



2018

Gilford Fire-Rescue Annual Report



Chief Stephen Carrier

Gilford Fire-Rescue

1/18/2019

INTRODUCTION

The information contained within this report represents the activities of the Gilford Fire-Rescue during calendar year 2018.

It was a busy year on many fronts; especially emergency responses to incidents. We responded to 1650 emergency incidents in 2018; virtually the same number as in 2017. This represents a decrease of 15 incidents or less than 1 percent. We continue to spend thousands of hours training. We conduct hundreds of inspections. We experienced personnel changes and we have maintained our apparatus, our station, and our equipment. We have presented a responsible and reasonable budget and have worked hard to stay within that budget. We have generated significant revenue from permit application fees and ambulance transport billing. We have a new fire boat being built. We have upgraded our portable radios and a thermal imaging camera. We have purchased electric vehicle extrication tools. We provided special detail emergency medical services (EMS) and/or fire coverage for events that drew over 187,000 people to our community. Additionally, we participated in a number of other community events taking place throughout the Town.

The department maintains a roster of 38 personnel. Sixteen are full time employees; 22 are call firefighters and/or emergency medical technicians (EMTs); and, the department also has one civilian employee: our part time Administrative Assistant. The Board of Fire Engineers is comprised of 3 elected members and oversees all aspects of the department. New call firefighters hired during the year are: William Drew, Dustin Drew, Kimberly Edwards, and David Engleson. We also hired a new full-time firefighter, Brandon Zogopoulos, to replace Kevin Patterson who left for a firefighting job in Salem.

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, Water Supply, 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.

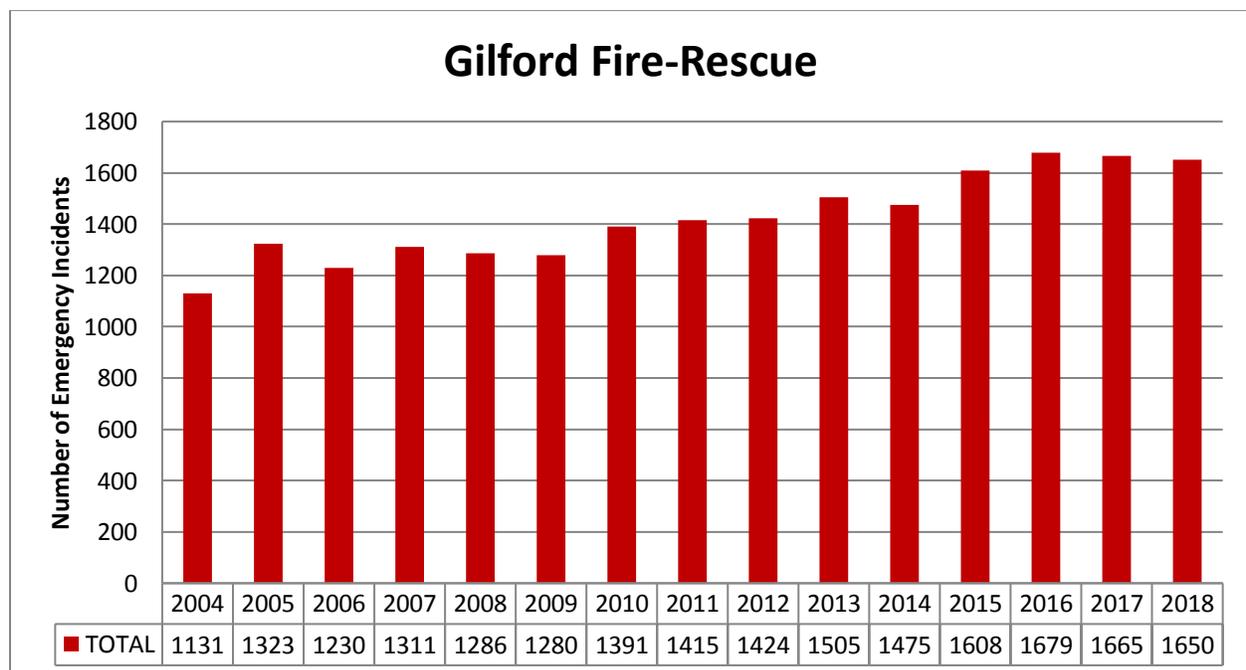
MISSION STATEMENT:

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 department responded to 1,650 incidents in 2018. This represents a <1% decrease in call volume from 2017. The following table represents a breakdown of all emergency incidents responded to by the department in 2018; it includes mutual aid:

FIRES		HAZARDS	
Structure	36	Wires	60
Chimney	4	Haz Mat	37
Brush	63	CO	13
Vehicle	4	Misc.	5
Fire Alarms	218	SUB TOTAL	115
Other	99		
SUB TOTAL	424		
MEDICAL		SERVICE	
Medical Aid	810	Water	12
MVA	62	Misc	40
Rescue	21	SUB TOTAL	52
Other	165		
SUB TOTAL	1058	2015 Total	1650



With a <1% decrease in emergency incident activity in 2018, total incident responses have increased 11% over the last 5 years. In fact, emergency incidents have increased by 47% since 2004, with only a 12.5% increase in staffing (last year). We reached all-time monthly records for number of incidents in January (159) and August

(208) (busiest month, ever). The least number of incidents for a month was in May (88). This was very unusual for May. We still don't understand why we responded to 32 fewer calls in May of '18 than the average of May responses over the last 9 years. Notable incident type statistics for the year include: the most building fires – November (7); the most brush fires – July (12); most fire alarms – August - (47); most overall fire calls – August (71); the least fire calls – May (21); the most medical calls – January (90); the least medical calls – October (48); the most motor vehicle accidents – July - (11); the most, overall medical incidents (medical, MVA, Rescue, other) – August (118); the least overall medical incidents – April (61).

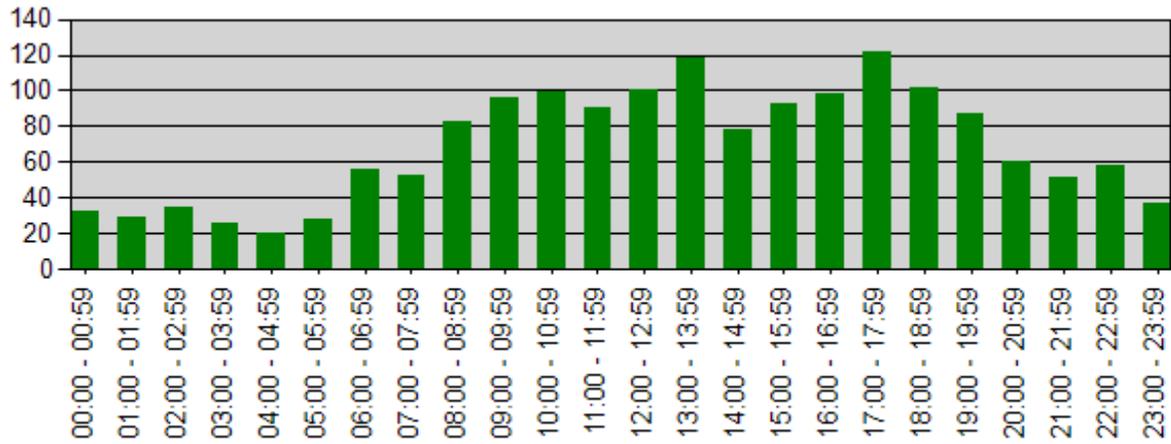
Comparing annual incident types since 2004, the following is of note: 2018 saw record high numbers for Other Medical calls (lift assists, etc. – 165); Wires calls (60); and Overall Hazards calls (115). We were above our 14 year averages in the following categories: Structure Fires, Brush Fires, Fire Alarm Activations, Overall Fire Incidents, Medical Incidents, Rescues, Other Medical Incidents, Overall Medical Incidents, Wires incidents, Haz Mat incidents, Carbon Monoxide incidents, Miscellaneous Hazards, Overall Hazards, Water problems, Miscellaneous Service calls, and Overall Service calls. We were below our annual averages in the following categories: Chimney Fires, Vehicle Fires, and Motor Vehicle Accidents.

