



The Trumpet

A Membership Publication of the Southwestern New Hampshire District
Fire Mutual Aid System, Serving New Hampshire, Vermont and Massachusetts



From the Coordinator's Desk

by Paul Szoc, MAC1

I just recently completed my first year as Coordinator and would like to thank everyone for the support and assistance they provided to me. I feel the year was very successful and we accomplished many projects and policy changes in 2000. Some of the improvements and changes were:

- Implementing of a Fireground Policy
- Development of a Web Page
- Regional Training Seminars for Members
- Installation of a Toll-Free Line
- Better Training for Personnel
- Radio Study Committee
- Organizational Study Committee
- Working on Improvements for Police Agencies
- Improvements for Radio Shop—Now Employ Two Full-Time Techs
- Negotiated First Contract with Dispatcher's Association Bargaining Unit
- Improvements to The Trumpet
- Improvements to Radio Sites

We still need to work hard as a team and continue to improve the system into the future. The following are some of the goals that I as the Coordinator would like to see for the Year 2001:

- Complete the Installation of the New Console, Including Four Full Operating Positions
- Continue with the regional Training Seminars for Members
- Installation of a Full CAD System
- Make Further Improvements to the Radio System, Including Checking Possible New Sites and Replacing the Microwave System Which Would Eliminate the UHF Links.
- Apply for Grants to Accomplish These Improvements
- Provide the Best Possible Emergency Communications Center for Our Members and the Citizens We Serve

Again, I would like to say "Thanks" to everyone for their support and assistance and I look forward to working with you in 2001. I hope you all have a wonderful and healthy year. If I can be of any assistance to you, please do not hesitate to call me.

Historic home ravaged by fire in Londonderry

by Tom Marshall, Reformer Staff

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SOUTH LONDONDERRY—A historic home was heavily damaged in a four-alarm fire on New Year's Day.

Units from 10 surrounding communities fought the blaze, which started in an attached barn and spread to the main building.

Firefighters struggled to gain access to the fire, working under disorienting conditions inside the smoky house, said Chief George Lang of South Londonderry Fire Department.

"The fire was in the third floor and we couldn't find access," he said, adding that at one point he pulled his firefighters out to regroup. "It was a very stubborn fire."

Units from South Londonderry, Londonderry, and Weston were initially called to the fire, at the 1850s-era house across from the library.

Within minutes of the 11:54 a.m. call, additional units were summoned from Weston and Winhall, said dispatcher Joe Sangermano of Mutual Aid in Keene, N.H. They were soon joined by the Stratton, Peru, Jamaica, Wardsboro, and Manchester fire departments.

"Someone pounded on my door and said the house was on fire," said neighbor Bruce Frauman, who was among several 911 callers. "I saw flames coming out the roof of the barn."

The house, owned by Barbara Callahan, was being leased by the Mahogany run Ski Club of Vineland, N.J., said club president Walt Muessig.

"We lease it for the season," he said, declining to identify the most recent tenants. "Their time was supposed to be over Friday."

Officials had not spoken with the tenants at presstime, and their whereabouts could not be established. Callahan was out of state and could not be reached for comment.

No injuries were reported in the fire, but the house was effectively destroyed due to fire, smoke, and water damage, said Lang.

"The house is basically totaled," he said. "It was extensively damaged."

But Lang credited an efficient response with preventing even more serious damage or loss of life.

"I can't say enough about the mutual aid," he said. "(The fire) was really going."

Fire inspectors were due to investigate the blaze Monday night, and Lang said firefighters would remain on the scene to water the building and watch for flare-ups.

"We hate to see the old houses leave us," he said. "Hell of a way to start the new year."

COMMUNICATIONS TRAINING

At Mutual Aid's annual meeting last spring, it was announced that a communications training program would be instituted for all personnel in the system. This program is now up and running. Communications personnel will discuss who and what Mutual Aid is, what we can do for you, and what you can do for us—all with the intent of providing better service to our customers, the citizens of our towns. Hopefully this will enable all of us to work together better through an increased understanding of each other's expectations.

This program is being scheduled in various areas throughout the Mutual Aid system with the hope of reaching fire, police, ambulance and EMS personnel from several towns with each presentation. The following is the schedule to date.

02/08/01	1900	Wilmington FD
02/26/01	1900	Spofford FD
03/12/01	1900	Meadowood Assembly Hall
03/26/01	1900	Winchester FD
04/16/01	1900	Marlborough FD
05/08/01	1900	Peterborough
05/21/00	1900	Peru

Any fire, police, or EMS personnel are invited and encouraged to attend any of these sessions. All we ask is that you give us some idea of how many will be attending from your department so we can provide enough handouts.

If there is no program scheduled in your area yet, and you would like to host one, please contact dispatch.

SWNH DISTRICT FIRE MUTUAL AID SYSTEM ANNUAL MEETING

WEDNESDAY, APRIL 11, 2001
1800 Hrs.

