the 4th fire in the over 150 year history of the building. Engines 3 and 1, Ambulance 1 and Car 1 responded. CTFR was assisted by Campton Police and NH State Police, as well as, NH 911, Lakes Region Mutual Fire Aid Dispatch and Plymouth Police Dispatch. 🏠

## Lakes Region Mutual Fire Aid Training Division

By David Hall

Your Training Division wants you to know that we are here for you. We do not get many requests from Departments for our services or assistance. So, what can we do? We are happy that you asked. The Training Division's purpose is to support the training needs as determined by the membership – YOU! We can provide a host of different services like live-burn training assistance and SCBA Fit Testing. We can also provide training on specific classes such as Leadership Development, Traffic Management, and many others. We currently provide a very successful Quarterly Training on various topics with high profile local instructors. The Training Division coordinates certification classes with the New Hampshire Fire Academy including Firefighter I and II, Driver/Operator courses, and technical Rescue programs.

Your Training Division meets quarterly to decide on new training ideas and also determine how to meet any requests that do come from the membership. We are currently working on a number of training programs for you. The Training Division is promoting our quarterly training, a series of classes presented by the State Fire Marshal's Office for different inspections, a Firefighter I, a Driver/Operator – Aerial class, and Rope and Swift Water Technical Rescue Refresher Programs. We are also working on creating a better website presence for your convenience. Please take a moment to thank our current members listed below. If you are interested in participating, please contact Deputy Paul Steele at [psteele@lrmfa.org](mailto:psteele@lrmfa.org).

Tim Joubert (Co-Chair) and David Hall (Co-Chair)



# CTFR Has a Fire on Arrival

At 3 AM on Friday November 22, 2019, Campton-Thornton Fire Rescue, Campton Police Department and the Woodstock Fire Department were called to a reported Building Fire on Spring Hill Road in Campton. Campton PD arrived on scene and determined that the structure was unoccupied. Upon arrival, crews located a structure with fire showing. Crews were initially unable to make an attack on the fire, due to arcing electrical wires on the exterior of the building. NH Electric Cooperative and a First Alarm were requested. Crews were hampered by freezing rain and icy road conditions.

A short time later, the wires stopped arcing and crews simultaneously hit the fire from the exterior and forced entry into the structure. The fire was quickly knocked down and crews began to overhaul the building. The incident is under investigation by Campton-Thornton Fire Rescue, with the assistance of the NH Fire Marshal's Office. The structure suffered significant smoke and heat damage, while a snowmobile trailer and shed sustained minor damage. No one was injured.



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# Minimum Staffing Fire Department Operations



Presented by the Lakes Region Mutual Fire Aid Training Division

**Date:** Tuesday, April 14, 2020  
**Time:** 18:30  
**Location:** Lakes Region Community College  
379 Belmont Road  
Laconia, NH 03246  
**Tuition: FREE**

## Registration

Please register in advance on our website at [www.lrmfa.org](http://www.lrmfa.org)

Chief Carrier will lead a discussion on how to minimize the risk to firefighters with minimum staffing and share some of his experiences as a Lakes Region Firefighter, line officer, and Chief over the past 35 years.

### About the Speaker

**Fire Chief Stephen Carrier** - Chief Stephen Carrier currently serves as Chief of Gilford Fire-Rescue. He previously held the positions of Deputy Chief in Gilford, Chief of Tilton-Northfield Fire & EMS, Deputy Chief of the Laconia Fire Department, and Lieutenant, again at Gilford Fire-Rescue, where he started his career as a live-in student. He holds an AS in Fire Protection and a BS in Fire and EMS Administration. He is a graduate of the National Fire Academy's Executive Fire Officer Program and maintains his Chief Fire Officer designation. He has served as President of the New Hampshire Association of Fire Chiefs, twice; President of the New England Division of the International Association of Fire Chiefs; and, is the current President of the New England Association of Fire Chiefs. He is a member of Gilford Rotary and is a Board Member of the Ramblin' Vewe Farm Trust.