Some of the more notable and serious incidents of 2018 include: January 6 – Building Fire in the Laundry Room at Misty Harbor Resort; April 20 – Building fire on Liscomb Circle; May 3 – Garage Fire on Watson Road; August 28 – Fatal Motor Vehicle Accident on Lakeshore Road near Lake Shore Park; September 7 – Search and Assist 5 hikers off Gunstock, carried 1; and, October 14 – Search and Assisted 3 hikers out of the woods on Wood Road. Of course, this does not include many, many serious medical incidents including cardiac arrests, overdoses, strokes, and other injuries or illnesses.

The charts on the next 2 pages show the department's incident responses by hour of the day and by day of week. It is interesting to note that we see peak incident volumes between 1 pm and 2 pm; and, then again between 5 pm and 6 pm. The next two busiest hours were on either side of the previously mentioned hours: 12 pm to 1 pm and 6 pm to 7 pm. The least active time for the department is between 3 am and 6 am, followed by 11 pm to 3 am. We are busiest on Saturdays, Fridays, and Sundays. It is no surprise that we are busiest on the weekends when the most people are in our community. For the most part, though, calls are distributed consistently between the days of the week.

2018 Incidents by Hour for Date Range

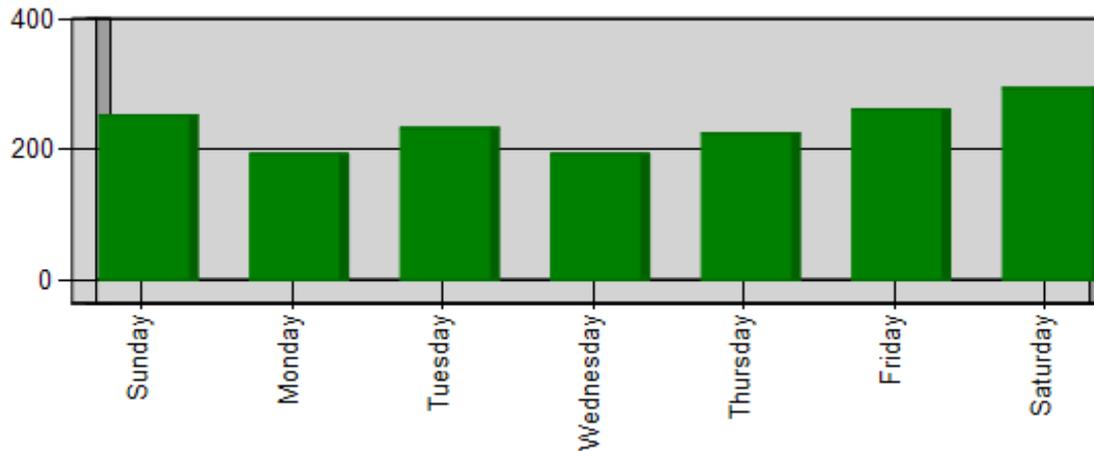
Start Date: 01/01/2018 | End Date: 12/31/2018



HOURL	# of CALLS
00:00 - 00:59	32
01:00 - 01:59	29
02:00 - 02:59	34
03:00 - 03:59	25
04:00 - 04:59	20
05:00 - 05:59	28
06:00 - 06:59	56
07:00 - 07:59	52
08:00 - 08:59	83
09:00 - 09:59	96
10:00 - 10:59	99
11:00 - 11:59	91
12:00 - 12:59	101
13:00 - 13:59	118
14:00 - 14:59	78
15:00 - 15:59	93
16:00 - 16:59	98
17:00 - 17:59	122
18:00 - 18:59	102
19:00 - 19:59	87
20:00 - 20:59	60
21:00 - 21:59	51
22:00 - 22:59	58
23:00 - 23:59	37

