



Annual Report of the Laconia Fire Department

Submitted by Kenneth L. Erickson, Fire Chief

This is the report of the Laconia Fire Department for the calendar year 2007. The report may vary from quarterly reports due to finalized and updated incident reports. The report comprises three major sections: emergency activities, non-emergency activities, and personnel and finance.

There were 5,427 emergency responses to 3,315 incidents, and 2,773 non-emergent activities, which resulted in an average of 17 requests for services per day; fifty-three percent of these were requests for emergency services.

The men and women of the Laconia Fire Department perform their duties day in and day out under some very difficult circumstances. They are exposed to hostile fires, dangerous chemicals, biological hazards, extreme weather conditions, and other unhealthy conditions every day. These firefighters perform their duties with compassion, professionalism, and dedication. There are many people that are alive and well today because of their professionalism and dedication to duty. Quite often, these firefighters push themselves to the limit and place themselves in harm's way to complete their assigned task. They understand life and death and how fragile it is better than most people because they are exposed to it all the time. On a daily basis these people give 110 percent to the City.

The men and women of the Laconia Fire Department will continue to do the best that we can with the funding that we are provided with. However, it is my obligation to continue to bring forward the requests for new funds so that we can operate not just at an efficient level but also at a very effective level.

I have stated this many times and I repeat it again "We are fortunate to have a department that consists of very competent, dedicated professionals. Without these hard working people we would not be able to handle this workload".

Department Vision

To create an atmosphere that makes the City of Laconia and its Fire Department the premier place to work and live by offering competitive wages and benefits, maintaining the highest level of work ethic, creating a well-disciplined and well-trained team, and providing opportunities to grow and improve, and by providing the best in equipment and training.

We will be the fire department that everyone wants to be!

Goals

- To reduce the demands on the fire service and therefore reduce the financial burden to the taxpayer by lowering the annual fire loss, through improved public education, code enforcement, adoption of ordinances, improved emergency planning, improved firefighter training, improved staffing, and by providing the best equipment and tools, and by maintaining the fleet, equipment, tools, and firefighters in top condition.
- Respond to 90 percent of all High Priority emergencies within 4 minutes of dispatch (at 49%)
- Respond to all emergency calls in no more than 8 minutes (at 92%)

- To respond with an adequate number of firefighters so that we can effectively resolve, or at least stabilize, the problem or situation.
- To maintain the City's current Class 3 ISO rate (100%) and to improve the rate for the unprotected areas (no change).
- To inspect all Target Hazard properties at least once every two years (10%).
- To complete all requests for non-emergency services within 72 hours (95%).

Long-term Operational Plan and Goals

2004 – 2010

- | | |
|---|-----------|
| ▪ Create position of Deputy Fire Chief of Fire Prevention | Complete |
| ▪ Hire twelve full-time firefighters | 33% |
| ▪ Assign Ladder 2 to the Weirs Station | Complete |
| ▪ Achieve 90 training hours per firefighter – average | Complete |
| ▪ Conduct a Department sponsored training seminar | Complete |
| ▪ Have the Dive Team fully operational | Complete |
| ▪ Train 80% of all firefighters for boat operator | 60% |
| ▪ Institute a sprinkler ordinance, false alarm ordinance, and lock box ordinance. | Complete |
| ▪ Maintain current ISO grade | Complete |
| ▪ Create and train a Technical Rescue Team | No action |
| ▪ Replace Ladder 1 | Active |
| ▪ Replace Engine 2 | No action |
| ▪ Place Engine 1 in reserve status | No action |
| ▪ Replace Ambulance 1 | 40% |
| ▪ Cross staff Ladder 2 and Ambulance 2 | No action |
| ▪ Build/remodel Central Fire Headquarters | 20% |
| ▪ Increase size of reserve call firefighting force to 16 members | 40% |

