

To the Honorable Town Council, Town Manager and the citizens of Merrimack, on behalf of the men and women of the Merrimack Fire and Rescue Department, it is my pleasure to provide you with our 2012 Annual Report Summary. From this report, you will gain knowledge regarding the different divisions within the Department and programs that serve you, our residents and customers. We invite all customers to visit our web site at www.merrimacknh.gov/fire to gain knowledge and information about our department, emergency planning, health information, fire prevention and fire/building and health codes.

As we look toward the future your Fire and Rescue Department stands ready 24 hours every day to provide emergency medical service, fire protection, rescue, fire prevention, emergency management, and building and health services to you our customers.

During the 2012 year the divisions within Merrimack Fire Rescue answered around 21,000 calls for service pertaining to emergency service, emergency management planning actions, inspections, plans reviews, code compliance, and health concerns and building activities.

OPERATIONS DIVISION

2012 was another busy year for Merrimack Fire and Rescue Department Operations personnel.

Emergency Activity

Fire and Fire Related calls.....	858 incidents
Emergency Medical (Ambulance).....	1,566 incidents
Total emergency incidents.....	2,424 incidents

This past year, we responded to a number of significant incidents, including numerous motor vehicle accidents requiring Medical flight transports to Level 1 Trauma Centers in Boston. A number of fires in structures (10) were extinguished before causing major damage due in part to rapid notification and response by personnel. Weather related incidents created a significant amount of work for fire crews this past year as well.

Training Activity

Training through NH Fire Academy.....	897 hours
Pre-fire planning.....	1,050 hours
In-house departmental training.....	2,176 hours

Training Overview

This year, personnel spent significant time training in emergency medical response, search and rescue, technical rescue, ladder operations and pumping operations. Personnel were able to train in a number of structures in town that were slated for demolition. Nearly all department personnel participated in a live fire training exercise in some of these structures, allowing personnel to receive valuable practical experience. Other buildings were utilized for ventilation, forcible entry as well as search and rescue operations. Many of our firefighters were also able to receive advanced Hazardous Materials and Technical Rescue training through a Federal Grant program.

Service Recognitions

A number of personnel were recognized for their years of service to the Town of Merrimack:

Chief Michael Currier – 10 years Career Service (27 Years Career and Call/Volunteer Service)
Lieutenant Richard Gagne – 15 years, Captain Scott Simpson – 25 years, Lieutenant Richard Barrows – 25 years, Firefighter/EMT Mark Akerstrom – 25 years, Firefighter/EMT Bruce Cornelius – 25 years, Firefighter/EMT Dave Trepaney – 25 years

SUPPORT SERVICES

Fire Prevention

A success story for this year for the Fire Prevention Bureau was the completion and opening of the 80 million dollar Merrimack Premium Outlets Mall Project. Fire Prevention performed over 3500 fire and life safety inspections within our community to ensure that the businesses and schools are safe for their customers and our children. Inspection and plan review fees brought in over \$38,900.00 in revenue to the Town. A major portion of the increase in inspections and revenue over last year is a direct result of the new Merrimack Premium Outlets Mall.

This year also saw the retirement of Part Time Inspector Leo Leblanc at the end of June. Inspector Leblanc served the Town of Merrimack for over ten years and was a hard working and conscientious employee. The Part Time Inspector position was filled in October with the hiring of former Nashua Assistant Fire Marshal Charlene Bollengier.

Over 3000 consultations were conducted by the Fire Marshal's Office. These consultations included providing fire and safety advice to local citizens on such subjects as generators, smoke and carbon monoxide detectors, wood and pellet stoves, emergency exits, and code requirements. Consultations with businesses included life safety code requirements, fire alarm and sprinkler requirements, capacity and egress requirements, removal of oil and propane tanks, school safety and construction requirements.

The Fire Marshal investigated 24 fires this year, including 1 vehicle fire, 6 structure fires, 1 appliance fire, 3 electrical fires, 3 suspicious outside fires, 10 brush fires and 1 commercial dumpster fire. Numerous oil and gasoline spills were also investigated as were citizen complaints such as blocked fire access, dangerous conditions/building and code violations.

The strong working relationship with the Fire Marshal's Office, Building and Health Divisions is continuing to result in improved customer service and efficiency when dealing with developers and contractors in all aspects of plan review and construction. This has been especially helpful for large projects, such as the Merrimack Premium Outlets Mall, NanoComp and the Atrium Medical Devices facility.

The Fire and Rescue Department educates the community through appearances and programs which include fire prevention programs at the schools, High School DUI assembly, Reeds Ferry Fun Day water slide, Police and Fire and Rescue Department Open Houses, Rib Fest at Anheuser Busch, Merrimack Business Expo and Safety Days at numerous local businesses delivering important life safety information.

EMERGENCY MANAGEMENT

The Fire Department provides a critical coordination and administration of the Town's Emergency Management and Emergency Operations Center (EOC.) We are ready and ensure that the Town's Emergency Management activities are well coordinated in our response to disasters within the community with an emphasis on preparedness. Much of this was accomplished through policy, planning and training. Key component of preparedness is planning and providing key concepts to the emergency plan and the needed education of the community to be prepared.

