



## **NEW HAMPSHIRE ASSOCIATION OF FIRE CHIEFS, INC.**

*Working Together to Make a Difference*

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Litchfield, NH 03052

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## Minutes of a Meeting of the NH Association of Fire Chiefs

Thursday, February 8 – NH Fire Academy.

The meeting was preceded by a seminar on Municipal Cyber Security co-sponsored by Primex and NH Homeland Security.

The regular meeting was called to order by Chief Emanuel at 1112 hours.

After a salute to the flag, a moment of silence was requested for departed members.

**Welcome from Host:** Director Cutting welcomed everyone to the Academy.

### INTRODUCTION OF MEMBERS.

#### **Special Guests:**

**Minutes** of the January meeting have been posted. A MOTION (Lyons/Fraitzl) to accept them carried unanimously.

**Financial Reports:** January reports have been posted. A MOTION (Thomas/Buxton ) to accept them carried unanimously.

#### **Communications:**

**Applications for membership:** Chief Erik Thomas of Atkinson. Dep. Chief Jacob MacGlashing from North Hampton and Battalion Chief Joshua Guay of Manchester were welcomed as new members.

**Life Memberships:** n/a

#### **President's Report: (Emanuel) –**

##### Tuition Reimbursement Program for First Responders

The State of New Hampshire is working to support the career development, recruitment, and retention of emergency response personnel working in the Granite State with the tuition reimbursement program for first

responders. <https://www.nhti.edu/state-tuition-reimbursement-program-open-to-first-responders/>

Eligible first responders can take a course at any of New Hampshire's community colleges, including courses offered by CCSNH online. The program covers tuition and required fees for one course per semester, subject to eligibility and available funding. Participating employees will be certified as eligible by their employers and will be reimbursed upon successful completion of the course (completing the course with a grade of C or better). Find programs and courses offered at each college on the [Programs at a Glance page](#), or on the college [websites](#).

#### Lithium Ion Battery/EV State Workgroup:

The group was not able to meet in January. NHAFC recommended is for us to focus on impact on the built environment such as location of charging stations and storage of units. There is pending legislation to establish a State level commission to work on this project.

#### Durham experienced a lithium-ion e-bike incident at UNH on January 24, 2024

The duty crew spent one hour at the residence hall ventilating and five hours at the scene of the secondary fire behind the University police station.

Lessons learned from our lithium ion/EV training this past fall at Dover High School was valuable to responders. The training and lessons learned paid dividends.

Contributing Critical Actions Leading to the Successful Outcome:

1. E-Bike was being stored in a bike room (not a living space)
2. Devine Hall is a fully alarmed and sprinkled non-combustible building with fire extinguishers
3. Bystander extinguished the fire and activated the fire alarm
4. E-Bike was promptly relocated to the outside
5. Clear communication between responders
6. Remains of the e-Bike were stored outside in preparation for the secondary event

#### Fire Department Concerns & Discussion Points:

- Device permitting - listed devices on campus
- Designated device charging and storage areas
  - *Alarmed and sprinkled with fire doors*
  - *Adequate electrical support for charging*
- Educational information
- Policy direction – residents and responders
- Multi-department coordination
- Plan for secondary fire incidents and containment for post-incident materials/equipment
- Adequate inventory of packing materials for post- incident storage disposal of remains
- Designated storage areas for post-incident materials
- Replacement and/or reimbursement for equipment, supplies, and disposal

He has appointed Chiefs Jason Lyon and Mark Cotreau to the Nominating Committee for the Annual Meeting.

## **Report of the Executive Director: (Lemire)**

- The March 14 meeting will be at Alan's of Boscawen featuring a traditional corned beef and cabbage meal. Networking at 1700 with dinner at 1800.
- The CFSI event this year has been rescheduled to April 29-May 1. Your Officers will represent the Association this year at the event.
- We have booked space for the April Annual Meeting. The Common Man in Plymouth is able to offer the space needed for the seminar, vendor showcase, meeting and dinner on April 11.
- For May, we will partner again with Primex for our meeting during their annual conference in Portsmouth May 15 - 16. Our meeting is Thursday the 16<sup>th</sup>.
- The June 13 meeting will be virtual.
- July 11 we'll be at the Academy for a breakfast meeting.
- August 8 we'll be at the Town and Country Inn in Sherburne/Gorham with a seminar.
- The September 12 meeting will be virtual.
- Ad book proceeds to date: Total: \$5050.00, Vendor: \$3535.00, Assn: \$1515.00
- Also, on January 24, the Board of Directors took an email poll with the results as follows: A MOTION (Fraitzl/Chamberlain) to have the board send a letter of support for the renomination of Fire Marshal Sean Toomey carried unanimously. The letter was sent to the Governor and Commissioner on January 26.
- Also, on January 3, the board took the following action: A MOTION (Buxton/Thomas) to nominate Chief Ben LaRoche to the board to fill the Combination position, carried unanimously. Welcome to the board Ben!

Chief Tice summarized the report from the Director Cutting for the Professional Development Committee. The reports is as follows:

- The Professional Development Committee has met numerous times to identify training topics for the NHAFC. In early January we conducted a survey of the membership to solicit topics most important to focus on from their perspective. John Steere has contacted member Chief's from the northern part of the state to identify specific needs they have as well. He has spoken with three of them so far, received specifics topics, and gotten great feedback on making contact with them directly.

The top areas identified were leadership challenges, the fire chief as a change agent, recruitment and retention, middle officer development, developing and maintaining positive relationships from the fire prevention and enforcement perspective, using effective public relations and motivating/inspiring the workforce. Of those surveyed 12% prefer virtual training, 36% prefer in-person and 56% want a mix of both.

We sought to develop a plan through 2025 in an effort to advertise topics to be presented and to ensure funding is available when needed.

We would ask the Board to consider increasing the training budget to 3-5K to cover expenses related to speakers/presenters. Additional costs may be supplemented through registration fees/sponsors for the longer events including the annual meeting and the fall meeting historically held for a weekend.

Our plan to date includes:

**April 2024**

Presenters: Commissioner Joe Finn Boston FD (ret) - *Leading Change* followed by Dr. Nicole Sawyer - *Psychology of Change*

**August 2024**

Presenters: TBD - *How to Effectively Manage Fire Prevention and Inspections Through Building Positive Relationships*

**November 2024**

Presenters: Chief Bill McQuillen - *Case Study - A Close Call* followed by TBD (mental health professional) - *Psychological Impact of Managing Near Miss Events*

For 2025 and beyond some of the topics we plan to have presented include:

Hartford, Vermont Chief Cooney - CPSE Department Accreditation from a Chief's Perspective

How to Navigate the Political Environment - Local and in the NH Legislature

Dave and Anne Gagliano - First Responding to Your Marriage

John Steere - Effective Listening for Leadership

Pursuing three General Military Officers for Leadership Presentations

Philadelphia Fire Commissioner

NHMA

Primex

Negotiations (working with stakeholders) - Harvard Law School

Roundtable Discussions with various themes

Mentoring/Networking (new Chief's)

Motivating/Inspiring Your Workforce & Peers

We would ask for meeting dates, locations if possible, whether they are in-person or virtual, the time of day and time allotted for training, for each meeting through 2024-2025 as soon as you have set them. This will allow us to place the right topic in the right place.

We continue to meet and develop new topics and identify the best presenters for each. The committee is passionate about this and very engaged. We appreciate the opportunity to serve in this role.

