



2012

Gilford Fire-Rescue Annual Report



Chief Stephen Carrier
Gilford Fire-Rescue
1/1/2012

INTRODUCTION

The information contained within this report represents the activities of the Gilford Fire-Rescue during calendar year 2012.

It was a busy year on many fronts. We eclipsed our all-time high of both emergency incidents and training hours. We continued to meet our inspection and prevention responsibilities. We had a number of personnel changes, which included promotions, a retirement, a resignation, and new hires. We began major repairs on our oldest fire engine. We provided special detail emergency medical services (EMS) and/or fire coverage for events that drew over 100,000 people to our community. Additionally, we participated in a number of Bicentennial and other community events. And; much, much more!

The department experienced a significant amount of change during the last twelve months beginning with the reduction of hours of our Administrative Assistant, from 40 to 32; and, the elimination of the part time (32 hours) Fire Inspector position. We continue to maintain a roster of approximately 40 personnel. Fourteen of those are full time employees; 26 are call firefighters and/or emergency medical technicians (EMTs); and, as previously mentioned, our part time Administrative Assistant. Three full-time vacancies were filled during the year and 2 call firefighters were hired.

Our personnel are highly trained and extremely dedicated. Each one has an overwhelming sense of community and is proud to serve the Town of Gilford. They appreciate the support they continue to receive from not only our residents, but our business owners and visitors. They approach their duties with a goal of serving the public, but doing so safely and effectively, delivering the highest level of care and service possible with the resources provided.

This report will summarize a number of functional areas within the department: Emergency Services, Personnel, Budget, Fire Prevention, Administration, Training, EMS, and Vehicle Maintenance.

Gilford Fire-Rescue

SLOGAN:

Community, Safety, Professional Service

VISION STATEMENT:

To be recognized as a team of highly skilled, well-trained firefighters and emergency medical providers, delivering exceptional customer service while ensuring the safety of our community.

MISSION STATEMENT:

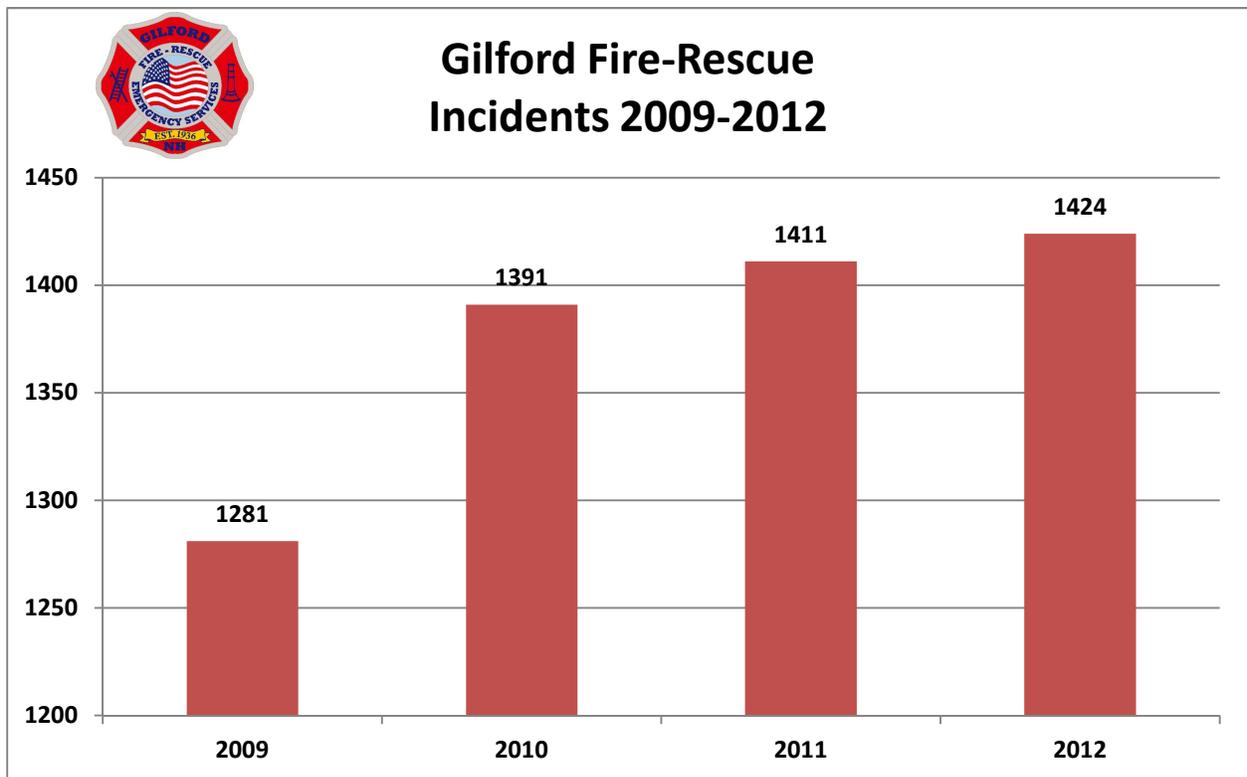
Our mission is to protect life, property, and the environment in our town through an all-hazards approach to fire protection, emergency medical services, community risk reduction, and education.

