



**CITY OF FRANKLIN, NEW HAMPSHIRE**  
**Fire Department**  
*"The Three Rivers City"*

59 West Bow Street • 03235

Tel : (603) 934-2205  
FAX: (603) 934-7408

*Michael J Foss, Fire Chief/EMD*

*David J Hall, Deputy Chief*

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***Fire Committee Meeting***

*Friday, July 12<sup>th</sup>, 2019*

*Held at the Franklin Fire Department*

***All Present:***

- *Chief Michael Foss*
- *Deputy Chief David Hall*
- *City Manager Judie Milner*
- *Councilor Paul Trudel*
- *Councilor Bob Desrochers*
- *Councilor George Dzujna*
- *Councilor Ted Starkweather*
- *Councilor Karen Testerman*
- *Administrative Assistant Amanda Morang*

***The Meeting:***

*Councilor Trudel calls the meeting to order at 14:33.*

*Chief Foss thanks everyone for coming and asks them to grab a packet that he has prepared for the meeting. He states that he will go through the packet little by little, and that he thought the visual aids may help everyone understand the state of the fire department and where we are at.*

*Chief Foss states that Councilor Trudel had reached out to him, shortly after he became Fire Chief, to have a Fire Committee meeting. Chief Foss thought that it was a great idea, but wanted to do so once he had a little time under his belt to understand what was going on in the fire department, from the new view. He indicates that he thinks that now is a good time, especially since a few have reached out with questions on certain things. He is hoping that he will be able to answer these questions through the agenda today. Chief*

*Foss encourages everyone to ask questions throughout the meeting. Chief Foss indicates that since Amanda has been here for a year and a half now, and that Deputy Hall is at the meeting to be able to give some perspective from the operational side of the house and where he thinks we are at. Chief Foss states that if there are any questions on operations, or administration, that they are the experts.*

### **Agenda Item 1**

*Chief Foss begins with the first agenda item, to discuss the improvements and updates to the property maintenance process. Chief Foss states that when he started out as Fire Chief, on January first, he had not had a lot of interactions with the Fire Prevention Division, and how it interacts/deals with the property maintenance process. Chief Foss discusses the standardization of tracking all of the property maintenance requests, complaints, or things that they were doing in the city to help improve the property maintenance process.*

*Chief Foss states that what really had him start looking at the process was when he began receiving emails from Councilor Testerman after she was tasked with overseeing the LEAN process for property maintenance. Through learning what they (Fire Prevention Division) were doing before, about the city's policy and procedures, and talking with Captain Reale, we were able to come up with a plan to track property maintenance complaints.*

*Chief Foss asks everyone to look at the first handout ("Attachment 1") in their packet. He then tells them that this handout is a breakdown of all of the property maintenance complaints or the Service Requests Forms that we have received at the fire department, relating to property maintenance. On this form, you will see that essentially there has been one-hundred and three property maintenance complaints. Chief Foss indicates that, in the city, there are more than one-hundred and three property maintenance issues currently being investigated by the Fire Prevention Division. The Fire Prevention Division has to prioritize most of these complaints.*

*Chief Foss says that after doing a drive through with Captain Reale, he realized that there are many property maintenances issues. In one neighborhood within the city, Chief Foss was able to identify property maintenance issues with every building. With that said, Chief Foss says that they have to pick and choose the problems that affect the city the most.*

*Chief Foss indicates that the property maintenance issues that you can see on "Attachment 1" are some of the bigger problems that we deal with. There have been sixty property maintenance complaints (PMC) within the city. These are generated by residents, city departments, or the fire department. These are often received, indicating that there are too many unregistered vehicles on a property, a dilapidated building that is falling down, junk or trash on the front yard.*

*On the handout ("Attachment 1") you can also see that there is a Notice of Hazardous Condition (NOH). These are notices that Fire Officers or members of the department put forth when we go to an incident and see something that is unsafe or a hazard to the city. We then either give the occupants or the owners of the building a document that says there is a problem that needs to be addressed. Any NOH or PMC, that*

*is filled out, receives a follow up from the Fire Prevention Division.*

*Councilor Trudel asks what some of the things the fire department is seeing, as far as the notice of hazardous conditions. Chief Foss gives two examples of when a Notice of Hazardous Condition would be written. One example is at the conclusion of a structure fire. The second example is when a smoke detector issue is identified. The form includes everything from code violations, health related issues, boiler problems, mechanical problems, and other problems in a structure.*

*Councilor Testerman asks if it is normally something where they can no longer inhabit the property. Deputy Hall tells her no. He tells her that they are usually something a lot simpler. If they (operational staff) go to a commercial property and there is a smoke detector or a sprinkler head out of service, if the system does not work anymore or does not work as it is supposed to, that is a fire code violation. We write them a NOH and do whatever we need to do to make sure the system is online or offline. The NOH paperwork is then given to the Fire Prevention Division, and Fire Prevention then goes back. They have the authority because it falls under a fire code problem. They follow up to make sure that the problem got fixed. It does not necessarily require a lot. Sometimes Captain Reale just has to make a phone call to make sure it has been fixed. If it is a private home and the smoke detectors do not work, the fire department does not really have any authority to make them change them unless it is a rental. So, at the very least, it covers us from an liability stand point. If something happens, and we were there recently, and an insurance company asks what we did about it, there is a paper trail. Chief Foss states that these are forms to cover the city and the fire department so that we do not assume any unnecessary liability. There is a signature spot for the person who is issuing the NOH and there is also a section for the resident or owner. We like to deal with the owner of the property because they are the responsible party. If there is an issue in their building, it is not their tenant's responsibility to make sure the problem is fixed. Councilor Starkweather states that this was instituted by Chuck Bodien. Chief Foss says that often times when a property goes up for sale, those looking to the purchase the property call the fire department for fire reports or outstanding violations for the property. Since these reports are tracked, we are able to look them up when we receive in inquiry about a property. It also releases a tremendous amount of liability from the city. Chief Foss returns to "Attachment 1", and explains the process and type of health complaints that we see here, at the fire department. Everyone in attendance discusses the tools that are used to investigate these complaints.*