2010 and

- | | |
|--|-----------|
| ▪ Replace Engine 3 with pumper tanker | No action |
| ▪ Create position of Deputy Fire Chief of EMS | Complete |
| ▪ Achieve 200 hours of training hours – average | |
| ▪ Create four positions of Captain Shift Commander | |
| ▪ Renovate/add to Weirs fire station | |
| ▪ Build third station in north Laconia | |
| ▪ Purchase additional engine for third station | |
| ▪ Hire 12 full-time firefighters | |
| ▪ Purchase medium size rescue truck | |

EMERGENCY OPERATIONS

In 2007 there were 5,427 emergency responses to 3,315 emergency incidents. This was a 12% increase over last year. Our status as the ninth busiest fire department in the State has not changed. We remain the 15th largest city by population and the 12th most densely populated city. In 2007 our firefighters had the distinction of being the second busiest firefighters per capita in the State of New Hampshire. They respond to an average of 414 calls per on-duty firefighter. The average for the 15 largest cities and towns is 339 calls per on-duty firefighter. Our emergency call per 1,000 population is very high at 195, which is 28% above the average.

Even with the four additional firefighters that were hired two years ago we remain at the point where we cannot guarantee a rapid and effective emergency response. The four additional firefighters are greatly appreciated and have had a positive impact; however, 4 additional firefighter's only results in one more firefighter on-duty per shift. The added firefighter is a significant improvement but does not help deal with multiple calls. Multiple and simultaneous calls continue to be a major problem and will only get worse as the city grows and the population ages. The number of firefighter's now available to safely combat a structure fire has improved because of the new hires and automatic aid but we still fall below what is needed. As compared to 20 years ago we are responding to 840 percent more calls with 30 percent less staff on-duty.

The staffing levels allow us to respond to one serious call or no more than two minor calls at any time. In many circumstances we continue to send too few resources to many emergency calls and far too often we are leaving the City with no emergency response protection. We are working at the highest level of efficiency that is possible. This high degree of efficiency comes at a serious cost, which results in a lack of effectiveness. In our business this means higher property loss, higher medical and mortality rates, higher insurance claims, higher workers compensation claims, increase in injuries, and a significant potential for death or disabling injuries to our firefighters.

There is an officer and four firefighters at Central Station and an officer and two firefighters in the Weirs. We continue to hire off-duty firefighters on an as needed basis to staff a second ambulance in the Weirs. This staffing is funded by Lakes Region General Hospital. This extra staffing is provided during Bike Week and times of major storms when response times are significantly reduced. The second ambulance improves response time to medical emergencies and also improves our fire suppression capability as well, as all personnel are cross-trained as firefighters and emergency medical responders.

In addition LRGH is now funding one extra firefighter each weekday from 8AM to 5PM. This person is assigned to fire suppression and medical emergencies. This person allows us to dispatch a second ambulance from the Central Fire Station and still leave two firefighters in-service for the fire engine. These are our hours of peak service.

MULTIPLE EMERGENCIES AND EMERGENCY RECALLS

The multiple and simultaneous call rate for the year was 33 percent. 1,096 times during the year we were working more than one emergency at a time. This is 25% increase since 2002 in the actual number of multiple calls. 600 of these multiple calls occurred simultaneously or within 10 minutes of the first call. It is not uncommon to try and respond to 2, 3, 4, and sometimes 5 calls at a time. These multiple calls resulted in requests for mutual aid as well as emergency recalls. Multiple calls, serious fires and other emergencies resulted in 223 emergency recalls of off-duty and on-call staff, which resulted in 1,010 hours of overtime. The cost for the recalls was \$ 32,461. This year LRGH was responsible for payment of 34% of the total cost.

From a cost benefit analysis the emergency recall system is the best method to handle the problem of multiple emergencies and serious fires. However, it is not the most effective or safest method. Recalls result in delayed responses and can result in loss of life and increases in property damage. The cost of emergency recalls is less than the cost of one full-time firefighter.

The recall system allows us to utilize off-duty firefighters, who are already trained and equipped, to respond to multiple emergencies and serious fires. Their experience level is continually improved, and they have very good knowledge of the City. With the recall system in place we averaged 12 firefighters at each serious fire; the average response to a recall was 3 off-duty firefighters. This policy had a very positive impact on our recent insurance review.