EMERGENCY SERVICES:

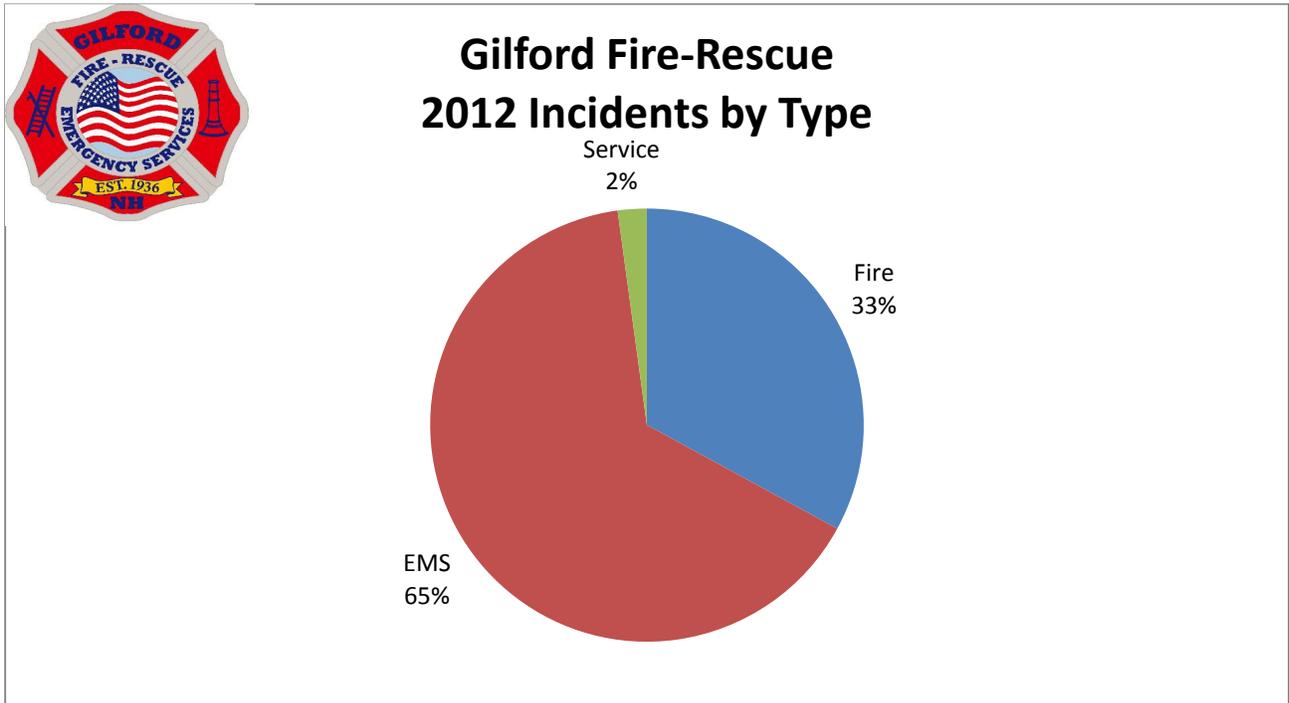
The Gilford Fire-Rescue responded to 1,424 incidents in 2012. This represents a modest, 1% increase in call volume from 2011; however, it does represent a new, all-time high for the department. The following table represents a breakdown of all emergency incidents responded to by the department in 2012, including mutual aid:

FIRES	
Structure	21
Chimney	13
Brush	42
Vehicle	3
Fire Alarms	164
Other	132
SUB TOTAL	375
MEDICAL	
Medical Aid	723
MVA	82
Rescue	6
Other	117
SUB TOTAL	928

HAZARDS	
Wires	41
Haz Mat	18
CO	4
Misc.	2
SUB TOTAL	65
SERVICE	
Water	13
Misc	30
SUB TOTAL	43
2012 Total	1424



Emergency incident responses have increased 11% since 2009. Quite often we receive questions as to how much, of what type of emergency work do we do? The chart below indicates that activity. It is often thought that an even higher percentage (higher than 65%) of our work is EMS, but historically, these percentages have held fast. Thirty three percent of our incidents in 2012 were “fire” incidents, though, not all were necessarily newsworthy; they required a fire response and associated action.



Rugged terrain off Cherry Valley Road. Brush fire caused by lightning.

One of the pieces of incident data that we track is the number of “back to back” incidents we respond to. These are incidents that occur while we are already handling an initial incident – incidents subsequent to the first incident. Seventeen percent of our incidents happened at the same time another incident was taking place – 251 times, actually, in 2012. These back-to-back incidents put a greater than normal strain on the department and require an additional response from call firefighters, off-duty firefighters, and/or mutual aid departments. There are a variety of reasons incidents happen at the same time as others; coincidence being one of the reasons. Other reasons include weather events, special events which draw large crowds of spectators or participants, prime vacation/recreation times, and other initial incidents that last for long periods of time.

Although Fire and EMS service is not “regionalized” in our immediate area, our involvement with Lakes Region Mutual Fire Aid (LRMFA) allows us to share resources with other departments. This system works extremely well during large scale emergencies. Each department has a duty to provide “primary protection” to their community; however, there is not a community in the Lakes Region that can handle a large-scale emergency without calling mutual aid. The chart below shows our mutual aid given and received:

TOWN	GIVEN	RECEIVED
Alton	18	3
Barnstead	3	0
Belmont	4	1
Laconia	56	71
Meredith	3	0
Sanbornton	1	0
Tilton-Northfield	3	2
Stewarts	0	1
Franklin	1	0
TOTAL	89	78

Also, outside of the realm of “normal” mutual aid, was the fact that we were able to borrow an attack engine from Laconia 7 times, and from Tilton-Northfield 3 times, due to our Engine 4 being out of service for the better part of the year. We are truly indebted to each department for their exceptional cooperative spirit. During that same time period, we were still attempting to fulfill our own mutual aid commitments and we were required to request a mutual aid cover engine at least 6 times to assure that we had an attack engine in the station.

We further support the concept of mutual aid and regionalization by being active members of the LRMFA Board of Directors, LRMFA Task Force Committee, LRMFA

Training and Education Committee, and LRMFA Incident Management Assistance Team (IMAT)

Six firefighter/EMTs were injured during the past year. Most of the injuries were minor and did not require medical attention. Three of the injuries occurred in October, while 2 FF/EMTs were responding to a medical call and a male subject began breaking windows in the apparatus bay doors. One of those injuries was serious, resulting in surgery and months of lost time.



Personnel extricating a patient from a roll-over accident on Old Lakeshore Road.

Gilford Fire-Rescue operates out of a single fire station at 39 Cherry Valley Road. There are 3 FF/EMTs on-duty, 24 hours, each day. The Administrative staff works Monday through Friday. Call FF/EMTs respond when there is an incident, depending on their availability. The department also hosts 2 students from the Lakes Region Community College who live at the fire station while going to school. They also function as FF/EMTs when they are not in school, benefiting the Town and the students.

Apparatus consists of 3 Engines, a Tanker, a Heavy Rescue, 2 Ambulances, 2 Forestry units, a Pick-Up/Plow/Utility truck, and an all-terrain Argo. The initial response to a possible building fire would be the duty shift (3) on one engine, followed by off-duty and call personnel with additional apparatus. A non-life-threatening medical incident

would receive an ambulance with 2 FF/EMTs. A potentially life threatening medical incident would receive the same ambulance plus an engine with the 3rd on-duty FF/EMT. A motor vehicle collision receives the same ambulance with the 3rd FF/EMT responding with the Rescue vehicle. Any of the above responses may necessitate an additional response of personnel and apparatus, depending upon the seriousness, up to, and including mutual aid.