*Chief Foss refers back to "Attachment 1". He says that the other two or three complaints that you see are usually combinations of property and health or property and hazard type issues. You will see that a majority are property maintenance complaints. Chief Foss discusses where these complaints come from. This year, the Fire Prevention Division or someone within the fire department have made 71 property maintenance complaints. That means if we are out and about and there is a couch on the side of the road, we are writing a property maintenance complaint. If there is a junk yard developing or forming, that is a property maintenance complaint. Some are very easy to deal with. Sometimes Fire Prevention calls up whoever the property owner is and has a discussion about how to rectify this issue. Most of the time, the property owners are pretty good. In this city there are other problems and the property owners are not always compliant with the property maintenance code. One thing Councilor Testerman and Chief Foss have*

come up with in the initial review, found that one of the biggest frustrations actually lies within the court process. Chief Foss says to help alleviate the amount of work when working on a complaint, we have developed a three strikes process. Chief Foss indicates that the first two visits to the property, are to monitor progress. On the third visit, we accompany the police department to issue a summons. Many times, these property maintenance complaints resolve themselves with a simple phone call or by the second visit. In the event a summons is issued, the case is then moved into the City Prosecutor's Office. It is there that it is introduced into the New Hampshire Court system. Chief Foss then discusses the difficulties associated with the court process. Chief Foss and the Councilors discuss some of the properties that are an issue within the city.

Chief Foss asks everyone to look at "Attachment 2" from the packets. This paper outlines the inspections that our Fire Prevention Division are also tasked with. These are not property maintenance complaints. These reference anything from new construction, welfare inspections, state license inspections, electrical inspections, etc. This is just a portion of their work. On top of that, we also task them with formulating fire prevention and have them conduct our fire investigations within the city. A simple fire investigation can take a lengthy amount of time.

Chief Foss refers back to "Attachment 1". We have also tracked resolved cases. Sixty-five out of one-hundred and three cases have been resolved. There are eighteen right now that are still in progress. Very few complaints are unfounded. Chief Foss goes on to discuss the difficulties associated with neighbor disputes. Some cases are referred to the state agencies, other city departments, Adult Elderly Services, etc. Chief Foss discusses the need to update the property maintenance code. We would like to update the property maintenance code from the 2003 edition to the 2018 edition. The thought is that when we go to court and reference a 2003 code edition, it does not show the same seriousness that the most current edition does. The 2018 edition defines things a little more clearly than the 2003 edition does. There will be a C.A.R and an ordinance proposal for the next City Council Meeting.

Chief Foss asks for any questions regarding the property maintenance process. Councilor Desrochers asks about the current status of a couple of properties within the city. Chief Foss says that he will have to check and see if there have been any complaints. Councilor Desrochers states that if there is not one, he is making one now. Chief Foss asks Councilor Desrochers to fill out a service request form once the meeting has concluded. Chief Foss discusses the status of one of the properties that Councilor Desrochers has asked about. Chief Foss states that the service request forms can be filled out as anonymous, for those afraid to fill it out. Chief Foss states the only problem with an anonymous complaint is that there is no one to call as a witness in court if one is needed, and there is no one to follow up with. Councilor Starkweather asks if the name of the person filling out the form is relayed to the property owner. Chief Foss says that it is public information, however we do not volunteer it. Chief Foss states that the Service Request Forms are subject to 91A. Deputy Hall says that it needs to be requested in writing. The property maintenance process is making improvements. It is a big deal to the city. In Chief Foss's opinion, you could have multiple staff members here working on only property maintenance. We do everything that we can, but it's only a piece of what we do. If you notice a property maintenance issue, and you fill out the forms, we process them as

quickly as we can. Councilor Trudel asks if it is justifiable to add another full time or part time staff member to help with the work load. Chief Foss asks if we can answer this question when we get down to the staffing piece of the agenda.

## **Agenda Item 2**

Chief Foss discusses the current staffing levels and future projections. He will start out with the administrative staff. It has been nice, now that we are currently fully staffed. We have a new Deputy Chief and he has been awesome. He makes my job so much easier. Amanda has been here for more than a year now. Anything I need she is right on top of it; it's been great. There are days where the three of us are overwhelmed, but for the most part I feel like we are adequately staffed for what we need.

When it comes to the Fire Prevention Division, they are overworked, but they manage their time the best that they can. I would say that if the council was ever ready to create a new position, I would be in favor of it. Strictly for the property maintenance aspect. It would free them up to do more fire and safety related inspections/investigations. The problem that we are running into is that the station is getting small. The two of them are in a fairly small office. Often times they have to do interviews at the same time. When this happens, one of them will be in the office talking to one resident while the other one is in the hallway talking to another resident. Chief Foss states that we would like to see another member added to the Fire Prevention Division, but we need a place to put them. Chief Foss discusses the challenges and rewards of adding another individual to the Fire Prevention Office.

When talking about creating positions and what the fire department needs most, the answer is that we need more operational personnel. We need more firefighters and EMT's on the floor to go on calls. When people call 911 for an emergency, they expect a timely response.

Chief Foss asks everyone to take a look at "Attachment 3". This document measures the number of incidents per firefighter compared to other communities. These are not necessarily the most like communities. These communities were chosen because they are the same communities that the school board is using right now for comparison. Chief Foss describes the data shown in "Attachment 3". Councilor Testerman asks if there is a community, in the list, that ranks close in population size. Chief Foss states that Berlin and Claremont would be close.

Claremont is doing 87.5 calls per firefighter. Berlin is doing fifty calls per firefighter. When you talk about burn out rates, retention, fatigue, these departments typically have less than Franklin would. In the attachment provided, you will see that we were unable to compare numbers with the last three communities that are listed. New Boston and Barrington never got back to us. Seabrook records their runs differently than we do in Franklin. So, we are unable to compare those numbers. Out of the numbers that are listed, the average number of incidents per firefighter is 92; Franklin is at 139. If asking if the firefighters here are overworked here compared to other communities, Chief Foss would say that they are.

Last night our firefighters were at the floods in Hebron. All four of the firefighters that are working today either came in to cover the fire station or went on those incidents. So, there is a level of exhaustion. Not

every day is like that, but it is wearing on the firefighters, when it occurs. Councilor Testerman asks what the fire department's percentage of overtime is. Chief Foss states that he can get these numbers, but he does not have them prepared. He continues by saying that last year he and Chief LaChapelle looked into reducing the amount of times that we were having firefighters come back. In order to help cover the station better, they also gave them more of an incentive to come back.

