

**2007 Annual Report**  
**Merrimack Fire Department**  
**Merrimack Fire Rescue**  
Submitted by Michael Carrier  
Fire Chief

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A Message from the Fire Chief

On behalf of the men and women of Merrimack Fire Rescue, it is my pleasure to provide you with the Merrimack Fire Department 2007 Annual Report. Contained in this document, you will learn about the personnel, facilities, equipment, and programs that serve you our residents. I am sure that once you review this document, you will agree that Merrimack Fire Rescue is a highly trained and professional organization, providing quality service based on the department's core values of respect, trust, and support.

The Town of Merrimack Fire Department is recognized as a leader in innovative and effective approaches to firefighting, fire prevention and emergency medical services. All of us in the Department can take pride that our work is helping set the standard for modern fire-rescue services.

But first and foremost, we take pride in the fact that our skills and training, our courage, determination and professionalism are serving and protecting the people of Merrimack. Our mission said simply is public safety. This community puts its trust in us as firefighters, as managers, as staff and expects that when we answer a "911" call we are prepared, professional and able to work as a team in order to prevent harm, preserve life, and protect property. It is a tribute to everyone in the Department that day-in and day-out, we meet that challenge and that we do so under conditions that can be difficult and dangerous.

Continuing to meet that challenge will take a commitment from all of us in the Department to never rest on our laurels and to be willing to do what is often the hardest thing of all: **change**. We must be diligent in working to bring new knowledge and competencies to bear on old problems. We must focus not only on where the problems are, but also on where the solutions can be found. Change is a series of steps, not a continuous evolution. All of a sudden, after steps that might not feel like much movement, you find a new paradigm emerges a new way of doing things is suddenly the way things are being done. Over the past decade, in the Merrimack Fire Department, we have worked hard to stay true to our fundamental mission while discarding old beliefs that no longer serve us well. This, then, is the Merrimack Fire Department of 2007: Inspired by history, not bound by it and we are poised for the future.

The command staff must use our managerial and professional skills to ensure that the best personnel possible staff this Department and ensure that we create an environment in which people are respected for who they are, for what they do and for their good thinking. We must encourage teamwork and instill discipline. We must keep in mind the big picture: every action of this Department is a display of our commitment to internal and external customer service and as

leaders; we are responsible for making sure the parts work together to create an organization capable of serving the public and meeting the public's expectation.

All of the administrative staff, command staff, firefighters, paramedics, Emergency Medical Technicians (EMTs) must continue to learn together and to value compassion, honesty, integrity, and teamwork on the job. We must keep those values in balance with the traditional focus in the Fire Service, which is raw strength and courage. We must continue to respect, understand and trust one another in order to do our jobs better, to protect the public better and to make this Department better. Every firefighter, EMT and paramedic must have confidence in the men and women working beside him or her. As an organization, we must give the people in the field the tools and the support they need to work together comfortably and effectively.

As we look ahead to the coming year and to the new millennium, we in the Town of Merrimack Fire Department can do so with the knowledge that we have a history of success and with the confidence that we have the ability and the will to build a future that is as bright as the past has been proud.

We have accomplished many outstanding goals in 2007. Acquisition of a new rescue vehicle is the most visible accomplishment to the community. We received this unit in early December and it has since been outfitted with the needed rescue equipment to respond to emergencies throughout the community. This unique piece of equipment, along with key personnel staffing it, has added a superb dynamic to our ability to protect lives and property.

We have seen more lives saved in 2007 with our paramedics having the ability to confirm their evaluation of potential cardiac patients, transmit this data via wireless connection to an on-call cardiologist, and have the patients into the cardiac catheterization laboratory in half the time of normal cardiac events. Our successful transmissions saw patients in the hospital with the cardiologist in less than 30 minutes from the activation of the emergency dispatch. This is due to the dedication of our crews to provide the best service possible.

## **DEPARTMENT STATEMENTS**

### **Vision**

Through a combination of team-orientation, compassion, educated and dedicated professionals, in conjunction with state-of-the-art technology and equipment, Merrimack Fire Rescue strives to be an organization to which others will benchmark their efforts.

We will provide quality, customer-oriented service, provided in a safe, caring, professional, and consistent manner.

