



Tilton-Northfield Fire & EMS



www.tnfd.org

Week of 7/13/07

Phone: 286-4781

Vision

SAFETY

PROFESSIONALISM

**CUSTOMER
SERVICE**

Mission

DELIVER:

EFFICIENT,

PROFESSIONAL,

HIGH QUALITY,

COST EFFECTIVE,

AND TIMELY

**FIRE
SUPPRESSION,**

RESCUE,

**EMERGENCY
MEDICAL
SERVICES,**

FIRE PREVENTION,

**PUBLIC SAFETY
EDUCATION, AND**

**CODE
ENFORCEMENT.**

Chief Carrier's e-mail:
21C1@metrocast.net

Summertime!

Well... summertime is here and alive. The call volume has picked up considerably with the influx of vacationers. Below is a picture of Lake Winnepesaukee as seen from the Weirs looking easterly toward Governor's Island. It is nice to have such beautiful weather after the hazy, hot, and humid weather we had earlier in the week. Please be safe when you are enjoying the summer. Nobody wants to be sick or injured during this time of year! Remember to hydrate regularly and limit risk-taking!



Lake Winnepesaukee WeirsCAM - 07/13/07 12:31:02 PM

Below is the view of Lake Winnisquam from Steele Hill—a view I am sure many of us are familiar with. The natural beauty of our area is what draws many of our customers, but it also keeps us living and working here! Nice lakes, nice mountains! We all should appreciate what we have and enjoy it as much as possible.



Chief's Message

Light Week For the Newsletter

Of course I say that and then I start writing! I'll probably fill the space! We'll see...

I just don't have a lot of hot items to share with you this week. I guess that is not really a bad thing. I did leave you hanging on the Calef Hill Road numbering issue. I'll try to bring you up to speed:

There are 6 lots—in Tilton—with frontage on the Franklin Calef Hill Road. Of course, the need addresses and they need appropriate 911 addresses. Once an address is assigned, there will now be 2 Calef Hill Roads in Tilton. That is not acceptable for obvious reasons which could drastically effect emergency responses.

We looked into the issue with Chief Clarenbach from Franklin and did not come up with a viable solution acceptable to the town. The issue is now back in the hands of the Town of Tilton. I have attempted to persuade them to rename the Tilton Calef Hill Road. This will not be a pleasant experience for anyone involved, but it is the safest solution. I am preparing to return a phone call now, as a matter of fact, to schedule a meeting requested by the Tilton Selectmen to discuss the issue.

I'll keep you posted...

It looks like we will be work-

ing with the Water District to find a short-term fix to our low fire flows in the West Main Street area of Tilton. We have received preliminary permission from Nova, or Uncle Hilde's ownership to install a cistern at the rear of their property, opposite the Dunkin Donuts site. We are in the process of gathering prices and options. The intent would be to have enough water in that area to establish a primary water supply for a period of time long enough for us to be able to secure a secondary water supply from another source. Those other sources would most likely be either the hydrant at West Main and Mill, or a Franklin hydrant behind Rite Aid or at Hannaford's.

At a recent training, we laid dual lines at the Nova site. The training was based on the knowledge that there was very little water in the hydrant on the street; but, there was "some" water. We came up with a way to "take" whatever water we can from the pressurized hydrant, while setting ourselves up for a rural hitch. Quite simply, in one 4" line laid from the pressurized hydrant, we placed a 4" clappered siamese and opened the hydrant, thus, supplying water right through one side of the siamese. The water pressure was minimal at best, but we took what we could get. The other side of the siamese was reserved for the rural hitch, which could have been extended if

necessary. Tankers would then come and pump the hitch, which would then shut the clapper on the pressurized hydrant side. When the tanker was done dumping, the hydrant water would again flow to the extent that it could.

The hydrant at the entrance to Nova was flow tested that night and we were able to get 139 gallons per minute out of it. We would probably get less out of it through a hoseline due to friction loss, but the above-mentioned tactics will help us maximize our less than adequate pressurized hydrants.

On a related note: we learned that Water District Superintendent Jim Dalton was relieved of his duties this week. During Jim's short tenure, we were able to get a lot of information and data that was never available when the District was under private ownership. It certainly was refreshing to work with someone that had the attitude that we were in this together. We hope that the District moves quickly to fill the Superintendent's spot and that our working relationship can pick up where we left off. In the short-term, we look forward to completing the flow tests of the private hydrants in both communities.

