

THE RURAL HITCH

2019 Second Quarter

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From the desk of...

CHIEF COORDINATOR JON GOLDMAN, RPL



The second quarter of 2019 again, continued to be a busy time of year for LRMFA and its staff. Amongst our regular daily activities, the organization occupied much of its time, buttoning up the final proposal for the replacement of our existing radio system. The current LRMFA Radio system utilizes a combination of Low Band, VHF High Band, and Internet connectivity to deliver system wide radio communications. The current system infrastructure is aging, much of the critical equipment is no longer supported by the manufacturer, and uses custom built parts that are not easily, or readily available. The current system has some redundancy, but not anything close to currently available redundant technology. The current simulcast system was built in 2012 using grant funds to repurpose equipment, that is now approaching twenty years old. The backbone of the current system utilizes low band technology, which is unreliable, and subject to environmental and weather interference. Over the past several years, 80% or more of our system maintenance costs have been spent repairing or fixing portions of the low band part of the system. The way the current system is built, troubleshooting system problems, or failures are labor intensive, and costly to troubleshoot and repair.

I, and Deputy Chief Paul Steele have spent the last 18-24 months working with vendors to research options, pricing, and funding a replacement radio system. Countless hours have been spent on this project to make sure that LRMFA is setup for success and purchases the radio system that will best suit the needs of the entire district for many years to come. At the May 8, 2019 Board of Directors meeting, the board has selected ALL-Comm Technologies of Revere Massachusetts to completely upgrade and replace all of its current radio infrastructure. The anticipated project cost will be \$860,000.

Eastern Communications, one of the largest communications companies in the Northeast based out of Long Island City, NY, along with ALL-Comm Technologies presented a solution using Tait Radio equipment that will greatly enhance Lakes Region Mutual Fire Aids radio network, technology, redundancy, and resilience. Tait Communications, a Christchurch, New Zealand company has been providing mobile, portable, and base station radios internationally for fifty years. In 2016, Harris Corporation entered into a strategic partnership with Tait Communications, enabling Harris Corp. to become the exclusive distributor of Tait Products in North America.

Once the project is completed, it will be the largest geographically diverse analog simulcast system engineered by Tait in New England. LRMFA regularly banks through Franklin Savings Bank and wanting to keep tax dollars in the community Franklin Savings Bank proposed a loan offer that met or exceeded any of the other loan proposals received from out of state banks and leasing organizations. LRMFA is proud to continue banking with our local bank. FSB President and CEO Ronald L. Magoon said "FSB has been an independent community bank for almost 150 years, and we are proud to work with the great people at Lakes Region Mutual Fire Aid on this project. Whenever we can help an organization that does such important work in our communities, it is truly an honor for us."

Continued on Page 4- From the Chief

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Statistics...

2019 Second Quarter

| <i>Month</i> | <i>Admin</i> | <i>Emergency</i> | <i>Incidents</i> |
|----------------|--------------|------------------|------------------|
| April | 1,676 | 2,293 | 1,973 |
| May | 1,801 | 2,482 | 2,077 |
| June | 1,704 | 2,645 | 2,228 |
| Total | 5,181 | 7,420 | 6,278 |
| Avg/Day | 56.93 | 81.54 | 68.99 |



2019 First Quarter

| <i>Month</i> | <i>Admin</i> | <i>Emergency</i> | <i>Incidents</i> |
|-----------------|--------------|------------------|------------------|
| January | 1,784 | 2,679 | 2,363 |
| February | 1,756 | 2,313 | 2,045 |
| March | 1,409 | 2,322 | 1,945 |
| Total | 4,949 | 7,314 | 6,353 |
| 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”

Belmont Fire trains in Acquired Structure

On June 30th the Belmont Fire Department hosted a live fire training burn in an acquired structure. The structure was an old farmhouse with an attached barn area and was located off route 3 allowing for road closures that would not affect weekend traffic. The structure had a total of eleven rooms allowing for evolutions of fire behavior, as well as fire attack. After a safety briefing Belmont Chief Newhall, along with TNFD Deputy Joubert, and Franklin Fire Deputy Chief began rotating crews through the additional safety instructions. All crews evolutions allowing them to study fire during those evolutions, as well as attack during the attack evolutions. As on crews were exposed to many facets science and its processes in a well-and managed environment that injuries. Crews were well fed and during the day. Crews participating in the training came from Belmont, Laconia, Tilton-Northfield, Alton, Barnstead, Canterbury, Gilmanston, and Lakes Region Mutual Fire Aid. The Belmont Fire Department would like to thank A.E. Mitchell for allowing use of the building, Lakes Region Coca-Cola, Lowes in Tilton, the Belmont Shaws, Tilton Home Depot, Best Septic in Canterbury, IPS and retired Franklin Fire Chief Kevin LaChapelle. We would also like to thank Belmont Fire Departments Administrative Assistant, Sarah Weeks for all of her help in the days leading up to the training burn, as well as all of her hard work on the day of the training burn coordinating food, and water. 🍷



Assistant Chief Tim David Hall building for had multiple behavior practice fire the day wore of the fire controlled, produced no hydrated

Belmont Fire Promotions

On May 15, 2019 Belmont Fire celebrated the swearing in of Lieutenant Josh Huestis, EMS Lieutenant Andy Frechette, Firefighter Nathan Manville, Firefighter Kyle Megan, and the badge pinning of Firefighter Bryan Fenn and Firefighter Pete Latucky. Congratulations to you all!