FIRE SUPPRESSION – 15-% of all calls

There were four working fires and two 2-alarm fires in 2007. This number of serious fires is far below normal. A working fire requires all Laconia on-duty staff and an off-duty response, as well as mutual aid to cover both stations. A multiple alarm fire requires all Laconia on-duty and off-duty resources and extensive mutual aid resources. The value of property damaged or destroyed by fire dropped significantly to \$675,000. The firefighters saved \$1,230,000 in property. The property lost has a tax value of \$10,000 and the property saved has a tax value of \$18,500. The dollar value saved to dollar loss is 64 percent. Our loss to save ratio continues to decline. The historical average is 75% save and 25% loss.

We responded to 507 reported fires, which accounts for 15 percent of all our responses. This represents an average year. There were 167 actual fires, which includes building fires, chimney fires, furnace fires, brush fires, vehicle fires, debris fires, rubbish fires, electrical fires, etc.

Actual fires resulting in damage are as follows:

	2007	2005	2004
Structural fires	84	90	92
• Building fires	16	28	30
• Chimney fires	12	12	10
• Stove/oven fires	38	42	21
• Oil burner fires	12	6	7
• Other inside fires	5	1	16
• Inside trash/rubbish	1	1	4
Non-structural fires	64	49	59
• Motor vehicle fires	13	9	13
• Other vehicle fires	5	4	0
• Outside fires	46	36	46

Fires in other towns 19

- Fifty-four percent of all fires were in residential property
- Twenty-seven percent of all fires were in multiple family dwellings
- Ninety percent of all losses were in 1-family homes
- There were six serious fires resulting in 4 Working Fires, and 2 Second alarm response.
- For the second year in a row serious fires were down from average
- Thirty-six percent of fires started in concealed wall spaces
- Twelve percent of all fires originated in bedrooms
- Total property loss was 675,000 dollars
- Seventy-four percent of all losses were in the Weirs; however, only 18% of the fires were in the Weirs
- Forty-eight percent of the structure fires were in the Central area and resulted in twenty-one percent of the loss

One serious fire was a 2-alarm fire in the Weirs last winter. The fire did major damage to a one-family home. To compound the operation, the temperature was below zero with a strong wind blowing off the Lake.

Firefighters made a great stop at a 1-alarm fire on Pine Street, which resulted in damage to a one-family home.

A serious 2-alarm fire in October destroyed several one-family summer homes in the Weirs. One firefighter was injured and transported to LRGH for injuries.

Eleven residents were temporarily displaced due to the fires.

HAZARDOUS CONDITIONS 7% of all calls

Hazardous Condition type calls are generally emergency calls that could have resulted in injuries, fires, or environmental damage if not properly handled. These type calls can be very labor and time intensive.

We responded to 228 hazardous condition calls, as follows:

Flammable liquid spills	45	Flammable gas leaks	13
Carbon monoxide alarms	12	Electrical hazards	52
Structural hazards	20	Misc. hazards	7
Lightning strikes (no fire)	2	Aircraft stand-bys	77

EMERGENCY MEDICAL AND RESCUE SERVICES – 65% of all calls

Emergency medical and rescue type calls (EMS) accounted for 65 percent of all our emergency responses. Generally EMS calls require the least amount of resources; however they are the source of 80% of our multiple calls. We responded to 2,160 rescue and emergency medical incidents in 2007, which is a slight increase over last year. The calls were as follows:

	<u>2007</u>	<u>2006</u>	<u>2005</u>
Medical emergencies	2,001	1,776	1,617
Motor vehicle crashes	213	154	132
Extrication rescues	2	6	3
Pedestrian accidents	10	15	7
Water/Ice rescues	22	14	12
Elevator rescues	5	8	4
Misc. rescues or EMS	6	13	4

We treated 1,889 patients and 1,396 were transported to medical facilities. Forty-nine percent of the patients received Advanced Life Support measures. Forty-five percent of our patients are over the age of 65. Fifty-six percent are between the ages of 19 and 64. Fifty-six percent of our patients are male 44 percent are female.