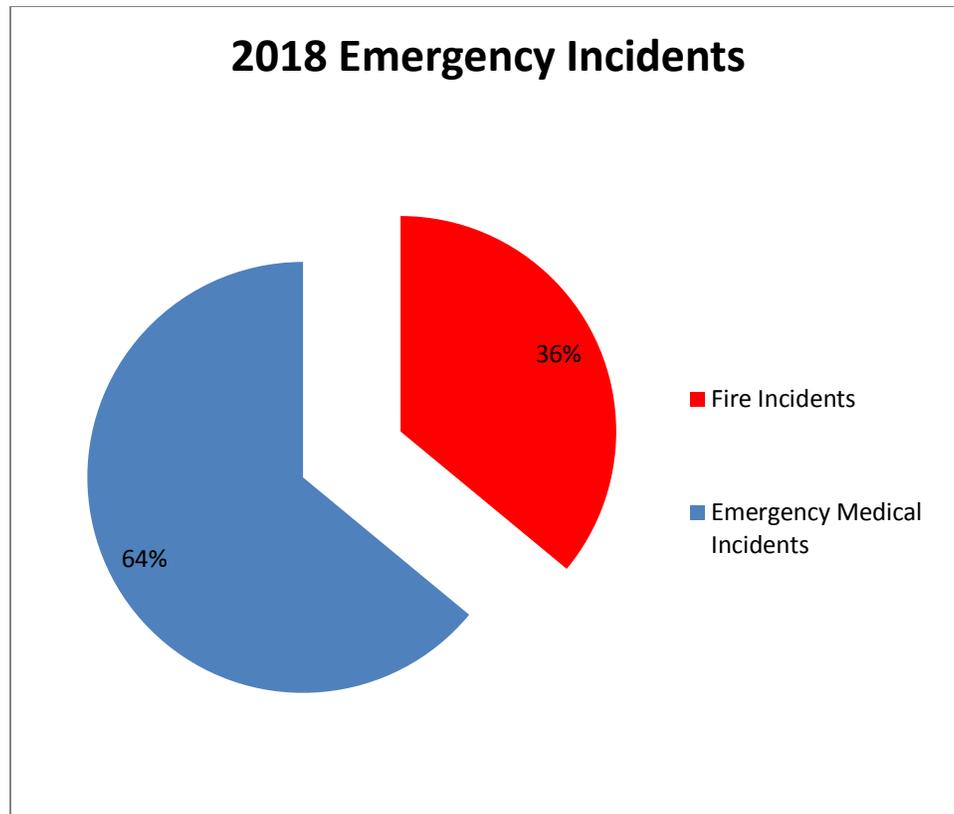
2018 Incidents by Day of the Week for Date Range

Start Date: 01/01/2018 | End Date: 12/31/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	252
Monday	193
Tuesday	233
Wednesday	193
Thursday	224
Friday	261
Saturday	294
TOTAL	1650

Quite often we receive questions as to how much and which types of emergency work we do? The chart below indicates the percentage of total incidents broken down between fire and EMS incidents. It is often thought that an even higher percentage (higher than 64%) of our work is EMS. Historically, the percentage of EMS calls we respond to has been in the mid to upper 60's. This year, the percentage of EMS calls was 64%. Thirty six percent of our incidents in 2018 were "fire" incidents. Though, not all were necessarily newsworthy; they none-the-less required a fire response and associated action.



Another piece of incident data that we track is the number of “back to back” or “overlapping” incidents which occur. These are incidents that occur while we are simultaneously. Twenty seven percent of our incidents happened at the same time another incident was taking place – 441 incidents occurred simultaneously in 2018. 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. Many times, subsequent incidents result in longer response times and may result in dependence on mutual aid resources to handle the incident.