We used to recall our firefighters back for every car accident in the city. Chief Foss and Chief LaChapelle put an end to that. The reason they stopped doing this was because they were unable to get firefighter's back for a lot of different incidents, even when they really needed them. We adjusted what we started calling our firefighters back for and also gave them a little more incentive to come back in. Now instead of getting an hour of overtime, we pay them for three hours. With that being said, we also call them back to the fire station significantly less than we were in the past.

The other thing that has helped to reduce the amount of call backs and the amount of fatigue on the firefighters is when the city added two additional firefighters during the day time. We can now handle many second incidents because we have those firefighters. However, 28.4% of our calls are multiple incidents. The community has an expectation that we are going to get to their emergencies as quickly as we can. The Fire Officer in charge has one of three options: 1. They can either split up the crew 2. If there is a crew still here in the building, they can send them to respond (this is usually not a problem during the daytime) 3. Sometimes the Deputy or Chief will go on calls.

During the daytime we are a lot more adequately staffed. We are a lot more vulnerable for those second calls after seven o'clock at night. Our busiest time is between seven and eleven at night. When our daytime firefighters go home, we have to completely change the way that we operate. This is because every ambulance call requires at least two attendants to transport to the hospital. If we send three personnel on a simple medical call, and another medical call comes in, there is only one firefighter to send on their own to the second incident. This is a safety issue. This time frame is where the city and the fire department are most vulnerable. What Chief Foss would need most for staffing is two more additional firefighters. This would mean that a twenty-four-hour shift would be equipped with four firefighters seven days a week.

Chief Foss says that he and City Manager Milner have been looking at grant programs that may be an option to the city. They are the "Safer Grants". The condition has changed as to how much contribution the city has to make and what the federal government will make. Usually, after three years, there is a complete commitment from the city to pay for those firefighters. Councilor Starkweather states that Franklin has never picked that commitment up. Chief Foss says that is a decision that they will have to make. Manager Milner asks Councilor Starkweather if he has ever done a "Safer Grant". Councilor Starkweather states that his first two years here were on a grant. At that time, the Chief told him that the city had never picked up on any grant at its conclusion. Chief notified him of the position they had coming up and that he may want to put his name in. He states that when that grant was up, that was it.

Chief Foss states that having those two additional firefighters would be huge. He says that the other problem we are running into is that the call company is dwindling. The commitment to a call company is

tough for any fire department. Chief and Deputy have discussed whether they continue to add to the call company or take the money and resources to put back into the overtime to recall the other firefighters or to use it for other reasons. The average cost to outfit a firefighter with gear and get them through a fire department physical is about four-thousand and forty-one dollars. This is without putting any training into them. In December of 2017 the fire department hired four call firefighters, we have retained one of those call firefighters. The other three have either moved onto other communities, they decided the fire department wasn't for them, or they couldn't make the commitment. It is very difficult to rely on a call company. We are fortunate that the call members we have are awesome and we get a lot out of them.

Councilor Trudel asks Chief Foss if the fire department is tracking the places where we are being called to multiple times. Deputy Hall says that part of what he does every day is to review the calls that have happened the night or the weekend before. There are some addresses that come up over and over again. Part of what he will be doing is looking at why we are going there. If there are actual medical issues, there are some things we can do to get involved. It is going to be his job to fill in the blanks, so to speak. We can report things to elder care or use VNA services. VNA services are really helpful with things that we cannot help the patient with, but we know that they need some social or medical help. We also go to some places regularly, like the Farnum Center. It is Deputy's job to review the calls to ensure that the calls we are going on are true emergencies and things that they should not be calling the ambulance for. The reality is that if someone picks up the phone and calls 911, we have to go, but we can educate the staff of the facility. Deputy states that he has dealt with a couple of these issues already. It is a process. He has to investigate it, figure out what is going on, talk to the providers that are there, ask what is happening, and review some of the documentation. He states that most of the staff here are familiar with these steps and are aware of the things that need to be reported. Councilor Starkweather asks if this includes nursing homes. Deputy Hall states that it does. Chief Foss says that last year he went to Mountain Ridge, and they have since seen a reduction in the amount of calls that we were getting from there. Chief Foss says that Deputy Hall's methods have worked quite well. He goes on to say that we are also tracking the wards that the calls are coming into as well as the other towns. He offers to get City Councilors the ward information if it will help them.

Councilor Trudel has concerns that we are having repeat calls to a house for drug overdoses, or fights where someone is bleeding. He can understand a husband and wife that are both elderly, and the wife has to call the fire department because her husband falls down a lot and needs help getting up. It is the drugs, the fights, someone is throwing bottles, that really has him concerned because the fire department is then expending resources that could be expended somewhere else. The city may potentially have to make an investment because of the high number of incidents the fire department is seeing. To him, this may be preventable. We could start back charging something or start speaking to landlords and make them aware that their tenants are costing the city money. Administrative Assistant Morang states that when it comes to ambulance billing, they have made a change in the way they were billing for Narcan use. Before, they had not been billing for this. Anytime Narcan is used at these residences, we are billing out. This includes non-transports. Councilor Dzujna asks if they have been paying. Administrative Assistant Morang states that every month she receives a packet of people who have not made payments and they decide whether

or not they are sent off to collections. She has not seen anything come in for the patient's we have billed for Narcan use yet. Chief Foss says that if people do not pay their bills there is a collections process where they will be sent for non-payment. This is a deterrent.

Chief Foss says that we try to do the education piece when we see that we have made multiple calls to one address. The problem that we run into is the HIPAA laws. If we go to one apartment, in a particular residence, for a drug overdose and we know that apartment is a major problem and a burden in the city, we cannot go to the owner and tell them that their tenant has had multiple drug overdoses. Our biggest deterrents are the billing, the police, and referring them to another agency. If we keep going to a property multiple times, one of us will go out and try to find out what is going on, educate them on when to call for an ambulance, and help them find the resources that they need. Sometimes this works. However, at the end of the day, if they still want to pick up the phone and call 911, by law we have to respond.