A big thank you to all of the family and friends who come out to celebrate with us on such a cold day, and to everyone who contributed to making the ceremony happen. 🍷



From the Chief – Continued from Page 1

Deputy Chief Paul D. Steele Jr. said, when asked what the most beneficial part of this project is, “I don’t think there is one single most beneficial aspect. The project brings updated technology, redundancy, and remote system monitoring amongst many other positive features.” He went on to say that “the proposed system has been designed and will be built for sustainability over the long haul.”

Mike Wolf, President of Eastern Communications commented, “Eastern is proud to be supporting our Partner ALL-COMM Technologies to bring this solution to the Lakes Region. Lakes Region Mutual Fire Aid provides essential Public Safety Dispatch to 35 Communities across multiple Counties in New Hampshire and we are honored to be a part of this important project.” The cost of the Tait system will be \$859,024 which is \$316,000 less than the system cost proposed by Motorola, and at that price point will offer additional benefits, features, and technology over and above what Motorola proposed. LRMFA will borrow up to \$900,000 to fund this project in the form of a loan through Franklin Savings Bank. Deputy Chief Steele and I looked at this project as two separate projects. The first part was to look at how we fund and sustain our capital reserve funds, which are committed to a “Communications System, Reserve Account. The reserve account has been funded at \$50,000 per year for the past 3-5 years, and this is not an amount necessary to sustain the account and replace the equipment in another 15-20 years. Each member community currently contributes \$1,442 per year as a contribution towards the \$50,500 that is placed into the Communications System Reserve Account. Our Communications System Reserve Account has not been funded adequately, since we began funding it several years ago. Beginning in 2020, this amount will increase to \$2,857 to begin funding the Communications System Reserve Account adequately. In years 2022, 2023, 2024, and 2025 there will be an additional assessment of \$1,250 per year, per community for a total radio system contribution of \$5,000, while the remainder of the system costs will come from the Communications System Reserve account.

The second part of the project was to research the available equipment, from the different vendors to determine what would be the most cost effective, and successful solution for the district. The proposed Tait system will serve the entire district well for the next 15-20 years, by providing a cost effective, robust, and reliable infrastructure solution. By adequately funding

out reserve accounts, coupled with the technology available with the new system, it is our hope to modularly replace what is needed as it is needed, and at the same time, prepare ourselves to not have to leverage commercial lending when the bulk of the new system needs to be replaced at the end of its lifecycle.

Aside from the time commitment the radio project took, as an organization we continued with our outreach efforts by attending several “touch a truck/outreach” events, and multiple training events. In April LRMFA as part of National Public Safety Telecommunicators Week hosted our second annual “Open House.” This year we asked NH9-1-1 to participate and attendees were able to enjoy some refreshments, as well as tour our Communications Center, the Laconia PSAP, as well as NH9-1-1’s Mobile Command Vehicle, and the LRMFA Mobile Command Trailer. Although the weather wasn’t cooperative and we were competing with NH Fish and Games WILD-NH, there about fifty visitors to the building. Deputy Chief Steele, Dispatcher Brian Searles, and I attended the NH Telecommunicator Emergency Response Team Annual Mobile Command Post Rally. LRMFA Car 1 served as the command post, with its FirstNet capabilities and command board. Deputy Chief Steele also began the process of becoming a NH Credentialed Communications Unit Leader (COML). There are only six credentialed COML’s in the State of NH. Once the course is complete, Deputy Chief Steele and his classmates will have three years to complete a comprehensive task book while being mentored by existing COML’s. Once complete, they will then sit before a review board before being credentialed.

Lt. Nugent, and Dispatcher Nelson were able to attend an event at Winnisquam Regional Middle School hosted by Comedian Bucky Lewis. The event was to encourage conversations between public safety personnel and middle schoolers to enhance and promote different career paths amongst the young people.

As we move into the third and fourth quarters of 2019, we will continue to work with our partners to continue to provide the best possible professional emergency communications services, training, and mutual aid coordination possible. We are all extremely excited to move the new radio project forward, and I would again like to thank the Board of Directors, the Executive Committee, and the staff who have all worked so hard to bring this project to fruition. 🍷

Laconia Blueberry Lane Fire

At 2:08PM on June 12 Laconia Fire Department along with an engine from Belmont Fire and Gilford Fire were dispatched to a reported mattress fire. Dispatch updated the first responding companies that they were receiving multiple calls and could see smoke from their tower camera. Engine 1 arrived on scene in just over four minutes and had fire showing from the second floor of a 2 story multi-unit apartment building. Engine 1 Captain Shipp requested a second alarm on arrival. E1 along with Gilford's Fire Chief who was in the city for a meeting began fire attack, while Ladder 1 crew began conducting searches of the apartment to ensure everyone

was out. Fortunately, everyone self-evacuated, but a complete search is still conducted all building fires. Because of early notification of the fire, and quick work by responding companies, the fire was contained to one unit, and a portion of the exterior of the building.