## **Mission**

As members of Merrimack Fire Rescue, we will provide the highest standard of emergency care and loyal service to our community, help others, show you care, and go home safe through PROMPT SERVICE.

**P**revention education throughout the community  
**R**especting all individuals and treating them as our customer  
**O**utstanding commitment to service  
**M**aintaining equipment for any emergency  
**P**articipation within the community  
**T**raining to the highest degree possible

**S**uppression and support services  
**E**mergency medical and rescue services  
**R**apid response  
**V**igilant pursuit of our vision  
**I**ntegrity in all we do  
**C**ompassion and caring for our citizens and visitors  
**E**thics, education, and excellence in everything we do

## **Values**

### **For the Department:**

We strive for excellence through knowledge, motivation, and education.

### **For the Community:**

We provide an outstanding service through teamwork, confidence, and performance.

### **For Ourselves:**

We maintain honesty and loyalty through effective communication and mutual respect.

## **Human Dignity**

We commit to treat human life in a manner that most people would desire and consider acceptable. Respect, dignity, honesty, compassion, understanding, and trust are fundamental to the strength of Merrimack Fire Rescue.

## **DEPARTMENT SLOGAN**

**Striving for Excellence, Exceeding Expectations, Customer Service**

Included in the department are the Latin words

**Salus Populi Suprema Lex**  
“The Safety of the People is the Supreme Law”

# **MERRIMACK FIRE DEPARTMENT PERSONNEL**

## **CAREER DIVISION**

### **Administration**

Fire Chief Michael Currier  
Assistant Chief David Parenti  
Deputy Chief Anthony Stowers  
Office Manager Cathy Nadeau

### **Fire Prevention**

Administrative Officer John Manuele  
Fire Inspector Leo LeBlanc (Part Time)  
Fire Educator Pip Adams (Part Time, Fire Prevention Month Only)

## **Career Fire Rescue and Emergency Medical Services**

### **Shift Captain (Career)**

A Shift, Richard Pierson, B Shift Shawn Allison, C Shift Scott Simpson, D Shift Brian Borneman

### **Shift Lieutenant (Career)**

A Shift Brian Dubreuil, B Shift Rick Barrows, C Shift Ronald Hansen, D Shift Jason Marsella

### **Master Firefighter/EMT (Career)**

Mark Akerstrom, Marc Bechard, Norman Carr, Jr., Bruce Cornelius, Thomas Dalton, Matthew Duke, Richard Gagne, David Joki, Wayne Perkins, David Trepaney, Shawn Kimball, Shawn Farrell

### **Master Firefighter/Paramedic (Career)**

John Demyanovich, Paul Kelly, Scott Bannister, Shawn Brechtel, Robert Panit, William Pelrine

### **Career Firefighter/Paramedic**

Kevin Chambers, John Chisholm

### **Career Firefighter/EMT**

Daniel Newman, Richard Ducharme, Kip Caron, Brennan McCarthy Mark Bickford

## **Per-diem Ambulance Attendants**

Michelle Moore EMT-I  
Krystle Pelletier EMT-I / RN  
Philip Comeau EMT-I  
Danielle Ducharme EMT I

## **ON-CALL/VOLUNTEER DIVISION**

Fire Rescue & Emergency Medical Services (EMS)

### **Administration (On-Call)**

Deputy Chief Martin Carrier  
Manny Marcel (Support Services)  
Joseph Comer (Support Services)

### **Lieutenant (On-Call)**

Chris Wyman (Call Fire Lieutenant)  
Matt Pfeiffer (EMS Lieutenant)  
Paul Mondoux (EMS Lieutenant)

### **Call Firefighter**

James Bailey, Roland Blanchette, Michael  
Comer, Joshua Glennon, Matt Pfeiffer, Arthur  
Stockhausen, Gerard Beland, Matt Manuele,  
Philip Comeau (EMS), Aaron McAneney, Joe  
Hebert, Keith Hines, Eric Bell

### **On-Call EMS**

Tom Arnold, Timothy Dutton, James Elkins,  
Gary Gauvin, John O'Neil, Robert Veale, Gene  
Kuczewski, Mark Leo

