



## CAPITAL AREA MUTUAL AID FIRE COMPACT



President: Chief Jonathan Wiggin

Chief Coordinator: Keith Gilbert

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### **2020 ANNUAL REPORT TO BOARD OF DIRECTORS**

The 2020 annual report is prepared for the Board of Directors of the Capital Area Mutual Aid Fire Compact as a summary of general activities and events occurring through December 31, 2020. It is also provided to the Town offices of the Compact's member communities for information and distribution as desired.

The Compact serves 23 communities in 4 counties. The Compact's operational area is 817 square miles with a resident population of 135,716. The Equalized Property Valuation in the area we protect is over 16.4 billion dollars. We also provide and receive mutual aid responses with communities beyond our member area.

Like everyone, the Compact was impacted by the pandemic during 2020. During the spring, we saw a reduction in overall calls for service. That lull did not last and call volume increased as the pandemic spread. We finished the year with a slight reduction in call volume. The pandemic limited our training opportunities, our ability to meet as a group and the ability of our vendors to complete projects.

The Compact provides 24/7 emergency dispatch service to member communities. This service is contracted with the City of Concord Fire Department's Communications Center under the direction of dispatch supervisor Captain Elisa Folsom. A detailed activity report by town/agency is attached.

During 2017 we selected a vendor, signed a contract and began the process of replacing our Computer Aided Dispatch (CAD) software. We worked on this throughout 2018 and 2019. The vendor missed their scheduled implementation dates. During 2020 our attorneys and the Executive Committee successfully negotiated a settlement agreement with the vendor. We have researched new CAD vendors and we have selected RapidDeploy to provide the Compact with a new cloud-based CAD. We hope to be operating on the new system in the spring of 2021.

The 2020 Compact operating budget was \$ 1,247,795. The budget submitted by Concord for the operation of the dispatch center contained errors that were not apparent until after all of our communities had completed their budget process. This left us starting 2020 with our budget underfunded by \$200,817.17. While expenditures were \$83,337.66 over the presented budget, our revenue exceeded our expenses by \$17,675.79. This was possible through careful control of our expenditures, deferring some projects and applying offsetting revenue from our CAD settlement.

Funding for all Compact operations is provided by the member communities. We continue to apply for State and Federal Grant Funds when available. During 2018 we received a Homeland Security Grant in the amount of \$387,415.00 to replace the existing dispatch console equipment.

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PITTSFIELD · SALISBURY · WARNER · WASHINGTON · WEBSTER · WINDSOR

Work on that project began in 2019 and was expected to be completed during 2020. It will extend into 2021, due to delays caused by the pandemic.

The Compact and Hazmat Team have received over 3.6 million dollars in grant funding since 1999. These funds have been used for communications improvements, training and equipment. The direct benefit that your community has realized from these grants is made possible by your participation in the regional service that we provide.

During 2020 the Compact received a grant to install Mutualink. This equipment and software allows us to securely share communications and data with dispatch centers and other partners around the State to enhance our Public Safety Interoperability.

As Chief Coordinator, I responded to 547 incidents, a 4% increase over 2019. In addition to responding to provide command post assistance at those mutual aid incidents, I also aid all departments with response planning, updating addressing information, and I represent the Compact with several organizations related to public safety.

Compact officers serving during 2020 were:

President, Chief Jon Wiggin, Dunbarton  
Vice President, Deputy Chief Ed Raymond, Warner  
Secretary, Chief Guy Newbery, Concord/Canterbury  
Treasurer Chief Jeff Yale, Hopkinton

The Training Committee activities were placed on hold due to pandemic.

The Central New Hampshire Hazmat Team represents 58 Capital Area and Lakes Region communities and is ready to assist or respond to hazardous materials incidents in our combined areas. The Team responded to 7 hazmat incidents during 2020.

Gary Sleeper has volunteered his services to create and maintain a web site for the Compact at <https://www.capareafire.org/>. Please visit the site for incident photos, news, scheduled events, training info, SOGs and department profiles.

All departments are encouraged to send representation to all Compact meetings. Your input is needed. The Compact was created for the mutual benefit of member communities and active participation is a necessity to ensure the needs of all are being met.

I invite anyone with questions or comments to contact me. I thank all departments for their cooperation. Please contact any Compact officer or the Chief Coordinator if we may be of assistance.

Respectfully submitted,  
Keith Gilbert, Chief Coordinator  
CAPITAL AREA FIRE COMPACT

1/ /2021

# *Capital Area Mutual Aid Fire Compact*

## *2019 Incidents vs. 2020 Incidents*

ID #	Town	2019 Incidents	2020 Incidents	% Change
50	Allenstown	746	821	10.1%
51	Boscawen	186	196	5.4%
52	Bow	1,196	1,144	-4.3%
53	Canterbury	328	303	-7.6%
54	Chichester	549	463	-15.7%
55	Concord	8,885	8,869	-0.2%
56	Epsom	1,012	958	-5.3%
57	Dunbarton	221	227	2.7%
58	Henniker	1,009	1,020	1.1%
59	Hillsboro (includes Windsor)	1,061	1,011	-4.7%
60	Hopkinton	1,173	1,199	2.2%
61	Loudon	918	843	-8.2%
62	Pembroke	372	382	2.7%
63	Hooksett	2,425	2,256	-7.0%
64	Penacook RSQ	927	906	-2.3%
65	Webster	181	210	16.0%
66	CNH Haz Mat	7	7	0.0%
71	Northwood	608	624	2.6%
72	Pittsfield	900	892	-0.9%
74	Salisbury	131	162	23.7%
79	Tri-Town Ambulance	1,219	1,287	5.6%
80	Warner	407	506	24.3%
82	Bradford	171	230	34.5%
84	Deering	240	241	0.4%
86	Washington	152	181	19.1%
89	Windsor	30	49	63.3%
		<b>25,024</b>	<b>24,938</b>	<b>-0.3%</b>

CAPAREAC1	Chief Gilbert	526	547	4.0%
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### Additional Dispatch Center Activity

Fire Alarm Systems Placed out of, or in service for maintenance	2,997	5,264	75.6%
Inbound Telephone Calls	43,645	45,268	3.7%
Outbound Telephone Calls	7,480	7,926	6.0%