**1st Vice President Report (Watkins) –**

**Government Relations – (Schmidt) – (submitted in writing)**

- **Ambulance Billing Issues** – There are several bills dealing with ambulance reimbursement. **SB 409 (Medicaid Re-imbursalment for Treat/No Transport)** - the bill would require NH DHHS to file a Medicaid plan amendment which, under specific circumstances, would allow for re-imbursalment for instances where an individual was treated, but not transported, to a hospital. Chief Mike Sitar attended the hearing and testified in favor. The bill passed the Committee and is headed to the Senate floor on Thursday. **HB 1081 and SB 407 (Direct Pay)** - Both bills would require insurance carriers to pay providers directly, regardless of whether or not they are in network. HB 1081 was heard by House Commerce and should have a subcommittee soon. SB 407 includes additional provisions regarding payment rates, in addition to direct pay requirements. The hearing is scheduled for February 7. Chief Hunter will present testimony in favor.
- **HB 1647 (Group II Retirement Reforms)** - The bill is a result of the Retirement Benefits Commission which met last summer and fall. It would adjust the retirement annuity multipliers for members who started service before 7/1/11 that were not vested by 1/1/12, and those who were hired after 7/1/11, to 2.5% per year for service in excess of 10 years. The bill appropriates almost \$56 million to cover the majority of the costs with this change. NHAFC will be submitted testimony in support of the bill. The House Executive Departments and Administration Committee is scheduled to vote on the bill on February 7.
- **SB 352 (Retired and Full Time Firefighter Cancer Screening Program)** – The bill would create a \$5 million fund from which re-imbursalments to retired and full-time fight fighters could seek re-imbursalment, up to \$1,300, when specific documentation is provided. NHAFC, PPFNH, and Fire Standards and Training would be responsible for development of an initial plan to implement the screenings. The plan would be submitted to the Governor and Commissioner of the Department of Safety. NHAFC signed in as supporting the legislation. The bill passed the Senate Health and Human Services Committee 5-0 and is headed to the Senate floor on February 8.
- **HB 1352 (PFAS in station wear/PPE)** – As introduced, the bill would require Fire Departments to “...give preference” to PPE which does not include PFAS, once those alternatives are made available. In the interim, Fire Departments shall have in place a policy that limits unnecessary exposure to PPE. Language is included that states it would remain a best practice from PPE to be used while operating in a dangerous environment. Regarding station wear, by January 1, 2025, Fire Departments shall not provide as an option any station wear that contains intentionally added PFAS or fire resistive chemicals (fluorine, chlorine, bromine, lead, or antimony). Manufacturers are required to provide safer alternatives, should they exist. The bill was requested by PPFNH. NHAFC and PPFNH had several discussions regarding implementation, should the bill pass. At the hearing January 30, PPFNH suggested that the language requiring preference being altered. It could be read to create an unclear mandate. Some of the members of the House Executive Departments and Administration

Committee had a few unrelated questions regarding the station ware language. A subcommittee will likely be held soon.

- **Special Committee on Housing** – In 2023, the House created a committee to examine barriers to the creation of additional housing units. As housing became a critical issue for the state, the Committee spent a year receiving testimony from developers, regulators, municipal officials, and many other interested stakeholders. On Friday, February 16, the Committee will be hearing 7 bills that were developed by the special committee. There are two we wanted to highlight since they would be of interest. **HB 1065** would expand the existing sprinkler prohibition to include *existing* residential buildings with no more than 4 units, so long as the building is in compliance with the state fire code (including but not limited to fire barriers, dedicated ingress/egress, and monitored fire alarm systems). Previously, the sponsor has highlighted the costs associated with sprinklers when converting an existing residential building into several smaller units, within the same building envelope. **HB 1215** proposes that codes that were applicable at the time of plat approval, site plan approval, and building permit issuance would be the codes that the project would be required to meet. The intent appears to ensure that changes in codes do not alter plans and create unexpected costs and compliance challenges. At the same time, the bill does not reference any exemptions or time references. There are many concerns from entities representing land use regulators regarding the impact and potential challenges with implementation. The bill includes the fire code.

**2<sup>nd</sup> Vice President Report (Hunter) –**

- He testified yesterday on HB407 on direct reimbursement to ambulance providers.

**Sgt. At Arms (Chamberlain) –** No report

**Committee Reports**

**Scholarship Committee – (Marshal Toomey) –** No report

**Division Reports**

**Fire Marshal – (Marshal Toomey)**

**ADMINISTRATION:**

**Personnel:**

We currently have 4 part-time vacancies that we are actively recruiting for at this time:

Part-time Building Code Review Board Administrative Secretary  
Part-time State Building Permit Coordinator  
Part-time Community Risk Reduction Specialist

## Part-time Accreditation Manager

### **Employee Development:**

Several members of the Command Staff attended ICS-400 training in January.

One investigator attended a four-day training course for Clandestine Laboratory Site Safety.

### **Legislation:**

The following bills are the key bills that we are currently monitoring:

- HB 1059 Relative to the state building code
- HB 1065 Relative to fire sprinkler requirements in residential buildings
- HB 1215 Relative to subdivision regulations on the completion of improvements and the regulation of building permits
- HB 1332 Relative to prohibiting electric vehicles from parking in parking garages
- HB 1352 Relative to firefighting personal protective equipment
- HB 1386 Relative to prohibiting the disposal of lithium-ion batteries in solid waste landfill facilities, composting facilities, or incinerators
- HB 1387 Relative to revisions to the state building code
- HB 1396 Relative to prohibiting municipal inspections of owner-occupied units of multi-unit housing
- HB 1498 Establishing a state short-term rental registry
- HB 1510 Establishing a commission to identify barriers to and solutions for electric vehicle sales and use
- SB 1635 Relative to the definition of short-term rental
- SB 221 establishing a study committee to examine day care access and affordability
- SB 365 relative to the sale or use of lithium-ion batteries for electric bicycles, scooters, or personal electric mobility devices
- SB 373 Relative to the state building code
- SB 430 relative to establishing a commission to study the impacts of electric vehicles, lithium-ion batteries, and e-mobility devices on first responder response, the environment, building and fire codes, and life and safety property protection
- SB 437 Relative to local authority to amend the state building code

### **Board of Fire Control:**

The Board of Fire Control met on January 17, 2024. Everything is submitted to the legislature to update the State Fire Code to the 2021 editions of NFPA 1 & 101. We will likely see the Senate bill heard the week of February 12<sup>th</sup>. The next meeting will be on March 20, 2024.

**Foam Take-back Program:**

The contract for the foam take-back program was approved by the Governor & Executive Council at the end of June 2023. DES has updated that they are now working on some facility disposal items with the vendor and anticipate the program remaining in a delayed status until late spring.

**Strategic Planning Initiative:**

Our office has worked over the past few months to develop an updated strategic plan which will be part of an overall Department of Safety plan. The high-level goals for the office include accreditation, development of a statewide community risk reduction program, employee development, development of a statewide hazmat strategic plan, and facility/office space enhancement.

**BUREAU OF INVESTIGATIONS:**

In the month of January, we received 21 incident notifications resulting in 13 scene responses. The Bureau of Investigations currently has 19 open arson or suspected arson investigations.

**New cases (synopsis of some of our cases are listed below):**

- On January 1 investigators and a K9 team responded to Troy for a fire in an old mill. The investigation is ongoing.
- On January 1 investigators also responded to a structure fire in Peterborough and determined it was an accidental fire.
- On January 5, investigators responded to Rochester for a structure fire. The investigation is currently ongoing.
- On January 8, investigators responded to Tuftonboro for a structure fire. The fire originated in a garage and the cause was undetermined but probably electrical and accidental.
- On January 12, investigators assisted Manchester Police and Fire Departments with a motor vehicle fire involving a stolen vehicle. This was an incendiary fire.
- On January 13, investigators assisted Epping Fire Department with a large fire involving several fuel tankers. The cause was attributed to a vehicle issue and was accidental.



