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PRESS RELEASE

Laconia, NH – Lakes Region Mutual Fire Aid provides 24x7 Fire/EMS Emergency Communications Dispatch services and mutual aid coordination to 35 communities in the Lakes Region of NH and is celebrating the second full week of April (April 8-14) as National Public Safety Telecommunicators Week. This week, sponsored by the Association of Public-Safety Communications Officials (APCO) International and celebrated annually, honors the men and women who respond to emergency calls, dispatch emergency professionals and equipment, and render life-saving assistance to those in need.

National Public Safety Telecommunicators Week is an opportunity for LRMFA to celebrate the work and dedication of our employees. LRMFA processed 26,138 emergency incidents in 2017. These incidents translated to almost 300,000 individual radio transmissions, 31,754 telephone phone calls on our emergency lines, and 20,699 phone calls through our non-emergency phone lines. Continuing to deliver such a high-quality level of service would not be possible without our dedicated, and committed staff.

As part of NPSTW, the NH Emergency Dispatchers Association hosts an annual training conference as well. This week's conference was attended by Dispatchers, Supervisors, and Chiefs from all across NH, MA, and VT. Chief Goldman, Lt. Nugent, Lt. Steele, and Dispatchers Hannafin and Cilley attended this years training conference. While there Chief Goldman, along with two others were designated FEMA All Hazards, Communications Unit Leaders (COMML). The COMML training is extensive in both classwork, and practical evaluations observed in training, and actual incidents. Chief Goldman, and the two other COMML's are the first three in the State of NH. During the NH Emergency Dispatchers Association Annual Meeting and awards ceremony on April 10, Chief Goldman was elected to serve as the President of the NH Emergency Dispatchers Association.

LRMFA Dispatchers are some of the most professional, highly trained, and highly educated Dispatchers in NH. Their skill and dedication is critical to the success and safety of our areas public safety first responders.

As LRMFA celebrates National Public Safety Telecommunicator Week we would like to invite the public to an open house on April 14th 2018 from 10AM until 2PM. This is an opportunity to meet our staff, and see what we do, where we do it and how we do it. There will also be static displays of some of our equipment including our command vehicles, and mobile incident command post. The NH Bureau of Emergency Communications will also be offering tours of their

Public Safety Answering Point (NH E9-1-1 PSAP) which is co-located in the same building. The Communications Center and NH E9-1-1 PSAP is located at 50 and 62 Communications Drive, in Laconia, NH.

Photos Attached:

Photo 100 – 2018 NHEDA Conference Committee

Front Row L to R: Thayer Paronto Grafton County SO, Chief Jon Goldman, LRMFA, Capt. Ernie Peterin, Concord Fire, Supv. Jen Cloutier, Berlin PD

Back Row L to R: Cecily McNair, Merrimack County SO Chief Phil Tirrell, SWNHDFMA, Disp. Cassie Leavitt, Hampton Fire, Disp. Autisn Brown New London PD, and Dir. Tom Andross, Grafton County SO.

Photo 200 – COMML Recipients

L to R: Justin Bellen, NH Department of Natural and Cultural Resources (DNCR), Supv. Rick Belanger Hooksett PD, Cecily McNair, NHEDA Standards Committee/MCSO, Chief Jon Goldman, LRMFA, Tom Andross NHEDA President/GCSO, and John Stevens, NH Statewide Interoperability Coordinator

All inquiries can be directed to Public Information Officer, Lt. Kevin Nugent 603-528-9111