## **DIVISIONS**

### **OPERATIONS DIVISION**

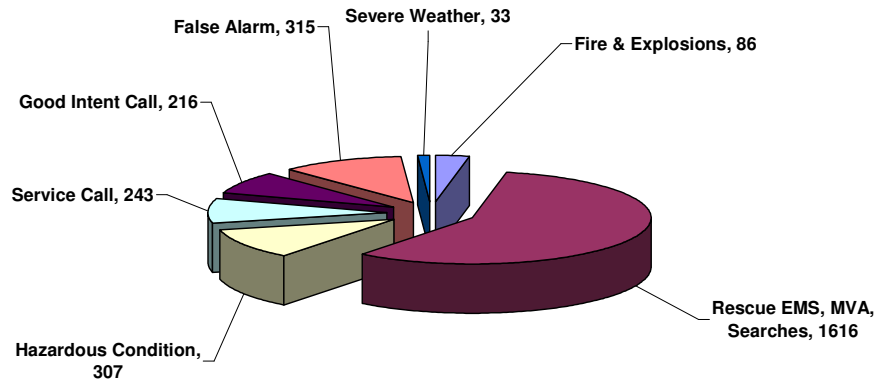
The Operations Division is under the supervision of Assistant Chief David Parenti. This division oversees Personnel, Equipment Maintenance, Emergency Planning, State of New Hampshire Fire and Incident Reporting, Special Teams, Fire Investigation, Grants, Fire Suppression, Information Technologies (Computer Systems).

### **FIRE RESCUE STAFFING AND COVERAGE**

The Merrimack Fire Department currently operates out of four Fire Stations located throughout the town with a staffing of nine personnel (can be reduced to eight due to sick or vacation time) on duty each day. Station One (Central Station) located on Daniel Webster Highway staffed with One Captain, two Paramedics and three Firefighter/EMT's. Station Two (South Station,) located on Naticook Road staffed with one Lieutenant, and two Firefighter/EMT's. These two stations are staffed twenty-four hours each day seven day each week, 365 days each year. Station Three (Reeds Ferry) is not manned 24 hours each day but is covered mainly by the Call Division who are trained firefighters that respond from their homes to the fire station when available to get the emergency apparatus and then respond to the scene of the emergency. There are five Engines of which two are staffed 24 hours each day, one ladder; three ambulances that are cross staffed by the engine companies and incident command vehicles in service every day to serve the citizens and visitors to the Town of Merrimack.

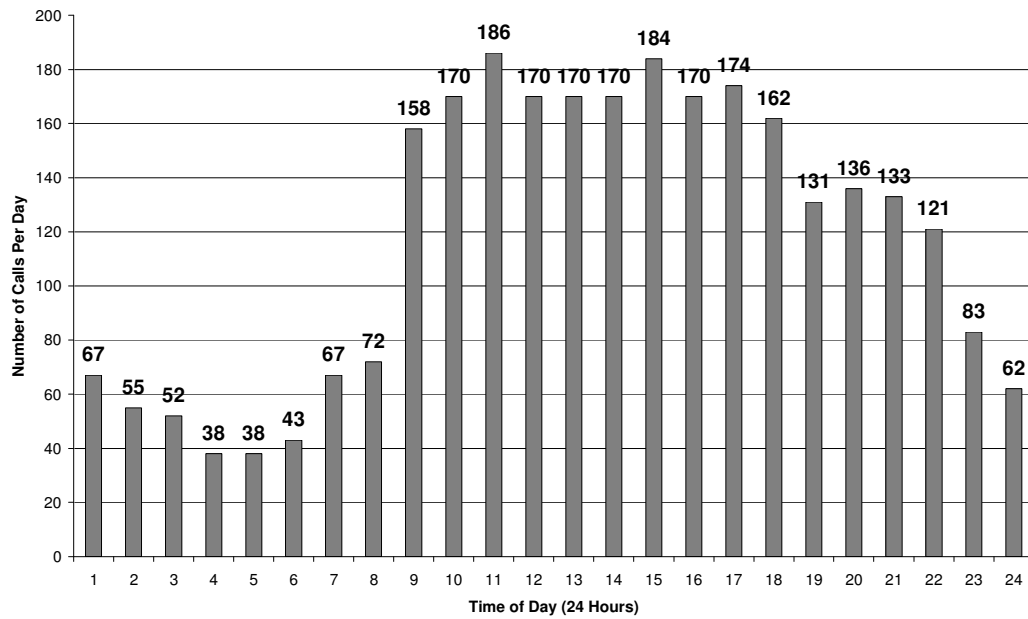
In 2007, the Merrimack Fire Department responded to 2,816 Emergency Calls. The largest single type of emergency incident points directly to emergency medical calls, which accounted for 1,616 of this total. The accompanying chart has a more complete breakdown of types of calls and occurrences.