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 incidents in 2018:

TOWN	GIVEN
Alton	29
Barnstead	4
Belmont	7
Laconia	105
Meredith	9
Sanbornton	2
Gilmanton	1
New Hampton	1
Bristol	1
TOTAL	162
Mutual Aid Received	103

Mutual Aid incidents, given and received, were close in number to average mutual aid numbers from previous years. Most departments in the area are experiencing increases in call volume. As you can see, we provide mutual aid to our closest neighbors most often.

We are constantly challenged by the diversity of our community; the lake, the islands, the mountains, the thousands of seasonal residents and visitors, an aging population, the ski area, our transportation network, the airport, special events, and our commercial base. We work, plan, and train hard to be ready for whatever the next challenge may be.

Many of our residents would probably be surprised to know that Gilford is home to 5,111 housing units (2010 US Census, demographic profile). Three thousand, seven hundred and thirty one of those are single family homes. There are 637 multi-unit buildings and 520 mobile homes. During the most recent census, 3,007 homes were occupied and 2,104 were “vacant”, which would take into account seasonal occupancies. Twenty six and a half percent of Gilford’s homes were built in the 80’s. Many of these are condos. Fifty eight percent of all homes are valued between \$200K and \$500K. Some would now be considered “mini-mansions”. Why is this important to understand? What does it all mean? We remain a small community that is heavily impacted by seasonal activities. We are a vacation destination. Our population will fluctuate dramatically during peak vacation times. We have 240 homes on 19 islands. We have more housing units than the following communities: Berlin (5040), Exeter (4552), Franklin (3816), Hudson (3019), Londonderry (4087), Milford (4089), and Somersworth (4970). And we continue to grow. We have many “big town” amenities, such as an airport, Gunstock recreation area, Bank of NH Pavilion, Lowe’s, six marinas, a Super WalMart, a Professional Park, thirteen restaurants, a medical outpatient

complex, two supermarkets, three gas stations, and a theater. All of this puts more demand on our department and our personnel. We are a small town fire department facing big town/small city challenges.

Chief Carrier and Deputy Chief Ober 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, LRMFA Standardization Committee, and LRFMA Strategic Planning Committee.



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. A fourth, full time firefighter works during the daytime hours (7a-7p) to supplement staffing during our highest activity time periods. We will minimum man at 3 in the event someone is off on leave time. The Administrative staff works Monday through Friday. Call FF/EMTs respond when there is an incident, depending on their availability. The department hosts 2 students from the Lakes Region Community College, as unpaid student interns, who live at the fire station while going to school. They function as call FF/EMTs benefiting both the Town and the students.



Gilford companies operate at a building fire on Liscomb Circle in April.

Apparatus consists of 3 Engines, a Tanker, a Heavy Rescue, 2 Ambulances, 2 Forestry units, 2 boats, a Pickup/Plow/Utility truck, and a Polaris Ranger 6-wheeler w/ tracks.

- The initial response during the day, or when fully staffed at 4 to a possible building fire is 3 on the first engine, and 1 on either the Tanker or Engine 1.
- The initial response at night, or when minimally staffed, 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 (and 4th, when fully staffed) on-duty FF/EMT.
- A motor vehicle collision receives the same ambulance with the 3rd (and 4th, when fully staffed) 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. Chief Carrier and/or Deputy Chief Ober respond to major emergencies and function in command roles using their command vehicles that are fully equipped with the necessary radio equipment and command boards. They also fill the roles of first responders during times the duty shift is attending to other incidents.

Two additional firefighters were hired in 2017 and have greatly improved our operational flexibility and the level of service we are able to provide. We hope to be able to add 2 more firefighters within the next 2 years to be able to consistently staff each shift at 4; 24 hours per day.