## **13 Year Anniversary of 4th Alarm at the Alton Bay Pavillion**



In November, LRMFA Chief Coordinator Jon Goldman, Deputy Chief Paul Steele, Lt. Kevin Nugent, Lt. Erin Hannafin, and Dispatcher Brian Searles were amongst over 300 attendees (including a NH contingent of close to 30) at the APCO-Atlantic Chapter annual training conference. While in attendance Chief Goldman presented a session on recruitment, retention, and “Pride and Ownership in your agency, and how to use that mentality to retain quality team members. At the closing luncheon on Wednesday he was installed as the President of the APCO-Atlantic Chapter. The Atlantic Chapter of APCO International represents almost 5,000 Emergency Dispatchers, 9-1-1 Operators, Supervisors, Managers, and technical staff from all six New England States, as well as New York and New Jersey.

Chief Goldman has been an active member of APCO for seventeen years, and each LRMFA staff member is also an APCO member. APCO represents over 30,000 members nationwide. Chief Goldman along with Dispatch Supervisor Brian Lamonica of the Southampton Village NY Police Department were each presented with the “Presidents Award” by outgoing President, B. Fred Cummings, of the Montpelier Vermont Police Department. LRMFA prides itself in the caliber of our team, as well as our superior training, education, and quality assurance standards. Without organizations such as APCO, and the NH Emergency Dispatchers Association, emergency dispatch agencies wouldn’t be able to take advantage of the networking, training, education, and support they offer. Congratulations Chief Goldman and Supervisor Lamonica (SVPD, NY)



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# Cheers

TO THE NEW YEAR

# Save the Date

General Membership Meeting in New Hampton

01.22.2020 at 1800



Board Meetings for 2020

02.12.2020 at 1900

05.20.2020 at 1900 (Annual Meeting)

09.23.2020 at 1900

10.28.2020 at 1900



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**In October Deputy Chief Paul Steele, Lt. Kevin Nugent, and Dispatcher Brian Searles attended a Department of Homeland Security Communications Technician (COMT) program sponsored by the Office of Interoperability, NH Department of Safety. COMT is a designation to be earned, certifying someone as a NH Communications Technician. The COMT works under the COML (Comm. Unit Leader) during field deployments in times of disaster, or large-scale events.**

**This course will introduce the students to an in depth level of radio and communications infrastructure mobilization, demobilization, and additional ICS principles. LRMFA Chief Goldman along with 5 other people in NH are certified COML's, and Deputy Chief Steele recently completed the course. Once the courses are completed, there is a lengthy Position Task Book, and mentoring period before one can be designated a COMT or COML. Congratulations to these team members, committing themselves to providing the best emergency telecommunications support possible, and we wish them well as they embark on their Position Task Book/mentor periods.**



# ADVISORY NOTICE REGARDING NEW CANCER LAW

## REQUIRED DEPARTMENTAL POLICY:

As part of the requirements for firefighters to have presumption, RSA 281-A:17, II requires that each fire department voluntarily establish a policy that follows the Fire Standards and Training Commission curriculum requirement for best practices for the use and cleaning of equipment.

At this time, the following items are outlined in the curriculum regarding the use and cleaning of equipment:

- The proper use of personal protective equipment during fire ground operations and during overhaul. PPE and SCBA shall be used during overhaul until air monitoring has been conducted and the area has been cleared.
- Ensure the use of vehicle exhaust system to remove toxic gases from the station. If your station is not equipped with an exhaust system, measures should be made to operate the vehicles in a building for the shortest time possible.
- Proper storage, cleaning, and replacement of Personal Protective Equipment
- Ensure firefighters shower after every fire





# RADIO UPGRADE

LAKES REGION MUTUAL FIRE AID



# Laconia Fire Department Takes Delivery of 13BOAT3



Today Laconia Fire put into service our new rescue boat (Boat 3). This is an Achilles 14 foot inflatable boat with a 40 HP motor. Boat 3 runs out of Central Station and responds year round to all water rescue calls, and is vital in bodies of water where one of our other boats can not get in to, or in late fall and early spring when the "docked boats" that cover lake Winnepesaukee and Lake Winnisquam are not back in the water yet. LFD would like to thank the Mayor, City Council and City Manager for their support of this purchase.