## EMERGENCY INCIDENTS BY TYPE



TOTAL INCIDENTS 2007 = 2816

## Call Activity Peaks Daily Average



## FIRE STATIONS



### FIRE RESCUE STATION 1 (HEADQUARTERS)

432 Daniel Webster Highway

Engine 1, Engine 5

Ladder 1

Rescue 1

Ambulance 1, 2 and 3

Boat 1 and 2

Forestry 1

### FIRE RESCUE STATION 2 (SOUTH STATION)

196 Naticook Road

Engine 2

Forestry 2



### FIRE RESCUE STATION 3 (REEDS FERRY)

(On-Call Station, not manned)

643 Daniel Webster Highway

Engine 3 and Engine 4

Forestry 3

HazMat/Mass Causality Trailer SOT 1

HazMat 1 (Hydrocarbon Spill Response Vehicle)

### FIRE RESCUE STATION 4

Emergency Management

(On-Call Station, not manned)

10 Baboosic Lake Road

Rescue/Emergency Management 2

Engine 3 (1938 Retired)

Police Crime Scene Investigation Vehicle

HazMat Trailer (Chemical Spill Absorbents)



## Fire Department Apparatus

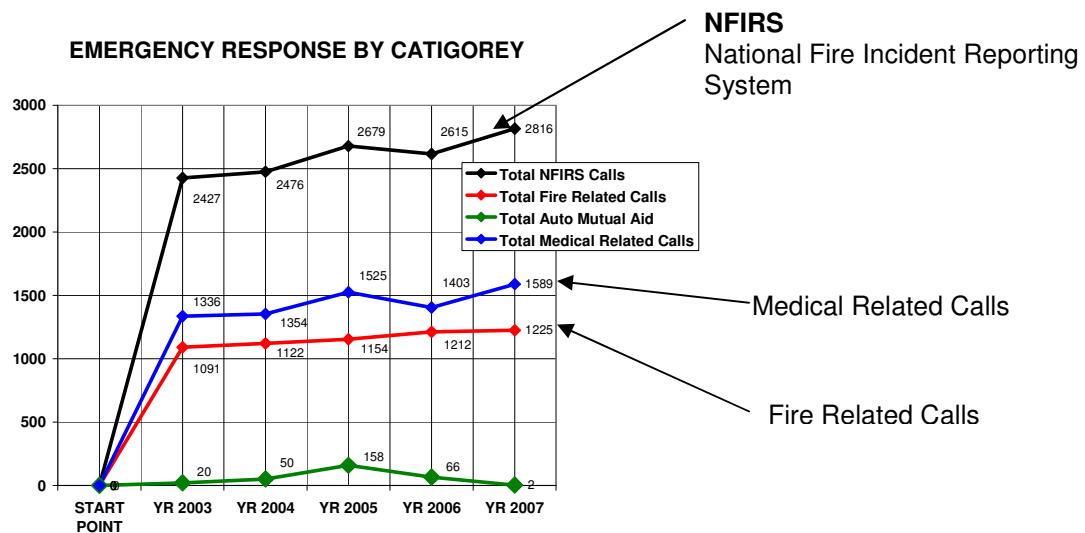
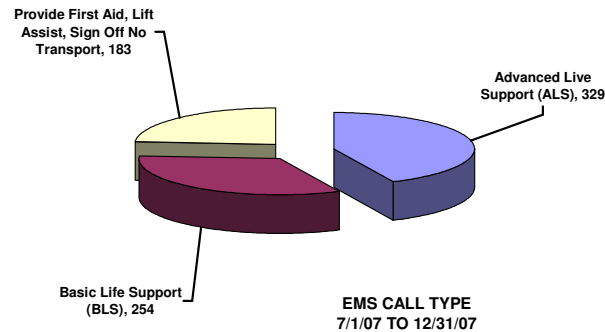
<u>Year</u>	<u>Make</u>	<u>Model</u>	<u>Description</u>
2005	Ford F450 (#220)	AEV	Ambulance 1
1999	Ford F350 (#199)	Road Rescue	Ambulance 3
1995	Ford F350 (#197)	Road Rescue	Ambulance 2
2006	Ford	Expedition	Command Car 1 (Fire Chief)
2000	Ford (#216)	Explorer	Command Car 2 (Asst. Chief)
1995	Ford (#212)	Explorer	Command Car 3 (Deputy Chief)
1998	Ford	Crown Victoria	Fire Prevention Car 4
1999	Ford	Crown Victoria	Fire Prevention Car 5
1999	Ford	Crown Victoria	Pool Car 6 (Station 2)
1992	Kovatch	Renegade Pumper	Engine 1
2005	Freightliner (#222)	American LaFrance	Engine 2
1996	International	Pumper	Engine 3
1994	International (#205)	Pumper	Engine 4
1987	Kovatch (#201)	Pumper	Engine 5
2000	Kovatch (#247)	Rescue Truck	Rescue 1
1988	GMC (#208)	Pickup	Forestry 1
1968	Jeep (#204)	Pickup	Forestry 2
1989	AMGN Forestry	Military Truck	Forestry 3
1994	GMC (#210)	Vandura Van	HazMat 1
2002	Freightliner	American LaFrance	Ladder 1
1990	International (#203)	Rescue Truck	Rescue/EM 2
2004	Wells Cargo	Trailer	SOT 1 Mass Causality / Command
1990	AVON	Rigid Hull Boat	Boat 1