EMERGENCY MEDICAL SERVICES

As mentioned above, the department operates 2 Ambulances, equipped at the Advanced Life Support (ALS) level. All other department apparatus carries medical equipment to varying extents.

Personnel function at 3 EMT levels within our department: EMT-Basic, EMT-Intermediate, and EMT-Paramedic. An EMT-B completes approximately 200 hours of training for his/her certification; an EMT-I completes 280 – 320 hrs of training; and a Paramedic completes a 1,500 hour course of study. In the near future, you may hear some of our medical technicians referred to simply as EMT, instead of EMT-B, or EMT-Advanced, instead of EMT-I. This reflects a change in certification levels dictated by the National Registry of EMTs and the State of NH Bureau of EMS. Eight of our EMT-Is are currently enrolled in an EMT-Advanced transition course. This course requires at least 40 hours of classroom study followed by successful completion of a National Registry written exam.

The following charts contain data entered by our providers into the State of NH EMS reporting system, TEMSIS. This does not reflect all EMS incidents, only those requiring a report to be generated. The first chart indicates the time of EMS incidents in 3-hour blocks. Noteworthy is that 38% of our EMS incidents occur between 9am and 3pm. A further look shows that 90% of our EMS activity occurs between 6am and midnight. This chart also indicates activity by day – revealing our busiest EMS days to be Friday, Saturday, and Sunday; weekends. This is no surprise based on our community’s ability to draw a large number of visitors and vacationers to local attractions.



Times of Call Report
From 01/01/12 To 12/31/12
Report Printed On: 01/09/2013

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0001 - 0300	5	2	5	8	6	3	10	39	4.79%
0301 - 0600	7	5	3	6	6	4	7	38	4.67%
0601 - 0900	14	12	11	7	16	12	12	84	10.32%
0901 - 1200	26	19	22	21	22	25	25	160	19.66%
1201 - 1500	26	22	25	8	14	30	22	147	18.06%
1501 - 1800	17	18	19	15	22	18	19	128	15.72%
1801 - 2100	20	9	14	11	13	29	26	122	14.99%
2101 - 0000	12	17	12	10	15	9	20	95	11.67%
Unknown	0	0	0	0	0	0	0	1	0.12%
Total	127	104	111	86	114	130	141	814	100%

The 5 most common problems EMS providers identified in 2012 were:

- Traumatic Injury 20%
- No apparent problem 9%
- Pain 9%
- Weakness 7%
- Chest Pain 5%

Another interesting chart is included below, which indicates the average age of the patients we care for – 53 years. Sixty two percent of our patients are 45 years or older. Eighty three percent are 20 years or older.



**Average Patient Age Report (based on Date of Birth)
From 01/01/12 To 12/31/12**

Age	# of Runs	% of Runs
Less Than 1	5	0.61%
1 - 4	4	0.49%
5 - 9	12	1.47%
10 - 14	40	4.91%
15 - 19	69	8.48%
20 - 24	52	6.39%
25 - 34	48	5.90%
35 - 44	73	8.97%
45 - 54	83	10.20%
55 - 64	102	12.53%
65 - 74	91	11.18%
75 - 84	123	15.11%
85+	104	12.78%
Unknown	8	0.98%
Total	814	100%

Average Patient Age: 53

During 2012, the department purchased an electric power cot. This cot is essentially the same as our previous cot(s), but has an electric motor that lowers and lifts the wheels of the cot. When the cot is loaded with a patient, it eliminates the need for EMTs to have to lift the patient to move them or to load them into the ambulance. The power cot also eliminates the need to have a 2nd person control the lowering of the wheels when unloading the cot from the ambulance. The biggest benefit is certainly the reduction of lifting a loaded cot from the ground level. This will certainly reduce strains and sprains; especially of the back, shoulders, and arms of our providers; while making it safer for the patient.

Another improvement was the upgrade of our defibrillators to be able to electronically send a digital image of an electrocardiogram (ECG) directly to the

hospital. This is still done by cell phone, but it now employs blue tooth technology to send a clear and crisp “strip” that can be read by an Emergency Department physician. This is critically important in patients having a specific type of heart attack – a STEMI. In these cases, the ambulance may be sent directly to a “Catheterization (Cath) Lab”, such as Concord Hospital or Catholic Medical Center. Time is critical in these events. A clean “strip” assists in making this process successful.