The major types of medical calls are:

- Trauma emergencies - 43 percent
- Cardiac emergencies - 15 percent
- Respiratory emergencies - 13 percent

Falls are the leading cause of trauma injuries and motor vehicle and motorcycle crashes are the second leading cause.

The ambulance transported patients from other towns 33 times and other towns transported for Laconia less than a dozen times. The ambulance crew responded to 18 calls in other towns to provide paramedic services.

EMS Calls by Season

Summer -30% Winter – 25% Spring – 23% Fall – 22%

In addition to EMS calls, the ambulance and crew are dispatched to approximately 90 percent of all fire related calls. The eight primary firefighters assigned to the ambulance are fully trained as firefighters. The three ambulances combined responded to 2,774 emergency calls last year.

Note: EMS statistics are taken from LFD records and LRGH reports.

FIRE ALARM ACTIVATIONS – 11% of all calls

Thousands of properties in the city are protected with alarm systems. These systems can consist of smoke and heat detectors, manual pull stations, sprinkler systems, and combinations of all of these. There were 373 fire alarms, which is a 14% decrease from last year. This could be attributed to the new fire alarm ordinance; time will tell. The alarms were as follows:

Malicious false alarm	21	Threats	1
System malfunctions	133	Activation – no fire	211
Misc. alarms	7		

We respond to a high number of automatic alarms every year. However, these alarm systems are instrumental in keeping our fire loss at a somewhat manageable level. There is no doubt that without the alarm systems our fire losses would be significantly higher.

MISCELLANEOUS EMERGENCIES AND SERVICES – 11% of all calls

We responded to 387 emergency calls for public service and assistance type calls.

Cancelled enroute	65	Good intent call	18
Public service	106	Cover other stations	58
Animal rescues	5	No emergency found	48
Water problems	24	Controlled burning	66

The increase in miscellaneous emergencies can be attributed to technology. Cellular phones are everywhere and this is causing an increase in calls to 911 centers by passerby's who perceive an emergency situation. This situation is getting worse.

TIME/ DAY/MONTH OF EMERGENCY CALLS

The alarms were received during the following time frames:

- 8:00 AM to 4:00 PM 59 percent
- 4:00 PM to midnight 27 percent
- Midnight to 8:00 AM 14 percent

The emergencies occurred by day of week as follows:

Sunday -14%	Monday -15%	Tuesday -13%	Wednesday 15%
Thursday -14%	Friday -14%	Saturday -15%	

These percentages are fairly constant; no one day is significantly busier than any other day.

Structure fires by day of week

Sunday -18%	Monday - 4%	Tuesday - 6%	Wednesday -17%
Thursday -15%	Friday -14%	Saturday -26%	

Total Runs by Month

June was the busiest month with 340 emergency calls. February was the slowest with 226 emergency calls. The average is 277, which is an increase of 10% over last year. In 2002 only June, July, and August had more than 200 calls per month. There are no months with less than 200 calls and we are close to reaching 300 calls per month.

Month	2007	% of calls	2006	% of calls
January	248	7.5	230	7.8
February	226	7	219	7.5
March	280	8.5	205	7
April	287	8.6	222	7.4
May	306	9.2	265	9
June	340	10.3	327	11
July	300	9	335	11.5
August	301	9	299	10.3
September	230	6.8	237	8
October	263	8	212	7
November	254	7.6	201	7
December	283	8.5	213	7

Our emergency workload was always expected to increase during the summer months. The trend is starting to indicate a fairly equal workload throughout the year. The summer months represent 28% of all calls. The winter represents 23%; the spring 26% and the fall 23%

RESPONSE TIMES TO EMERGENCIES

First unit on scene:	All Calls	Fires (structures)	EMS
• Four minutes or less	50 %	51 %	52 %
• Five to six minutes	31 %	29 %	33 %
• Seven to eight minutes	12 %	10 %	11 %
• Nine minutes or greater	7 %	10 %	4 %

- Average response time to structure fires was 5 minutes and 0 seconds
- Average response times to all emergencies were 5 minutes and 15 seconds
- Average response time to medical emergencies was 4 minutes and 49 seconds

Response times have been varying quite significantly for the past five years; from a low of 4 minutes and 13 seconds to a high of 5 minutes and 40 seconds. The variations can be attributed to several problems:

- There is an increase in calls in outlying areas
- We are responding from call to call; not station to call
- Increased call volume
- Increased traffic congestion
- Increase in multiple calls

Two major performance objectives that we use to measure our success are:

- Respond to 80 percent of all calls within 4 minutes; currently at 52%
- Respond to 90 percent of all structure fires within 4 minutes; currently at 49%

In 2005 we had a 68% success rate for all calls and a 60% success rate for response to structure fires.

