

How the current Sanbornton Fire & Rescue Department Operates Now

Currently the Sanbornton Fire & Rescue Department operates as a “combination” fire & EMS department which means that it is made up of different types of staffing levels with a Full Time Fire & EMS Chief, Part Time Firefighter/EMTs that cover the station during the day time (8am to 4pm) which is made up of both internal members and outside members to fill the 116 hours of coverage required 7 days a week. The rest of the time the staff responds as needed based on receiving a call for service, 336 hours are covered with these on call members.

The department tracks times with 4 shifts;

Day Shift – 8am to 4pm (8 hours)

Covered with 2 Firefighter/EMT's at the station.

Evening Shift – 4pm to 7pm (3 hours)

No coverage – dependent on members being available

Night Shift – 7pm to 5am (10 hours)

Covered with a minimum of 2 Fighter/EMT's from home

Morning Shift – 5am to 8am (3 hours)

No coverage – dependent on members being available

The Chief works Monday thru Friday (8am to 4pm) and also responds to calls all hours of the day and night depending on severity of call and available staff.

Day Shift- (8am – 4pm) Average 50% of all calls

We deal with two issues when it comes to appropriate staffing levels, the first being the Day Shift – due to limited personnel and the limits placed on us by the State of NH regarding how many hours a part time firefighter/EMT can work we have seen an increase in vacant (not filled) shifts. In 2015 we had 136 vacancies of which 26 times there was no one in the station at all, in 2016 we had 160 vacancies of which 20 times there was no one in the station at all.

Evening Shift – (4pm – 7pm) Average 25% of all calls

The problem that arises during this particular time of day is that we do not have the on call members available to respond to emergencies since the majority of members work out of town and are not out of work yet or are dealing with family obligations like kids and school activities, grocery shopping and spending time with a spouse, which leads to the time frame that calls are missed or take longer to respond.

Night Shift – (7pm – 5am) Average 20% of all calls

All members are required to sign up for 4 nights of coverage per month and we do have vacancies on night shifts but members that are not signed up still tend to respond. During this shift we do not have any major issues with member's availability since they tend to be home settled in and available.

Morning Shift – (5am to 8am) Average 5% of all calls

Since the members have to get ready for work, the night shift ends at 5am since an ambulance call has an average turn-around time of 2 ½ hours and if a call is received after 5am the member most likely will be late for work and employers are not as tolerant as they were in the past for employees to miss work. Since this is a small percentage of calls it also is a time when the more serious medical calls are received (cardiac and stroke type calls) these are normally during the last hour of the shift (7am to 8am).

The current staffing is made up of the following;

- Total number of full time members –
 - 1 – Fire Chief
- Total number of on-call full members –
 - 1 – Deputy Chief / Paramedic
 - 1 – Captain / Paramedic
 - 1 – Lieutenant / AEMT
 - 1 – Lieutenant / EMT
 - 3 – Firefighter / AEMT
 - 2 – Firefighter / EMT
 - 2 – Firefighters
 - 1 – Probationary Firefighter
 - 1 – Paramedic
 - 1 – AEMT
 - 3 – EMT's
- Total number outside per-diem –
 - 1 – Firefighter / Paramedic
 - 4 – Firefighter / AEMT

We have a total of 23 members, of these 8 on-call members and the 5 per-diem members are eligible to cover day shifts and the night shift is covered by the 17 on-call members.

The department runs approximately 450 emergency calls and another 600 non-emergency **service calls** annually, this is accomplished by the use of 2- front line firefighting pumpers, 1 -2000gal tanker, 1 – forestry truck, 1 – utility vehicle, 1 – command car and 1- advanced life support ambulance.

The department participates in fire / EMS prevention activities throughout the year from fire station tours, fire drills at all the schools as well as businesses, fire extinguisher training for the general public and first aid and CPR classes, and a smoke detector program which helps residents with supplying and installing smoke and CO detectors in their homes, this is performed by the day shift staffing.

The day shift staff and the fire chief conduct life safety inspections daily from outside fire permits, life safety inspections, oil and gas furnace and tank inspections.

The following statistics are collected from reports generated from the department’s “FireHouse” reporting software;

Total emergency calls for the last two years:	<u>2015</u>	<u>2016</u>
	391	443
Call Categories:		
Fire Related	46	60
Overpressure Rupture, Explosion, no fire	1	1
Rescue & Emergency Medical Services	212	233
Hazardous Condition	11	13
Service Call	27	46
Good intent call	37	36
False Alarm & False Call	39	27
Severe Weather & Natural Disaster	18	27

Mutual Aid Responses by the Sanbornton Fire & Rescue out of town:

	<u>2015</u>	<u>2016</u>
Call Categories:	53	53
Fire Related		
Laconia	4	4
Meredith	2	1
Tilton/Northfield	4	8
Belmont	0	2
Andover	0	1
Campton-Thornton	1	0