All EMS providers complete continuing education requirements as outlined by the National Registry and State of NH. Many of these hours can be acquired through regular department training, however, refresher courses are required every 2 years for all levels of provider – truly, life-long learning.

Forty percent of ambulance revenues are deposited into a Special Account for the purpose of providing ambulance service to the community. The other 60% are deposited into the General Fund of the Town. These Special Account funds are used to buy equipment, disposables, and other supplies, such as oxygen, drugs, and associated hardware, directly related to providing ambulance service to the town. There has been some discussion, recently, of attempting to buy an ambulance with funds from that budget line. This does not seem possible at the current funding rate. Therefore, a Warrant Article has been submitted to increase the amount of ambulance billing revenues deposited into the account to the 60% level. We do expect to seek replacement of our Ambulance 2, a 2001 International/AEV, in 2014. Our billing agent collects approximately \$200,000 per year in billing fees. On average, the department expends \$30,000 per year. It is estimated that a new, equipped, medium-duty ambulance will cost \$200,000.

Gilford Fire-Rescue ended 2012 on a high note! On December 9th, a Sunday morning, at 0830 hrs, we were dispatched to the area of 49 Hazelnut Lane for a medical emergency. Upon arrival, personnel found a male patient laying on the side of the road in cardiac arrest. They immediately began resuscitation efforts including defibrillation and drug therapy and were able to restore a viable heart rhythm. After a brief stop at LRGH, our personnel transferred the patient to Catholic Medical Center where he received additional cardiac care. Just prior to Christmas, the “patient” walked into the fire station and thanked all of us for the fine job we did!! Yes, very rewarding, indeed – and at the perfect time of year! Congratulations to all of those responders involved!



TRAINING

The recent promotions and hiring of new personnel has resulted in a large increase in the number of hours our personnel have spent training. In 2012 the members of the department participated in over 4,750 hours of training in order to function safely and efficiently while carrying out their fire and EMS duties – to be operationally ready.

These hours included a variety of certifications and topics that were taught at the local, state and national levels. Our five probationary firefighters are very busy with regular training on shift that includes roads familiarization, policy and procedure review, fire and EMS skills review and safe and efficient operation of the department's vehicles and equipment. Our officers continue to hone their fire and EMS tactical skills. The officers also regularly participate in a variety of management and leadership courses, including command and control of incidents, personnel management, and strategy and tactics. Three officers have taken advanced Incident Command Classes and Chief Carrier has obtained his Fire Inspector I & II certifications.

Our current Call FF/EMTs have also been very busy training this year. We have had three members complete the 220 hour Firefighter I certification program. One of those members continued on to complete an additional 220 hours of training, acquiring both his Firefighter II and EMT certifications. Call company members continued to attend regular fire, EMS, and rescue training sessions. The department's regular weekly training is held on Wednesday nights. From time-to-time, other training sessions may be held on weekend days, or other evenings.

This year the department was able to take advantage of numerous opportunities to participate in training sessions for no cost or low cost to the Town. The Town was eligible for a payroll reimbursement totaling \$2,247.02 through a Homeland Security grant administered through the State of NH and the NH Fire Academy. Four members attended Technical Rescue classes. Additionally, two members participated in a free, week-long Inland Search Management class, hosted by the NH Fish & Game and taught by members of the US Air Force. Furthermore, one member attended a week long class at the National Fire Academy and 11 of the department's EMTs have participated in EMT recertification classes. These EMS classes were delivered at no charge as offered by LRGHealthcare or were instructed by a member of our staff. Also, both Jason Godin and Nate Hanson are enrolled in Paramedic courses.

Our Training Facility, located on Kimball Road on the Recycling Center property, offers a great opportunity for a variety of training evolutions, including live fire training. We continue to look for ways to improve the site and the facility to maximize the training benefit that it provides.

ADMINISTRATION

The Board of Engineers is a 3-member board that is elected and oversees the operation of the fire department. The current board consists of Chairman William Akerley, Phillip Brouillard, and Donald Spear. The Engineers meet with the Administration at least monthly; usually on the 3rd Tuesday of each month, at the fire station, at 8:15am. These are public meetings and the public is welcome to attend.

Chief Carrier, Deputy Chief Andrews, and Administrative Assistant Fabian are the department's administrative employees. The Chief and the Deputy Chief are salaried employees who generally work Monday through Friday between the hours of 8am and 5pm. Administrative Assistant Fabian works a 32 hour work week, which results in Monday and Friday hours of 8am to 4pm, and Tuesday, Wednesday, and Thursday hours of 8am to 2pm.