See... I told you I didn't have much to say!

Chief Carrier

UPCOMING TRAINING OPPORTUNITIES

July 16, 2007	0900 hrs	Practical Pumping Exercise Transitioning from Booster Tank to Supply Line Chief Carrier Center Street
July 16, 2007	1800 hrs	Hoseline Drill Deputy Robinson Park Street
July 17, 2007	0900 hrs	Practical Pumping Exercise Transitioning from Booster Tank to Supply Line Chief Carrier Center Street
July 18, 2007	0900 hrs	Practical Pumping Exercise Transitioning from Booster Tank to Supply Line Chief Carrier Center Street
July 23, 2007	0900 hrs	Personal Responsibility in Emergency Vehicle Response Chief Carrier Center Street
July 23, 2007	1800 hrs	Hose Testing Chief Carrier Lt Hall / FF Powell
July 24, 2007	0900 hrs	Personal Responsibility in Emergency Vehicle Response Chief Carrier Center Street
July 25, 2007	0900 hrs	Personal Responsibility in Emergency Vehicle Response Chief Carrier Center Street

Anyone Wishing to Supply Pictures or Write Articles for Future Newsletters Please forward your materials to Chief Carrier by Wednesday of each week!

The following article was received today as posted on Billy Goldfeder's "Secret List". I think it is important for anyone that may be reading this to hear his perspective and internalize the information he is putting forth. As always, he is opinionated and doesn't hold much back!

Hey...

Like many of you, I am getting ready to spend a little time off with my family...and can't wait. But when I got this information, I just had to share it with our intimate little group on The Secret List.

I guess you also saw the news this week where the Homeland Security Secretary Michael Chertoff has a "gut feeling" that our Country may get attacked again. People need to pay attention to that. If he has a gut feeling-he probably has one of the more informed guts in our nation. I don't know about you, but I think of my kids, my family and friends when the terror threats come to mind. Most people do.

So if The Secretary's gut is bothering him-so is mine.

Sadly, since 9/11, we have seen loads of funding for some projects-and cuts in others. At a local level, did you know that in Massachusetts, Governor Deval Patrick this week vetoed 2.3 million dollars earmarked for Boston Fire Department training and Haz-Mat programs? That's probably a really good idea. Why would any bad guys target an historic, very American City with over a half a million people and millions of visitors?

Incredible. Maybe he vetoed it because he DOESN'T think the firefighters have ENOUGH funding to do their job. Yeah-that's it. Oh.

And at the Federal level, for example, you can get your personnel trained in all the NIMS programs...100, 200, 300/400 and so on....but that doesn't mean your FD will be any better at handling, for example, a dwelling fire. But, if you need tactical, local "use daily" training such as flashover training, that may be a bit more challenging-or impossible. If you want to increase or maintain staffing-that may make your gut ache. After all, if any FD cannot respond with adequate staffing to a single family dwelling fire, how can they be expected to respond adequately to the terrorist incident?

What some folks do not seem to understand (or don't want to understand) is that no matter what you do-if you respond to house fires (for example), it takes strongly lead coordinated firefighter staffing, performing specific tasks, to quickly and effectively control the fire. From the hydrant to the pump panel to the hose lines to the venting to the searching to the rescuing to the leadership and all the many required tasks, if the right # of well trained FF's required for the tasks don't arrive quickly, with good bosses, lead in a coordinated effort, it usually doesn't work.

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Generally, if you have more well trained, well lead and "arriving on a timely basis" staffing, you have a greatly increased chance of putting that fire out quicker...not always, but almost always. If someone is trapped in that house fire, and you arrive with less personnel, you have a calculated, measurable and provable less chance to save the trapped person than if you had the required staffing.

Customer service.

As Cities across America plaster slogan type words like "commitment to excellence", "committed to service excellence", "at your service", "the best in customer service" and related slogans on their buildings and vehicles..I always wonder what is "behind" those words. I love slogans.