Councilor Desrochers says that he believes there is an ordinance in the city that states the landlords can be held responsible for multiple calls to the same address. Chief asks if it is for fires or EMS. Councilor Desrochers believes that it is for just about anything. City Manager Milner believes that the ordinance pertains to the police department. Chief Foss says that if there is an ordinance that he doesn't know about he is more than happy to look into it.

Chief Foss states that we have started issuing nuisance fire fees. This is when we are called to a residence multiple times for a fire. They are then invoiced with a two-hundred-and-fifty-dollar fee. When it comes to health and EMS our hands are tied. With fires we have a little more leeway.

### **Agenda Item 3**

Chief Foss moves on to the next agenda item. This agenda item is to discuss the current status of apparatus and the five-year plan going forward. He states that there has been some talk regarding what resources we will need and the replacement plan for apparatus. The first few years, it is the staff vehicles that will need to be replaced. He then thanks the City Councilors for the new ambulance that they voted on in January and for the new staff car that will be replacing the Trailblazer. Chief Foss discusses the corrosion that we fight on our equipment from the sand and salt. He says that whenever there is bad weather, in the winter especially, the firefighters wash the vehicles before they back them into the building.

In FY21 Chief Foss anticipates that we will have to replace the 2006 Chevy Tahoe. The rocker panels are beginning to rot and it will need some body work. The engine and transmission are in good condition. It's still a fairly good car to drive. Additionally, it is fourteen years old. Councilor Starkweather asks if this is the vehicle that they bought second hand. Chief Foss states that it was the Trailblazer they bought; after it had been in an accident. This is the one they are replacing now with the new Ford.

In FY22 the 2009 F-150 will need to be replaced. It will be twelve years old. In FY23 we anticipate that the one we use for plowing and the one that we put the skid unit on, will have to be replaced. In FY24 he is hoping to give the city a break so that they can start saving for the new ambulance they will need in FY25. The reason we anticipate that we will need a new ambulance then is because the current Ambulance



*1 will be twelve to thirteen years old at that time. This is a long life for an ambulance.*

*FY26 will be the biggest purchase, if we need it. Chief Foss believes that as we look forward, we need to start thinking about the replacement of Engine 4. It is currently a 2009 American Lafrance. When the city purchased this engine, they had worked through the spec when American Lafrance filed bankruptcy. We are very lucky to have received the engine while they were going through the bankruptcy process. It was about a year late. Luckily, it is in good shape. If the engine or transmission have a problem we can probably work through those issues. If the body, from the cab back, has issues we can probably work on that. Anything in the cab, that we have had to work on or replace, has to be bought off of Ebay because there is no longer an American Lafrance company. People throughout the country have started to buy old parts and increase their prices and then sell them to places like Franklin. It is a good truck, but I would anticipate needing to replace it in FY26. Councilor Starkweather states that the scary part is that the cab on Engine 4 is pretty much the same cab that is on the ladder truck. Chief Foss agrees and says that he will finish up on the engine and then talk about the ladder after. Our current Engine 1 cost us about \$660,000. The price increases by about three to five percent a year.*

*The ladder truck is also an American Lafrance. Our saving grace here is that it does not go on as many calls. We try to reduce the wear and tear on it. I do not anticipate that we will have to replace the ladder or the rescue within the next five years. Councilor Trudel just wants to clarify that the company we bought our engine and ladder truck from is no longer in business. Chief Foss states that this is correct. Councilor Starkweather discusses the history of what happened with Engine 4 and the American Lafrance company. Councilor Trudel asks if we are sitting on a ticking time bomb. Chief Foss reassures everyone that if it is an engine or transmission related issue, we will be able to handle it. He says that he does not want to take it any more than five years, but in the same sense the engine is still a good engine. He does not want them to have to spend any unnecessary money either. He thinks as long as we continue to maintain it and the availability of parts is still there, that we can get five more years of service from it. This means that we will need to begin looking into a replacement fire engine within the next three years. Councilor Testerman asks if it takes three years from the time that you order it to the time that they deliver it. Chief Foss explains that you start out with a salesman, you figure out what truck you want, and then you work on certain specs. This process takes a long time because everything is customizable.*

#### **Agenda Item 4**

*Chief Foss moves on to the next agenda item; discussing the state of the city's current fire alarm system. Here in the city, we have a municipal fire alarm system. They are the red boxes you will see on a street pole or the side of a building. For years this has been a great system. About thirty years ago this was the best way for the city to monitor emergencies. Other systems have come into place. You can now get digital monitoring through the internet or the phone line. Here in the city though, we still maintain and monitor a certain amount of buildings. We charge a fee to the users and we generate some revenue from that. We also are charged with maintaining that system. The infrastructure has started to decline slightly over the past few years. Part of this is because we were not bringing in enough revenue compared to expenses.*

*With that being said, Captain Hicks, our current fire alarm superintendent has done a great job at maintaining the system. Chief Foss has been told that the system might be antiquated and it might need major repairs going forward, if we choose to keep it. If we decide not to keep it, there are other options for the people who are currently being monitored.*

*The fire department has not made a decision on what we are going to do regarding the fire alarm system. Revenue wise, it brings in fourteen thousand dollars per year. Expenses wise, we spend about seventy-five hundred per year. Chief Foss says that over the next year he plans to take a better look at what we need to actually maintain the fire alarm system. However, there is no answer today as to which direction we will go. Councilor Dzujna asks if most of the people who have this monitoring are commercial properties. Chief Foss tells him that most of them are. Deputy Hall states that there are also some large multi-family homes on this system as well. Chief Foss says that it has been a great system, but going forward we may have more expenses to put into it.*

*The other thing that we need to look at is that it is a liability for the city to monitor all these buildings. For instance, this past fall, a line went down by the high school and we lost all of our monitoring capabilities on the west side of the city. So, if someone had a fire and their master box tripped, their alarm would go off in the building, but the fire department would not be notified until someone picked up the phone and called 911. When we are charging for this service, we need to be able to provide it.*