Chief Carrier, while overseeing all aspects of the department has more specific responsibilities in the areas of Administration, Budget, Personnel, and Fire Prevention. Deputy Chief Andrews is responsible for Training, EMS, and Vehicle Maintenance. He also oversees any other staff responsibility that other officers and firefighters may have, such as: Self Contained Breathing Apparatus, Protective Clothing, Water Supply, Fire Equipment, Small Engines, Uniforms, Radios, Forestry, etc. Administrative Assistant Fabian provides general administrative support to all facets of the department and serves as the department's receptionist.

Chief Carrier and Deputy Chief Andrews serve as Emergency Management Director (EMD) and Deputy EMD, respectively. The Chief serves as Forest Fire Warden, while the rest of the full time staff are either Deputy Forest Fire Wardens or Fire Permit issuing agents. With the loss of the Fire Inspector's position at the end of 2011, the Chief and Deputy Chief have assumed the bulk of inspection duties. Duty shift personnel also conduct inspections, as necessary.

Both the Chief and the Deputy Chief are active in a number of local, State, and National boards and committees. They maintain their fire and EMS certifications and training and regularly respond to emergencies, filling firefighting and EMS roles when necessary. Their first priority at emergencies is to provide command and control of the incident.

BUDGET

The department budgeted \$1.75 million for operating costs in 2012. This was a decrease from \$1.81 million in 2011. The proposed budget for 2013 shows an additional reduction to \$1.67 million. This represents a 7.7% reduction over the past 3 years. The major reason for this reduction is the loss of several long-serving employees to retirement, and their replacements being hired at entry-level pay rates. There has also been very little budgeted for capital expenses in the past 2 years.

The current fire-rescue budget allocates 86.4% of the total budget for personnel costs; wages and benefits. As mentioned, GFR employs 14 full time employees, 1 part time employee, and 26 paid-on-call FF/EMTs. Only 13.6%, or \$198,429, is left to operate the department; maintain the station and apparatus; pay for utilities and fuel; and to buy, service, and maintain fire and EMS equipment.

The department also oversees and expends funds from 3 other budget lines: Emergency Management - \$3,545 budget; Forestry - \$5,075 budget; and Fire Protection (Pressurized Fire Hydrants on the Laconia Water Works system) - \$45,000.

Any Special Details which GFR personnel are hired to provide services for, are billed, under contract with the requesting agency, and paid for from special revenue account for that particular purpose. Ambulance revenues are deposited into a similar account at a rate of 40% of the total collected. Those revenues are expended for the purpose of providing ambulance service to the Town; specifically, to purchase the equipment necessary to provide EMS services to the community. The remaining 60% of ambulance revenue is applied to the Town operating budget.

The department anticipates the need to purchase a new ambulance in 2014 to replace our oldest, 2001 model. Our 1979 fire-rescue boat is in need of being upgraded. The department will continue to explore grant opportunities to accomplish improvements and/or replacement of the fire boat. The fire-rescue utility vehicle (pick up/plow truck) is scheduled to be replaced in 2015.

We will continue to work to improve our level of efficiency while providing the very best level of service we can with the resources we have been provided.

PERSONNEL

The year of 2012, once again, brought with it a number of personnel changes for the GFR.

The 2012 budget was reduced from the previous year, resulting in the elimination of the Fire Inspector's position and a reduction of hours and reclassification of the Administrative Assistant's position. Jan Fabian was hired to fill the AA's position.

Lieutenant Richard Andrews was promoted to Deputy Chief in early 2012. Lieutenant Frank Latosek and his wife, Call FF/EMT-I Lynn Latosek retired from the department after both serving the community for over 25 years, each! FF/EMT-P Chuck Campbell resigned and returned to the Laconia Fire Department.

FFs Jeff Madon and Dominic DeCarli were promoted to Lieutenant to fill the vacancies created by Deputy Chief Andrews promotion and Lt Latosek's retirement. Congratulations to both!