- On January 15, investigators responded to a structure fire in Grantham in which one person was burned. The cause is suspected to be a wood stove and the investigation is ongoing.
- On January 18, investigators responded to a structure fire in an apartment building in Sunapee. The investigation is ongoing.
- On January 22, an investigator responded to a structure fire in Canaan that was caused by an electrical issue and was accidental.
- On January 24, investigators responded to Wilmot for what was initially reported as a barn fire. The owner had demolished the barn and set fire to the pile without obtaining permits.
- On January 26, investigators responded to a structure fire in Lee. The cause is undetermined and still under investigation.
- On January 30, investigators were notified of a structure fire that had occurred in Barrington. The investigation was delayed as part of a coordinated effort between FMO personnel and Barrington Police and Fire Departments and was conducted on February 1<sup>st</sup>. Barrington Police had made a non-fire related arrest as part of this case. The fire was caused by combustible materials in contact with heating elements on the kitchen stove. The investigation is ongoing.

### **Fatal Fire/CO Incidents:**

There was one fatal carbon monoxide incident in January. On January 16, investigators responded to Laconia to investigate an unattended death that was later determined to be carbon monoxide poisoning attributed to the operation of an unvented diesel heater within a structure.

### **Ignitable Liquid Detection Canine Teams:**

There was 1 IGL canine deployment in January.

### **Court:**

One investigator was deposed for a civil case in January.

## **BUREAU OF BUILDING SAFETY & CONSTRUCTION:**

### **State Building Permit System:**

We processed the following permits in the month of January:

Building: 14  
Electrical: 13

Plumbing: 5  
Mechanical Fuel Gas: 0  
Mechanical Non-Fuel Gas: 4  
Fire Protection: 3  
Fire Alarm: 4

**Technical Assistance, Educational & Healthcare Reviews:**

We initiated 11 educational and 7 healthcare plan reviews, completed 238 inspections and 156 technical consults in the month of January.

**Variance Requests:**

We processed 32 variance requests in the month of January.

**Fireworks Safety and Enforcement Program**

The Fireworks Safety and Enforcement Program has conducted the following in the month of January:

Proximate Licenses Issued: 0  
Display Certificate of Competency Issued: 0  
Consumer Fireworks Retail Store Licenses Issued: 0  
Explosive Magazine Inspections: 9  
Proximate Audience Inspections: 2  
Technical Assistance: 3

**Modular Building Program**

The Modular Building Program has conducted the following in the month of January:

Inspections: 3  
Audits of Manufacturers: 0  
Audits of Educational Facilities: 0  
Labels Issued to Manufacturers: 176  
Units Shipped to New Hampshire: 199

**Tramway and Amusement Ride Safety**

The Tramway and Amusement Ride Safety section conducted the following in the month of January:

Amusement Registrations: 14  
Amusement Inspections: 22  
Amusement Incidents: 0  
Tramway Registrations: 10

Tramway Inspections: 52  
Tramway Incidents: 8

## **BUREAU OF OUTREACH & EDUCATION:**

### ***Hazardous Materials:***

Hazardous Materials response, coordination and consultation is available through the on-call FMO supervisor.

Our Hazardous Materials Coordinators are available for PEAC Software training for fire departments. PEAC is used for documentation of Tier II facilities and chemical storage.

In the month of January, our Hazardous Materials Coordinators attended the Haz Mat Collaborative Meeting, the PEAC monthly training, a training with Hazard 3 on emerging threats for 2024, held the quarterly SERC meeting, presented part of the EPA Tier II reporting webinar, and attended the Southeast Haz Mat Team drill on January 17th. In addition, they met with the Seacoast Haz Mat Team to discuss incident cost recovery. They also worked on Job Aids for Li Batteries and RAD Response.

Also, in the month of January, we received 69 Tier II reports from NH facilities. We also responded to 12 questions from facilities regarding Tier II reporting. We responded to two incidents, a Li battery fire involving an E-Bike in Durham and a RAD detection response at a waste facility in Concord.

### ***Electric Vehicles and Lithium-Ion Batteries***

We have held three meetings to discuss the challenges of electric vehicle fires and lithium-ion batteries. The meetings have included representatives from the State Fire Marshal's Office, Fire Academy, HSEM, State Police, DMV, DES, DOT, Tow Association, Auto Dealers Association, Clean Energy NH, NH Chiefs of Police and the NH Association of Fire Chiefs.

The International Code Council has established an ad-hoc group to evaluate building and fire code impacts from electric vehicles and lithium-ion batteries. The National Fire Protection Association Research Foundation is conducting a study. UL's Fire Safety Research Institute (FSRI) is also conducting a study. UL FSRI has additional information and resources for first responders here:

[Safeguard the future of Lithium-Ion Battery Devices with FSRI \(batteryfiresafety.org\)](https://batteryfiresafety.org).

### ***Regional Outreach/Chief's Roundtables:***

We continue to partner with the Commissioner's Office, other Department of Safety Leadership and the NHAFC to conduct regional outreach/Chief's

Roundtables. The next meeting is scheduled at the Burton Fire & EMS Training Facility in Bethlehem on April 11<sup>th</sup> at 10 am.

**Incident Reporting:**

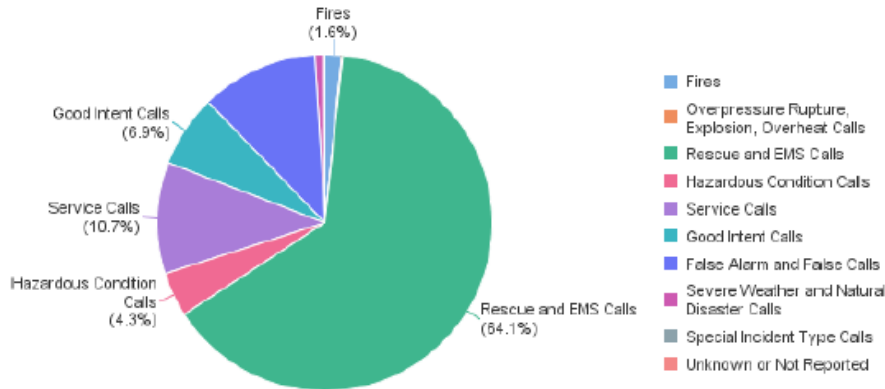
If you have not yet submitted your 2023 data, we ask that you please submit it as soon as possible. Your commitment to ensuring we have great data to accurately show the fire problem in NH is greatly appreciated! Please remember to report any EV or lithium-ion battery fires to us.

Please reach out to our NHFIRS team for any incident reporting questions at [nhfirs@dos.nh.gov](mailto:nhfirs@dos.nh.gov)

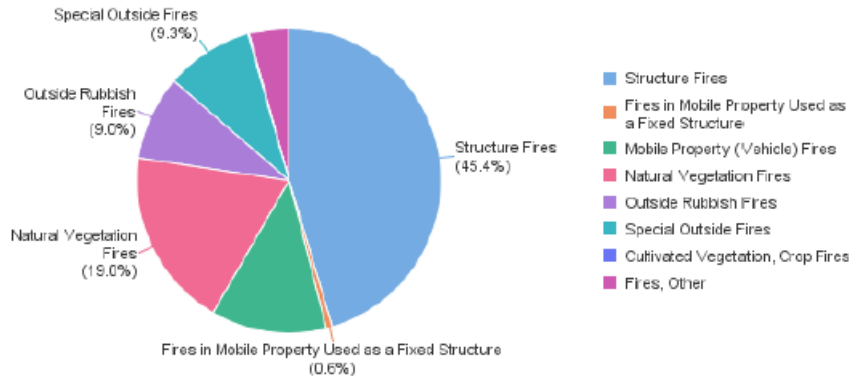
We continue to monitor the development of the U.S. Fire Administration’s (USFA) new fire information and analytics platform, known as the National Emergency Response Information System (NERIS), for the American fire and emergency services.

