

# Minutes of the Westmoreland Selectmen's Meeting

Tuesday, June 17, 2025

**BOARD MEMBERS PRESENT:** John Snowdon, Bill McGahie and Mark Terry

1. The meeting was called to order at 1 pm by John Snowdon.
2. Approval of Minutes: June 3, 2025 Motion was made by Mark Terry, seconded by Bill McGahie to accept the minutes as printed. Motion passed 3-0.
3. Guests
  - A. Cheshire County - Commissioners - Claudia Sterart and Terry Clark, County Administrator Chris Coates, CCEMS Chief, Mark Kreamer, Finance Director, Sheryl Trombly, Emergency Services Director Edward Atkins
    - a. County at a Glance describes how money from taxes is distributed - See attachment
    - b. Cheshire County EMS. Mark Kreamer reviewed how EMS has developed since it began. Talked about how many calls they CCEMS responded to, response times and gave specific Westmoreland details. - See attachment
    - c. New contract pricing established using per number of residents (1732) x rate of \$43-\$47 per resident which will raise price for service from \$11,980 to \$74,476 to \$81,404 per year depending on grants and other money that may offset cost. Chief Nelson asked if Maplewood residents were included in the 1732. Chris Coates agreed to research and see if the 100+ residents could be removed from the total to reduce the rate. Selectmen agreed the per person per rate for all towns seemed a fair way to calculate rate and as our responders spend a lot of time at Maplewood (see attachment) removing the residents from the calculation would be fair. Trombly said the contract would begin July 1, 2026 and be a 2 year price contract. Next year the first 6 months would be at the current rate and the following 6 months would be the new contract price. The town would not be impacted all at once with increase.
  - B Savings Bank of Walpole - Vice President Business Development Officer, Crystal Lewis.
    - a. No checking fees including remote check deposit or ach service. The Town can decide on a balance no minimum. Do not hold large check deposits.
    - b. Can't compete with interest earned at TD Bank, however selectmen previously agreed to begin working with Public Deposit Insurance Pool at rates higher than TD. SBW can help make seamless transfers between the two with the PDIP portal.
    - c. Selectmen agreed that banking with a local bank is a good option for the town and will begin transitioning to SBW.
  - C. Community Power Coalition NH - Henry Herndon, Andrew Provencher, Jackson Kaspan Eversource, Liberty, Unitil, and CPCNH all underpriced the cost of electricity for the December, 2024 - July 2025 time period. CPCNH had to draw on reserves to stabilize rates. In the interim, CPCNH rates are currently higher than Eversource while the other 3 power companies determine how they will recoup their respective losses. New rates will be published by July 1. Customers can opt out of CPCNH if they choose.
4. Accounts Payable: Motion was made by John Snowdon seconded by Mark Terry to approve Manifests for: General Fund \$20,057.86. Motion passed 3-0.

5. Old Business

- A. Pay As You Throw (PAYT) program to begin July 30th.
- Bags will be sold at Jingles/Westmoreland General Store, Barn & Thistle and Market Basket and J&J Discount beginning in a couple of weeks. Stores have to purchase bags then sell them which is a hardship for small local businesses. Money raised with the warrant article was used to manufacture bags. Once money comes in for bags it will go into an account to be paid to the town which will eventually offset transfer station costs.
  - Alison Fissette - Why can't bags be sold in the Town Hall. Snowdon -There is no storage and with one full time person it would be too much of a disruption.
  - Recycling Committee drafting a letter about changes in how recycling is to be done. There will also be a traffic pattern change to help with traffic flow.

6. New Business

Signature Approval was given for the following

Payroll 6/10/2025	Timber Tax Warrant (2)	Wex Bank/Citco \$141.77
Payroll Taxes 6/10/2025	Eversource \$266.64	Amazon \$150.82
License to Sell Firearms (1)	USPS \$274.51	

- A. Complete Street Grant - Grant needs to be submitted by September 1st and Southwest will help. Money would not be available until the next year. After a brief discussion a motion was made by Mark Terry, seconded by Bill McGahie to apply for the Complete Streets Grant. Motion passed 3-0.