*Over the next year we need to see how many times the system goes down and how much liability there is to the city if we continue to maintain it. Councilor Starkweather asks if the clause is still in the agreement, that they signed, saying we cannot be held liable if that happens. Chief Foss says that he will have to look into it. This is part of what he will have to monitor. Chief Foss believes that the fire department has an expectation to get the monitoring system's equipment up and working in a reasonable amount of time. We also notify everyone on the system if there is a problem. If Amanda has gone home for the day, we do not necessarily have someone at the station to make the phone calls. It is an infrequent problem. Next year, when we do another update, we will hopefully have a more educated answer and direction for you. Councilor Testerman asks what system we would transfer to if we were not using this system. Chief Foss says that the city would get out of the monitoring business. We would educate people and give them a reasonable timeline to find another monitoring company. Mango and Capitol Alarm are a couple of these companies. Deputy Hall states that it is going to cost every business money to have their system set up to be monitored by someone else. There are multiple ways to do this. Councilor Testerman asks if they are paying now. Deputy Hall says that they are. He states that they will probably pay the same to be monitored, but they will have to pay a little more to upgrade their equipment. That is where their cost will come in. It is easy to require new construction properties to put this equipment in because it will not be any extra cost to them. This will be a multi-year process. We will do this the right way, if we do it. We will give the property owners plenty of notice. Councilor Starkweather points out the city buildings are also on this system. Deputy Hall acknowledges that he is correct and says that it will be a cost to the city as well.*

### **Agenda Item 5**

*The next item agenda is to discuss is the station upgrades. This station is approaching its fifty-year mark. According to all of the records, the construction began in 1971. Next year we are going to have to begin updating all of the sprinkler heads per code because of that. We are now a bigger fire department, we are doing more calls, and we have more people in the building than before. We are starting to get too big for the current size fire station that we have. At one point the kitchen had a fire. The cabinets have been painted, but they are now beginning to rot and the paint is starting to chip. When we take our dishes out of the cabinets, we have to rewash them to get the paint chips out. The countertops are getting beat up. The appliances are old. There is no hood vent system on our stove. Our Fire Prevention office has CO monitors in their office. Over the winter, those CO monitors began going off when we turned the stove on. One of the things we are looking at is a new kitchen for our station. If we did that it would cost about twenty-thousand dollars. That would include a hood system and the proper appliances. To save money there, we are fortunate that some of our firefighters are also contractors, and they would do a lot of the labor associated with this project. We would just have to provide the materials. The hood system would require a contractor. Councilor Trudel asks if we would need to make the kitchen bigger. Chief Foss tells him that this is part of the renovations. We are talking about removing a wall, closing in one side, but making more room and cabinet space on another. This kitchen was originally designed for two firefighters, a Chief, and a Deputy. Now there are seven of us here during the day, Monday through Friday. Chief Foss will be working with the Finance Department and City Manager Milner on this project.*

*Chief Foss states that one of our biggest needs is a station generator. Chief Foss was given a quote this past week. The generator project will probably cost around thirty-two-thousand dollars. We were able to identify and find some cost savings, based on where we are going to place the transfer switch. We are also working with the Highway Department to do a lot of the labor to save us money. This number is not final. This is just the initial quote. Chief Foss thanks the Councilors for voting to appropriate the money for the generator, from the sale of Engine 3. A question is brought forth about the size of the generator. Chief Foss says that he would have to look at the quote to answer that, and that he does not have it right in front of him. Councilor Starkweather asks if it is diesel. Chief Foss tells him that it is natural gas.*

*Along with the station, we have not just outgrown the kitchen, we have also outgrown the entire building. We currently do not have female dorm rooms, female bunkroom facilities, or male designated facilities. We all share the same bathroom, same locker room, and same shower facilities. There is a lock on the door to help maintain privacy. As we expand and we come into the next generation in the fire service, this is something we should probably address as a city. It is something we should probably look at in the next few years. Chief Foss talks about possibly adding out and creating a second floor for the living quarters. Downstairs would remain as offices, administration, and the training area. Chief Foss says that he does not have a price tag. Deputy Hall states that we also have a couple of health and safety issues. We do not have the proper clothes washing facilities. We are still washing our clothes in the same washer that we are washing our gear in. We just do not have the space to put stuff. If we were to move out and/or up, it would allow us a lot of different options for things. This would include expanding meeting space, taking the firefighter's living space away from the public, and it allows us a better training/conference area. It also allows the firefighters a better area to do work. Right now, if they had reports to do, we are in their way,*

*and they cannot complete these tasks. There are companies out there that can give us an idea of what this would cost, but we will never fully know the cost unless we pay for an engineer study. Councilor Starkweather talks about a water main near the station. Councilor Dzujna asks if they have grants for the engineering. City Manager Milner says that there are probably grants for the engineering aspect, but not for the station. Deputy Hall states that there could be some for both. Urban Compact has some grants that you could apply for. They may be partial grants. There are some options out there. They would require a lot of research*

*Chief Foss discusses a fire investigation interview that took place in the firefighter's living quarters. He says that this is where the firefighters come to study, eat, and work. It is very hard to have these kinds of things happening in their living quarters. He says it would be nice to be able to separate the public area from the living quarters. Chief Foss gives the City Council examples.*

### **Agenda Item 6**

*The next agenda item is EMS transport. Chief Foss states that Chief LaChapelle had done a good job on letting them know that LRGH and Franklin Hospital has started to cut back on some of the services that they offer. What this means for EMS is that we have to provide transport to other hospitals/facilities more often. It used to be that you never went to another hospital. Patients always went to Franklin Hospital. What we have found over the last few years, through protocol changes or services that they are not offering, is that we now have to transport patients to other facilities more often. Chief Foss makes reference to "Attachment 4" out of the packet. "Attachment 4" shows where we are transporting to the most. In 2017, ninety-five percent of our EMS calls were transported to Franklin Hospital. This year, only eighty-eight percent of our patients have been transported to Franklin Hospital. Now the argument that some will make is that we are now covering Andover, which means that we will be transporting to other facilities more often. To a degree, that is true. In 2016, 2017 and a portion of 2018, we had a MOU with Andover. What you are seeing now is a trend where our ambulance has to leave town and transport further away. Thus meaning, it is not available here, in the community as often as it should be. We have a meeting with FRH on July 22<sup>nd</sup> or July 23<sup>rd</sup> to see what they can do to take on more patients again. We are not necessarily saying that it is going to get better, but we are hoping that it does. They do not have OB services anymore and most significant cardiac patients go to Concord Hospital. When you are talking about twenty-eight percent of our calls being back to back calls, and we now have an ambulance out of town, you can now understand the burden on the fire department here. Councilor Dzujna asks City Manager Milner about the status of FRH. Councilor Dzujna also asks if most of our transports are to Concord Hospital. Chief Foss states that 88% of the transports go to Franklin Hospital. Councilor Dzujna asks if we transport to Laconia at all. Chief Foss states that we rarely transport to Laconia Hospital. This year we have not even used them a half percent of the time. Councilor Dzujna asks if it is easier to go to Concord Hospital than it is to go to Laconia Hospital. Deputy Hall says that it all depends on where you are at. In general, it is better for us to go to Concord and get back here than it is to go all the way to Laconia and back. Chief Foss states that Laconia Hospital has cut many of the services that Franklin Hospital has cut. For example, OB services. Any OB emergencies go right to Concord Hospital. Councilor Starkweather states that it looks like we are going*