Best Western Motel
401 Winchester Street
Keene, NH

Guest Speaker
RETIRED BOSTON FIRE COMMISIONER
LEO STAPLETON

The Rebirth of a Department

by Ryan Lavigne

The Sullivan Fire and Rescue Department and its members have both received a "face lift." The small town that Sullivan may be in size and population is not a true reflection of the town's Fire and Rescue Department. With many hands and minds working together, the department itself has been improved to accommodate the fleet of apparatus and equipment that assists in any emergency. With some generous donations the department was able to add to its three-bay station: two new bays for the forestry vehicles, a training/meeting room, chief's office, bathroom (complete with shower), two storage rooms, and many other key items to update the station to a professional working environment for its personnel.

Not only did the station get a "face lift," but the apparatus did as well. A 2000-gallon tanker was purchased from the Troy department to bring the number of vehicles up to five. The tanker will now enable the department to begin a water supply before surrounding departments respond, which will increase the amount of water being pumped to the scene.

The number of personnel has also increased with an addition of six new members that have joined within the last year. This brings the numbers up to sixteen members, with thirteen of them active. With the new and old members working together, they are going to respond to any situation with pride and honor for what they do, and do the best job that they can. But it doesn't stop there. The department looks forward to getting more members and continuing its improvements into the new millennium, with many more training opportunities and more town involvement.

From all of us at the Sullivan Fire and Rescue Department, have a safe year and remember, we are only a phone call away.

Putney Acquires Thermal Imaging Camera

The Putney Volunteer Fire Department has recently purchased a Bullard thermal imaging camera. The River Valley Credit union of Putney provided a large donation and favorable interest rates to assist in the purchase of the camera.

Chief Russ Ellis commented, "I am proud to add this piece of equipment to our saving tools, and I know it will help us in saving lives in our town and neighboring communities."

The camera is state-of-the-art in its design and ease of operation. It provides instant imaging in rooms and other areas that would not be possible without it. The camera is on Engine 2, Putney's first-out apparatus. All interior firefighters have been trained in the use of the camera and how it can greatly assist them in the search and rescue phase of an incident.

NEWS

from the
Jaffrey Police Department

SUPERVISORY RETREAT

The Jaffrey Police supervisory staff held a "Retreat Day" at East Hill Farm in Troy on November 10, 2000. Chief Robert Pelio described the session as "very productive." Participants discussed the department mission, vision and goals as well as establishing areas of responsibility and ideas for working in partnership with the Jaffrey community. Attendees included Chief Pelio, Lt. Rick Carpenter, Sgt. Steve Reynolds, Sgt. Todd Feyrer, Detective Bill Oswalt, Attorney Dave Park and Office Manager Lori Coffin. A follow-up retreat day is planned for June, 2001.

SERGEANT TODD FEYRER PARTICIPATES IN ESGR TOUR

On October 18-20, 2000, Sergeant Todd Feyrer participated in the Civic Leader tour with the Employer Support for the Guard and Reserve (ESGR) in San Antonio, Texas. Sergeant Feyrer toured Fort Sam Houston, Lackland Air Force Base, Kelly Airfield and Randolph Air Force Base. During these tours, he was shown the latest in training, education, identification and medical technology. ESGR offers the tours to educate civilian employees on what the Reserve and National Guard do and the importance that the soldiers serve during drills and deployments.

REGIONAL PROSECUTOR PROGRAM EXPANDS

Jaffrey Regional Prosecutor David Park has announced that the Rindge Police Department will be joining the program in January, 2001. The Jaffrey program was the pilot for this growing regional prosecution trend. Attorney Park and Legal Assistant Holly Riutta look forward to working with Rindge in addition to the current program towns of Jaffrey, Peterborough and Dublin.

NEW SOFTWARE

Chief Robert Pelio is pleased to announce that the Jaffrey Police Department has purchased the IMC Police Software package as part of an overall records management and communications upgrade. "This is a state-of-the-art package that will greatly enhance our performance and service to our community," the Chief said. Department personnel received four days of training at IMC's headquarters in Grafton, Massachusetts on the program.

50th Anniversary West Dummerston Volunteer Fire Department

by Retired Assistant Chief Laurence Lynch

The West Dummerston Volunteer Fire Department celebrated its 50th Anniversary, December 2, 2000. The department was formed in 1950, starting with 14 senior members and seven junior members. An initial investment of \$6,000, made possible by donations from townspeople, enabled the charter members to build a 14,000-gallon fire pool at the south end of town. Members also purchased a trailer that carried a portable pump along with 1,000 feet of 1½-inch hose. They next had a 200-gallon booster tank on a 1946 Dodge one-ton truck.

The first fire station was built in 1952 next to the West Dummerston Baptist Church. To finance this, cement blocks were sold for \$40 each. The names of the original purchasers are still in a glass frame in the new station in West Dummerston. Other community members donated timber which was milled at a local mill.