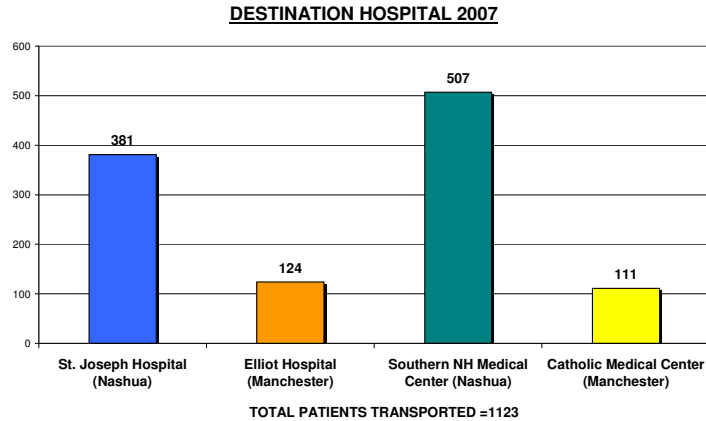
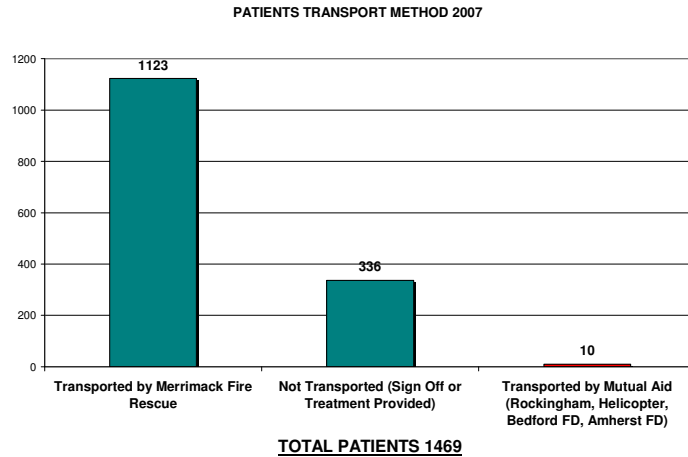
## TRAINING AND EMERGENCY MEDICAL SERVICES (Training)

Training and Emergency Medical Services (EMS) Division under the supervision of Deputy Chief Anthony Stowers is responsible for coordinating activities for fire and EMS company standards, firefighter and EMS skills assessment, firefighter and medical personnel certification, Special Operations (Hazardous Materials and Technical Rescue) and policy implementation on how the department responds to calls for service. The Training Division also works directly with the Merrimack Dispatch Center to help train new dispatchers in how the Merrimack Fire Department “does its job”.