**2023 NHFIRS Data:**

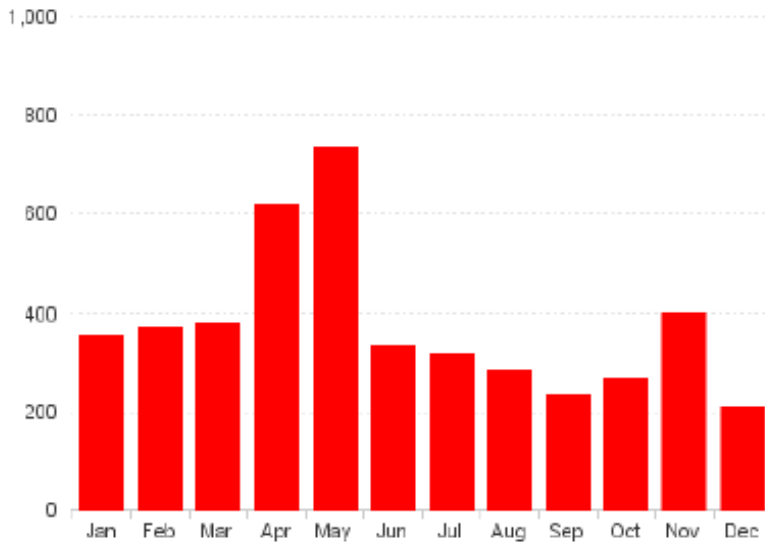
**Incident Type Category Summary**



**Fire Incident Type Category Summary**



**Fire Incident Counts By Month of Year**



**Outreach Events:**

In the month of January, members of the SFMO participated in a Storytime and K9 Demo at the Chester Library.



### **Public Education:**

The USFA's Fire and Life Safety Communicators Initiative theme for the month of February is closed door messages. When escaping a fire, make sure to close the door behind you. If you cannot escape, get behind a closed door and call 9-1-1. Close Before You Doze: Always, close your bedroom door before you go to sleep.

Find information to share with your communities here:

[Close Before You Doze | UL's FSRI – Fire Safety Research Institute](#)

[First Responders | Close Your Door](#)

For more information on this initiative, or to find outreach materials on the monthly topics, please visit: [Fire and Life Safety Communicators Initiative \(fema.gov\)](#)

### **Training Opportunities:**

**Heating and Fuel Gas Appliance Inspections**

**Tuesday, February 20, 2024**

**6:00PM-9:00PM**

**Raymond S. Burton Training Facility, Bethlehem**

**A review of the State Fire Code relative to NFPA 54: National Fuel Gas Code, NFPA 58: Liquefied Petroleum Gas Code, and NFPA 31: Standard for the Installation of Oil-Burning Equipment. This session will give the Authority**

*Having Jurisdiction (AHJ) or his designee a better understating of how to navigate these codes and standards.*

**Registration Link:** <https://forms.office.com/g/BSXjQRb7mK>

**Heating and Fuel Gas Appliance Inspections**

**Wednesday, February 28, 2024**

**6:00PM-9:00PM**

**New London Fire Department**

*A review of the State Fire Code relative to NFPA 54: National Fuel Gas Code, NFPA 58: Liquefied Petroleum Gas Code, and NFPA 31: Standard for the Installation of Oil-Burning Equipment. This session will give the Authority Having Jurisdiction (AHJ) or his designee a better understating of how to navigate these codes and standards.*

**Registration Link:** <https://forms.office.com/g/BSXjQRb7mK>

**Application of the NH State Fire Code: A Scenario-Based Training**

**Wednesday, March 13, 2024**

**6:00PM-9:00PM**

**Jaffrey Fire Department**

*This session is designed to assist the Authority Having Jurisdiction (AHJ) or his designee with the application of the state fire code to frequently asked questions and common violations encountered in the enforcement of NFPA 1 and NFPA 101. This class will include scenario-based instruction and allow participants to use their knowledge, and that of their peers, to discuss how they would approach certain situations.*

**Registration Link:** <https://forms.office.com/g/BSXjQRb7mK>

**Heating and Fuel Gas Appliance Inspections**

**Wednesday, April 3, 2024**

**6:00PM-9:00PM**

**Jaffrey Fire Department**

*A review of the State Fire Code relative to NFPA 54: National Fuel Gas Code, NFPA 58: Liquefied Petroleum Gas Code, and NFPA 31: Standard for the Installation of Oil-Burning Equipment. This session will give the Authority Having Jurisdiction (AHJ) or his designee a better understating of how to navigate these codes and standards.*

**Registration Link:** <https://forms.office.com/g/BSXjQRb7mK>

Additional locations and offerings will be announced soon.

Please reach out to Deputy Stacey Dubois at [stacey.l.dubois@dos.nh.gov](mailto:stacey.l.dubois@dos.nh.gov) if you are interested in hosting one of these sessions, a past or future session, or would like to suggest a future training topic.

**Fire Standards/Training/EMS – (Director Cutting)**  
**ADMINISTRATION**

## Personnel

- The internal posting for the upcoming vacancies due to retirement for full-time EMS Captain's has closed and interviews are being conducted this month.
- The open Fire Service Instructor Supervisor position in the Bureau of Certification and Support remains open. We have updated the job description and have advertised the position.
- We have one vacancy for Program Specialist III (Education Technologist) of the Educational Technology section of the Division and we are interviewing candidates.
- We have a Program Assistant I position open, and the internal advertisement is closed. We have conducted the initial round of interviews.
- We continue to advertise for our three new full-time Fire Training Instructors. Interviews have begun with qualified candidates.
- We have one part-time Compliance Specialist position open, and interviews have begun.
- We have made a conditional offer for the part-time EMS Vehicle Inspector Coordinator position.
- Our part-time Program Coordinator position for Fire Officer is open and we are seeking applicants.
- Captain Vicki Blanchard has announced her retirement from the Division. Vicki has dedicated over 21 years of service to the EMS system in New Hampshire. Please join us in wishing her a healthy and happy retirement.

## Grants

- The Raymond S. Burton Fire and EMS Training Facility infrastructure project continues to move forward. The contract with the selected vendor is being completed with construction on phase I expected this Spring/Summer.
- The Department of Health and Human Services Covid Disparities Funding program we are seeking funds from will allow us to expand Image Trend to add Continuum, additional IFT, MIH and simulation training and staff support. We are working this through Governor and Executive Council for their approval.
- The NH EMT Training Program remains active with grant funding for training new and existing EMS providers. Contact our Division or NH Employment Security for details and question.
- The Division recently received 44 new Scott Air Packs and 50 new sets of PPE, 10 sets specifically for women. The new Milnor Gear Extractor was installed and is in use and the new training manikins were received and distributed between the Concord and Bethlehem facilities.



- The *Law Enforcement Officers, Professional Firefighters and Emergency Medical Technicians Career Development, Recruitment and Retention Program* committee established in New Hampshire RSA 188-F:70 announced the new program on December 18<sup>th</sup>. Details can be found on our website under the Recruitment and Retention link from the homepage.

### 2023 Data

- Total students trained - 29,302 (15% increase from 2022)
- Student training hours - 109,879 (2.5% increase from 2022)
- Courses offered - 1206

### Special Projects

- We continue to work on the Division strategic plan.
- We are working on our website transition and improvements with NH DoIT. A staff lead has been identified and will begin work this month.
- Wi-Fi improvements to better support students and guests at our Concord campus in the Administration building and Dormitory are complete. The Fire Station and ARFF classroom are expected to be complete this month.
- We have begun researching Immersive Learning (virtual reality, augmented reality, etc.) for firefighter training with both private vendors and SNHU. Staff toured Inkwell Studios at SNHU this month to learn more about their program and capabilities for this initiative.
- We are partnering with the International Society of Fire Instructors to bring their *Water Mapping* program to the fire academy. Part of this project will be constructing the prop, offering a train-the-trainer program and then a student offering of the class this July.

### Facilities

- We are working to have an inspection done of the “A” building by the manufacturer.
- We are planning for updates to the entrance and main floor area of the Richard Flynn Fire Academy building.

### Legislative/Administrative Rules

- The Fire Standards and Training Commission amended Fire rules relative to the Recruitment and Retention report and its recommendations are working through the internal legal process in preparation for submission to the Joint Legislative Committee on Administrative Rules (JLCAR) which will include public input.