FF/EMT-I Nate Lemay, FF/EMT-I Dion DeCarli, and FF/EMT-B Jason Godin were hired to fill the vacancies. Nate is a resident of Gilford and had previously been employed by both the Gilmanton and Laconia Fire Departments. Prior to that, he was a member of GFR as a call firefighter. Dion was also a call firefighter in Gilford many years ago. Most recently, he was employed by the Epsom Fire Department. And, yes, his brother is one of our Lieutenants – Dom. Jason began his career as a call firefighter in Ashburnham, MA and was most recently working for a private ambulance service. He is currently finishing his Paramedic program and is scheduled to test in February. We look forward to him becoming a fully certified Paramedic. We are pleased with their progress and the service they are providing.

Call FF/EMT-P Brett Scholbe, Call FF/EMT-B Chris Scholbe, Student/Call FF Josh Wise, Call FF/EMT-B Tom Hanks, and Call/FF/EMT-I Dan Doucette all left the department for a variety of personal and professional reasons. Tom is now a full time firefighter in South Carolina and Dan is a full time firefighter in Laconia.

The department hired 2 new Call firefighters: FF/EMT-B Chris Harris and FF Adam Cote. Both are residents of Gilford and both have prior emergency service experience.

We would like to thank all of our former department members for their dedicated service to our community and wish them well in their endeavors. We welcome all of our new employees and look forward to serving with them.

**Note: a complete roster of GFR personnel is included at the end of this document.*

FIRE PREVENTION

With the loss of the Fire Inspector's position, Chief Carrier and Deputy Chief Andrews have assumed most of the fire inspection, plans review, and code enforcement duties. Other members of the full time staff conduct inspections, as necessary. Collectively, the department conducted 581 inspections in 2012.

Many of those inspections were heating units; central and supplemental devices. All oil, gas, and solid fuel fired appliances must be inspected. Inspections focus on the device and the fuel delivery system, but also take into account general fire safety of the occupants and the building the appliance is being installed in. A number of other inspections were completed in commercial occupancies including Assembly occupancies and general business occupancies. Plans review typically pertains to new construction and/or renovations of existing buildings and is usually followed-up with site visits and inspections as construction progresses.

Working closely with the Planning and Land Use Department, especially with the Building Inspector, Dave Andrade, the department always tries to be represented at Site Study Review meetings. Participation in these meetings allows for review and input during the earliest phases of a particular project. This is not only positive because it identifies projects that may be beginning soon, but it usually makes the construction and code compliance process much smoother.

Retired Lieutenant Frank Latosek was well-known for his Elementary School Fire Prevention program. There is no doubt that he had a great deal of success in delivering fire and general safety messages to the public-at-large through the youngsters in our community. FF/EMT-I Dion DeCarli came to us with experience and interest in this field. It is our hope that he can pick up where Frank left off and that we can all experience the same program successes that we have in the past.

Each fall, the department takes part in Senior Safety Day, a program established by LRGHealthcare in order to get firefighters and EMTs into senior's homes to check their smoke detectors and further, to identify and/or correct any other safety areas. Although the program has been successful in Gilford, we feel it is under-utilized. Anyone interested in this FREE service can call the fire station or LRGH.

Also, and on the same day, the department conducted an Open House which was sponsored by Papa Gino's. There were activities for the younger visitors, handouts, tours, pizza(!), and even a mock-up of a house that children could use the stream of a real fire hose to "put out the fire" in the windows. We plan on making our Open House an annual event.

VEHICLE MAINTENANCE

The greatest vehicle maintenance challenge for the department in 2012 was: How best to replace the loss of Engine 4 from our fleet of apparatus? In March, voters turned down a proposal to replace Engine 4, a 26 year old Ranger pumper, with a new fire engine. Then, in April, Engine 4 went out of service after being evaluated for pump repairs that were necessitated due to the fact that the truck had to remain in service and functional. At that point it was determined that the pump housing and multiple other pump parts were in need of being replaced. Further mechanical deficiencies were noted and the vehicle was taken out of service. Being a critical part of our fleet, alternatives were explored. With this new information, the Court was petitioned for a Special Town Meeting to, once again, put the question of replacing the engine with a new vehicle to the voters. Unfortunately, the subsequent vote failed, again. At that point, the truck was delivered to DPW where it has been, and remains. DPW mechanics have made repairs to the vehicle which include brakes, springs, cab mounts, fabrication of additional cab framework, replacement of the air system, replacement of the electrical system, new radiator, and new heater/defroster. New tires and a new light bar will also be installed on the engine. Once DPW has finished their mechanical repairs, the truck will be towed to Tamworth where Lakes Region Fire Apparatus' Emergency Vehicle Technicians will rebuild the pump, completely, with new parts. The pump will then be service tested. Upon successful service testing, the engine will return to Gilford, equipment will be re-installed; then, it will be put back into full service. We are hopeful that this will take place before the end of February, 2013.