The Training Division also liaisons with various local organizations, surrounding community fire departments and regional entities to assure clear communications between the Merrimack Fire Department and its internal and external customers.

#### EMERGENCY MEDICAL RESPONSE TYPES 2007





## **Hazardous Materials (HazMat) Program**

This program provides hazardous materials emergency response capabilities within Merrimack as well as with the Souhegan Valley Mutual Aid Hazardous Materials Response Team (SMART). The “SMART” operates and maintains equipment provided to each town in the mutual aid agreement area, and respond to incidents involving hazardous materials when requested. This type of incident is usually beyond the capabilities of the local fire department where specialized trained personnel are needed. Merrimack Fire Department has 26 Hazardous Materials Technicians (career firefighter/EMT’s) available to respond to emergencies involving hydrocarbon and/or chemical releases up to and including level “B” incidents. Any level “A” incident would necessitate the activation of the SMART organization for additional resources.

## **Technical Rescue Program**

The Technical Rescue Program encompasses firefighters within the Department who have attended specialized training programs on special rescue techniques. The program consists of

Rope Rescue, Swift Water Rescue, Ice Rescue, Confined Space Rescue, Trench Rescue, and Structural Collapse. All of the necessary equipment needed to perform these rescues is carried on Rescue 1, which makes the vehicle a valuable tool in the community.

## **OFFICE OF THE FIRE MARSHAL**

The Office of the Fire Marshal is under the direction of the Fire Chief consists of one fulltime Administrative Officer, Captain John Manuele and one part time Fire Inspector, Lieutenant Leo LeBlanc. The Office of the Fire Marshal is responsible for the following:

- ☐ Fire and Arson Investigations
- ☐ Buildings Construction and Site Plan Reviews
- ☐ Bureau of Fire Prevention
  - Industrial, Manufacturing and Place of Assembly Inspection
  - Life Safety Inspection
  - Fire Prevention Education
  - Fire Safety Education
  - Juvenile Firesetter Intervention Program
- ☐ New Construction and Renovation Plan Reviews for:
  - Initial Building Site Plan Review
  - Sprinkler Systems
  - Fire Alarm Systems
  - Fire Prevention Codes, Ordinances and Regulations
  - Life Safety Codes, Ordinances and Regulations
- ☐ Final Inspection for Certificate of Occupancy
- ☐ Oil Burner and Propane System Inspections
- ☐ Above and Under Ground HazMat Storage Tanks
- ☐ Blasting Permitting
- ☐ Fireworks

## **Fire Prevention**

The fire prevention staff consists of Fire Marshal (Position eliminated, Fire Chief currently completing this role), Administrative Officer John Manuele, and Fire Inspector Leo LeBlanc. This group of dedicated individuals logged over 300 “new” fire inspections in 2007 and over 850 inspections in existing businesses, schools, and institutions. The “new” inspections are generated through new construction, remodels, and tenant improvements of single-family residence to large commercial properties. They are broken into the major categories of sprinkler and standpipe inspections; state regulated inspections, which encompass Child Day Care Facilities, Foster Homes, and Adult Care Facilities. They also include fire alarm system inspections and tests, fire sprinkler flow tests, flammable liquid storage areas (HazMat), code enforcement/complaints, and fire department required inspections, which include emergency vehicle access, access gates, and keys to access locked facilities, and finally owner lists to be able to contact someone in the event of an emergency. During these inspections, over 460 violations were found and 432 of these violations were corrected within 30 days.

The fire prevention bureau continues to conduct regular annual inspections on businesses, hotels, and apartments in our jurisdiction. There were over 850 fire and life safety inspections performed to ensure that the businesses in our community are safe and ready to serve their customers.

As with any inspections, the key elements evaluated by the prevention staff include adequate exits, functioning fire alarm systems, the presence and maintenance of fire extinguishers, the proper protection of hood and duct ventilation systems in restaurants, appropriately used electrical outlets, and the general care and maintenance of the premises to help prevent the spread of fire if one should occur.

The number one priority of the fire department is to protect life and our prevention staff is a key component of this priority by helping to prevent incidents before they start.