At that time, a primitive version of our modern day 911 system was arranged with the phone company. To aid firefighters in locating and reaching a fire quickly, a map of the town was prepared giving numbers and an alert index to all residences. A person would call the operator and say their emergency. Immediately the operator would dial 414, 503, or 522. This would alert a chief officer and start a phone fan out call to all members. For minor fires the townspeople could call the numbers directly.

In 1974, a new station was built across the street from the original fire station. Prior to that a new substation was built in 1965 in Dummerston Center with a community project donation from Evening Star Grange.

There have only been five fire chiefs since the department began: Ernest Tier (now deceased), George Duke, Leon Chamberlin, Sr., Wayne Emery, and our current chief, Steven Gallup.

West Dummerston Volunteer Fire Department was one of the earliest members of the Southwestern New Hampshire Mutual Aid System. Our trucks are assigned the number nine, and our base stations are KOW813 and KOW814.

In addition to its two stations, the department now has four pumper-tankers, a rescue vehicle and a forestry truck. There are currently 40 active members.

At the anniversary celebration held at the B.R.O.E., guest speaker Charles Fish, former trustee of the department, presented Fire Department President, Assistant Chief Allen Pike, with a flag from Senator Pat Lahey that had been flown over the U.S. Capitol. Greetings were also read from Senator Jim Jeffords and Representative Bernard Sanders.

*Sketch of first station
by W. Dummerston artist
Theodora Tier, c. 1953*



Hinsdale PD and EMTs Prepared for Rapid Response to Cardiac Arrest

Submitted by Connie White Faulkner, Education Coordinator, Rescue Inc.

On Sunday, December 10, 2000, law enforcement officers and administration from Hinsdale Police Department completed the American Heart Association's "Heartsaver AED" and Pediatric Basic Life Support courses at Rescue Inc. Community Training Center.

Since May of 2000, Hinsdale PD have carried Automatic External Defibrillators in their duty cruisers to enable volunteer Emergency Medical Technicians residing in Hinsdale the ability to "shock" a victim of sudden cardiac arrest into a life-sustaining heart rate. New Hampshire recently passed legislation to allow law enforcement, firefighters and the like, the ability to not only carry defibrillators to the aid of victims of cardiac arrest, but to administer care prior to the arrival of Emergency Medical Services.

"Hinsdale Police Department has been one of the most aggressive agencies in working with Rescue Inc. toward strengthening the 'Chain of Survival' from adult arrest," stated Connie White Faulkner of Rescue Inc. "I believe that Hinsdale PD is also one of the first in New Hampshire to take this step." Lt. John Skippa of the New Hampshire Police Academy was an instrumental part of the necessary procedures for implementation of the program.

Automatic External Defibrillators along with early activation of Emergency Medical Services (Call 911) and early CPR offer up to a 49% chance of survival when administered within the first few minutes of pulselessness. Previous statistics reflected a 10-14% survival rate.

Patrolman Todd A. Faulkner of Hinsdale Police Department is certified as a National Registry Emergency Medical Technician and has been affiliated with Rescue Inc. for 11+ years. Faulkner is also an AHA Basic Life Support Instructor and will be responsible for training of new officers as well as continued recertification and quality assurance of the AED program at HPD.



Left to right: Officer Richard Pratt, Officer Michael Bomba, Rescue Inc. Training Coordinator Connie Faulkner, Sgt. Chris Roberts, Cpl. Al Gero, Cpl. Skip Bonnett, Dispatcher Michelle Rideout, Officer Christopher Anderson, Chief David Whittle.

SWNHDFMA FINAL STATISTICS FOR 2000

TOTAL RADIO TX	624,958
TOTAL PHONE CALLS	204,334
TOTAL POLICE	19,431
TOTAL FIRE	6,057
TOTAL EMS	12,039
TOTAL MONTHLY INDEX	37,527

MISSION STATEMENT

The mission of the Southwestern New Hampshire Fire District Mutual Aid System is to help people in time of need by reacting to their emergencies in a professional and caring manner, while promoting an atmosphere of mutual respect and trust between the communication center, emergency services and the public.



1971 Maxim "S" Model Pumper

1250-gpm Single-Stage Pump • 1000 gal. Booster Tank
 318 Detroit Diesel • Allison HT-740 4-Speed
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Refurbished with a new aluminum body and tank in 1988.
 Maintenance records and pump test results available.

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Asking Price: \$ 20,000

Contact: Chief Brian Johnson
 PO Box 217, Wilmington, VT 05363
 1-802-464-8022 • wilmfire@together.net

Jaffrey-Rindge VFW Memorial Ambulance Service Receives Gift of a New Ambulance

by Mark R. Cournoyer

On September 18, 2000, the Jaffrey-Rindge VFW Memorial Ambulance Service took delivery of a new 2000 Ford Type III ambulance manufactured in Sumner, Iowa by Lifeline Emergency Vehicles. This ambulance was given to the Jaffrey-Rindge VFW Memorial Ambulance Service through the efforts of the members of the Jaffrey-Rindge Ambulance Foundation, combined with the outstanding generosity of the citizens and businesses in the entire Monadnock Region.