7. A motion was made by John Snowdon, seconded by Bill McGahie per RSA 31:95-b to accept donations in the amount of \$250 and establish a Parks and Recreation Fund to support recreation programming and activities, and further develop and maintain the parks infrastructures. Motion passed 3-0. Parks and Recreation Fund bylaws on file in Selectmen's office.
8. 3:23pm Motion by John Snowdon, seconded by Bill McGahie to enter nonpublic session per RSA91-A:3 II(i). Motion passed 3-0.
9. 4:02pm Motion by John Snowdon, seconded by Bill McGahie to leave nonpublic session, return to public session and adjourn meeting Motion passed 3-0

Respectfully submitted,  
Jodi Scanlan  
Town Administrator

NEXT REGULAR MEETING TUESDAY JULY 1, 2025 6:00PM  
MINUTES ARE INITIALLY POSTED AS UNAPPROVED  
SELECTMEN SIGNATURES DENOTE APPROVAL

BOARD OF SELECTMEN

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John Snowdon, Chairman

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Mark Terry

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William McGahie

# CHESHIRE COUNTY AT A GLANCE - WESTMORELAND



Cheshire County is one of the ten New Hampshire Counties. It covers 729 miles spanning over 22 towns and the City of Keene. The County has 20 departments that provide a wide variety of services largely focused on health, public safety, and justice oriented programs to the residents of the County.

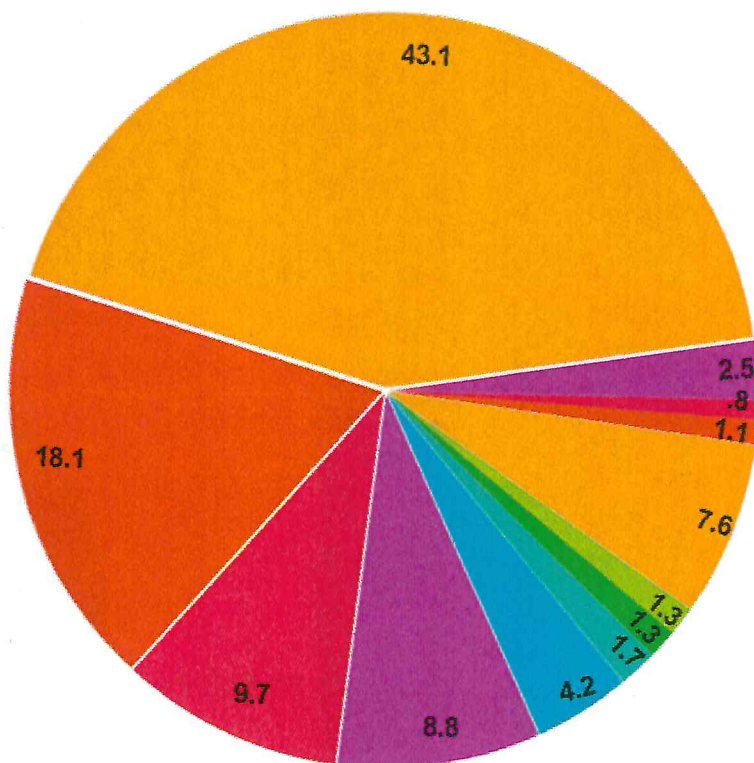
## Departments:

- 1) Maplewood Nursing Home
  - Assisted Living
- 2) Department of Corrections
- 3) Cheshire County EMS
- 4) Connected Families
- 5) Commissioner's Office
- 6) Sheriff's Department
  - Dispatch
- 7) County Attorney
  - Victim Witness
  - Regional Prosecutor
- 8) Register of Deeds
- 9) County Treasurer
- 10) Finance
- 11) Human Resources
- 12) Information Technology
- 13) Treatment Court
- 14) Behavioral Health Court
- 15) Safety
- 16) Restorative Justice
- 17) Grants
- 18) Communications
- 19) UNH Cooperative Extension
- 20) Conservation District

## Programs:

- 1) Cheshire County Community Power
- 2) HandyMan Program
- 3) Cheshire County EMS Academy
- 4) SMART Ride Partnership

Percentage of Total Cheshire County Employees by Department. Total Employees = 465



### Departments

- Maplewood Nursing Home
- Department of Corrections
- Cheshire County EMS
- Connected Families
- County Attorney
- Finance
- Information Technology
- Register of Deeds
- Sheriff
- Behavioral Health/Drug Court
- UNH Cooperative Extension
- 1-2 Employee Departments

## Recognitions

Recipient, 2024 National Association of Counties (NACO) Achievement Award for the creation of the first County-Run EMS Program in New England.

Recipient 2024 NACO Achievement Award for the HandyMan Program, to support the ability of low income people to live in their homes after a health crisis with accessible home modifications.

