

THE RURAL HITCH

A Quarterly Publication of the Lakes Region Mutual Fire Aid Association



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From the Chief...

Jonathan M. Goldman, CPE



As I write this, the motorcycle week attendees have gone home, the annual summer residents and visitors have arrived, and whether or not fireworks will happen is up in the air due to the rain. The second quarter of 2023 has been busy, as to be expected. We gave way to summer and transitioned out of spring.

The Tyler CAD project is moving along, and we are scheduled to deploy the program or "GoLive" in October. Some of the team has been going through administrator training, working to build the system from the ground up. This is no small task due to the multiple response zones within the district, the countless businesses, and residences with "site files" that we track and coordinate, amongst all of the other data points that need to be transitioned to the new Tyler CAD software.

On April 26, Deputy Chief Paul Steele was cleared to return to full duty. We are excited to have him back, and by now is back up to speed on everything that happened while he was gone. Lt Hannafin has transitioned back to her shift as a Lieutenant and is still managing our QA/QI program, training program, and recruiting program.

Amongst a national shortage of personnel in the 9-1-1 and Emergency Communications fields, we lost three of our team members in the second quarter. We are sad to see the three of them leave and are working to recruit additional people for the team. It isn't easy with our job market in the area, on top of being public safety.

In April, several members of our team were awarded the NH Emergency Dispatchers Association (NHEDA) "Team of the Year" award. This award was given and based on the nomination from Chief Goldman because of the storms we had around Christmas Eve, 2022. The team of two personnel on duty surged staffing to a total of seven and received, dispatched, and prioritized five times the normal volume of calls they would do in 24 hours. During the incident, there were several building fires as well as routine storm traffic. At the same time, Chief Goldman conferred the designation of "Life Member" of the NH Emergency Dispatchers Association, by a vote of the NHEDA Board of Directors.

Continued on Page 4

The Rural Hitch

is Curated and Published Quarterly by:

Lakes Region Mutual Fire Aid Association

Chief Coordinator

Jonathan M. Goldman, CPE

Deputy Chief Coordinator

Paul D. Steele Jr.

Editor

Nicholas Bridle



In late May Lt. Kellie Regan was notified that she had successfully completed her coursework, and service project to attain her APCO Registered Public Safety Leader (RPL) designation.

The second quarter of 2023 was busy, and we look forward to getting back to full staff, completing the Tyler CAD deployment, and continuing to deliver the highest quality telecommunications, training & education, and emergency services coordination for our community partners and the public we serve. 🏠

Jon Goldman, CPE
Chief Coordinator



On June 26, Chief Goldman and LRMFA were happy to host the next generation of public safety as the NH Fire Explorer and Emergency Services Academy First Year Cadets attended a tour of our facility and learned a little bit about Emergency Communications, and spent some time with our partners at NH Emergency Communications.

The NH Fire Explorer and Emergency Services Academy is in its first year back after several years. We were happy to welcome the cadets and show them around.





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Confined Space Rescue Technician

CREF: 2323CS5505

Presented by the Lakes Region Mutual Fire Aid Association Training Division

When: Monday, August 7, 2023 through Wednesday, August 9, 2023

Where: New Hampshire Fire Academy
98 Smokey Bear Blvd, Concord NH 03301

Cost: Free! This is an AFG funded program. Departments that completed the pre-grant survey will be eligible for payroll, backfill, and overtime.

Prerequisites: Student Medical Release, ICS100, and ICS200.

For more information about the program and a [*list of the required equipment*](#) please visit <https://nhfa-ems.com/course/rope-rescue-operations/>

Class Size: Limited to 16 students

How to Register: Complete the [NHFSTEMS General Admission Application](#)

Prerequisites must be submitted with the application form.

Only complete applications, signed by students in Section 4, will be accepted. Applications may be submitted in person, by mail, by fax, or by email to the address below.

Applications will be accepted on a first-come, first serve basis by the following tiered criteria:

Tier 1) LRMFA member department affiliated applicants whose department completed the pre-grant survey.

Tier 2) LRMFA member department affiliated applicants whose department did not complete the pre-grant survey.

Tier 3) Applicants not affiliated with an LRMFA department.

Applications
will be
accepted
NOW through
Friday, July 21,
2023 at 16:00.