The Local Emergency Operations Plan for the Town underwent a significant revision again during this past year. This plan outlines the Town's response to emergencies and recovery from these emergencies, both from natural and man-made hazards. We are also developing a plan to work with volunteers to staff local emergency shelters in the event of a disaster.

BUILDING DIVISION

Revenue collected for permits	\$191,610.00
Application Fees.....	\$ 8,525.00
Building Permit Fees	\$173,095.00
Test Pit Fees	\$ 2,850.00
Septic Fees	\$ 6,300.00
Sewer Insp. Fees	\$ 400.00
Copy Fees	\$ 440.00
 Revenue collected from Health	\$ 25,016.00
Food License Fees	\$ 23,241.00
Public Pool/Spa Fees	\$ 1,775.00
 Revenue collected Wastewater Fees	\$ 9,950.00
 Total Revenue Collected by Building & Health	\$226,576.00

Permits Issues	1,290
Plan review, consultations, counter and phone activities.....	15,000
Other inspections to include industrial, commercial and residential.....	2,502
Certificate of Occupancy.....	36
Certificate of Unit Completion.....	132

Identification of existing structures throughout the community that require extra caution for first responders and building/health, and diligent work with owners and contractors toward rehabilitation of others has resulted in:

- Clean up and scheduled demolition of 15 and 17 McElwain Street Houses were removed and property restored to buildable condition
- Clean up and potential renovation of 21 Turkey Hill Road Home was renovated and sold
- Renovation of the old Nashua Corp. to NanoComp at 57 Daniel Webster Highway, NanoComp renovated 1/3 of the building and is housed there with another portion of the building being currently renovated for further expansion of the business.
- Renovation of the old McDonald's to Raisanen Landscaping at 256 Daniel Webster Highway
- Demolition and removal of structure at 4 Stevens Avenue, demolition complete leaving a capped and rail guarded foundation for future rebuild
- Demolition of structure making room for office buildings at 747 Daniel Webster Highway. Three duplex office buildings are proposed by Arenco Inc. and Jopat Real Estate Enterprises at this site and have recently received an extension till March 2013 from the Planning Board to meet the remaining conditions of approval in order to begin the permitting and building process.
- Total renovation of Merrimack Village Mall at 416 Daniel Webster Highway, several new businesses have been added but the mall is not at full capacity yet
- Multiple renovations at Fidelity at 1 Spartan Way The projects continue one after another
- Premium Outlets Mall at 80 Premium Outlets Boulevard, the mall is almost at full capacity, Phase 2 is completed at 17 Premium Outlets Boulevard adding 3 new businesses, Starbucks, Frozurt, Qudobas, and Digital Credit Union at 19 Premium Outlets Boulevard is in the rough stage preparing for occupancy January 2013

- Demolition Permit issued for 52 D.W. Highway in April to enable construction and relocation of Interstate Battery with C of O issued October 26. Demolition permit issued for 80 Continental Blvd. (Home Health & Hospice) to allow new Dunkin Donuts – C of O issued November 11
- “Home Health & Hospice” had been relocated to 9 Executive Park Drive
- Demolition Permit issued for 52 D.W. Highway in April to enable construction and relocation of Interstate Battery with C of O issued October 26.
- A demo and renovation permit was issued for 706 Milford Road (formally PC Connection in July for “The Learning Center” with a C of O issued on October 10.
- A demo and renovation permit was issued in August for 370A D. W. Highway (formally Zoots) for “Northeast Credit Union “ with a C of O issued on December 4

HEALTH DIVISION

Complaint Investigations	50	Food Establishment Licenses Issued	152
Food Service Inspections	469	Emergency Response Inspections	3
Pool and Beach Inspections	23	Food Establishment Assistance	230
Day Care Inspections	21	School Inspections (Public and Private) ...	14
New Food Establishment Plan Reviews	56	Mobile Vendor Food Inspections	62

Responsibilities of the Health Division include licensing and inspection of all food service facilities, day cares, foster cares, adoption households, septic systems, and public swimming areas, along with the investigation of health/safety related complaints. The Division also disseminates information on various diseases and influenza.

FIRE AND RESCUE DEPARTMENT CONCLUSION

The members of the Merrimack Fire and Rescue Department are dedicated to serving our residents and are proud of our profession. We had another challenging year with the economic times and increasing emergency response activities with multiple incidents occurring simultaneously. The next few years are going to be very demanding for the Department. Our staff participated in meetings at the Federal, State, and Local levels to apply for grant funding for current and future programs.

We also understand that the economic environment continues to decline as it has in the past. We understand that there are wants and needs in this situation and we will continue to be budget aware as much as possible, while still providing the needed service and care to the citizens of this community.

The incorporation of the Building and Health Divisions into the Fire and Rescue Department has provided an excellent value and continues to be a benefit to the community which is more focused on customer service and support programs to the citizens of Merrimack and builders within the community.

Respectfully Submitted
Michael P. Currier
Fire Chief, Emergency Management Director