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 various EMT levels within our department: EMT-Basic, EMT-Intermediate, Advanced EMT, and EMT-Paramedic. An EMT-B completes approximately 200 hours of training for his/her certification; an EMT-I and/or AEMT completes 280 – 320 hrs of training; and a Paramedic completes a 1,500 hour course of study. We are currently transitioning our EMTs to meet National Standards. Soon, you may hear some of our medical technicians referred to simply as EMT, instead of EMT-B; or EMT-Advanced (AEMT), 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.

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.

We continue to work with our Medical Director, Dr Josh Morrison and LRGHealthcare to be able to provide a high level of care to all our patients. We have been positively dealing with some of the recent changes at LRGH. While we expect an increase in the number of ambulance transports to Concord Hospital, LRGH will still be our resource hospital.

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. In 2018, we collected approximately \$300,000 in ambulance revenue. In 2015, the Special Account funds were used to purchase a new ambulance.



Personnel carrying a patient off of Gunstock to an awaiting ambulance on Carriage Road.

TRAINING

Training continues to be a priority for the men and women of Gilford Fire-Rescue. In 2018 the members of the department participated in over 1,500 hours of training in an effort to be ready for any emergency they may encounter.

The hours include a variety of certifications and topics that were taught at the local, state and national levels. Our firefighters continuously review our equipment and its operation. They are constantly trained by their officer from the most basic skills to highly technical skills. 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.

Call Company members continued to attend regular fire, EMS, and rescue training sessions. From time-to-time, training sessions may be held on weekend days, or other evenings. Some of these classes were delivered at no charge as offered by LRGHealthcare or were instructed by members of our staff. Firefighter Greg Trombi is

nearing the completion of his Paramedic program at the New England EMS Institute and Elliot Hospital.

Our Training Facility, located on Recycle Way on the Recycling Center property, burned in the fall of 2016. Thankfully, we received insurance funding to rebuild the property. Thanks to Captain Rick Andrews and others, the Training Facility has been re-built and is close to resuming full operation. A number of improvements have been made to make the building a better facility and to minimize the risk of future catastrophic loss. We look forward to training at the facility in the spring of 2019!

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, Donald Spear, and Jack Lyman. 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 Ober, and Administrative Assistant Charlene Boulanger 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 Boulanger 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, Training, and Operations. Deputy Chief Ober is responsible for Fire Prevention, EMS, IT, and Vehicle Maintenance. He also delegates and 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 Boulanger provides general administrative support to all facets of the department and serves as the department's receptionist.

Chief Carrier and Deputy Chief Ober 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. Deputy Chief Ober spends the majority of his time conducting inspections, consulting with owners/occupants, and conducting plans review. 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.

Through the State of NH, we continue to offer Burning Permits on-line. There is a cost of \$3/permit that pays for the development and maintenance of the on-line permit process, should you choose to use the system. The Town does not receive any of the permit monies. You will still be able to come to the fire station for your permit, and, there is still NO COST for a hand-written permit. We believe the on-line system may be very beneficial to seasonal residents and others who wish to have the convenience of obtaining a permit when and where they would like. We are still experimenting with the system in an effort to determine how to utilize most effectively it. And, check out our Facebook page!

BUDGET

The department budgeted \$2 million for operating costs in 2018. This was a \$252,000 increase over the 2017 budget. The proposed budget for 2019 shows a 3.31% decrease to \$1.99 million. Most areas of the budget are virtually level-funded. New capital items being requested are a new Forestry Vehicle; Repair and Refinishing of the Apparatus Floor; and Phase III of the Alvah Wilson Pond rehab.

The department also oversees and expends funds from 3 other, much smaller budget lines: Emergency Management; Forestry; and Fire Protection (Pressurized Fire Hydrants on the Laconia Water Works system and LRMFA Assessment).

Any Special Details which GFR personnel are hired to provide services for are billed and paid under contract with the requesting agency, 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 (\$180,000/year, avg.).