Thirty-six percent of all structure fires had response times greater than six minutes, which is an unacceptable response time. These long response times are attributed to several key factors: overall area of coverage is large – 13 square miles per station, poor cross town road network, multiple calls resulting in delayed response, and traffic congestion slowing down apparatus.

CALLS BY DISTRICT

We have seen a steady increase in calls to the outlying districts of the City. In 2001 seven percent of all emergencies were in the Weirs districts; in 2007 that number has increased to 12 percent.

	Fires	EMS Calls	All emergency calls
Laconia - central area	60%	78%	74%
Lakeport	13%	9.5%	11%
North Laconia	5%	2.5%	3.4%
Weirs	22%	10%	12%

APPARATUS RESPONSE

There were more than 5,427 emergency responses during the year.

Emergency response by Type

Single unit	2,086	63%
Two unit response	712	21%
Three unit response	329	10%
Four or more units	186	6%

During the course of the year the apparatus is frequently on the road; going to or returning from alarms, inspections, and training. We average more than 15,000 movements of fire apparatus per year.

The busiest unit was Ambulance 4 with 2,384 emergency responses. The second busiest was Engine 1 out of Central Station with 1,155 emergency responses and third was Engine 5 out of the Weirs station with 625 responses. Engine 1 responses increased by 19% over last year. Engine 5 and Ambulance 4 both increased by 11%.

MUTUAL AID

There are two types of outside assistance that we utilize – automatic aid and mutual aid. Automatic aid is when a neighboring town, such as Gilford, is dispatched to a Laconia call at the same time that we are notified. This system allows for a rapid response of adequate resources. Mutual aid is when we call for help after the fact – after we have arrived on-scene and determined that additional resources are needed to the scene or to cover the city. We responded on mutual aid (to other towns) 164 times and received mutual aid 149 times. Of the aid given 103 times it was automatic and the majority of this was to Gilford. Of the aid received 102 times it was automatic and the majority of this aid came from Gilford.

We responded to 13 building fires in neighboring communities.

As an example of automatic aid, any alarm for a fire at the hospital, or the elderly housing high rises we get automatic assistance from Gilford and Belmont.

Automatic mutual aid agreements played a big role in maintaining our insurance grade.

NON-EMERGENCY ACTIVITIES

Emergency and Non-emergency activities combined resulted in more than 6,000 request for service. This number does not include training or pre-planning activities. Most non-emergent work is conducted during normal work day time frames so the actual daily work load is much higher.

FIRE INSPECTIONS/PREVENTION/CODE ENFORCEMENT

There were more than 1,800 fire prevention activities in 2007. This is a slight decrease in work and is attributed to the slow down in new home construction. Even with the decrease this is still a 168% increase in fire prevention work since 2002. These activities include inspecting fire alarm and sprinkler systems, heating systems, chimney installations, gas piping, oil and propane storage tanks, life safety inspections, assembly occupancies, investigations of complaints and hazards, issuance of permits, and plans reviews. The on-duty firefighters conducted 280 of these inspections. Our fire prevention bureau consists of one Deputy Fire Chief, 2 part-time inspectors, and the 32 full-time firefighters.

Deputy Chief Charles Roffo manages the fire prevention bureau. He coordinates all the fire prevention and code enforcement functions of the department, which includes providing training to department members about new codes and changes in technology. This past year he was involved in the review of hundreds of site plans and buildings plans. He conducts numerous consultations with builders, developers and residents. He also responds to and investigates all serious fires, as well as citizen complaints. He is an integral member of the City's Technical Review Committee for both Motorcycle Week and regular planning projects.