- The Educational Training Agency ruleset (Saf-C 5900 EMS) continues to be facilitated through the JLCAR process.
- The proposed Trauma Rules are working through the internal legal process.
- We have opened the sixty (60) day public comment period on the proposed State of New Hampshire Patient Care Protocols Version 9.0. Comments can be submitted to [justin.s.romanello@dos.nh.gov](mailto:justin.s.romanello@dos.nh.gov) until March 19, 2024.
  - Additionally, the Division will be holding two public hearings at the below location on the specified date and times.
    - Friday, February 9, 2024, at 3:00pm and 5:00pm at Fire Standards and Training & Emergency Medical Services, Classroom 1, 98 Smokey Bear Blvd Concord, NH 03305
    - Links to document: [State of New Hampshire Patient Care Protocols 9.0 – Public Comment](#)
- We are currently tracking fourteen Bills for the upcoming legislative session. A few of those include:
  - HB 1057 Relative to Provisional Licenses for New Applicants for State EMS Licensure
  - HB 1081 Relative to Insurance Payments to Ambulance Providers
  - HB 1328 Relative to Public Safety Providers Defined as Essential Services
  - HB 1330 Relative Establishing an Emergency Medical Services Disciplinary Review Panel, and Relative to Procedures for Removal of Records of Discipline
  - HB 1352 Relative to Firefighting Personal Protective Equipment
  - HB 1568 Relative to Direct Pay for Ambulance Services
  - SB 353 Establishing an Early Detection Cancer Screening Pilot Program for Active and Retired Firefighters
  - SB 407 Relative to Direct Pay for Ambulance Services
  - SB 409 Relative to Reimbursement for Ambulance Services Under the State Medicaid Plan

### Outreach

- We are continuing our Leadership Roundtables with the Commissioner, Fire Marshal's Office, HSEM and Emergency Services and Communications with regional Fire Chiefs and EMD's.
  - We are planning outreach meetings at Souhegan Mutual Aid and in the north country for early 2024.
  - Our Division representatives attended the Lakes Region Chief's meeting in January.

### Mental Health & Resiliency

- The 2024 Mental Health & Wellness Seminar will take place at the NH Fire Academy in Concord, NH on January 17-18, 2024. A survey has been sent to those that attended and the results will help guide the planning committee prepare for the 2025 offering.
- Trauma Informed First Responder Training – Concord campus February 28<sup>th</sup>
- We continue our work in partnership with the Police Academy to develop a more comprehensive program for PTSD training utilizing experts from this field in development of the curriculum and delivery. We are working through the Governor and Executive Council process for approval and acceptance of the funding to begin the project.

### Recruitment and Retention

- Upcoming Recruitment and Retention events:
  - CPAT Prep for Women – Concord campus February 4<sup>th</sup>
  - How to Stand Out In an Oral Board – Concord campus February 6<sup>th</sup>
  - Wage and Hour Laws Bootcamp – Concord campus February 13<sup>th</sup>
  - Outside Funding for Fire and EMS Training – Virtual March 12<sup>th</sup>
  - How and Where to Begin a Firefighter Live-In Program – LRCC March 20<sup>th</sup>
  - Get the Scoop on Work Invest NH EMT Incentive Program – Virtual April 10<sup>th</sup>
  - Extended Learning Opportunities Networking – Concord campus May 14<sup>th</sup>
- We are partnering with the International Association of Fire Chiefs to host a two-day course called *Developing Inclusive Teams Workshop* April 13-14 at the Concord campus.
  - This workshop equips members of the fire service with knowledge and skills to support diversity, equity, and inclusion (DEI) in the workforce. The course is interactive, placing the participant in thought-provoking situations through role play, group and individual exercises, and class discussion. It includes several scenarios that are constructed to mimic real world situations, allowing participants to simulate how they would handle issues effectively as they emerge in the real world.
  - Registration can be completed at <https://www.iafc.org/events/event/2024/04/13/default-calendar/developing-inclusive-teams-workshop-concord>
- The January edition of the Recruitment and Retention Newsletter is available at <https://www.nh.gov/safety/divisions/fstems/RecruitmentandRetention.html>

### Fire Standards and Training Commission

- The next Fire Standards and Training Commission meeting will be March 7<sup>th</sup> at 0930 in Classrooms 5/6 in the dormitory building at the main campus. The January meeting was cancelled.
- Fire 602 requires that each fire department supply the Commission with a current roster of all fire service personnel by December 31<sup>st</sup> of each calendar year. This can be accomplished using RespondNH.
  - 187 departments out of 228, or 82%, reported for 2023.

### Curriculum

- The Hazardous Materials Visiting Committee is in the process of developing an update to the Operations level curriculum.
- Test item validation of the rope rescue program is underway. This is the final step in gaining accreditation from the National Board on Fire Service Professional Qualifications (commonly known as The Pro Board).
- The Fire Officer program is undergoing a comprehensive delivery analysis to find opportunities to support excellent instruction and improve the student experience. This is projected to finish in March.
- We are in the beginning stages of rolling out a new electronic testing system. The new system will replace the scanned paper bubble sheets with tablets. This will allow students to receive their grades faster and the Division to more closely track student outcomes and program performance. We will introduce this new testing system incrementally to specific programs over the next year.

## **BUREAU OF FIRE TRAINING**

### Courses/Programs

- Firefighter I
  - LRCC Spring Class – began on December 6<sup>th</sup> (FF I & II)
  - Spofford – January 16<sup>th</sup>
  - Burton campus (FF I & II) – January 17<sup>th</sup>
  - Epping – Epping January 27<sup>th</sup>
  - Spring Recruit School – March 6<sup>th</sup>
  - Sunapee – August 13<sup>th</sup> (FF I & II)
  - Madison – August 12<sup>th</sup>
  - LRCC Fall class – August 26<sup>th</sup> (FF I & II)
- Firefighter II
  - Concord campus September 8<sup>th</sup>
- Technical Rescue
  - Ice Rescue Technician – Tuftonboro March 16<sup>th</sup>

- Ice Rescue Technician – Center Harbor February 24<sup>th</sup>
- Trench Rescue – Concord campus May 11<sup>th</sup>
- Trench Rescue – Concord Campus July 8<sup>th</sup>
- Confined Space Rescue Technician – Concord campus June 1<sup>st</sup>
- Confined Space Rescue Technician – Concord campus July 15<sup>th</sup>
- Swiftwater Rescue I – Goffstown June 4<sup>th</sup>
- Driver Operator
  - Driver/Operator – All Vehicles
  - Driver Operator – Aerial Apparatus
- Hazardous Materials
  - We are partnering with the International Association of Firefighters to host a Pro Board Hazardous Materials Technician program at the Concord campus from April 15<sup>th</sup> – April 26<sup>th</sup>, application for this program opened January 4<sup>th</sup>.
- IAFF Fireground Survival
- Airport Rescue Firefighting
  - Airport Firefighter – Concord Campus May 6<sup>th</sup>
- Prop Usage
  - The SCBA Trailer was utilized in Northwood.
  - The Forcible Entry prop was utilized in Goshen.
- “On My Time” Program
  - To date, 911 students have completed individual online modules and 30 students have completed individual skills modules.
- Special Programs
  - The Pipeline Emergency 3<sup>rd</sup> Edition Train-the-Trainer program will be held at the Concord campus May 14<sup>th</sup>. This will enable departments to deliver the training within their departments and mutual aid associations.
- Electric Vehicle Resources
  - NFPA:
    - [Alternative Fuel Vehicles Training program for Emergency Responders Online Training](#)
  - Fire Safety Research Institute (FSRI) programs:
    - [Know the Hazards Generated by Electric Vehicle Battery Fires \(fsri.org\)](#)
    - [Uncover the Impact of Lithium-Ion batteries on Fire \(fsri.org\)](#)
    - [Examine the fire safety hazards of Lithium-Ion Batteries \(fsri.org\)](#)
    - [On Line Course: Fire Service Considerations with Lithium-Ion Battery ESS](#)
    - [On line course: Science of Fire and Explosion Hazards from Lithium-Ion Batteries](#)

- 1200' of new 1 3/4" hose has been purchased and the initial testing is nearly complete. This will be split between the Concord and Bethlehem facilities.
- All of the curricula for programs may be found at <https://nhfa-ems.com/curricula/>.
- For all current course listings, you can go to <https://nhfa-ems.com/scheduled-courses/>

### Apparatus/Equipment

- The new ARFF truck is in production at E-One in Ocala, Fl. and is expected in 2024.
- The new Engine is expected to be delivered in the next month. This Engine will replace the original 1997 Engine 1.