Submit application information to:

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

Phone: (603) 528-9111

Fax: (603) 528-5989

Email: registration@lrmfa.org



CENTRAL NH HAZMAT TEAM - WHEN TO CALL? TONY MANNING, TEAM CHIEF



When was the last time your department responded to a HazMat call? I'm guessing you have responded to one or more calls that have involved hazardous materials such as carbon monoxide, gasoline or oil leak, propane or natural gas leak, overturned vehicle or tanker truck, or some type of chemical release in the past year.

So, when do you need the HazMat Team? Something you haven't been trained on or do not have the correct tools to do the job. We're here to assist you. We can consult over the phone or respond if needed. Typically, we are called out for some of the following calls:

- Large-scale Chemical Spills: Incidents involving significant spills of hazardous chemicals that surpass the local fire department's capabilities to manage safely.
- Toxic Gas Leaks: Releases or leaks of toxic gases, such as chlorine or ammonia, posing a significant risk to public health, requiring specialized equipment and expertise.
- Hazardous Material Fires: Fires involving flammable liquids, gases, or materials that can produce toxic smoke, explosions, or spread rapidly, necessitating specialized knowledge and equipment for containment and extinguishment.
- Unknown or Unidentified Substances: Encountering substances with unidentified properties or risks, where additional expertise is needed for safe assessment, sampling, and handling.
- Radiological Incidents: Hazmat situations involving radioactive materials, including accidental releases, spills, or incidents demanding radiation monitoring, containment, and decontamination protocols.
- Industrial Accidents: Hazmat incidents occurring in local industrial facilities, such as chemical plants or storage sites, where the scale or nature of the incident exceeds local resources.
- Transportation Accidents: Collisions, derailments, or accidents involving vehicles transporting hazardous materials, such as trucks, trains, or tanker ships, posing significant risks to public safety and the environment, requiring specialized handling and mitigation skills.

Effective documentation of team responses is paramount, particularly when seeking grants. We encourage you to take advantage of our consultation services, as they play a pivotal role in securing future grant funding. The Central NH HazMat Team is a highly specialized unit dedicated to promptly addressing any hazardous substance, be it gas, liquid, or solid, that poses a threat to individuals, the environment, or property. We eagerly anticipate the opportunity to collaborate with you, leveraging our skills and knowledge for mutual success. The HAZMAT Team can be contacted via the Lakes Region Mutual Fire Aid Communications Center. A team leader will consult and work in conjunction with the Incident Commander to determine if a team response is necessary.





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LRMFA Partners with NH911 to Host NPSTW Open House

LRMFA and NH911 hosted a joint open house, to celebrate National Public Safety Telecommunicators Week. The open house is an opportunity for the public we both serve to meet the LRMFA Dispatchers and NH911 Telecommunicators. These men and women are the ones who answer the 9-1-1 Calls, dispatch the appropriate resources to emergencies and keep calm in the chaos.

We estimate almost 200 people came through to tour the operations center, the 911 PSAP, and check out some of the cool vehicles we had on site. We offered giveaways, snacks, and pizza. Special thank you to [104.9 THE HAWK](#) and [Lakes 101.5](#) for the extra special SWAG and for bringing one of their vehicles too.

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On April 26, 2023, Deputy Chief Paul D. Steele Jr. was cleared for full duty after being out for seven months due to a medical emergency.

We're happy and thankful he's back at full-duty status. Acting Deputy Chief Hannafin has transitioned back to Lieutenant. Deputy Chief Hannafin's contributions to LRMFA over the previous seven months are immeasurable and a debt we can never repay.

On a personal note, I am so grateful Paul is back safe and sound. As an agency we would not have gotten through this ordeal without the support of our member communities, the NH fire service, and the public safety communications community from around the nation. I am humbled by the support we've received and will be forever indebted to everyone.

Chief Jon Goldman





Trench Rescue Technician

CREF: 2323TRH5507

Presented by the Lakes Region Mutual Fire Aid
Association Training Division

When: Monday, August 14, 2023 through Thursday, August 17, 2023

Where: New Hampshire Fire Academy
98 Smokey Bear Blvd, Concord NH 03301

Cost: Free! This is an AFG funded program. Departments that completed the pre-grant survey will be eligible for payroll, backfill, and overtime.

Prerequisites: Student Medical Release, ICS100, and ICS200.