## **Public Education**

Fire safety education continued to be a large part of the Department's activity during the year. The Department participated in hundreds of appearances and programs, which influenced thousands of children and adults. Some of the special events include the school DUI assembly, interacting with the Merrimack High School Senior Class, Reeds Ferry Elementary School Fun Day water slide, the Junior Fire Muster with interaction from all the elementary schools fourth and fifth grade students and parents taking part in the event with Shaw's Super Market supplying cake and ice cream to everyone. Also included are the Police Department Open House, Fire Department Open House, Rib Fest at Anheuser Busch and Safety Day at Chemfab delivering important fire safety messages to all involved.

## **EMERGENCY MANAGEMENT**

### **Mission Statement**

To strengthen the Town of Merrimack's ability to readily, effectively and efficiently prepare for, respond to, recover from, and mitigate all types of natural or man-made emergencies and disasters through coordinating resources of local, state, and federal agencies.

### **The Role of Emergency Management**

Emergency Management is a coordinated effort between governmental agencies and non-governmental organizations to prepare for, respond to, recover from and mitigate against disasters. The foundation for emergency management programs begins at the federal level. The Homeland Security, State and Federal Emergency Management create the framework for the development and administration of disaster preparedness and response programs at the federal, state, and local level. The legislation clearly indicates that emergency management is a shared responsibility of federal, state and local governments; however, history has proved that stronger local emergency management programs result in a better educated and more prepared and cooperative population in regards to disasters.

The Fire Department provides critical coordination and administration for the Town's Emergency Management Program and the Emergency Operations Center (EOC). The

Emergency Management Director (Fire Chief) is responsible for ensuring that the Town's Emergency Management Plan is current and that the Town's staff is prepared to respond to disasters that may occur. The emphasis during 2007 was on preparedness. Much of this was accomplished through policy, plan, and training program reviews. A key component in preparedness is planning and providing key concepts to the emergency operations plan and needed education for Merrimack to be prepared.

The Emergency Management Program has identified ten specific functions to accomplish the mission and to satisfy state and federal law. These functions are:

- ☐ Develop evaluate and updated the emergency plan
- ☐ Develop and conduct training and education programs for government officials, responders, and the public
- ☐ Develop and coordinate disaster exercises
- ☐ Implement the National Incident Management System by activating the Emergency Operation Center, Incident Command Post(s), and coordinating the deployment of resources and provided multiple discussion based exercises to test the preparedness of emergency operations center staff
- ☐ Provide warning and emergency public information to government officials and the general public
- ☐ Prepare and coordinate the public assistance process following federally declared disasters
- ☐ Provide training and coordination for search and rescue missions
- ☐ Provide coordination and liaison between local governments and the state and federal agencies
- ☐ Develop and serve as Administrative Point of Contact and fiscal agent for citizen corps program
- ☐ Administer the Local Emergency Planning Committee for chemical preparedness
- ☐ Provided representation with the Merrimack Public Schools on Advisory Committees

## **CONCLUSION**

The members of the Merrimack Fire Department, are dedicated to serving our residents and our profession. We had another challenging year. We increased the amount and complexity of our training programs, acquired new apparatus, improved the process of training and orientation for probationary On Call firefighters and EMS personnel. Our staff participated in meetings at the state, and local levels to secure grant funding for current and future programs. We received grant funding to add a computer based reporting system to reduce the amount of time personnel take to complete the state required documentation.

As we look forward to the upcoming year, we anticipate the purchase and replacement of a fire engine and ambulance to meet the needs of our community. Completion of two mobile command vehicles for the chief officers of the department will enhance our ability to manage incidents and keep our firefighters safe.

As we look into the future, the planning process will continue for the upgrade or replacement of Fire Station 2 at 196 Naticook Road, major maintenance and upgrades to Station 3 and future planning for a possible Fire Station in the northwest section of town. This will include pursuit of federal grant funding to increase our staffing numbers to meet the growing needs of our changing community. Career development for new employees is always a priority. We will continue to prepare our officers and firefighters for promotion. This is necessary to maintain consistent operations during transitional times.

The most important issue to communicate to our residents is that the men and women of the Merrimack Fire Department stand ready to protect our community from threats to life, property, and the environment.

I am proud of the accomplishments of the Department. It takes tremendous teamwork from not only the members of the Department, but others who contribute to our ability to provide a high quality of service.