## **BUREAU OF CERTIFICATION AND SUPPORT**

### Courses/Programs

- Instructor I/II/III Programs
  - Instructor I – Concord Campus January 11<sup>th</sup>
  - Instructor I – Concord campus February 27<sup>th</sup>
  - Instructor I – Keene April 6<sup>th</sup>
  - Instructor I – Concord campus May 14<sup>th</sup>
  - Instructor I – Rye September 11<sup>th</sup>
  - Instructor I – Concord campus October 15<sup>th</sup>
  - Instructor II - Virtual February 20<sup>th</sup>
  - Instructor III – Virtual March 4<sup>th</sup>
- Instructor Professional Development
  - Working with Working Memory: Cognitive Load Theory in Action – Concord campus February 15<sup>th</sup> and February 20<sup>th</sup>
  - UDL Workshop: Planning Lessons for Engagement – Concord campus March 14<sup>th</sup> and March 19<sup>th</sup>
- Fire Officer I/II Programs
  - Fire Officer I – began in Concord December 7<sup>th</sup>
  - Fire Officer I – Concord campus September 3<sup>rd</sup>
  - Fire Officer I – Concord campus December 4<sup>th</sup>
  - Fire Officer II – Virtual October 15<sup>th</sup>
- Fire Inspector Programs
  - Fire Inspector I - January 11<sup>th</sup>
  - Fire Inspector I – Concord campus September 12<sup>th</sup>
  - Fire Inspector II – Manchester March 28<sup>th</sup>

- Fire Investigator
  - The 2024 offering is being planned for.
- Warrants and Citations – Concord campus November 13<sup>th</sup>
- National Fire Academy
  - F0458 Preparation for Initial Company Operations – Concord Campus February 10, 2024
  - F0522 ESS: Exercising Leadership Through Difficult Conversations – Concord campus March 19<sup>th</sup>
  - F0760 New Fire Chief: Challenging Issues – Concord campus April 6<sup>th</sup>
  - National Fire Academy Three State Weekend June 22 & 23<sup>rd</sup>
- Incident Command
- “Your Workplace has Changed: Fire Dynamics for Structural Firefighting”
  - Planning is underway for 2024 deliveries
- For all current course listings, you can go to <https://nhfa-ems.com/scheduled-courses/>

### Education Technology

- Work is being done to develop content for the new protocol rollout later this quarter. Updates to the Hazardous Materials programs, EMS documentation course, NH Trauma System Review course and Fire Mobilization are underway. They are also supporting the ongoing programs within Moodle.

### Instructors

- We are developing a program of professional development for Instructors.
- We are working to develop a comprehensive on-boarding and preceptor program for all new instructors to better integrate them into the Division ensuring their success and improving the overall student experience.
- We have created a monthly Instructor Newsletter to improve overall communications and ensure they are kept up to date with information and news directly related to their positions. The second installment was shared this month.
- The Division is always looking for highly motivated team members to become instructors. If you are interested in becoming an instructor, please contact Assistant Director Jeffrey Phillips at [Jeffrey.r.phillips@dos.nh.gov](mailto:Jeffrey.r.phillips@dos.nh.gov) or 603-223-4213

### CPAT

- The (6) 2024 CPAT dates are listed below. We have restructured the schedule of these exams to better span the entire year to make this test more aligned with department hiring needs.

- The test held on February 5<sup>th</sup> added 25 new candidates to the eligibility list.
  - April 22<sup>nd</sup> at Laconia Ice Rink (retest April 23<sup>rd</sup>)
  - June 10<sup>th</sup> at Laconia Ice Rink (retest June 11<sup>th</sup>)
  - August 12<sup>th</sup> at NHFA (retest August 13<sup>th</sup>)
  - October 21<sup>st</sup> at NHFA (retest October 22<sup>nd</sup>)
  - November date TBD at NHFA (retest December 10<sup>th</sup>)
- 2024 CPAT
  - Department member assistance is needed for CPAT on testing days. Please confirm available personnel to assist with Scott Merrill at [scott.d.merrill@dos.nh.gov](mailto:scott.d.merrill@dos.nh.gov) prior to the test date to assist in planning.

### Testing

- Monthly Testing was completed this month (in addition to end of course testing for each program):

## **BUREAU OF EMERGENCY MEDICAL SERVICES**

### Boards and Commissions

- The NH Medical Control Board meeting will meet at 0930 on March 21<sup>st</sup> in classrooms 5 & 6 in the dormitory building.
- The NH Emergency Medical and Trauma Services Coordinating Board meeting will meet on March 21<sup>st</sup> at 1300 and January 18<sup>th</sup> at 1300 in classrooms 5 & 6 in the dormitory building.
- The NH Trauma Medical Review Committee (TMRC) will meet at 0930 on February 21<sup>st</sup>.
- The Privacy Committee will meet February 28<sup>th</sup> at 1300.

### Operations

- The EMS Simulation Training Program is active with ongoing open enrollment courses in 2024.

### Courses/Programs

- Emergency Medical Responder (EMR)
  - The Winter class began January 10<sup>th</sup> in Concord, Mont Vernon and Littleton.
  - The Spring class begins March 30<sup>th</sup> in Bethlehem, Peterborough and Concord.
  - The Summer class begins June 1<sup>st</sup> in Concord, Lempster and Tuftonboro.



- The Fall class begins September 21<sup>st</sup> in Keene, Bartlett and Concord.
- EMS Continuing Education and Simulation Education
  - Crew Resource Management and High Reliability Organization – Virtual February 7<sup>th</sup> and Concord campus February 15<sup>th</sup>
  - Tactical Emergency Casualty Care – Concord campus February 17<sup>th</sup> & 18<sup>th</sup>
  - Endocrine Emergencies – Burton campus February 21<sup>st</sup> and April 17<sup>th</sup> and Concord campus March 13<sup>th</sup>
  - Investigative Pharmacology – Concord campus March 6<sup>th</sup> and Virtual March 21<sup>st</sup>
  - Rules, Laws and Investigations in EMS: Compliance Section – Virtual March 13<sup>th</sup>
  - Recognizing and Reporting Elder Abuse for First Responders – Concord campus April 3<sup>rd</sup> and Virtual April 18<sup>th</sup>
  - Asthma Care for EMS – Concord campus May 1<sup>st</sup> and Virtually May 16<sup>th</sup>
  - Cardiology Adult Cardiac Arrest – Concord campus May 15<sup>th</sup> and Burton campus June 12<sup>th</sup>
  - For all current course listings, you can go to <https://nhfa-ems.com/scheduled-courses/>
- EMS in the Warm Zone Awareness, Operations and Rescue Task Force Concepts
  - The Awareness and Operations courses are available free to students on our online training platform. The RTF Concepts class is a half-day in-person training that is also available. Grant funding opportunities are available for those that have not done so already.
  - If anyone is looking for this program, please contact Shawn Croteau at [Shawn.A.Croteau@DOS.NH.GOV](mailto:Shawn.A.Croteau@DOS.NH.GOV)

### Clinical Systems

- Work continues on EMS Protocols Ver. 9.0 with a projected release in the first quarter of 2024.
- We are working with the Trauma Medical Review Committee on the ACS Migration Plan for Trauma Hospital designations.
- We continue our outreach and support to agencies for inter-facility transfers and mobile integrated health programs.