For more information about the program and a [*list of the required equipment*](#) please visit <https://nhfa-ems.com/course/rope-rescue-operations/>

Class Size: Limited to 16 students

How to Register: Complete the [NHFSTEMS General Admission Application](#)

Prerequisites must be submitted with the application form.

Only complete applications, signed by students in Section 4, will be accepted. Applications may be submitted in person, by mail, by fax, or by email to the address below.

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Tier 2) LRMFA member department affiliated applicants whose department did not complete the pre-grant survey.

Tier 3) Applicants not affiliated with an LRMFA department.

Applications
will be
accepted
NOW through
Friday, July 28,
2023 at 16:00.

Submit application information to:

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

Phone: (603) 528-9111

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Email: registration@lrmfa.org



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- Ladder, 16' Roof, Duo-Safety, Channel Rail, Aluminum
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Phone: 603-323-7117 Email: Info@lakesfire.com



Lieutenant Kellie Regan Completes Registered Public Safety Leadership Program

The Lakes Region Mutual Fire Aid Association is proud to announce that Lieutenant Kellie Regan has completed the Association of Public Safety Communications Officials (APCO), Registered Public-Safety Leader program (RPL). Lt. Regan has recently received notification of successfully earning her professional designation. Lieutenant Regan's Completion of this intensive year-long program is significant, as it is a highly competitive program requiring a successful application process and approval of an industry service project.

During the yearlong RPL program, Lt. Regan learned to: manage organizational change, communicate with confidence and clarity, develop the talent pool, learn to build consensus, enhance team performance, and make a difference in the 9-1-1 and emergency communications industry. The first five of the six online RPL courses focus on aspects of managing and supervising that are vital to leading successful teams. The sixth course provides the opportunity for RPL candidates to put their knowledge and skills to use in a service project that benefits our industry. Lt. Regan's service project was working to co-chair sponsorships for the NH Emergency Dispatchers Association 2023 Training Conference.

Lt. Regan is now one of only a handful of Registered Public Safety Leaders in New Hampshire. Lieutenant Regan has worked full-time for LRMFA for just over three years and serves on the APCO Military Employment Committee. Lt. Regan also served in the United States Air Force prior to coming to LRMFA.

Although Lt. Regan left LRMFA on July 6th, were proud of the work she accomplished while she was here, and we will miss her. We wish her good luck and will miss her.

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LRMFA Was happy to again join the New Hampton Police and Fire Departments for their Public Safety Day on June 3rd. New Hampton Police and Fire were joined by LRMFA, Belknap County Sheriff, CERT, Division of Forest and Lands, and more!



The Barnstead Fire Rescue Department would like to congratulate Lieutenant Timmothy W. Robbins on his retirement. Lt Robbins has served as a firefighter/paramedic for 20 years. Lt Robbins has served the following towns with dignity and honor. Belmont Fire, Gilmanton Fire, and Farmington Fire, ending his career with Barnstead Fire Rescue. Lt Robbins will continue to serve as a per diem member filling in when he can.

The Command Staff and the members of Barnstead Fire Rescue would like to thank Lt Robbins for all of his hard work and dedication to the department and the people he served and protected for the town. Lt Robbins enjoy your retirement and the next chapter.



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After almost 19 years of service with LRMFA, Lt. Kevin Nugent left the LRMFA on April 23rd. He has assumed the role of Communications Captain with the City of Concord Fire Department. We want to thank Kevin for his years of service and wish him and his family well in his new role.

Lt. Nugent began with LRMFA in July of 2004 and was promoted to the rank of Lieutenant in 2007. Kevin has been in the lakes region for years, previously serving as the Chief of the Winnisquam Fire Department.

Lt. Nugent was the on-duty shift supervisor when LRMFA dispatched its largest, most complex incident ever; The Christian Conference Center fire in Alton on Easter Sunday in 2009.

Although we are sad to see Nuge leaving, we know he isn't going too far, as LRMFA and Concord Fire Alarm work hand in hand daily.

Congratulations Captain Nugent, you'll be missed and we thank you for your years of commitment and service to the Lakes Region.



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After working more than 25 years for the Belmont Fire Department, Chief Michael Newhall announced his retirement from the Town of Belmont, making his last day April 30, 2023.