Laconia Fire Department was handling a motor vehicle accident and medical emergency in the Weirs at the time of this fire. With extra staffing on for Motorcycle Week Engines 1 and 5 as well as Ladder 1 were able to respond without delay. Damage and loss are estimated at \$40,000.

Laconia Fire Department was assisted at the scene by multiple mutual aid fire companies, as well as Laconia Police, Eversource, and the Wingate Management and Maintenance representatives. 🏠



“Gilford Fire dedicates Lake Jake”

Gilford's beautiful new fire boat, the "Lake Jake", dedicated in a ceremony on May 19 at the Town Docks in Glendale. Thank you for your continued support! 🏠

CTFR Close Call On the Interstate

Chief Dan Defosses, CTFR

When we say that working on the highway is dangerous, this is what we are talking about.

While Campton-Thornton Fire Rescue and Campton Police Department crews were arriving on the scene of a motor vehicle accident on I-93 Northbound, just North of Exit 27 in Campton, NH, a vehicle lost control and spun off the highway, striking a sign and a group of trees on

the Southbound side. The driver of the pickup truck narrowly escaped serious injury.

The drivers of both vehicles declined transport; the passenger of the Jeep was transported to the hospital with non-life-threatening injuries.

This took place prior to the arrival of the Rescue truck, which had just left the station. Had this taken place on the Northbound side or the vehicle had spun the other way, the patients or personnel attending to them, could have been injured or killed.

This is one in a long line of near miss incidents on this stretch of highway. In January, just feet from the first accident, a local tow truck operator narrowly escaped injury when a vehicle failed to move over, nearly striking the operator during a snowstorm.

Please be careful when operating in inclement weather, everyone's lives depends on it. 🚒



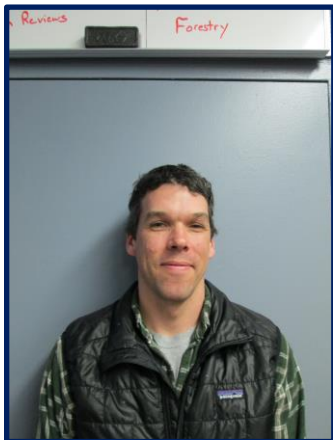
Who's Who & What's New...



Plymouth- FF Andrew Husson.



Franklin- FF/AEMT Brandon Adams



Plymouth- Captain Brian Peck



Who's Who & What's New...

Continued



Plymouth- FF Tyler Clark



Plymouth **FAREWELL**
Captain Tapio Mayo



Plymouth – FF/AEMT Rachel Legg



Plymouth – Chief Tom Morrison
and Deputy Chief Jeremy Bonan

Congratulations to All!



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Heroes Taking Flight

Lieutenant. Kevin Nugent

On Friday June 14th Lakes Region Mutual Fire Aid was invited along with other state and local agencies to participate in the first ever Heroes Taking Flight event at the Winnisquam Regional Middle school. This event was organized Tara Duffy and Buck Lewis of [Wicked Yankee TV](#) which broadcasts a 30 min weekly television show throughout New Hampshire, Vermont, New York, and Quebec on the Yankee Cable Network.

The purpose of this event was to introduce middle school students to the heroes that live right in their communities and the state. They wanted to show the kids that there are many vocational opportunities in the region especially in the public service/safety fields and that there are mentors and programs available to help them pursue those opportunities.

Those giving presentations that day included Chief Robert Cormier Tilton Police, Deputy Chief Tim Joubert Tilton-Northfield Fire/EMS, Darlene Cray Commander NH Civil Air Patrol, Mark Donovan UNH Drone Academy, Frank Edelblut State of NH Commissioner of Education, Mason

Elle-Gelernter McAuliffe-Shepard Science Center Karen Mitchell President Winn-Areo ACE academy and Lt. Kevin Nugent and Dispatcher Matt Nelson of Lakes Region Mutual Aid.

There was a live drone demonstration and two K-9 demonstrations, the first by [New Hampshire Fish and Game](#) Conservation Officer Eric Fluette and his dog Moxie. The second was a search and rescue demonstration by Doreen Michalak of [New England K9 Search and Rescue](#). Tilton - Northfield Fire and EMS had two pieces of apparatus and a variety of firefighting equipment and tools on display and the [Civil Air Patrol](#) set up a flight simulator. Each speaker was given several minutes to speak to a crowd of over four hundred students and staff from Winnisquam Middle School.

This is a great event that I hope LRMFA can continue to be a part of for many years to come. As an added bonus for all the speakers and guests that day Animal Planet was also on-site filming for the upcoming season of Northwoods Law. 🐾





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Director

CLINICAL BULLETIN

| Bulletin # | Title | | | Date Issued |
|------------|--|------------------|--------|--------------|
| 56 | Multi-Function Cardiac Monitor in AED Mode | | | July 1, 2019 |
| Superseded | Released By | Approved By | Source | |
| #55 | Justin Romanello, Chief | Joey Scollan, DO | | |

UPDATE!

The Division of Fire Standards and Training & Emergency Medical Services recently made all services and providers in the State aware of a potential shortcoming with the use of “multi-function cardiac monitors” in AED mode.

In AED mode the device will only deliver adult energy dosages to patients, including pediatric patients less than eight (8) years of age, regardless of whether adult or pediatric electrodes are being utilized. In addition there is no compatibility with AED pediatric electrodes (that attenuate energy) and the “multi-function cardiac monitor”. Pediatric electrodes that are used with “multi-function cardiac monitors” are merely smaller in size to correlate to a smaller patient and do not attenuate energy.