In the end, it will have been almost 1 year that we did not have the use of Engine 4. This has been an extremely difficult time for the department to navigate through. Engine 4 is designed and equipped to run as an attack engine. Although it is not the first engine to respond to fire incidents, it is a vital piece of our apparatus fleet. So vital, that we even added an extra engine to our mutual aid response tables. Engine 2 is our first due attack piece. If, and when, Engine 2 is out of service for any reason; or, when Engine 2 is on another call, Engine 4 typically fills the role of the first due attack piece. Without Engine 4, and without another attack piece (Engine 1 is a water supply pumper and Tanker 1 is a 2500 gallon water hauler) we were forced to borrow an attack engine during times that Engine 2 was being maintained. This borrowing happened 10 times. Both the Laconia FD and the Tilton-Northfield Fire & EMS were extremely gracious in allowing us to borrow and operate a piece of their apparatus. This arrangement was not always available to us, either. Five times, their engines were unavailable to us, causing us to delay planned maintenance on our Engine 2. Furthermore, at least 6 times, we requested a mutual aid cover truck when we were fulfilling our mutual aid agreements by responding to major incidents in other communities.

The cost of these repairs will be considerable. When the engine is put back into service, a full accounting of all costs will be forwarded to the Selectmen for their review. The Fire Department Administration hopes that this investment will be returned to the Town in additional years of Engine 4's functional serviceability.

The department has been exploring a number of ways to better collect and utilize vehicle maintenance data. Our existing incident reporting software has a vehicle maintenance data component. We have worked diligently to assure that proper data is being inputted by shift personnel and that the same data is useable for reference and decision-making in the future. This process begins when a vehicle is serviced. Much of our maintenance is conducted by DPW mechanics. We have improved our lines of communication with DPW and now receive a work order back, indicating all of the work completed, including labor time, when the vehicle is returned to the fire station. The corresponding data is immediately loaded into our computer system. This is a much more efficient process than we had been familiar with in the recent past. This allows us to recall vehicle history almost immediately.

We have also begun to track vehicle expenses by vehicle. In the past, costs for maintenance, fuels, and equipment were all attributed to general budget lines. Sub-accounts have been created for each vehicle and expenses are recorded by each vehicle. This allows for ease when analyzing and paints a true historical picture of costs.



GILFORD FIRE-RESCUE ROSTER

Chief Stephen Carrier, EMT-I
Deputy Chief Richard Andrews, EMT-P

Captain Michael Balcom, EMT-P
Lieutenant Nick Mercuri, EMT-P
Lieutenant Jeff Madon, EMT-I
Lieutenant Dom DeCarli, EMT-I
Firefighter Tom Aselton, EMT-B
Firefighter Scott Mooney, EMT-I
Firefighter Nick Proulx, EMT-I
Firefighter Nate Hanson, EMT-I
Firefighter Brian Clarenbach, EMT-I
Firefighter Nate Lemay, EMT-I
Firefighter Dion DeCarli, EMT-I
Firefighter Jason Godin, EMT-B

Firefighter Robert Adams
Firefighter Nick Adel, EMT-B
Firefighter Brian Akerley, EMT-I
Firefighter Christine Archibald, EMT-B
Firefighter Martin Barrett, EMT-B
Firefighter William Beaupre, EMT-I
EMT Susan Brown, EMT-B
Firefighter Adam Cote
Firefighter Lynn Daigle
Firefighter Scott Davis, EMT-I
EMT Sharon Davis, EMT-B
Firefighter Jason DeCoff
Firefighter Kyle Griffin, EMT-I
EMT Sharon Hannafin
Firefighter Chris Harris, EMT-B
Firefighter Kim Hiffler
Firefighter David Low, EMT-I
Firefighter John Mallinson, EMT-P
Firefighter Patrick McGonagle, EMT-I
EMT Rae Mello-Andrews, EMT-P
Firefighter Brian Patterson, EMT-B
Firefighter David Poole
Firefighter Richard Raper, EMT-B
Firefighter James Sanborn
Firefighter Gary Wilson

Administrative Assistant Jan Fabian