### Data Management

- NFIRS/Respond NH
  - If you would like to start using the New Hampshire Emergency Services Reporting System (NHESR), please fill out the form available at <https://nhfa-ems.com/nhesronboard/>.

- Fire User Group meetings occur remotely on the second Wednesday at 1300 hours each month. Contact Joseph Cartier for the link.
  - EMS User Group meetings occur remotely on the fourth Wednesday at 0930 hours each month.
  - Coordination continues with the Fire Marshal's Office for further education and guidance for reporting.
  - Anyone interested in the system can contact Joseph Cartier at 603-223-3403 or [joseph.w.cartier@dos.nh.gov](mailto:joseph.w.cartier@dos.nh.gov).
- RespondNH
- The Division continues to expand the capabilities of the RespondNH system. As we are able to utilize this system and analyze more data it is important to have department roster information updated and current. Each department has the full capability to manage their own roster by adding new staff and removing those that may have left. Departments are able to do this at any time. For State level reporting information please fill out your roster information to include their status (career, call, or volunteer) as well as the duties they provide such as EMS care and/or fire suppression.
- TEMSIS
- The EMS data team continues to get feedback and suggestions for updates to the EMS form. The purpose of this working group meeting was to solicit constructive feedback and recommendations from EMS providers who utilize the EMS forms in practice, on ways the run form can improve going forward.
    - The data team will be hosting bi-monthly remote meetings to review current change requests and implement them into the form.
    - All NH EMS providers are invited to attend regardless of rank, call volume, or time in the field. Attendees should bring a collaborative, solution-based approach. This is your chance to have input into the EMS form that you use every day. Note that this meeting will not be discussing the fire run form, or other aspects of NHESR beyond the EMS run form itself.
    - Feel free to email [nhesr@dos.nh.gov](mailto:nhesr@dos.nh.gov) for the meeting link or with any questions or comments.
  - 21,703 EMS incidents were entered into the system for January.
  - Preparation for NEMSIS 3.5 is ongoing.

### Compliance

- There are currently over 38 active investigations and ongoing cases.

Preparedness and Special Projects

- Outreach continues on both AED and CPR programs.

**Fire Standards and Training Commission – (Chiefs Clark/DeAngelis) – No report**

**NH Emergency Medical and Trauma Services Coord. Board – (Dep. Chief Paquette) – (Submitted in writing for the minutes)**

**National Volunteer Fire Council (NVFC) – (Chief Corey) – No report**

**EMS Trauma Medical Review Committee (Dep. Chief Clough) – No report**

**Homeland Security and Emergency Management – (Dir. Buxton) – (Submitted in writing for the minutes)**

***Updates on Division Priorities:***

- Hiring opportunities part-time and full-time
- HSEM will be implementing the following programs in January 2024
  - Stakeholder Liaison Program
  - Critical Operations Resiliency Exercises (CORE) training programs
- Seabrook Exercise Cycle
  - CFE2 is scheduled for February 2024
    - i. Thank you to all communities that participated.
  - Full Scale Exercise will take place in April 2024
- Public Assistance
  - We continue to work with FEMA on existing Disaster Relief effort.
  - Continue to work on December flooding damage assessments.
  - Efforts are underway to formally start damage assessments from the January flooding.
- EMPG
  - We continue to update and process project applications.
  - The team continues to identify and implement process improvement to reduce the amount of time from application to award.
- Homeland Security Grant applications have closed.
  - Application is starting to work through the review process.
  - Next committee meeting is March 4, 2024

***Federal Government:***

- FEMA Deputy Regional Administrator Jarrett Devine has been confirmed.

- We are working with communities regarding the BRIC and SWIFT Mitigation Grant programs.

***Other Items of Importance:***

- Internally we have started to plan for the following upcoming events:
  - Border
  - Solar Eclipse
  - Nascar
- COVID 19 AAR is underway.
- Monthly EMD call will be held on February 15, 2024, at 12:00

**Commission to study the Incidence of Post-Traumatic Stress Disorder in First Responders – (Chief Watkins) – No report**

**Forests and Lands – (Chief Sherman) – No report**

**Board of Fire Control – (Chiefs Hunter/Clark) – No report**

**Building Code Review Board – (Marshal Lennon/Chief Conley) – No report**

**Manufactured Housing Installation Standards Board: (Chief Blanchette) – No report**

**Division of Emergency Services and Communications – (Director Doyle)**

(Report submitted in writing for the minutes)

- Laconia Facility Update: Design concept is being finalized, space needs study is complete; process continues to move qquickly. Estimates for building/constrcution costs should be coming shortly;
- Genasys Emergency notification platform is up and running, CodeRed is transitioning out. If you are interested in becoming a POC for your community to use the ENS for local messasging, please let me know. The statewide ENS system is offerred to local communities at no cost;
- The quarterly 911 Commission meeting is scheduled for March 15<sup>th</sup> at the Fire Academy;

- Eclipse planning is underway – the SWIC is coordinating with local entities in Pittsburg and surrounding locales to establish interoperable comms for the event – questions and participation should be directed to the SWIC

[nhswic@dos.nh.gov](mailto:nhswic@dos.nh.gov) ;

- Social Media:

In January, the Division of Emergency Services and Communications utilized its social media platforms (Facebook, Twitter, and Instagram) to spread winter weather safety reminders, increase awareness of text-to-911, celebrate the achievements of our team, and remind the public of how important a visible address marker is. We also highlighted our use of LanguageLine Solutions, which allows telecommunicators to connect people in an emergency with the help they need regardless of the language they speak. In addition, we continue our #TuesdayTip series, which serves as an educational touchpoint with members of our New Hampshire communities.



- 988/911 Coalition meeting was held last week. Ongoing planning and assessments area being conducted and reviewed;
- We received our recert as an “APCO International Accredited Training Program”:



# Announcement

**New Hampshire 911 Awarded  
APCO International’s Agency Training Program Certification**

The New Hampshire Department of Safety’s Division of Emergency Services and Communications proudly announces the renewal of its APCO International Project 33® (P33) Agency Training Program Certification.

The Division of Emergency Services was the second communications center in the State of New Hampshire to earn the prestigious APCO International Agency Training Program Certification designation back in 2020. The Derry Fire Department Communications Division (2018) and Lakes Region Mutual Fire Aid (2021) are the only other certified agencies in the state.

The APCO Agency Training Program is a formal mechanism for public safety agencies to certify their training programs as meeting the APCO Public Safety Telecommunicator Training Standard. This program does not certify individuals. While there has been some interest from educational entities, the program only certifies non-commercial public safety communications training programs.

Receiving and maintaining the agency training program is a major accomplishment for the Division of Emergency Services, its training department, and the residents and visitors of New Hampshire.

The voluntary certification process was a team effort that took nine months to complete and will be valid for a period of three years. After three years, the Division will be required to show continued compliance with APCO International’s P33 Program standards to receive recertification.

DESC will be recognized at the Food for Thought Luncheon taking place as part of APCO’s 90th Annual Conference & Expo in Orlando, FL in August.

Congratulations to DESC’s training team, comprised of Training Development Manager Michele Favre, Training Coordinator Nicholas Girard, and Training Coordinator Jennifer Huckins, for this outstanding achievement. You consistently go above and beyond and set the bar for what it means to be a member of #TeamSafetyNH!