Since the last update the Division has been contacted by Zoll and the information that was previously confirmed by them is incorrect. **The “R” and the “X” Series Multi-Function Cardiac Monitors are capable of delivering pediatric doses in AED mode.** Both Phillips and Stryker (Physio Control) Multi-Function Cardiac Monitors remain at only being capable of delivering Adult energy in AED. The Division will continue to monitor the situation and encourage all departments and agencies providing EMS services in the State of New Hampshire to immediately take the following actions into consideration.

- If you are currently using any “Multi-Function Cardiac Monitor” in AED Mode, have a local plan to properly address patients requiring less than adult levels of energy during defibrillation (all pediatric patients).
- Ensure that the appropriate electrodes are with the intended piece of equipment. Pediatric attenuating electrodes are only to be used with AEDs and non-attenuating pediatric electrodes are only to be used with “multi-function cardiac monitors”.
- **As a reminder, New Hampshire Patient Care Protocols state, if pediatric AED pads are unavailable, providers may use adult AED pads, provided the pads do not overlap.**

Bureau of Emergency Medical Services Bureau of Fire Training and Administration
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<http://www.nh.gov/safety/divisions/fstems/>

FirstNet Public Safety Roadmap Summit

The State of New Hampshire, through the efforts of our Statewide Interoperability Coordinator (NHSWIC), John Stevens, and the Statewide Executive Interoperability Executive Committee (SEIC) have remained engaged in the FirstNet process from the very beginning. Even going so far as to almost “opt out” of FirstNet, and build our own hardened, ruggedized Public Safety Broadband Network here in New Hampshire. FirstNet is an independent authority within the U.S. Department of Commerce. Authorized by Congress in 2012, its mission is to develop, build and operate the nationwide, broadband network that equips first responders with a hardened, resilient nationwide network.



The twenty-five-year contract was received by AT&T Wireless, and your SEIC and its members have met with AT&T, FirstNet, and other statewide stakeholders monthly, and now quarterly for the better part of the last two-three years. We, the public safety stakeholders in NH, are driving AT&T/Firstnet buildouts, we are working with FirstNet to establish protocols for two deployable assets in New Hampshire, one of which currently sits in New Hampton awaiting deployment anywhere in the State of NH and beyond

when needed. Most of all, we are managing the expectations that were initially provided to us by AT&T and in effect monitoring them to make sure what is delivered, is what was promised.

As part of the nationwide FirstNet buildout, there are certain benchmarks that need to be hit, and one of those benchmarks is reinvestment of dollars back into the network to help it continue to grow and expand. On June 12th 2019 Tom Andross, the Grafton County Sheriff's Office Director of Communications and SEIC Chairman along with Derry Police Captain George Feole, the Operations Workgroup Chairman, and Lakes Region Mutual Fire Aid Chief Jon Goldman, the Interoperable Frequency Working Group Chairman traveled to Phoenix, Arizona along with over one hundred other colleagues to take part in a summit hosted by the First Responder Network Authority. The purpose of the summit was to help update the FirstNet Public Safety Roadmap. The roadmap will guide the reinvestment dollars back into the network over the next five-year period.

We were greeted in the morning by Phoenix Police Chief Jerri Williams, and Phoenix Fire Department Assistant Chiefs Shelly Jamison, and Scott Walker. We then had the opportunity to hear from FirstNet Authority Board Chairman Ed Horowitz, and Vice Chairman Richard Stanek along with AT&T's Senior Vice President for FirstNet Chris Sambar. Although each of their remarks were different, the message was the same. They wanted participants to speak openly about their experiences with FirstNet and freely share ideas on what is needed most from the network, and what we as network users expect from the network. Board Chairman Ed Horowitz said to the group “The Roadmap will be a living plan to ensure we capture the needs of the community we serve — public safety. Today is about looking to the future and ensuring we maximize the impact of FirstNet in your daily operations.” Speakers then spoke about the roadmap framework, and how the roadmap will be used to shape programs, policies, and investments for public safety communications.

Attendees then broke out into five different facilitated discussions to discuss the five draft priorities within the roadmap. The priorities were identified as Coverage and Capacity, Situational Awareness, Voice Communications, Secure Information Exchange, and the User Experience. Each attendee participated in three of the five sessions, and amongst the New Hampshire Representatives all five sessions were attended. The FirstNet Authority team also encouraged participants to continue sharing input with them and consider attending future engagement opportunities to help advance the network. This includes national and state association meetings, agency meetings, technology and operations

Continued on Page 14- FirstNet ...

workshops, webinars, tribal consultations, and training exercises. Taking that advice, several FirstNet representatives attended the SEIC workgroup meetings on June 26, 2019 and the morning session was facilitated by FirstNet staff. As part of the discussion they took the "Situational Awareness" priority and discussed what that means to public safety in NH. The discussion revolved around sensors, wearables, and other technologies that the Internet of Things, along with other technologies that are either in development, or have been developed will bring to the public safety field in the future. None of these technologies will work or work well without a hardened resilient network to "ride" on. The common theme in Phoenix was that we need to reinvest into the network itself, because without a reliable network, nothing else matters. Rest assured your SEIC, workgroups, and NHSWIC John Stevens along with the NH DESC, Bureau of Interoperability is working tirelessly to make sure that our needs as public safety practitioners in New Hampshire is represented, acted upon, and developed.