Here are some specific Cities that had old slogans-and some of their new slogans:

Atlantic City: America's Favorite Playground (1993), Always Turned On (2003)

Cleveland: It'll Rock You (1999) See Something New (2005)

Dallas: The Texas Star (2000) Live Large. Think Big. (2004)

Houston: The Real Texas (1993) Expect the Unexpected (1997)

Chattanooga: The Attraction's Only Natural (2002)

Rochester, MN: Rah-rah-Rochester (2006)

Seattle: City of Flowers (1942) Metronatural (2006)

Montreal: The More You Kiss, the Frencher It Gets (2006) (FirefighterCloseCalls' personal favorite)

Trenton, NJ: Trenton Makes. The World Takes (1910)

Tacoma: America's No. 1 Wired City (2001)

Omaha: O! (2003)

Slogans should reflect something-and if you are lucky, it is something real that really reflects how they operate and is bought into and actually done by those who work in that organization. If a slogan says "Commitment To Excellence"...that should be the standard-or someone's standard. The water should be excellent, the parks should be excellent, the elected officials should be excellent and the cops should be excellent at giving people breaks. Simple stuff.

When I saw this list, and saw Omaha, Nebraska's slogan, I think it fit perfectly based upon a fire department study they had just done. When I read the study, I said to myself ...O! Oh. Oh no.

A consultant's report (below) recommends reducing the number of firefighters staffing fire apparatus in Omaha from 4 FF's to 3 FF's. The report said that the FD is overloaded and essentially, the report says, that the OFD doesn't have to be as good as they are, if the City wants to save money.

Richard Brady, president of California based Matrix Consulting, said that the city could save \$5.1 million annually by reducing the OFD by 105 firefighters, among other minor changes. That would be about 15 percent of the department budgeted to have 661 firefighters.

The Matrix report claims that those cuts would not harm the ability of the OFD to "respond" to calls. They claim the OFD could save about \$5 million a year by reducing the number of firefighters from 4 to 3 on each pumper and ladder, among other changes. A total of 105 firefighter jobs could be eliminated. An additional \$700,000 could be saved by reducing the "captain-heavy" staffing of the department.

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The study concluded that the OFD is performing far above national standards, and thus can reduce the number of firefighters assigned to each apparatus. Dropping from 4 FF's to 3 FF's would not create staffing or response problems, the Matrix study said. Nationally, departments should be able to get 15 firefighters to a fire scene within eight minutes 90 percent of the time, the study said, and Omaha meets that standard 97 percent of the time.

Wouldn't you think the citizens of Omaha have a "gut feeling" that's a good thing? Wouldn't someone running for election want to use that as a positive thing? Shouldn't citizens wonder about response, staffing and the relationship to timing, performance and service delivery? Is the \$\$ savings per citizen all that much, where they would be willing to actually reduce their (the citizens) level of "customer service" ...when they call 9-1-1...after little Irving plays with matches, sets the bedroom on fire and is trapped?

It is a FACT that additional firefighters can make a difference-a real, measurable "customer service" difference when the critical services a FD provides are urgently needed. And while terrorist related local homeland security response service (another term for fire department) is VITAL at the local, first responder level-how can a community expect THAT to happen, when the staffing to handle the day to day services are recommended to be cut? If the FD is doing great and meeting or exceeding goals, does the public want the cuts? Is the public aware of the cuts? Is the public willing to accept the cuts? It's THEIR FD. Sometimes they are willing to accept cuts-until they have a fire. And then all the standard "oh my gosh-it was horrible" questions come out. Elected people are elected to look out for the public good-and to provide the best possible public safety response "when we are having a horrible day". That's just my gut feeling though.

Some consultants will say anything they are asked to. Of course, it depends on what questions consultants are asked to answer...by those who bring them in and pay them. Some provide information based upon the fact that budgets are tight. Some provide information based upon the fact that there are labor/management issues. And some provide facts without any prejudice or being told how the report should play out.

Saving taxpayers money is a big deal-and running a FD with a fair deal to the FF's as well as the citizens paying the taxes is a big deal as well. And when money is being wasted-that too is a big deal. But when a FD is successfully delivering excellent service 97% of the time, why cut it without first making sure that is what the citizens of the community are willing to accept? After all, it's the citizens that are supposed to matter. The "customers" who expect the "service". It's "their" FD.

When a consultant claims that staffing cuts would not harm the ability of a FD to provide service....in this case, my gut feeling is that it shouldn't be very hard for the OFD members to convince their community differently. It just depends whose house is on fire and who is in that house, as to it mattering or not.

Just ask'm. Ask all those impacted by the cuts-from the taxpayers to the elected folks, what they want responding to their or their loved ones "once in a lifetime" emergency.

O !...Oh. Ohhhhhh.

Take Care,

BillyG

The Secret List 7-13-07 / 0855 hours

www.FireFighterCloseCalls.com

LOCAL ARTICLE: www.omaha.com/index.php?u_page=2798&u_sid=10074908