to New London Hospital more than we are to Laconia Hospital. He also says that this is probably because of Andover. Chief Foss states that this is correct. He says that a lot of Andover residents want to go to go to New London Hospital, and it is the same distance as going to Franklin Hospital. He also says that New London Hospital is a good hospital to work with. Councilor Starkweather says that New London Hospital is also aligned with Dartmouth Hitchcock. He says that they can provide a lot of services.

There are also a lot of things that are going well in the city. A few years back we were dealing with some retention issues at the fire department. We were turning over good employees, good firefighters, and good EMT's with longevity. They were going to other communities to make more money. He would like to keep everyone that we currently have here. He states that the raises that were given a couple of years back helped to bring us more in line with the other communities. The raises and the COLA's that were given this year have also been a huge help. He thanks the City Councilors for this. He believes that it is going to help moving forward.

Safety seems to be a top priority of the City Manager, City Council, and the fire department. We buy only the best gear and equipment for our firefighters. Our firefighters take pride in that. Knowing that the city is willing to spend a little bit more on gear and equipment so that it will last longer and keep them safer. Councilor Starkweather asks if everyone has two sets of gear. Deputy Hall says that we are close to that. The newest member does not have two sets, but there are spares in the closet if they need to switch out. Everyone else has two sets. He believes that there are two or three sets of gear that we have to replace this year to ensure that there are within the current standards. He thinks that we are going to buy five sets this year to replace the gear that is out of date/out of service. Councilor Starkweather discusses a magazine that has good articles that talk about cancer in firefighters and changing out gear. Deputy Hall states that everyone here has taken an awareness class. People here are very cognizant of rinsing their gear at the fire scene. We have small, rubber, hoses to rinse off a lot of the stuff. Before we used to just hop in the fire truck and come back. If we go to a fire call, that gear gets washed and stripped. He discusses the process of washing their gear after a fire.

Chief Foss thanks the City Councilors for the new car and the new ambulance. He states that they are good improvements for the city. He says that these are some of the major positives, amongst many others, and he wanted to thank them for their support. He states that he is available for any questions.

Councilor Dzujna asks to discuss the status of Compass Classical Academy. Chief Foss states that this past Spring, we gave them a list of things that need to be fixed prior to the next school year. They were trying to obtain a grant to get those things fixed. For us, there comes a point where we cannot waiver on the code and safety issues. He will not know what their plan is until after our next meeting. He states that they have heard preliminary that they did not get the grant. He states that they may have come up with the money and they may have gotten the grant, he just doesn't know it. The reason that it is the church's responsibility and not Compass' is because the church owns the building. Deputy Hall says that it is a double edge sword because we want the school in the community. It is a positive thing. Councilor Desrochers asks if anyone has spoken to Compass or the church on where to get training for emergency evacuation plans,

*so that they do not have to pay a fee to have a firefighter there. Chief Foss says that the church had approached them about doing a fundraiser. They were only aloud nine-nine people in the space, per the code. If they exceeded the ninety-nine people then they needed to have a fire watch or crowd managers in place. There was not enough time between the time the church approached our Fire Prevention Division and when they were having the event to put a crowd manager program in place. The only other option, for them to have the event there, was to put a fire watch in place. The city did not make any money off of the church. We strictly charged for the labor and the cost of the firefighter.*

*Councilor Trudel says that before we adjourn, he would like to thank the fire department staff. He says that Chief Foss does not need to thank them because they provide the service that the city needs. He says that it is a valuable service. Deputy Hall says that they really provide the service. They coordinate and fund what we do. We provide the labor, but they really provide the services.*

*Councilor Trudel takes a motion to adjourn. Councilor Testerman seconds the motion.*

*The meeting is adjourned at 16:17.*



**CITY OF FRANKLIN, NEW HAMPSHIRE**  
*"The Three Rivers City"*

316 Central Street  
Franklin, NH 03235

(603) 934-3900  
fax: (603) 934-7413

**COMMITTEE MEETING NOTICE**

**TO: FIRE COMMITTEE**      Councilor Trudel  
  
                                 Councilor Testerman  
  
                                 Councilor Starkwether

**SUBJECT: FIRE COMMITTEE MEETING**

*Friday July 12<sup>th</sup> 2019 at 2:30pm*

*Franklin Fire Station*

*59 West Bow Street*

**MEETING AGENDA**

- I. Discuss improvements and updates on the property maintenance process.
- II. Discuss current staffing levels, and future projections.
- III. Discuss current state of apparatus and five-year plan going forward.
- IV. Discuss the current state of the City's Fire Alarm System.
- V. Discuss needed station upgrades.
- VI. Discuss EMS transport update.
- VII. Any other business.