If you, or your agency has any questions about FirstNet, or wants to learn more, or wants to see if FirstNet is right for you please do not hesitate to reach out to NHSWIC John Stevens, or his team. 🇺🇸



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LRGH Healthcare Awards...



Provider of the Year: Scott Lewandowski



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Unit Citation: Sanbornton Fire Department



Paul Racicot: Duncan Phillips

Congratulations to Firefighter Paramedic Duncan Phillips for being awarded LRGHealthcare's Paul Racicot Award! Duncan also received Gilford Fire Rescue's EMS Provider of the Year Award. Thank you for your dedication to providing high quality EMS care for the Town of Gilford since 2015. Well done! 🏆

What is Helicopter Shopping...

Thomas Perron, CFC
Dartmouth Hitchcock Advanced Response Team

“Helicopter shopping” refers to the practice of an agency calling, after a request for a helicopter has been turned down because of inclement weather by other air medical programs, without sharing with those operators the fact that the request had already been declined by a previous program for weather.

This is a topic that is mentioned quite frequently within the air medical industry in recent years. Twenty-five years ago, this simply was not an issue as there were not very many Helicopter EMS (HEMS) aircraft around. Since then the industry has grown to include hundreds of air medical helicopters nationwide. Today, if a program declines a request due to weather it is easy for the EMS agency or hospital to call another program and request them for the same transport.

In 2007 the U.S. Government Accountability Office (GAO) issued this statement.

“Helicopter shopping: This practice can lead to an unsafe condition in which an operator initiates a flight that may have been declined if it had been aware of all the facts surrounding the assignment. For example, in July 2004, a medical helicopter collided with trees shortly after takeoff, killing the pilot, flight nurse, flight paramedic, and patient. Three other ambulance operators had previously turned down this same flight, including one who attempted it but was forced to return due to fog. The pilot, during the accident, however, was not informed by emergency medical service dispatchers that other pilots had declined the flight due to weather conditions. According to NTSB, inadequate dispatch information contributed to the accident.”

Requesting multiple programs for the same transport is not necessarily creating a hazardous situation but can certainly contribute to it. There certainly are situations in which one helicopter cannot respond to a request, but another could, safely. The primary issue here is the poor communication and lack of information sharing between the requesting organization and the HEMS programs.



Communication is key. We are very fortunate here in the North East in that, relatively speaking, the helicopter operators are quite non-competitive in comparison to the rest of the nation. That doesn't mean that we don't want to transport as many patients as possible, but safety is our primary concern. To that end there is an organization called NEAA, the North East Air Alliance. Its members include Boston Med Flight, DHART, Life Flight of Maine, Hartford Life Star, U Mass Life Flight, Life Net NY, Sky Health, and UVM HealthNet. NEAA is no more than a handshake agreement between these organizations to communicate amongst each other in the spirit of safety, learning, and cooperation. The Comm. Centers of these organizations talk to each other nearly every day.

There is a set of guidelines known as the NEAA Operational Best Practices (OBP) that has been agreed upon and that is followed by the programs of NEAA. One of those is the Operational Best Practices Weather Turn-Down Procedure. That procedure states that after any weather turndown, that Comm Center will notify the nearest appropriate HEMS programs Comm Centers of the turndown, identifying who originally called and where the requestor asked to send an aircraft. This is simply a notification and not an invitation to respond to a request that was just turned down for safety reasons. The goal here, through communication, is to avoid the hazards of helicopter shopping and avoid delays in patient transport.

We recognize that no Hospital or First Responder agency intentionally puts their patient or the air medical team in jeopardy but there have been several catastrophic crashes that might have been avoided had the pilot making the weather decision to go or not received that one piece of critical information during the initial request. Good, complete communications between requesting agencies and the air medical transport service provider is paramount to assuring as safe an outcome as possible for all involved. 🛖

LRMFA Training Division is UP & RUNNING

The Lakes Region Mutual Fire Aid Training Division had a slow 2018 due to the many changes in leadership in LRMFA and the Training Division itself. Currently, the Division has established a new leadership team and actively recruited several new members. Deputy Coordinator Paul Steele is the Vice-Chair of the committee and acts as the liaison and record keeper for the Division. Deputy Chief Tim Joubert (TNFD) and Deputy Chief David Hall (FFD) work as Committee Co-Chairs.

The Division started regular quarterly meetings in January of 2019. We are currently working to bring a Firefighter II, an Aerial Operator, Task Force Leader, and a Fire Marshall overview class to the region for this year.

The Division has been tasked with coordinating the Fit Test program. Departments that wish to be fit tested can contact Deputy Steele for availability. Currently, Fit Testing a department with 10 or more staff members will assessed a charge of 75 dollars. This fee is the help offset the cost of staffing and certification of the equipment each year.