We are extremely grateful that the Town has authorized us to purchase a new Fire-Rescue boat. We have been working with Eastern Boats out of Milton to design and build a boat that will not only meet our immediate needs, but also, our long-term needs. Eastern most recently has built Moultonborough's boat and has also worked with Tufonboro, Wolfeboro, and Alton. What will be delivered is a 29' boat with a fully enclosed cabin. The boat will be powered by 2 - 250 hp outboard motors. It will have an independently powered 1500 gpm fire pump with pre-piped waterways to the bow and stern. There will be room to carry and treat a patient inside the cabin. It will have a "dive door" built into the starboard side of the boat. It will also be outfitted with lights, emergency lighting, and navigational electronics. This new boat will improve our emergency marine response capabilities, tremendously. Major improvements include: a

boat with a deep V hull that will perform much better on a rough lake (when we are out there the most); a pump that has 3 times the pumping capacity of our current pump; the ability to take a victim in the water onto the boat at water level, rather than lifting them over the side; a fully enclosed cabin with climate control and improved patient carrying and treating space; pre-piped waterways to the bow of the boat eliminating the need to run hoses along the deck of the boat or through the cabin; modern, easy-to-use electronics (GPS and FLIR); and improved lighting. Gilford has approximately 240 homes on 19 islands that are not accessible by land. We also have a great deal of Lake shore frontage with high value homes and businesses on the mainland. The fireboat is the primary response vessel to fire and EMS incidents on the Lake. It also responds to building fires along the shoreline on the mainland, serving as a water supply pumper. We are looking forward to improving our ability to operate on the Lake. Gilford will be very proud of their new Fire-Rescue boat!

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

FF/AEMT Brandon Zogopoulos was hired to fill a vacancy created by the departure of FF/AEMT Kevin Patterson who was hired by the Salem FD. Firefighter Greg Trombi has been certified as a Paramedic. He is the 5th Paramedic on our full time staff. Four call firefighters were hired during the year: William Drew, Dustin Drew, Kimberly Edwards, and David Englesen.

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 enjoy their visits and camaraderie; as well as their continued friendships. We welcome all of our new employees and look forward to serving with them.

**Note: a complete 2018 roster of GFR personnel is included at the end of this document.*

FIRE PREVENTION

Deputy Chief Brad Ober conducts the bulk of the department's fire prevention code enforcement, plans review, and inspection duties. Other members of the full time staff also may conduct inspections, as necessary. The department conducted 763 fire and life safety inspections; a decrease of 99 from 2018. However, fire prevention permit application fees generated \$15,940 of revenue; an increase of \$3,580. 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 life safety inspections 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. We have also worked with Planning to update and improve the Town's E911 mapping. Assuring that roads and building addresses comply with the Bureau of Emergency Communication's standards; which, makes our job much easier when it comes to finding addresses during responses. It is also critical that every building owner properly display their address in a manner that is visible from the street. A properly displayed and easy-to-see address can save precious minutes during an emergency.

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. This was the first year Gilford Fire-Rescue conducted the program without assistance from LRGH. Still, we visited over 70 homes as part of the program. Captain Balcom works coordinates efforts to gather names and addresses of those in need of our services. Although the program has been successful in Gilford; and, although we had more home visits this year, we still feel the program is under-utilized. Anyone interested in this **FREE** service, or if you know of someone that could benefit from this service, please call the fire station or LRGH. Look for advertising for this program in the early fall.

We continue to host a number of tours of the station and apparatus each year for the young students in our community. These tours always include a handful of fire safety messages, along with handouts and trinkets for the children to take home. We feel that this small amount of time is critical for us to have with these very impressionable learners.

VEHICLE MAINTENANCE

Roger, Terry, and Kirk, the DPW mechanical staff, have done a great job servicing our vehicles as outlined in our Preventative Maintenance Schedule. We had very few major repair issues in 2018; but, many of them seemed to come on Friday afternoons, weekends, or holidays. Each time, Roger made sure we were back on the road as soon as humanly possible. We really can't say enough about the level of service they provide. We greatly appreciate it!