We would like to thank Chief Newhall for his many years of service to this department, and the Lakes Region Mutual Fire Aid. Chief Newhall served on the Executive Committee at the time of his retirement.

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New Hampton Fire Chief Scott Cathy received his collar insignia from his wife and daughter.



New Hampton Captain Ronald Howe was recognized and received his collar insignia from his wife.

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We were saddened to hear of the passing of former LRMFA Dispatcher Dave Avery.

“DAvery” fought a short but valiant battle with cancer and passed away on April 16.

Dave was one of the funniest people you could have ever met, we wish his family Deb, Megan, and Matthew as well as his Fire family peace at this time.

RIP Dave



NEWS FROM THE DISTRICT



Each year during National Public Safety Telecommunicators Week, the second full week in April, the NH Emergency Dispatchers Association hosts its annual meeting and awards banquet.

During the 2023 NHEDA annual meeting and awards banquet, members of LRMFAA were awarded the "2023 NHEDA Team of the Year" award "for actions taken during Winter Storm Elliott, a multi-day weather event that significantly impacted the Lakes Region area." In the award nomination, Chief Jon Goldman stated in part, that at 2:30 a.m. on Dec. 23, 2022, Winter Storm Elliott began to affect the Lakes Region. Over the course of the next 22 hours, LRMFA quintupled its normal call volume, which eventually brought in a total of six additional staff members in addition to the usual two on duty.

Goldman stated, "We have a great team here, and when things get busy everyone is willing to pitch in to get the emergency responders where they are needed, quickly and efficiently." He went on to say, "During this 24-hour period, the LRMFA team quintupled their normal daily call volume, dispatching 587 emergency calls for service including five smoke in the building calls, and four actual building fires. I am immensely proud of the work these men and women do and am eternally grateful for their commitment to the mission."

During the awards banquet, Goldman, who is also the NHEDA president, was surprised by the other board members as they designated him a life member of the organization. Life member status is conferred "in recognition and sincere appreciation for the years of dedicated service to the organization and for substantial contributions to emergency communications and dispatching in the State of NH." When asked about the designation of life member, Goldman said, "I'm grateful for the recognition, of course, but I only try to do what any public safety leader should do, which is give back to the industry that has given me so much opportunity during my career."

NHEDA TEAM OF THE YEAR AWARD



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LAKES REGION MUTUAL FIRE AID STATISTICS

	<i>Month</i>	<i>Admin</i>	<i>Emergency</i>	<i>Incidents</i>
2023 First Quarter	January	1300	2507	2322
	February	1212	2363	2232
	March	1228	2311	2168
	<i>Total for Quarter</i>	<i>3740</i>	<i>7181</i>	<i>6722</i>
	<i>Avg/Day</i>	<i>41.56</i>	<i>79.79</i>	<i>74.69</i>
2023 Second Quarter	April	1197	2311	2067
	May	1416	2673	2416
	June	1500	2819	2619
	<i>Total for Quarter</i>	<i>4113</i>	<i>7803</i>	<i>7102</i>
	<i>Avg/Day</i>	<i>45.20</i>	<i>85.75</i>	<i>78.04</i>
2023 Third Quarter	July	0	0	0
	August	0	0	0
	September	0	0	0
	<i>Total for Quarter</i>	<i>0</i>	<i>0</i>	<i>0</i>
	<i>Avg/Day</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
2023 Fourth Quarter	October	0	0	0
	November	0	0	0
	December	0	0	0
	<i>Total for Quarter</i>	<i>0</i>	<i>0</i>	<i>0</i>
	<i>Avg/Day</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
2023	<i>Month</i>	<i>Admin</i>	<i>Emergency</i>	<i>Incidents</i>
	<i>Total for 2023</i>	<i>7853</i>	<i>14984</i>	<i>13824</i>
	<i>Avg/Day</i>	<i>43.39</i>	<i>82.78</i>	<i>76.38</i>

SEND US YOUR DEPARTMENT NEWS!

We want to help your agency shine.

- Do you have a New Hire or Promotion? Let us know!
- How about a retirement? Let us thank them for their service to your community.
- Did you get a new piece of Apparatus? Send us a Picture or two, we love new trucks!
- Hosting a Training? Let us help you fill seats.

Send your Department News to:
ruralhitch@lrmfa.org

*Extra!
Extra!*