The division will be working on developing the website with available class information. Our first professional development series class on July 9th was taught by Retired chief Erickson. Due to the overwhelming response of attendees, we moved the course to Laconia Fire Departments Central Station, then again moved it to the Lakes Region Community College. We are working with NHFA to provide an Aerial Apparatus Operations certification class this fall. The Training Division will be discussing creating a technical rescue refresher program for the Lakes Region. The Gilford Fire department training facility is again available for use. The Division will work the Gilford to see how to incorporate our needs with the safe use of their facility.

Thank you all for your patience over the last year as we reorganized. We hope to have some good opportunities available in the future. The Training Division is always looking for dedicated members and we even have a phone bridge for those who cannot travel to the meeting site. Please contact, Deputy Chief David Hall, Deputy Chief Paul Steele or Deputy Chief Tim Joubert if you are interested in participating. 🗨️



Former LRMFA Dispatcher Passes Away...

Winnisquam Firefighter, and **Belmont Police Officer** Arthur Roach has passed away. Dispatcher Roach was one of the original four Dispatchers hired at LRMFA. Please keep his family in your thoughts and prayers. RIP Dispatcher Roach. 🕊️



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Radio Interoperability Radio Reprogramming Grant

Dave Rivers, NH Bureau of Interoperability

The New Hampshire Statewide Interoperability Coordinator John Stevens is extending the deadline to submit paperwork to be eligible for reimbursement for having Police, Fire, EMS and Emergency Management radios reprogrammed with the new frequency matrix. This matrix will be finalized early in October and all Public Safety agencies will be expected to comply whether they take advantage of the grant or not.

On May 14th a package was sent electronically to all Police, Fire, and EMS Chiefs and Emergency Management Directors on the most recent HSEM mailing list. If you did not receive this email it might be that you need to update your contact information. If you did receive it but have not yet submitted it this is the time to do so. The package consisted of the required forms for all 3 disciplines. If you did not receive the package or if you have any questions, please contact Jim Kowalik at James.Kowalik@Dos.NH.Gov or Dave Rivers at David.Rivers@Dos.NH.Gov They will send one out to you.

It is anticipated that the funds will be released to the Grants Management Office on October 1st which coincides with the release of the finalized version of the frequency matrix. It is estimated that some 14,000 eligible radios are out there that will need reprogramming so this will not be an instant process given the small number of vendors

Any agency that chooses not to participate in the grant is asked to send an email to NHSWIC@dos.nh.gov stating that you do not wish to participate and the number of radios your agency has. At some point you will need to provide certification that you have updated your radios. 📡





Grilling Safety

There's nothing like outdoor grilling. It's one of the most popular ways to cook food. But, a grill placed too close to anything that can burn is a fire hazard. They can be very hot, causing burn injuries. Follow these simple tips and you will be on the way to safe grilling.

SAFETY TIPS

- » Propane and charcoal BBQ grills should only be used outdoors.
- » The grill should be placed well away from the home, deck railings and out from under eaves and overhanging branches.
- » Keep children and pets at least three feet away from the grill area.
- » Keep your grill clean by removing grease or fat buildup from the grills and in trays below the grill.
- » Never leave your grill unattended.
- » Always make sure your gas grill lid is open before lighting it.

CHARCOAL GRILLS

- » There are several ways to get the charcoal ready to use. Charcoal chimney starters allow you to start the charcoal using newspaper as a fuel.
- » If you use a starter fluid, use only charcoal starter fluid. Never add charcoal fluid or any other flammable liquids to the fire.
- » Keep charcoal fluid out of the reach of children and away from heat sources.
- » There are also electric charcoal starters, which do not use fire. Be sure to use an extension cord for outdoor use.
- » When you are finished grilling, let the coals completely cool before disposing in a metal container.

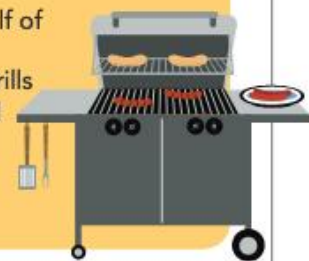
PROPANE Grills

Check the gas tank hose for leaks before using it for the first time each year. Apply a light soap and water solution to the hose. A propane leak will release bubbles. If your grill has a gas leak, by smell or the soapy bubble test, and there is no flame, turn off both the gas tank and the grill. If the leak stops, get the grill serviced by a professional before using it again. If the leak does not stop, call the fire department. **If you smell gas while cooking, immediately get away from the grill and call the fire department.** Do not move the grill.

If the flame **goes out**, turn the grill and gas off and wait at least **5 minutes** before re-lighting it.

FACTS

- ! July is the peak month for grill fires.
- ! Roughly half of the injuries involving grills are thermal burns.



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LRMFA Strike Team Responds to Keene

Thursday April 25, 2019 was a beautiful spring day, and at 12:00 PM the Lakes Region Mutual Fire Aid Communications Center received a phone call from the Capital Area Fire Mutual Aid Compact (CAFMAC) reporting a “possible” need to utilize the NH Statewide All-Hazards Mobilization Plan for an Ambulance Strike Team to respond to Keene for an explosion at the Cheshire Medical Center. Although details were sparse at the time, the mission was going to be to possibly evacuate the hospital.