(Fire Related Cont.)	<u>2015</u>	<u>2016</u>
Bristol	0	1
Franklin	2	4
Gilford	1	1
Gilmanton	1	2
Rescue & Emergency Medical Services		
Meredith	4	0
Tilton/Northfield	3	4
Franklin	0	1
Service Call (cover assignment)		
Meredith	0	1
New Hampton	1	0
Tilton/Northfield	5	7
Belmont	3	0
Bridgewater	0	1
Bristol	0	1
Franklin	2	1
Gilmanton	0	2
Good intent call (cancelled enroute)		
Hill	1	1
Laconia	0	3
Meredith	4	1
Plymouth	0	1
Tilton/Northfield	2	1
Belmont	1	0
Rumney	1	0
Meredith EMS	2	0
Canterbury	1	0
Franklin	4	4
New Hampton	3	0
False Alarm & False Call		
Belmont	1	0

Mutual Aid Responses from another town:

	<u>2015</u>	<u>2016</u>
	21	23
Call Categories:		
Fire Related		
Automatic 1 st Alarms		
Towns assisting on scene		
Tilton/Northfield	2	3
Franklin	1	3
Laconia	1	3
New Hampton	0	1
Belmont	1	1
Meredith	0	1
Rescue & Emergency Medical Services		
19 A-1 Out of Service		
Towns assisting on scene		
Franklin	2	1
Laconia	1	0
Tilton/Northfield	0	1
Only 1 EMT responded		
Towns assisting on scene		
Franklin	1	2
Tilton/Northfield	0	2
New Hampton	0	1
Service Call		
Franklin	1	2
Good Intent		
Tilton/Northfield	2	3

Fire & Emergency Medical Service Definitions;

LRMFA – Lakes Region Mutual Fire Aid, this is made up of 35 communities in 5 different counties, the primary responsibility of LRMFA is dispatch services and coordination of mutual aid responses.

MUTUAL AID – This is where another town's resources will be dispatched to another community during a building fire, multi car accidents, mass casualty incidents, multiple incidents or any type of emergency that can overwhelm the resources of a particular community, Mutual Aid is not to be used as the "First Responders" to incidents in another town.

FIRST RESPONDERS – The initial response of personnel and apparatus to an emergency like an ambulance call, trees and wires, motor vehicle accident or car fire. It is the first responders that determine the need for more resources and call for addition resources from our neighbors (mutual aid)

AUTOMATIC AID – This is an agreement with adjoining communities that when a building fire is reported, the dispatch center automatically dispatches mutual aid resources to the scene prior to first responders arriving. This is referred to as an "Automatic First Alarm". In Sanbornton this automatic first alarm will get all of the Sanbornton Resources (two engines, one tanker, one ambulance) and another two engines, two tankers and a cover engine and ambulance to the Sanbornton Station from our neighbors, and if more resources are needed than further alarms can be requested that brings in more resources.

ENGINE – This is a vehicle that carries at a minimum 1000gals of water and all the tools and equipment to function in fire suppression or water supply.

TANKER – This is a vehicle that is designed to carry water (2000gals to 3000gals) from a water supply (lake, pond, river or pressurized hydrant) to the scene of the fire, in some cases a tanker can be used as an engine.

GOOD INTENT CALL – This is defined as a call that the reporting party thought was an emergency and was determined by the first responders to no be an emergency, examples; a slide off into the snow bank on the interstate with no injuries, this tends to occur when another driver drives by the scene and without stopping calls 911 and reports a "car accident" and since there is no good information that 911 receives they start all the resources as if it were a bad accident. Another type incident is when someone drives by a home and sees smoke coming from the backyard and calls 911 to report a building fire and the responding crew arrives to find a permitted outside fire or gas grill putting out the smoke.

SERVICE CALL - This is a type call that does not quite fit into any type category, examples; lockout – where someone locks themselves out of their home where there is a child left in the home, a life assist where an elderly person falls and either their spouse or caregiver is unable to lift them from the floor.

It also covers the 600 +/- life safety inspections including Oil, LP & Natural Gas installations, Generators, Fire Alarm systems.

ON CALL FIREFIGHTER/EMT – This is a member of the fire department that responds to emergency calls 24/7 that has a full time job elsewhere and not necessarily in the fire service; they could be your local contractor, plumber, electrician, insurance agent, neighbor or friend. They receive an hourly wage when they respond to an emergency call or attend training. As an on call member they can choose if they want to pursue Firefighting, EMS or both. Each member is responsible for attending monthly training and 4 nights of shift coverage per month (7pm to 5am).

PER DIEM FIREFIGHTER/EMT – This is an on call member of the fire department that has met all the certifications and qualifications to work the day shifts in the fire station, the qualifications that are required are state certification as a Firefighter I or II, Emergency Medical Technician (Basic, Advanced or Paramedic), Driver/Operator of all apparatus and must complete a 6 shift orientation. The per diem members sign up for day shifts based on their availability.

OUTSIDE PER DIEM FIREFIGHTER/EMT – This is a member that is from another fire department that is not an on call member of the department; they are required to have state certification as Firefighter II, Advanced EMT or Paramedic and Driver/Operator of all apparatus, they sign up for day shifts based on their availability.

Respectfully submitted by;

Paul D. Dexter Jr.

Fire Chief, Emergency Management Director and Forest Fire Warden