The Jaffrey-Rindge VFW Memorial Ambulance Service originated from a suggestion made early in 1948. At a meeting on March 12, 1948, the suggestion became a reality and on March 15, 1948, an initial donation of \$1000 began the process of acquiring our first ambulance. With the help of coin boxes, mail solicitations and penny sales, approximately \$4000 was raised—just enough to purchase a used Buick and a small amount of equipment with which to begin serving the residents of Jaffrey and Rindge.

Efforts like these and more had continued through the years until our other ambulance, 16A1, was purchased by our service in 1995. It is also a Ford Type III ambulance manufactured by Lifeline Emergency Vehicles. After we purchased 16A1, several concerned citizens of Jaffrey & Rindge recognized the problems we had encountered through the entire selection and purchase process. It was very difficult for the volunteers of the Jaffrey-Rindge VFW Memorial Ambulance Service both to staff the ambulances on the ever increasing number of emergency calls, and to also find ways to encourage citizens to donate to this worthy cause. These concerned citizens formed the Jaffrey-Rindge Ambulance Foundation and undertook the enormous task of raising the funds necessary to purchase a new ambulance for our service every five years.

Our new ambulance, 16A2, replaced our 1990 PL Custom ambulance, which had well over 95,000 miles on it and was becoming a mechanical and safety nightmare. 16A1 currently has over 65,000 miles on it and even with our rising number of calls for service, we are hoping to get another five years of service from it.

The Jaffrey-Rindge VFW Memorial Ambulance Service operates the same way today as it did over 50 years ago—with donations as its sole source of income. We are proud to note that this is one of the last free-of-charge ambulance services in New Hampshire! We continue to



serve the residents of Jaffrey and Rindge with a crew of ten Basic EMTs, six Intermediate EMTs, one Paramedic and four auxiliary members. Our four auxiliary members, Michelle Cournoyer, Lisa Poirier, Ron Black and Doug Rowland, have just successfully completed the EMT Basic class at Franklin Pierce College and are awaiting the results of their national registry exam. They have already proven to be valuable assets to our service.

We would like to thank the Jaffrey-Rindge Ambulance Foundation and all of the citizens and businesses in our area, for the donation of this new ambulance. We really did not have to work like we have in the past to get this new ambulance. We would also like to thank Walt Hautanen, of Walt's Signs in Jaffrey for all of his efforts and generosity in lettering the ambulance to put it in full service in time for the Town of Jaffrey's Millennium Celebration. Our appreciation also goes to Lucien Rainville from Bert's Emergency Vehicles in Blackstone, MA for all of his contributions and donated time and effort on the new 16A2 as well as on 16A1. And last, but certainly not least, we would like to thank all whom we have not mentioned who continue to help and support the Jaffrey-Rindge VFW Memorial Ambulance Service in all of our efforts to help others.

Our two ambulances and all of our equipment are housed at the ambulance facility at 119 Main Street in Jaffrey. As always, everyone is invited to stop in, tour the facility, see our new ambulance, and meet our crew whenever any of us are there.



SWANZEY, NH

SWANZEY FIRE DEPARTMENT placed into service a 2000 Pierce® Saber® pumper featuring a 1250-gal poly water tank, 1250-gpm waterous pump with stainless steel piping, 500-watt Honda generator, Foam Pro 2002 A/B foam system, 20 & 40-gal. foam tanks, 350-horsepower Cummins ISC engine, and an Allison MD 3066 automatic transmission. This is Swanzey's third Pierce pumper and will be stationed in Swanzey Center.



ALSTEAD, NH

ALSTEAD AMBULANCE SQUAD recently took delivery on a 2000 Marque Custom 1250 ambulance, mounted on a Ford E-450 chassis with a 7.3 PowerStroke diesel engine. All departments are invited to view the new vehicle.

NEW DELIVERIES



ALSTEAD, NH

ALSTEAD FIRE DEPARTMENT recently placed into service a 2000 Pierce Custom Contender™ pumper equipped with an aluminum body, a 1000-gal. poly water tank, 1250-gpm top-mount Darley pump with stainless steel piping, 5000-watt Honda generator, Foam Pro 1600 class A foam system, 20-gal. foam tank, 330 horsepower Series 40 Detroit Diesel engine, and an Allison MD 3060 automatic transmission. The custom cab has room for 6 SCBA seats. The new truck replaces a 1975 Ford C900 pumper. This pumper is stationed in East Alstead as 1M3. All departments are invited to view the new vehicle.



WINCHENDON, MA

WINCHENDON POLICE DEPARTMENT placed into service a 2000 Ford Explorer as the chief's car and incident command vehicle.