The Statewide All-Hazards Mobilization plan is overseen by the NH State Fire Marshal, and is designed to provide mutual aid to communities, or areas of the state who are experiencing an incident that has exhausted their local, everyday mutual aid beyond capacity. The Capital Area Fire Mutual Aid Compact, Southwestern NH District Fire Mutual Aid (SWNHDFMA), and Lakes Region Mutual Fire Aid (LRMFA) are the three control centers in the State of NH that manage the use of the plan, with CAFMAC being the primary point of contact.

When a community, or dispatch center contacts CAFMAC with a request, CAFMAC, SWNDFMA, and LRMFA will communicate with each other to determine which of the many

mutual aid districts in the state will be the selected district to provide resources.

In the case of the Cheshire Medical Center incident, it was determined that LRMFA member communities would provide the requested ambulances. Lt. Kevin Nugent, and Dispatcher Matt Nelson were on duty, and notified Chief Coordinator Jon Goldman, as well As Deputy Chief Coordinator Paul Steele, who was off duty, but in the local area. The request was going to be for ten ambulances, and it was unknown at the time of the call if they were going to be requested. CAFMAC was giving us an opportunity to poll for availability, so we were ready if needed.

The first thing Deputy Chief Steele, and Lt. Nugent did was determine which communities within the LRMFA district had more than one ambulance, as we did not want to strip the district of our own ability to respond to multiple medical calls. Once that was determined each community was called to see if they would be available if needed. Belmont Assistant Chief Mike Newhall was tasked as the Strike Team Leader and responded to the Communications Center for a mission overview and briefing. Once crew, and resource availability was determined each community was told to standby, we would know “shortly” if the request was going to be made.



At approximately 4:30 PM LRMFA received a formal request from the CAFMAC communications center requesting the strike team to respond to a staging area in Keene NH. The pre-selected LRMFA resources along with Assistant Chief Newhall, and LRMFA Chief Coordinator Goldman met at the Park and Ride/McDonalds at exit 20 in Tilton, NH. Recognizing that all resources should be responding to Keene as a convoy to keep the strike team intact this was an easy, central meeting point. Once at the staging area, attendance was taken, AC Newhall provided a safety briefing, and mission overview to everyone. Chief Goldman provided a Communications Overview of what to expect, and how each crew would be expected

to operate once in Keene. As a group, the strike team “convoyed” from Tilton to Keene, arriving around 7:00 PM. All units were placed into a staging area on arrival, AC Newhall and Chief Goldman met with Brattleboro VT Fire Chief Mike Bucossi (Staging Officer) and SWNDFMA Chief Coordinator Joe Sangermano. Once briefed on the situation it was reported there were close to 50 patients to be transported, the ED had been full, and there were two patients currently in surgery. The issue had been a boiler failure, and due to the second boiler using the same chimney system as the first, both were shut down. The NHFMO licensing division had also responded to assist in licensing and inspections as the hospital contractors were working as quickly as possible to bring a temporary boiler online. The hospital had made the decision if they did not have heat and hot water back by 4:00 PM they were going to begin evacuations as a precaution.



Each LRMFA ambulance transported patients out of the Cheshire Medical Center. A couple of patients ultimately were discharged to home, and others were transported to other hospitals. As patients were transported as far away as Manchester, LRMFA crews were told to return to their own communities when they were done, as the bulk of the patients had been moved. Campton-Thornton, however transported a critical patient from Keene, to Manchester with specialty equipment, and controlled substance drips which ultimately needed to be returned to Cheshire Medical Center. When CTFR has completed their transport, they then had to drive back to Keene to return the equipment and unused medication,

then return to quarters in Campton. CTFR reports they were not in quarters until after 4:00 AM. The entire operation lasted close to eighteen hours for LRMFA resources from the time of the initial call, until each unit was back in quarters. The incident proves that the all hazards mobilization plan works and works well when it needs to be utilized. The following agencies responded to this incident without hesitation: Belmont, Stewarts Ambulance (2), Campton-Thornton, Alton, Franklin, Sanbornton Bristol Laconia, Tilton Northfield. Belmont Fire also sent AC Mike Newhall as the Strike Team leader, and FF Jeff Sheltry as the Chiefs Aid. LRMFA C1 also responded to assist with the Strike Team and on scene. 🚑

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Quality Assurance/Quality Improvement in the Lakes Region

Lieutenant Erin Hannafin, Training Coordinator

Quality Assurance/Quality Improvement (QA/QI) are words that can make people uneasy. A robust QA/QI program is often viewed as something that could be used negatively when it is intended to highlight system positives, and identify weaknesses, or in some cases failures. QA/QI programs are used to not only highlight what is working well, but can also identify when problems occur, and why they occurred. Is it a system problem, policy and procedure problem, or training problem? When issues are identified, a QA/QI program can help determine why something went wrong. To have a quality, and usable QA/QI program that benefits your agency, you first need to review your agencies policies, procedures, processes, and currently published industry best practices. With a solid baseline of your agency goals, you can then write a program that is based on your departments needs and accompanying goals.