PUBLIC EDUCATION

Throughout the year members of the Department conducted or participated in 93 public education and safety presentations. Some of these presentations are being performed off-duty so the firefighters do not have to worry about responding to an emergency call and therefore disrupt a class. This is extremely beneficial to all the participants. This year the education team conducted basic fire safety classes in all of the elementary schools.

The on-duty firefighters conduct numerous fire safety-training classes at industrial facilities, nursing homes, and the hospital. Fire drills were conducted at educational facilities, nursing homes, and elderly housing complexes. The on-duty crews also visit all the schools during Fire Prevention Week to talk about fire safety. Lt. Chris Shipp coordinates the program for fire safety in the City school system.

TRAINING

Besides responding to emergencies the most important activity of a fire department is training. We must be well-trained to improve our levels of efficiency, prevent injury, and fulfill our mission of saving life and property.

Deputy Chief Pendergast is the Operations officer. As part of her duties she manages and coordinates all Department training. In-service fire and rescue training this year amounted to 3,827 hours, which is a large decrease from last year. This can be attributed to two main issues – in 2006 there was considerable recruit training, and the increase in emergency calls has a direct impact on lack of training. There is very few training sessions that do not get interrupted by emergency work. The training equates to 120 hours per firefighter. This in service training saves the City approximately \$120,100 in overtime and shift coverage. There were 487 training classes during the year.

Our training needs are very complex. We need to be capable of functioning at peak levels, as a team and as individuals. Unfortunately we do not get to plan when or what type of event to train for. Improper or inadequate training results in higher property loss, increases the risk of firefighter injuries, and could easily result in the loss of life. Training and planning is the key to a successful fire department.

The major training categories are:

- Emergency Medical Continuing Education 258 hours
- Apparatus and Equipment 267 hours
- Dive Team Training 264 hours

- Water, Ice and Boat Rescue 214 hours
- Special Rescues – haz mat, terrorism, building collapse 654 hours
- Company Drills and Evolutions 539 hours
- Supervisory, Command and Control 542 hours
- Pre-emergency planning 224 hours

MAINTENANCE OF PROPERTY AND APPARATUS

As part of their duties the firefighters perform maintenance to stations, apparatus and equipment. One big item that requires a tremendous amount of time and effort is clearing fire hydrants of snow. The firefighters go out after every storm and shovel the fire hydrants throughout the City. Last year, the firefighters spent 142 hours shoveling hydrants. This is very productive work because it helps teach hydrant location. But every day they shovel hydrants is one less day of training.

Approximately 5,000 hours of staff time is devoted to apparatus readiness and light maintenance of fire equipment. The apparatus and equipment are checked and tested at the start of every shift. Each day one major piece of apparatus is thoroughly checked from top to bottom. This ensures a timely response and reduces equipment failure.

Captain Robert Landry is the Station Commander for Central Station and Captain William Drew is the Station Commander for the Weirs Station. These two officers are responsible to ensure that all the apparatus, equipment, and property is cared for and maintained in a constant state of readiness.

PERSONNEL & FINANCE

SERVICE AWARDS

Paul Hebert was honored at the City Christmas luncheon as Employee of the Year.

LIFE SAVING AWARDS

The following firefighters were recognized for saving of lives during emergency medical responses. In all there were 4 situations where the patients were in cardiac arrest and the firefighters revived the patients

Lt. Chris Shipp, Sn.Ff Jeff Desrosiers (3 times), Sn. Ff. David Monasky, Ff. Chris Beaudoin, Lt. Kirk Beattie, Ff. Jeff Mayer, Ff. Kevin Hevey, Lt. Tim Woods, Student Ff. Kevin Pierce.