Visit Our New Website firemutualaid.com

Zach Tirrell is developing a new website for Southwestern New Hampshire District Fire Mutual Aid. He has worked hard this summer while on vacation from college. The site is all registered and is on line in. We plan to update on a weekly basis and add new items. If anyone has any ideas or information they want on the page, please let us know. Our goal is to make this web page something we all can be proud to have looked at.

The Mutual Aid Santa Patrol

by David A. Whipple, December 2000

*Reports are coming in from all areas
Between Keene and the North Pole
From our Christmas Eve lookouts
We refer to as the Mutual Aid Santa Patrol*

*The Patrol is commanded by Paul
He is the Chief Santa Patrol Elf
He sat here in this room for many years
Doing this very job himself*

*The first report we received tonight
Came from Phil, up to our North
He saw a sleigh being towed by some reindeer
Flying back and forth*

*Our early reports were scarce this evening
But I can at least tell you this
That Santa was seen responding from the east
At least that's what we're told by Chris*

*Tom in the Town of Marlborough
Said he's heard Santa's sleigh bells ring
And Bonnie on the other side of town
Has reported the exact same thing*

*We have Neal stationed in Keene
And of course he's complaining once again
We have to keep telling him
Neal, just do the best you can*

*Bobby has been advising us
That in the Deerfield Valley towns
Santa has been seen checking out all the chimneys
And is about to start his rounds*

*We have Matt stationed along the river
In the village of North Walpole
It's his first Christmas Eve working with us
Because he is the newest member of our patrol*

*Rob said he couldn't work with us tonight
At least that's what he said
I think he has already set out some milk and cookies
And has headed off to bed*

*Joe is talking with us on his new cell phone
As he watches for the Jolly Man
He is keeping constant contact with us
Because he has the 200 minute plan*

*Reports from Mike in Peterborough
Are sounding rather good
He's watching as Santa makes his way
To all the houses in the neighborhood*

*Jim is scouting the skies above Swanzey
Looking for any little sight
That may appear to look like
Rudolf's nose shining bright*

*In the Keene fire station hose tower
John has found himself a perch
Having someone up so high tonight
Greatly aids our search*

*I'd like to say a special thank you now
To my partners Eric and Win
They have helped me sort the information
As quickly as it has come in*

*As for me, I'll be leaving in a few hours
I've added my Christmas Eve touch
I will actually get some sleep tonight
And for that Ed, I thank you very much*

*And for Shannon listening in Harrisville
The next few words will change your life
Because, Bubba would like to ask you Shannon
If you will be his wife*

*So folks may your presents be filled with love
And your stockings free of coal
I wish you all a safe and happy holiday
From the Mutual Aid Santa Patrol*



Meadowood:

Plans for Spring Schools; New Tower, New Roof, Old Siren

by Chief Robert Crowell

Plans are being made for Spring Fire Schools. More information will be sent out as soon as plans are finalized. We hope to have more hands-on classes.

Members of the MCAFD replaced the old tower with a 1984 Mack 75-foot tower. It was put in service December 11, 2000, and carries the same equipment as the old tower.

Members combined their talents and spent two weekends roofing the entire main station. Thanks to all who donated time, equipment, materials, or food. Special thanks to Scott, Dean, and Andy for their roofing expertise and to all the members who worked hard to get the project done.

The siren that was on the roof of the main station was removed so the members could reshingle the roof. The siren is for sale for the best reasonable offer. It has a five-horsepower motor. It can be seen at the pavillion at the drill yard. Contact Chief Crowell or Asst. Chief Wright.

WILMINGTON FD AWARDS

On December 1, 2000, several members of the Wilmington Fire Department were honored at their Ladies Night and Awards Banquet. recently for Length of Service Awards.

Chief Brian Johnson and **Assistant Chief Richard Covey** each received awards for 30 years of service to the department. Beginning their careers as Junior Firemen in 1970, they trained, gained experience, and climbed the ladder through the ranks to become our highly regarded leaders of today.



Also receiving awards were **1st Lieutenant Marty Goodell**—20 years; **1st Lieutenant Mark Shea**—15 years; **Firefighter Rusty Sage**—10 years; **2nd Lieutenant Scott Moore**—10 years; **Firefighter John Lazelle**—5 years; **Firefighter Taft Hamilton**—5 years; and **Firefighter Craig Goodell**—5 years. The final award of the night was the "I Made the Chief Proud Award" and in a close race was won by **Firefighter Leigh Thomson**.

The Wilmington Fire Department is volunteer based and is always seeking new members. Please stop by the firehouse on Beaver Street or call 802-464-8022 if you're interested in the fire service.