**Adjournment**

2019 Fire Prevention  
Request for Service and  
Notice of Hazardous Condition Data Review

**Complaint Types**

PMC	60
NOH	38
Health	2
P/NOH	2
P/H	1
<b>Total</b>	<b>103</b>

PMC - Prop Maint  
NOH - Notice of Hazard  
Health - Health related  
P/NOH - Prop & Hazard  
P/H - Prop & Health

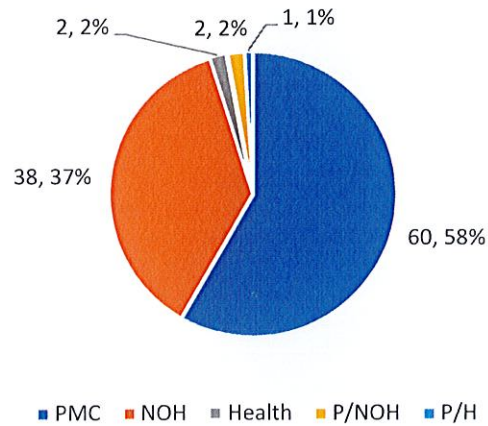
**Source of complaint**

FFD	71
Citizen	31
MSD	1
<b>Total</b>	<b>103</b>

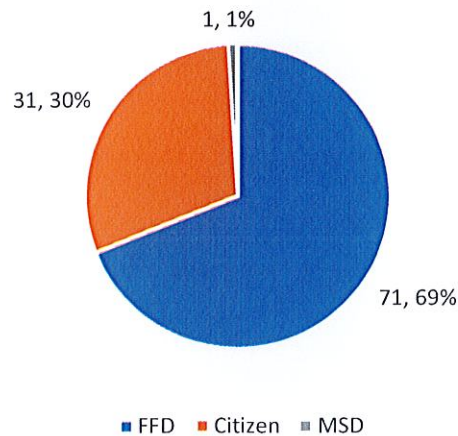
**Status of 2019 Cases**

Resolved	65
in progress	18
Complaint	3
Court	3
Unfounded	3
No resp.	2
NOH	2
Refer to PZ	2
DPW	1
NH Eld Svc	1
NHDES	1
P/Z-Lewis	1
Ref to DHHS	1
<b>Total</b>	<b>103</b>