The Association of Public Safety Communications Officials, and the National Emergency Number Association have developed an ANSI accepted standard for QA/QI. ANS 1.107.1.2015, "Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points" programs in public safety dispatch. The goal of the standards-based QA/QI program is to provide Dispatchers, Trainers, Command Staff, as well as internal and external customers with the necessary feedback to strengthen the individual and team skillset to support and improve the overall service product. QA/QI program standards require a minimum of 2% of all calls to be randomly reviewed. The LRMFA QA/QI program also includes a "Significant Call" list. The "Significant Call" list includes call types that shall be reviewed. This list is used to review low frequency, high risk calls such as multiple alarm fires, Mass Causality Incidents and several other call categories. This ensures that we are constantly learning from

these types of calls. Each phase of the call for service is reviewed, based upon the "call taking" phase, and the "dispatching" phase. Each phase is reviewed separately to accommodate and correctly score calls where one dispatcher processes the telephone call, and another dispatcher dispatches the call. In cases where the same dispatcher handles both phases of the call for service, the phases will be scored together to provide a less disjointed picture of how the call scored.

Lakes Region Mutual Fire Aid is one of, if not the only communications center in the State of New Hampshire that actively and faithfully uses a standards-based QA/QI program, that meets or exceeds QA/QI standards.

Each call is reviewed against thirty-five individual categories. Each category ties back to a specific policy, procedure, industry best practice, or something covered in our training program. Some categories are mandatory, such as in the call taking phase, each dispatcher shall verify the address with the caller including the street number, name, apartment, and business name if applicable, and the town or community name. While reviewing a call for service the reviewer follows a tracking sheet to assure the standard for each category was met, and all calls are reviewed objectively. At the end of the call review, the tracking sheet will automatically generate a score. Whether or not further action is warranted, depends on the score for that call. The LRMFA QA/QI program requires a score of 90% on all reviewed calls for the call to be considered "compliant." The key is for everyone to remember these numbers are the numbers, they are objective, and not subjective. Calls that do not meet our standards trigger a process where the dispatcher will receive the recordings, as well as the QA/QI tracking sheets that shows where the standard(s) were not met. In all cases, the review is educational, the

Continued on Page 25-QA/QI

Dispatcher is encouraged to listen to the call and comment back constructively what they could have or would have done differently if anything. Many times, although the Dispatcher did not “check all the boxes” there is nothing else they could have done differently, whether it was due to a language barrier, poor telephone connection or caller cooperation.

A large part of a viable QA/QI program is to determine call handling time or call processing time. There are many standards-based bodies that an agency can use to determine what their call handling or call processing times should be. The NFPA Standard for Call Processing (NFPA 1221-7.4.2) states that alarm processing time is the time it takes to initiate dispatch of FIRE apparatus and personnel or the time it takes to transfer a fire alarm to another PSAP and, with some exceptions, 90 percent of [fire] alarm processing shall be completed within 64 seconds and 95 percent of [fire] alarm processing shall be completed within 106 seconds. There are many exceptions to this standard, one of which is calls requiring EMD, which is large percentage of the calls LRMFA dispatches, further compounded by the fact that we do not provide EMD, and it is provided by NH9-1-1. The NFPA 1221 standard also allows agencies to self-determine what they consider to be an emergency and does not consider EMS calls, but mostly fire based calls for service. Processing times for calls not on the list are 90 percent within 64 seconds and 95 percent

within 106 seconds. There is also an argument that NFPA 1221 was written by a primarily Fire based organization, and not an emergency communications-based organization.

In reviewing all the available standards, LRMFA has taken the approach that our goal is to process 90% of ALL emergency calls within 60 seconds or less. Although a lofty goal, we believe it is an achievable goal and are working towards it. Currently for 2019, the LRMFA QA/QI results are impressive, and we are extremely proud of our program, our staff, and our QA/QI scores. Although there is always more work to be done and more efficiencies to take advantage of Chief Coordinator Jon Goldman has always stated he could always tell you our staff was the best at what they do, and that they did a good job, but he couldn't prove it. Now with a standards-based QA/QI program, he can show everyone. LRMFA staff currently process 100% of our calls in an average of 1:14 (74 seconds) and maintain an average of 98% compliance across both the call taking, and dispatching phases.

No matter which call handling standard an agency chooses to use, it is best if they pull from different standards, and organizations to develop a QA/QI program that best fits the needs of their agency. LRMFA will continue to evaluate, review and update our QA/QI program as needed, as more information becomes available, and as more standards are published. 🏠





CITY OF LACONIA

FIREFIGHTER/Advanced EMT or Paramedic

The City of Laconia, New Hampshire is seeking to fill an immediate opening as well as form a list for future hires within the fire department. The individual will perform firefighting responsibilities and respond to medical emergencies. Job description and City application forms are available in the Finance Office or at the City website www.laconianh.gov under Government/Personnel Department/Employment.

Starting Rate: FF/Paramedic \$20.83
FF/AEMT \$19.45

Minimum qualifications include graduation from high school; Advanced EMT or Paramedic certification (Preferred); and Firefighter II certification. Must possess current CPAT License or meet eligibility requirements for Lateral Transfer. Obtaining a CDL-B license is required within 6 months of employment.

Laconia does not have a residency requirement.

A completed City application is required and will be accepted with resumes until the end of the business day the **Wednesday, July 31, 2019** at the Finance Office, *Attn: Employment*, Laconia City Hall, 45 Beacon Street East, Laconia, NH 03246, 8:30 a.m. to 4:30 p.m.

Interviews are tentatively set for **Wednesday, August 7th, 2019** at the Laconia Central Fire Station, 848 North Main Street, Laconia, NH 03246. **EOE/ADA**

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.