The Face behind the Voice

Tom Redin grew up in East Longmeadow, MA. At age 16, he moved to Wilmington VT, and in 1979 graduated from Wilmington High School. He had started working at Mt. Snow Ski Area in 1976 part time while still in school, working in the Lift Operations and Maintenance Department. After graduating from high school, Tom went on to be employed full time at Mt. Snow. On September 10, 1979, Tom joined the Wilmington Fire Department where he has served for 21 years as a firefighter. During the time he lived in Wilmington he was one of the regular apparatus and pump operators for the department. In the fall of 1984, then Vice President of Maintenance and Operations of Mt. Snow, David Buckley, asked Tom if he had any interest in being the part-time dispatcher (two-days a week). Tom accepted and then two years later became the full-time dispatcher for the ski resort.

In the fall of 1988, Tom heard an announcement on KCF415 that Fire Mutual Aid was looking for part-time dispatchers. He initially applied and was accepted to start the training process but, due to time restrictions at that point, had to drop out of the program. In the summer of 1992, while attending meetings involving the Deefield Valley towns going on-line with Mutual Aid for dispatching services, Tom inquired about part-time work. John Marechal, Chief Coordinator at that time, hired Tom starting that September as a part-time dispatcher. In July of 1994, when Dave Carter was the night supervisor at Mutual Aid, Dave attended the Wilmington Fire Department annual picnic where he asked Tom if he would be interested in working for Mutual Aid full time. Needing a change, and enjoying the challenge of public safety dispatching, Tom accepted the offer and started full time on September 28, 1994.

Since then, Tom has become certified as a Level 1 Public Safety Dispatcher (IMSA), Emergency Medical Dispatcher (Medical Priority System) and is now Fire and Police Dispatch certified by Powerphone. Tom has also been trained in Critical Incident Stress Management. From 1997 through 1999, he also served as a part-time dispatcher with Brattleboro Central Dispatch in Brattleboro, VT.

Tom owns a home in Marlborough. In his spare time he enjoys spending time with his girlfriend and with family and friends in Vermont, working around his home, and investing in the stock market. Before relocating to NH, Tom was a member of Deerfield Valley Rescue (ambulance) for ten years. He is certified as a VT Firefighter Level One. In 1997 he also acquired certification as a NH Firefighter Level One.





TIP

TECH

from the
RADIO SHOP

by
Dale Paquin

Your Portable Radio: Is it a friend or foe?

Portable two-way radios have come a long way over the years. They used to be full of tubes and were so large that they had to be worn on your back. Their antennas were long whip affairs that were several feet long. Things have changed dramatically over the years. Today you can have a 5-watt portable radio with a large capacity battery that will last all day—with up to 200 channels, a miniature antenna, an alphanumeric display, and sophisticated toning, scanning and encryption capabilities—and fit in the palm of your hand!

This may sound like Communications Utopia, but like everything else in this world, it comes with its share of compromises. Portable radios do have some pretty good technical specifications and if you could just use them with a really good mobile antenna, you could communicate pretty well from most areas in our Mutual Aid System.

However, portable radios have two major transmitting deficiencies. First, portable radios have an output power of five watts, compared to a typical mobile radio of 50 watts. This gives you a 50% transmitting range reduction right from the start. Second, portables have very poor antenna systems when compared to mobile radios. This will reduce your transmitting range at least another 50%; even more in some cases. If you try wearing your portable on your belt while using a remote speaker microphone, you can almost forget about ever reaching dispatch. The close proximity of your body to the radio's helical antenna will detune it so badly that you will be transmitting only a few tenths of a watt!

Here are some tips that can help you make the best use of your portable:

- If you are at an emergency scene or are doing a search in a bad communications area, assign someone to stay near a mobile unit that can act as

a communications relay back to dispatch.

- If you live in a bad communication area, consider getting a vehicular repeater for your main piece of apparatus. A vehicular repeater ties in to your mobile radio utilizing UHF portable radios. They generally work very well.
- If you are having marginal communications, try moving around a little. Sometimes just moving a few inches can make a big difference. If you are next to a large metal vehicle, move away from it. Try to find a high clear location to communicate.
- Never try to communicate very far when using a speaker/microphone while wearing the portable on your belt. It's okay for short "on-scene" communications, but not for all.

In conclusion, portable radios are wonderful innovations for public safety use. However, the reality is that they do have technical limitations that significantly limit their communication ranges. Our Mutual Aid System consists of thousands of square miles of area. Its communication system was designed to communicate with mobile radios. The advent of portable radios has presented new communication challenges. There have been some improvements in the system over the years, but it will not be until the next communication generation, with many more sites, that portable radio communications will become the norm.

NEW RADIO SHOP SHIPPING OPTIONS

The Mutual Aid Radio Shop service area covers a lot of ground. Some towns are 50+ miles from Keene. We realize this presents a real problem in getting broken portable radios and pagers in to us for service. Up 'til now, to drop off and pick up items for repair, you have had to wait until either we were in your area or someone was coming to Keene.