Customer Service Awards

The following firefighters were recognized for exceptional Customer Service:
Lt. Chris Shipp, Sn. Ff. Bruce Barrett, Ff. Jay Ellingson

Service Awards presented to:

Senior Firefighter David Monasky, EMT-Paramedic – 20 years of service

Lt. Kirk Beattie 10 years of service
Deputy Chief Charles Roffo 5 years of service

Busiest Firefighter of the Year

Deborah Black 485 emergency responses

The following Department members are recognized for their perfect attendance to work in 2007:

Lt. Kirk Beattie
Ff. Chris Beaudoin
Ff. Rick Hewlett
Captain Robert Landry - 7 years consecutive

The following members received an honorable mention for missing no more than 2 days of work:

Sn. Ff. Chad Vaillancourt
Ff. Deb Black
Ff. John Reese

PERSONNEL CHANGES

Lt. Steve Ober retired this year after giving 29 years of dedicated service to the City of Laconia. Lt. Ober was assigned to the Weirs Station. In addition to shift supervisor he was responsible for the upkeep and readiness Department's forest fire equipment.

Carolyn Monasky left the department after five years of service.

Ff. Kirk Beattie and Ff. David French were promoted to Lieutenant.

Ff. Deb Black, Kyle Joseph, Kevin Hevey, Michael Foss, Rick Hewlett, and John Reese all successfully completed their probationary period and were all promoted to Firefighter 1st Class

Patricia Valovanie was hired as Administrative Assistant.

Matt Leavitt was hired as a Firefighter/EMT-Paramedic

Shawn Riley was hired as Deputy Chief of Emergency Medical Services. This position is funded by LRGH.

REVENUE AND FUNDING

The department generates revenue through fees and permits and we also aggressively seek alternative sources of funding. In 2007 we received or generated the following:

- Fire Alarm Service \$ 42,000 estimated
- Permits and Fees \$ 27,041
- Donations for water rescue \$ 20,390
- Radio replacement grant \$ 114,000
- Data printer grant – Wal-mart \$ 1,200
- Emergency planning grant \$ 14,700
- **Total** \$ 219,331

Our total FY 07/08 budget is \$3.1 million. This is a fire protection per capita of \$182.00 per resident and a property per capita of \$337 per parcel. Our budget is all-inclusive, which means that all employee benefits and the cost for vehicle repair and replacement are included in the operating budget. This is not the case in most municipal budgets.

CHANGES/IMPROVEMENTS

The ambulance partnership with Lakes Region General Hospital was renewed for five years allowing us to hire a Deputy Chief of Emergency Medical Services. This person will manage all aspects of EMS including Quality Control, training, and delivery of service. The contract also allows us to hire extra firefighters during times of peak demand. This improves the capability to respond to multiple EMS calls and still leave a small crew of firefighters available for fires and other emergencies.

The Professional Firefighters of Laconia and the City signed a collective bargaining agreement before the current agreement expired. This is the first time in almost 30 years that this was accomplished. It reflects the very good working relationship between the Union and the City.

The Dive Team continued with their training program. All eight divers are now certified as Public Safety and Ice Divers. The Dive Team is funded almost entirely through private donations: Our major corporate sponsors are:

Platinum Sponsors

Irwin Marine
Watermark Construction
Lakeport Landing Marina
Mrs. Gayle Miller

NASWA Resort and Beach Bar
Laconia Savings Bank
Meredith Village Savings Bank
Rutter Media

Gold Sponsors:

Trustworthy Hardware
Mr. Alan MacRae
Paugus Bay Marina
Lakes Region Sail and Power Squadron
BARNA Log Homes of New Hampshire

Belknap Tire and Repair
Laconia Professional Firefighters
John Ganong Real Estate

The following businesses/groups made donations:

Weirs Action Committee

Proctor's Cottages

The Looney Bin

We completed the Insurance Service Office review of our fire protection defenses and maintained the existing grade of 3/9. This grade allows our property owners to continue to see lower fire insurance premiums. If the grade had regressed the premiums could have risen by 8-12% per grade. This is a significant accomplishment and can be attributed to hiring 4 firefighters, placing Ladder 2 in service, emergency recalls for structure fires, minimum staffing, and automatic mutual aid.

We have completed the furnace replacement project in all three stations. This will improve efficiency and help control operational costs. Unfortunately the price of oil continues to rise. Without these improvements are heating costs would exceed \$40,000 per year.