**DESC’s Training team poses with Cell Phone Sally at the 2023 APCO Conference & Expo in Nashville, TN**  
(left to right: Training Coordinator Jennifer Huckins, 911 Mascot Cell Phone Sally, Training Development Manager Michele Favre, and Training Coordinator Nicholas Girard)

- Staffing update: less than 1% vacancy...approx. 6 Telecommunicator positions open, new class tentatively starting in March (down from a high of 21 vacancies just over a year ago);

- Strategic Planning for the Division continues, plan is in Draft form;
- Comfort Dog program is in the planning stages for our PSAP – policy development and dog selection at the forefront... timeline is roughly 8 months out at this point...more to come!
- Troop “F” radio enhancement project is in the project planning stage to start this spring and finish by the fall (replaces the current zone configuration with a simulcast system) – planning continues;
- Legislatively, only one major bill we’re watching, HB 1078, requiring Telecom/Tower owners to allocate the top 20’ of tower space for Public Safety Agency use – currently in executive session;
- KPI’s (through December 31, 2023):
  - 99.52% of all calls answered w/i 15 seconds (exceeding NENA standard of 90% w/i 15 seconds)
  - Avg. Police/fire Transfer time = 49.56 seconds (exceeding NFPA Std. of 60 Sec.)
  - Avg. EMD Transfer time = 119.97 seconds – stable relative to last year.
  - Running @ 7% above last year’s call volume
- 360 Transfers to 988 / RRAP since July 2022;
- Any questions, comments, concerns, please reach out...

**E 911 Commission – (Chief Thomas) – No report**

**NH Drug Overdose Commission – (Chief Thomas) – He described the outcomes of their meeting last week. Overall drug overdose deaths are down.**

**NH Information Analysis Center – (James Heinz-liaison) –**

**(U) Cyber Attacks – Municipal Water/Wastewater Systems:** The NHIAC is aware of several successful cyberattacks on municipal water and wastewater systems nationwide. We encourage

you to be in contact with your water and wastewater partners to ensure sufficient fire flow in case of an emergency.<sup>1</sup>

**(U) Household Hazardous Waste/Explosives Precursor Chemicals:** The NHIAC would like to remind you that household hazardous waste (HHW) collection sites offer access to explosives precursor chemicals (EPC). Recent products published by the EPA and FBI advise of the potential for HHW and EPCs. The management of HHW programs varies, leading to a wide variety of security measures. The prevalence of waste exchange areas and lack of consistent security, safety measures, and protocols at HHW collection sites enable individuals to obfuscate acquisition of EPCs (NHIAC, EPA.gov), <https://www.epa.gov/hw/household-hazardous-waste-hhw>

**(U) UAS/Drone Activity:** The NHIAC is interested in drone activity conflicting with Fire/EMS operations. Please report any incidents of UAS (drones) flying or hovering around your emergency operations or fire stations, particularly in a reconnaissance type of behavior, to Law Enforcement or your Fire Service Intelligence Liaison James Heinz at [James.B.Heinz@dos.nh.gov](mailto:James.B.Heinz@dos.nh.gov). Please see the following link for more information. [Drone Response Playbook For Public Safety \(faa.gov\)](#)

**(U) Stolen FD Extrication Tools Used in Crimes:** The NHIAC continues to receive information from the Maryland Fusion Center regarding the use of stolen fire department extrication tools being used to commit crimes needing power tools. Several recent examples include bank ATMs being breached by hydraulic jaws. [Thieves use 'jaws of life' to pry open ATMs \(msn.com\)](#)

**(U) Operation Flashpoint:** A memo has been sent out in a few editions of the NHIAC monthly Fire/EMS Bulletin regarding Operation Flashpoint. The awareness campaign was developed in partnership by FBI and DHS. See this link to review the program overview and objectives – [Operation Flashpoint Program | CISA](#). Members of the NHIAC will be out in NH communities working with businesses on bomb making materials awareness. As we all know, some of the materials used in the Boston Marathon bombing were purchased locally. An educational and informational program has been developed and is being presented which includes visual aids and informational sessions by members of the NHIAC.

**(U)** The NHIAC is an integrated, all-crimes/all hazards information sharing network that analyzes and disseminates information to engaged stakeholders from a variety of sources. If you are interested in receiving items from the NHIAC, contact ILO James Heinz at [James.B.Heinz@dos.nh.gov](mailto:James.B.Heinz@dos.nh.gov) for an Information Sharing Agreement (ISA).

**(U)** The NHIAC is aware of several incidents involving fire in the vicinity of critical infrastructure facilities or assets. In an era of aging infrastructure and attacks targeting infrastructure, the NHIAC respectfully requests sharing of information and reports of incidents related to critical infrastructure, whether the

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<sup>1</sup> CBS News Pittsburgh, 27 November 2023, [Cyberattack on Pittsburgh-area water authority sends alarms to Department of Homeland Security - CBS Pittsburgh \(cbsnews.com\)](#)



activity is deemed to be nefarious or not. Incidents involving water and wastewater systems, electrical distribution, and the transportation sector including bridges and railroads are of particular relevance. Information may be sent to [James.B.Heinz@dos.nh.gov](mailto:James.B.Heinz@dos.nh.gov) or [NH.IAC@dos.nh.gov](mailto:NH.IAC@dos.nh.gov) as well as the Tips Hotline 603-223-3860 or Tips link below

(U) The NHIAC is an integrated, all-crimes/all hazards information sharing network that analyzes and disseminates information to engaged stakeholders from a variety of sources. If you are interested in receiving items from the NHIAC, contact ILO James Heinz at [James.B.Heinz@dos.nh.gov](mailto:James.B.Heinz@dos.nh.gov) to obtain an Information Sharing Agreement.

**(U) Recipients are encouraged to report suspicious activity to the NHIAC Tips Hotline, or by using the link below**

**SUBMIT A TIP HERE !**

**New England Fire Chiefs – a Division of the IAFC – (Chiefs Jones/Murray) –  
*Technology Symposium***

We are pleased to inform you of the Technology Symposium New England (TSNE), an event organized by the New England Association of Fire Chiefs, Division of the IAFC (NEAFC). The symposium is scheduled to take place on March 18, 2024, at the Devens Common Center in Devens, MA. This event offers a unique opportunity for fire service personnel in New England to come together and explore practical implementation of technology in the field.

TSNE will feature the latest advancements in technology that can help improve fire safety measures and emergency response. Participants will have the chance to engage with industry experts, network with fellow professionals, and gain valuable insights into how technology can be used to enhance the quality of fire service in our region.

We strongly believe that attending TSNE will be a valuable experience for all fire department personnel. Our aim is to provide an informative, engaging, and interactive platform where you can learn and share your knowledge with peers across the industry.

Seating is limited to 150 attendees, and we kindly request that you limit participation to 2 to 3 per community.

### **NED-IAFC Conf/Expo**

The annual Conf Expo is scheduled for October 16<sup>th</sup> – 18<sup>th</sup>, 2024 at Mohegan Sun in Uncasville, CT. Currently scheduling Professional Development, expo spaces, program layout and most importantly working on a new registration format.

### **Web Page Design**

We are currently working on a new Web page design for the organization. Goals are user friendly, NEAFC Happenings, NEAFC IAFC Officers and contact info, IAFC Hot Sheet, NE States and their Chiefs' Asso. Info / happenings, and information for Chiefs inquiring and post info/items as well.

### **IAFC 2nd VP Candidates**

As most of you I am sure are aware that there is now 2 candidates for the office of 2<sup>nd</sup> Vice President for the IAFC.

We have our own, Chief Steve Locke and Chief Dan Munsey from San Bernardino California.

Chief Munsey is well known in IAFC Technology area, so we as a division are really going to have to push our states to get the vote out and support Steve in word and financial help if possible.

It would be amazing to have an IAFC President in 2 years from the State of Vermont.

### **Membership**

To be eligible to vote, you must be a member of the IAFC NEW England Division. Which would include up to date happenings, contacts, professional development etc. Get involve, please join.

### **Old Business -**

#### **New Business –**

- Chief Cloutier asked if anyone knew of a location that recycles turnout gear.
- Dave Witham thanked the Association for the partnership on

### **Good and Welfare –**

**Raffle** – The raffle collected a total of \$320. \$160 was given for prizes Counted by Chiefs Watkins and Chamberlain.

The meeting was adjourned at 1204 hrs.

Respectfully submitted,

Chief Brent T. Lemire, ret.

Executive Director, NHAFC

February 8, 2024