We are trying to remedy that by offering Business Reply Postal Mailers for incoming shipping and UPS delivery for return. The Business Reply Mailers are padded bags with special labels that allow you to complete some simple paperwork, load your broken pagers and/or portables into the mailers, seal them and **JUST DROP THEM INTO ANY MAIL BOX FOR DELIVERY TO US**. There is no out-of-pocket shipping expense at that time. When the items are repaired, we will UPS them plus new mailers back to your doors. You may also order spare batteries and other accessories when you send in your units for service. We will try to send the requested items back with your repaired units. Sometimes it may not be possible because of order considerations.

You can still drop off/pick up items at dispatch as you always have. Or, you can drop them off and have us UPS them back to you. Just make sure we have a valid shipping address for you. UPS will not deliver to a post office box. The UPS service is now available. The mailer service will be up and running shortly after we finalize the permit process and get some labels printed. New mailers will be available from dispatch. The only costs at this time will be the costs of shipping items back to customers.

NEXT ISSUE

MAY 2001

THANKS! to all who contributed to this issue of *The Trumpet*. To those of you still thinking about sending something—all we need are some notes and your name and phone number. Just supply us with the basic information—we'll be happy to write and/or edit your articles. Of course, we delightfully accept full articles if you're so inclined. Don't forget the pictures or other artwork. They really brighten up the stories.

NOTE! Please, clearly print people's/manufacturers' names and other unique details so we don't misread your handwriting. Thanks.

Here are some ideas for items/articles/photos to submit for publication:

- Historical stories/photos
- Successful and unusual rescues
- Spectacular or difficult fires/accidents
- Training
- Outstanding personnel
- Fund-raising events
- New equipment and/or facilities
- Reports from conventions, etc.
- Police articles, promotions, pictures, etc.
- Equipment/tools, etc. to sell or swap
- Anything of interest to the EMS/fire/police/rescue community.

We are also looking for people interested in writing regular feature columns. Please volunteer! Or just call and tell us what you'd like to see.

DEADLINE

FOR MAY ISSUE
APRIL 20, 2000

THANKS TO ALL THOSE
WHO HAVE SENT ARTICLES!

Please SEND ARTICLES & PHOTOS* to:
Sue Newell / Delta Graphics
3 Old Chesterfield Road
Winchester, NH 03470

or call 603-239-6104, or fax 603-239-6215,
or email deltagraphics@monad.net

NOTE: Please paste emailed articles into the body of the mail to avoid software compatibility problems. Thanks!

*All photos will be treated with utmost care and returned in original condition. If you have photos of historical value, we will gladly arrange for hand-to-hand transfers.

MOVING UP & MOVING ON

Promotions, Appointments & Retirements

PROMOTIONS

- **Steve McKenna**, to Lieutenant, Keene FD
- **Christy Dewey**, to Rescue Captain, Westmoreland FD
- **Tom Finnegan**, to Rescue Lieutenant, Westmoreland FD
- **Willima Shea**, to Lieutenant, Westmoreland FD
- **Sgt. James F. Kelly**, to Lieutenant, Troop Commander, NHSP, Troop C
- **Detective Sgt. Allen Welch**, to Asst. Troop Commander, NHSP, Troop C
- **Sgt. Peter Riesenber**, to Detective Sergeant, NHSP, Troop C
- **TFC Jerome Maslan**, to Patrol Sergeant, NHSP, Troop C
- **TFC Lawrence Holdsworth**, to Patrol Sergeant, NHSP, Troop C
- **Sgt. Edwin Bourassa**, to Captain, Keene PD
- **Cpl. Ken Meola**, to Sergeant, Keene PD
- **Cpl. Shane Maxfield**, to Sergeant, Keene PD
- **Steve Tenney, Sr.**, to Corporal, Keene PD
- **Dick Richards**, to Corporal, Keene PD

APPOINTMENTS

- **Steve Lamears**, to Keene PD Dispatch
- **Chris Milton**, to Keene PD Dispatch
- **Allen J. Lafrennie**, to Chief, Winchendon FD

RESIGNATIONS

- **Margaret Llantada**, Marlow Police Department
- **David Whittle**, Chief, Hinsdale Police Department

WELCOME

NEW CHIEFS

- Joseph Collins **Rindge Police Department**
- Allen J. Lafrennie **Winchendon Fire Department**
- Linden Joseph **Hancock Fire Department**
- John D. Morse, Jr. **Marl-Harris Ambulance**
- Howard Sheats **Winchester Police Department**



by Bonnie Johnson

Supervisor's Corner

With the holidays behind us, Mutual Aid has certainly moved into 2001 in full gear. There is a lot going on and much that you should be aware of.

This month, we have placed a new logging recorder in service. It was purchased from Exacom, Inc. of Concord, New Hampshire. This 40-channel recorder, which is computer-driven and records on DVD, will record all phone and radio traffic at dispatch. An added feature is that, by recording the trunk lines coming in as well as the dispatch phones themselves, we can provide full recording 24 hours a day for those police departments which have their phone lines ring directly into dispatch. The new recorder also has features to make quality assurance monitoring and tape reproduction much easier.