## Belmont and Laconia Fire Departments Honor Worcester Lt. Jason Menard

Six members of the Belmont Fire Department, and eight members of the Laconia Fire Department traveled to Worcester, MA on November 18, 2019 to pay their respects as a community mourns the loss of another firefighter. Lt. Jason Menard of the Worcester Fire Department was killed in the line of duty on November 13, the morning he and his family were to travel to Disney for a vacation. Lt. Menard was hailed a hero, as his heroic efforts lead two other firefighters to safety before, he himself was unable to escape.





New Hampshire Emergency Dispatchers Association

## 2020 NHEDA Training Symposium

Concord, New Hampshire

April 3, 2020



## CALL FOR PRESENTATIONS

The NH Emergency Dispatchers Association is now accepting applications for quality presentations for breakout sessions at our upcoming all day training symposium in April of 2020. Any interested presenters from government agencies or commercial partner companies, with knowledge and information to share, are encouraged to submit proposals of interest, to be presented to employees of Police/Fire/EMS Dispatch and 9-1-1 Telecommunicators. Presentations should be non-commercial and relevant to issues in public safety communications in New Hampshire. The intended target audience is line dispatchers, training officers and communication center supervisors.

Potential topics of interest include but are not limited to:

- Communication skills
- Emerging technology
- Stress management and self-health
- Call taking and radio techniques
- Policies and procedures
- Liability and standards
- *Your Topic Here!*

Submission Requirements:

- Presenter name, title, organization, phone #, email address & mailing address
- Short biography of the presenter and head-shot photograph
- Title of presentation
- Brief description of presentation for promotional material (<500 characters).
- Detailed description of presentation content
- Format (lecture, panel discussion, table top exercise, etc.)
- Approximate length of presentation

Proposal deadline has been extended to **January 24, 2020**

Please email questions and/or proposals to the attention of Austin Brown at [training@nheda.org](mailto:training@nheda.org).

<https://www.nheda.org/symposium2020>

# LAKES REGION MUTUAL FIRE AID STATISTICS

	<i>Month</i>	<i>Admin</i>	<i>Emergency</i>	<i>Incidents</i>
2019 First Quarter	January	1784	2679	2363
	February	1756	2313	2045
	March	1409	2322	1945
	<i>Total for Quarter</i>	<i>4949</i>	<i>7314</i>	<i>6353</i>
	<i>Avg/Day</i>	<i>53.79</i>	<i>79.5</i>	<i>69.05</i>
2019 Second Quarter	April	1676	2293	1973
	May	1801	2482	2077
	June	1704	2645	2228
	<i>Total for Quarter</i>	<i>5181</i>	<i>7420</i>	<i>6278</i>
	<i>Avg/Day</i>	<i>56.93</i>	<i>81.54</i>	<i>68.99</i>
2019 Third Quarter	July	2046	3064	2739
	August	1927	2745	2382
	September	1649	2523	2160
	<i>Total for Quarter</i>	<i>5622</i>	<i>8332</i>	<i>7281</i>
	<i>Avg/Day</i>	<i>61.11</i>	<i>90.57</i>	<i>79.14</i>
2019 Fourth Quarter	October	1893	2643	2425
	November	1738	2482	2192
	December	2511	2756	2206
	<i>Total for Quarter</i>	<i>6142</i>	<i>7881</i>	<i>6823</i>
	<i>Avg/Day</i>	<i>66.76</i>	<i>85.66</i>	<i>74.16</i>
2019	<i>Month</i>	<i>Admin</i>	<i>Emergency</i>	<i>Incidents</i>
	<i>Total for 2019</i>	<i>21894</i>	<i>30947</i>	<i>26735</i>
	<i>Avg/Day</i>	<i>59.98</i>	<i>84.79</i>	<i>73.25</i>



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