WATER SUPPLY

A small portion of Gilford is serviced by the Laconia Water Works (LWW) and there are 28 public, pressurized fire hydrants on the system. We pay a fee to LWW for the maintained availability of fire protection water and hydrants. Additionally, there are 23 private, pressurized hydrants in the Town; 20 of those are on the Laconia water system. The owners of the property these hydrants are on pay a fee directly to LWW.

We currently have over 40 water supply sites, mostly dry hydrants. These locations serve both target hazards (such as businesses, schools, and Town buildings) and more rural areas of Town, that are outside of the Laconia Water Works pressurized hydrant system coverage area. All fire protection water supply locations are considered a valuable resource in the event fire. Some fire situations necessitate using more than one water supply site at a time, therefore keeping them reliable and in service is a top priority.

We were fortunate to be able to restore the Alvah Wilson Pond to a usable source of firefighting water. The first 2 phases of the project have been completed – returning the stream to its original location and dredging the pond. The pond was certainly tested during 2017's October 30th Wind/Rain storm. Water was over the banks of the stream and spilling into the pond. We feared the worst. However, the pond construction held up very well. We are requesting \$50,000 on this year's Warrant to complete Phase 3 which will include replacing the existing hydrants with 2 larger hydrants, rebuilding the retaining wall, and paving the apron.

Maintenance:

Our current water supply maintenance program involves annual hydrant flushing, flow testing, sign installation, weed/brush trimming, painting, repair of damaged hydrants, large project coordination, and underwater diving inspection (10-15 sites a year). There are times when sites are in need of maintenance that Gilford Fire-Rescue is not able to complete (in-house) due to lack of equipment, time, and resources. We have utilized Gilford DPW or private contractors to assist in those hydrant maintenance projects.

CLOSING

As you can see, your fire department is deeply committed to your safety. We stay very busy with the resources and personnel that we have available and we provide a high-quality service. We focus on readiness and preparedness, before the emergency; which assures that we will handle all emergencies with the professionalism they expect and deserve. Be sure to visit our Facebook page. If you have used our services, we would appreciate your feedback. The link to a customer satisfaction survey is located on the Town's website.



GILFORD FIRE-RESCUE ROSTER – 2018

Board of Fire Engineers

Engineer William Akerley, Chair
Engineer Donald Spear
Engineer Jack Lyman

Department Personnel

Chief Stephen Carrier, AEMT
Deputy Chief Bradley Ober, EMT

Captain Michael Balcom, EMT-P
Captain Richard Andrews, EMT-P
Lieutenant Jeff Madon, AEMT
Lieutenant Dom DeCarli, EMT
Firefighter Scott Mooney, EMT
Firefighter Nate Hanson, EMT-P
Firefighter Nate Lemay, AEMT
Firefighter Dion DeCarli, AEMT
Firefighter Tim Johnson, AEMT
Firefighter Greg Trombi, AEMT
Firefighter Duncan Phillips, AEMT
Firefighter Kim Remick, AEMT
Firefighter Adam Gravelle, AEMT
Firefighter Brandon Zogopoulos, AEMT



Firefighter DJ Arnst
Firefighter Martin Barrett, EMT
Firefighter William Beaupre
Firefighter Leanna Breton, EMT
Firefighter Adam Cote, EMT
Firefighter Scott Davis, AEMT
Firefighter William Donahue, EMT
Firefighter Dustin Drew, EMT
Firefighter William Drew, EMT-P
Firefighter Kimberley Edwards, EMT
Firefighter David Englesen, EMT
Firefighter Kyle Griffin, AEMT
Firefighter Kevin Groleau, EMT
Firefighter Roger Horton
Firefighter Tim Joubert, AEMT
EMT Rae Mello-Andrews, EMT-P
Firefighter Ron Skinner
Firefighter Jordan Stopyra
Firefighter Brandon Strohm
Firefighter Padraic Weller
Firefighter Gary Wilson
Student Firefighter Victoria Thickens

Administrative Assistant Charlene Boulanger

Community, Safety, and Professional Service