We have also launched the regional training program that was mentioned at last year's annual meeting. These programs are being scheduled throughout the system. We hope to reach all of you by fall. See the separate article in this issue of *The Trumpet* for more information and a schedule.

New Hampshire EMS personnel have probably noticed the addition of some strange letters and numbers that are being used in dispatching medical calls. These are called "Determinant Descriptors" or "Response Determinants" and are based on information received by the call-taker through the Medical Priority Dispatch protocols. The numbers refer to the type of call (chest pain, breathing difficulty, etc.) which led the 911 operator to assign this descriptor. The letter is the more important part of this information. The letters (Alpha, Bravo, Charlie, Delta) suggest the type of response that units should make. (An Alpha call is less serious than a Bravo call; a Delta call is the most serious.) This response mode is only a suggestion and we are leaving it up to each service to develop its own policies regarding response. Additionally an ALS unit will be dispatched automatically on any Charlie or Delta call if ALS is available in your area. We at Mutual Aid will still continue to give all of the information we receive to you responders in "plain English" as we have in the past. This is just additional information to help you make decisions about your response.

We have developed a web page for Mutual Aid. Please visit us at www.firemutualaid.com. This page is still under construction and will be changing frequently. If your department has pictures of apparatus or events that you would like posted, please get them to us for inclusion. We hope to add a bulletin board or calendar of coming events, so if you have suppers, training sessions, or other events coming up, send the information along. This is your page, not just dispatch's. We need your suggestions and input. You can fax ideas and/or information to 603-358-3420 or e-mail articles and photos to webmaster2@firemutualaid.com.

As always, if you have questions, please don't hesitate to drop in or give us a call. We're always open!

We have developed a web page for Mutual Aid.

Please visit us at www.firemutualaid.com.



The Last Response

In

Memoriam



Since the last issue, the following members have passed on. May they rest in peace.

MELVIN BUSHWAY
Retired Captain
Bellows Falls Fire Department

ALMON CLARK
Retired Chief
Lempster Fire Department

PETER H. DRAGON, SR.
Swanzy Fire Department, East Company

WALTER HONGISTO
Retired Charter Member
Meadowood County Area Fire Department

VICTOR PATNODE
Swanzy Fire Department, West Company

RICHARD SMITH
Retired Chief
Saxtons River Fire Department

WILLIAM SMITH
Swanzy Police Department
Swanzy Fire Department, Center Company

WARREN TOWLE
Retired Deputy Chief
Bellows Falls Fire Department

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BOARD OF DIRECTORS

Listed below are the names, addresses and telephone numbers of the Board of Directors as it is now constituted for 2000-2001. Telephone numbers are provided to afford member departments a "DIRECT LINK" with your System representatives.

David Hannum, , President

Putney Fire District
Route 4, Box 1100 • Putney, VT 05346
802-387-4674 (H)

Captain John Manning, Treasurer

Marlborough Fire Department
PO Box 442 • Marlborough, NH 03455
603-357-6510 (W) 603-876-3904 (H)

Commissioner Herb Hurlburt

Walpole Fire Department
P.O. Box 875 • Walpole, NH 03608
603-756-3145 (W) 603-756-9532 (H)

Captain Larry Daley

Peru Fire Department
PO Box 216 • Peru, VT 05152
802-824-3998 (H)

Chief John A. Mulhall

West Dover Fire Department
PO Box 561 • West Dover, VT 05356
802-464-3333, x4390 (W) 802-348-7963 (H)

Representative Edwin O. Smith

PO Box 26 • Hinsdale, NH 03451
603-336-7223 (W) 603-256-6133 (H)
E-mail: eos@together.net

Sheriff Richard Foote

Cheshire County Sheriff's Department
12 Court Street • Keene, NH 03431
603-352-4238 (W) 603-352-0991 (H)

Chief William Weston, Vice President

Bellows Falls Fire Department
170 Rockingham Street • Bellows Falls, VT 05101
802-463-4343 (W)

Chief Stephen Black, Secretary

Peterborough Fire Department
16 Summer Street • Peterborough, NH 03458
603-924-8090 (W) 603-924-3651 (H)

Captain Dean Tasker

Langdon Fire Department
Ball Hill Road • Langdon, NH 03602
603-756-3311 (W) 603-835-6827 (H)

Chief Lee Dunham

Swanzey Fire Department
119 Sawyers Crossing Road • Swanzey, NH 03446
603-358-6455 (W) 603-352-4184 (H)

Chief Robert Johnson

Hinsdale Fire Department
PO Box 13 • Hinsdale, NH 03451
603-336-5714 (W) 603-336-7461 (H)

Commissioner Peter Davis

County of Cheshire
38 Woodbury Hill Road • Jaffrey, NH 03452
603-532-6233 (H)

Chief Paul A. Zsoc, Coordinator

32 Vernon Street, PO Box 443 • Keene, NH 03431
603-352-1291 (W) 603-352-8768 (H)
E-mail: pszoc@ci.keene.nh.us

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