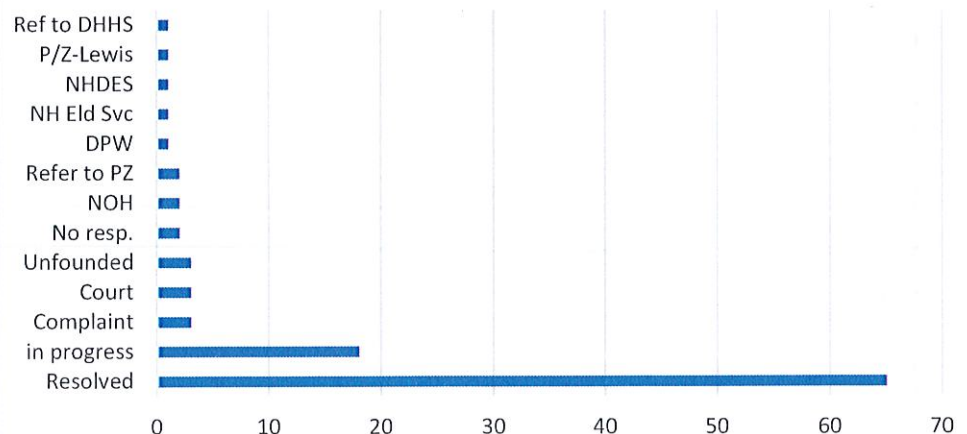
**Complaint Types**



**Complaint Source**



**Status of Complaints and Notice of Hazards**



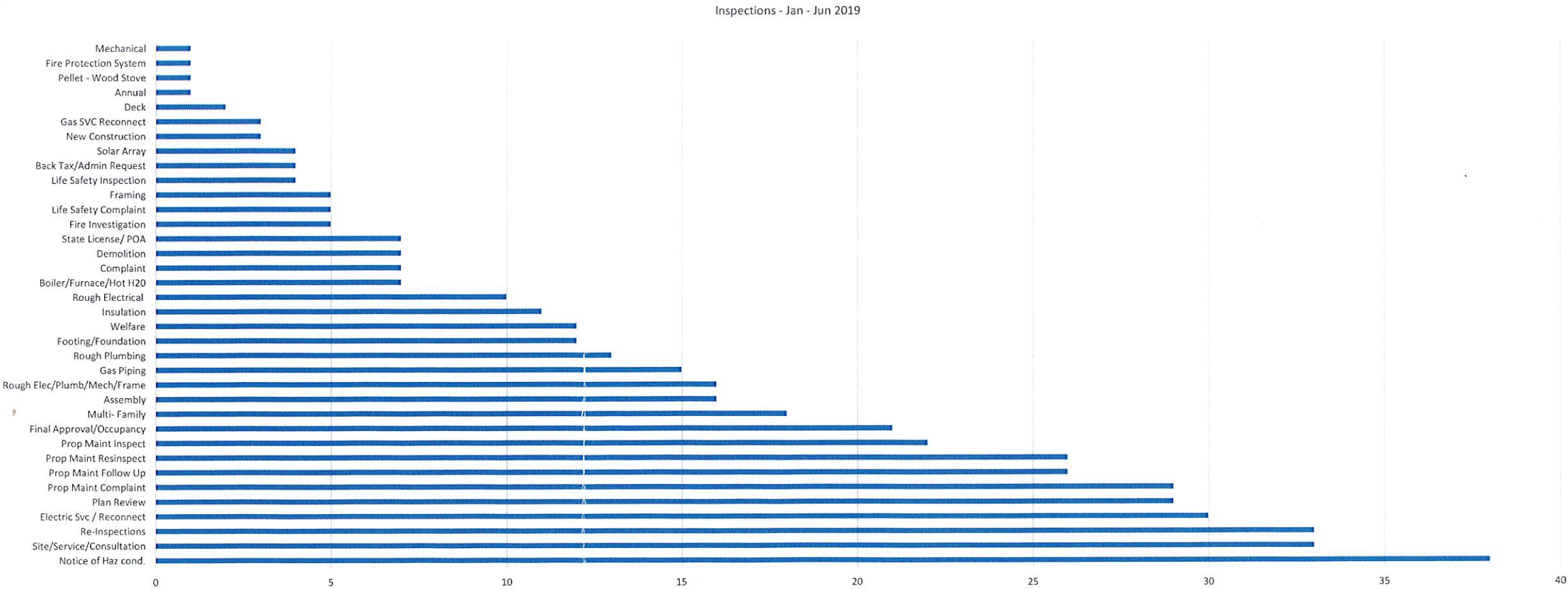
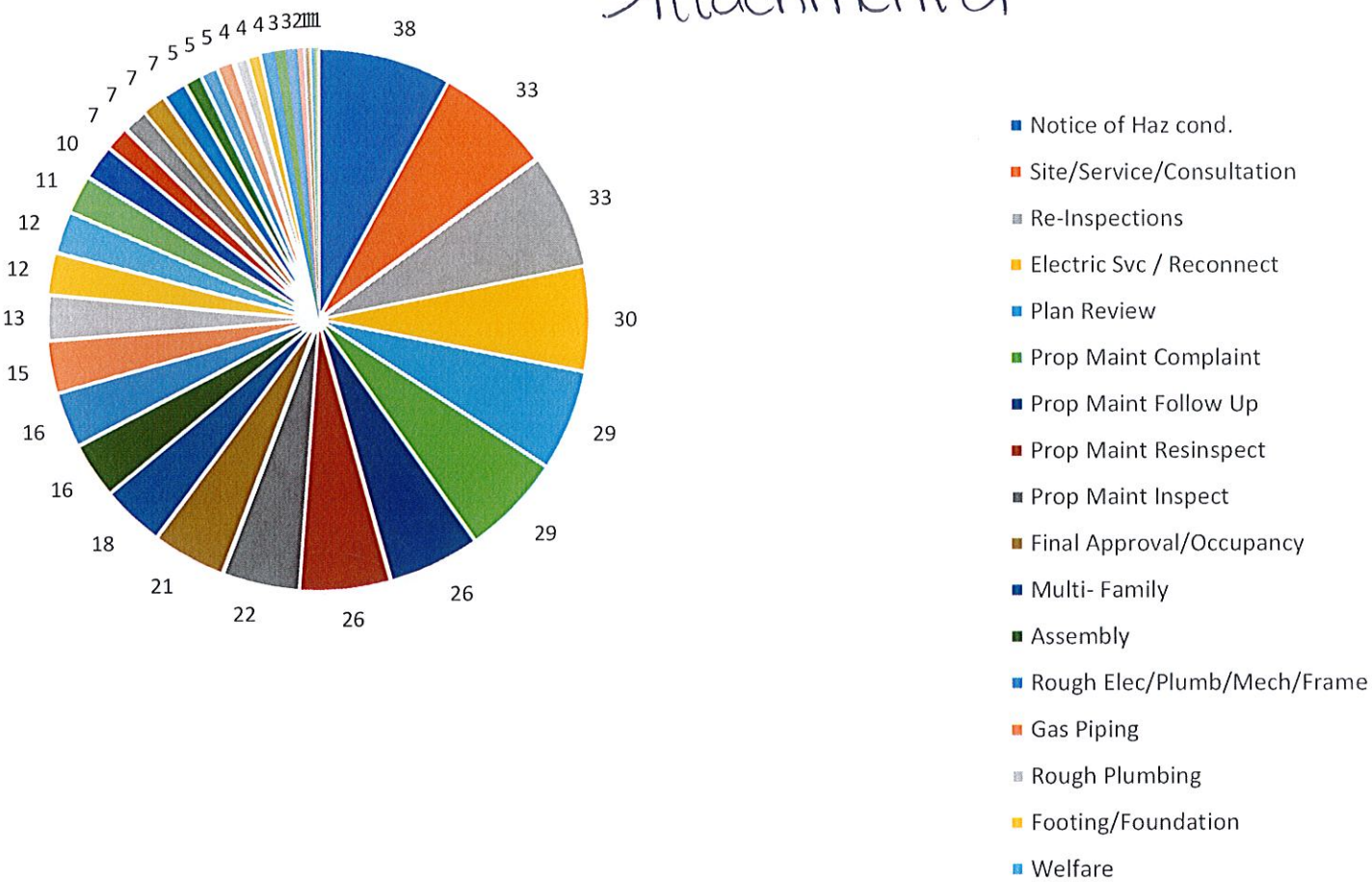


Inspection	Ct
MH Park Inspections	170
Notice of Haz cond.	38
Site/Service/Consultation	33
Re-Inspections	33
Electric Svc / Reconnect	30
Plan Review	29
Prop Maint Complaint	29
Prop Maint Follow Up	26
Prop Maint Resinspect	26
Prop Maint Inspect	22
Final Approval/Occupancy	21
Multi- Family	18
Assembly	16
Rough Elec/Plumb/Mech/Frame	16
Gas Piping	15
Rough Plumbing	13
Footing/Foundation	12
Welfare	12
Insulation	11
Rough Electrical	10
Boiler/Furnace/Hot H2O	7
Complaint	7
Demolition	7
State License/ POA	7
Fire Investigation	5
Life Safety Complaint	5
Framing	5
Life Safety Inspection	4
Back Tax/Admin Request	4
Solar Array	4
New Construction	3
Gas SVC Reconnect	3
Deck	2
Annual	1
Pellet - Wood Stove	1
Fire Protection System	1
Mechanical	1
Total	647

NOTE - MH PARK INSPECTIONS  
excluded from graphs.

Franklin Fire Prevention Inspections - January 2019 through June 2019

"Attachment 2"



**Number of Emergency Incidents Per Firefighter**

<b><u>Municipality</u></b>	<b><u>Number of Incident in 2018</u></b>	<b><u>Number of Incidents/FF (one year)</u></b>
<i>Franklin</i>	<i>1948</i>	<i>139.5</i>
<i>Bow</i>	<i>1104</i>	<i>138</i>
<i>Farmington</i>	<i>1238</i>	<i>137.5</i>
<i>Hollis</i>	<i>894</i>	<i>111.75</i>
<i>Claremont</i>	<i>1395</i>	<i>87.5</i>
<i>Litchfield</i>	<i>680</i>	<i>68</i>
<i>Berlin</i>	<i>967</i>	<i>50</i>
<i>Brookline</i>	<i>294</i>	<i>9.5</i>
<i>New Boston</i>	<i>Unable to obtain</i>	<i>Unable to obtain</i>
<i>Barrington</i>	<i>Unable to obtain</i>	<i>Unable to obtain</i>
<i>Seabrook</i>	<i>Data not comparable</i>	<i>Data not comparable</i>
<b>Average:</b>	<b>1065</b>	<b>92.71875</b>

### EMS Transport Data by Destination