# Taxes to be Raised by County, 2019–2024

Year	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan
2019	0.01	0.0	0.73	0.0	3.0	0.0	1.92	4.57	3.3	-1.5
2020	0.0	4.5	1.39	5.0	4.0	0.0	0.31	2.38	0.33	2.4
2021	11.0	6.7	0.0	0.0	-0.01	4.0	-1.0	-1.2	2.9	0.0
2022	18.0	0.01	1.31	0.0	0.0	3.0	0.0	0.7	4.7	3.8
2023	33.0	29.0	0.0	0.0	-1.2	16.0	1.36	0.0	5.8	8.9
2024	8.0	0.0	-0.01	0.0	-0.01	0.0	7.6	3.1	4.2	9.9
Average	11.67	6.7	0.57	0.83	0.96	3.83	1.7	1.59	3.54	3.92

## Cheshire County Taxes

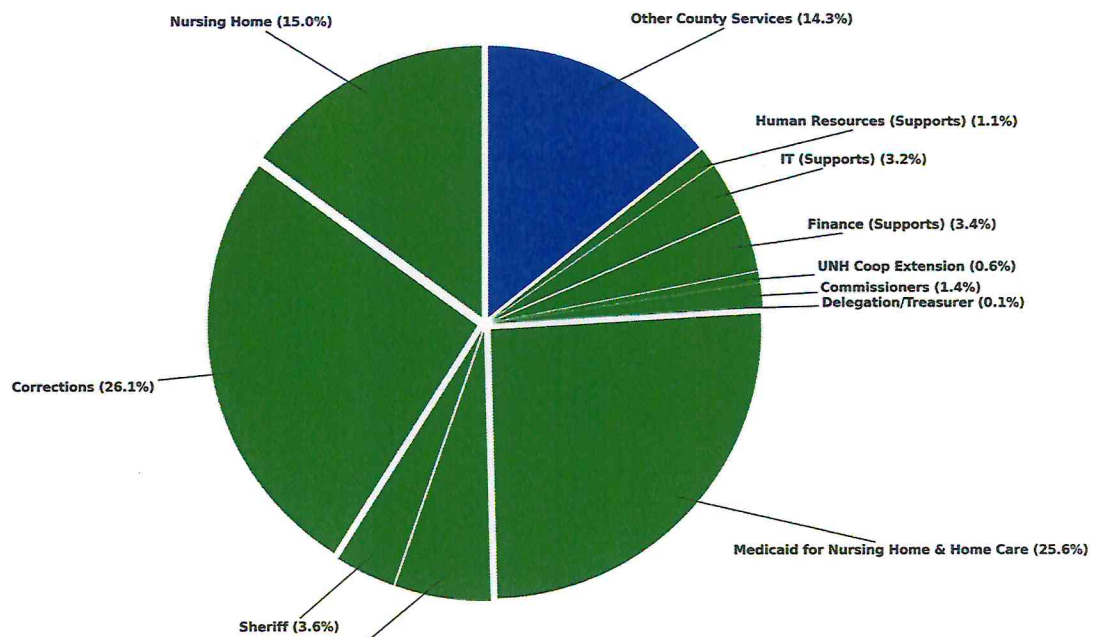
On an Average tax bill in Westmoreland, per every \$1,000

22.2% to the town = \$3.55  
 58.4% to local education = \$9.37  
 6.1% to the state education tax = \$1.0  
 13.1% to the county = \$2.10



Statutorily Required  
 Services (Green) = 85.7%  
 of County Taxes

Other County Services  
 (Blue) = 14.3% of County  
 Taxes



## Projects Completed Without Utilizing Taxes

**Sheriff's Department:** Replaced the dispatch center's analog network with a wide-area digital radio system, including engineering studies and rural coverage enhancements. Funded \$4.4 million.

**Southwest NH District Fire Mutual Aid:** Helped fund their inter-emergency services communications infrastructure replacement that had needed to be updated for 10-15 years. Total project cost, \$4.8 million, funded \$2.7 million.

**Courthouse Renovations:** Updated the Old Courthouse in Keene to be utilized as the central administration building. Funded \$1.6 million.

**Historical Window Renovations:** Rehabilitated 82 windows in the Old Courthouse. Funded \$200 thousand.

**Energy/HVAC Upgrades:** Performed necessary energy efficiency upgrades across multiple county campuses, as well as HVAC replacements. Funded \$2.3 million.

# Cheshire County EMS

Westmoreland NH, Review





## INTRODUCTION

# Cheshire County EMS History

Founded in October 2022, Cheshire County EMS (CCEMS) is a municipal, county-based EMS agency. We are strategically positioned in the center of the County at 66B Lake Street, Swanzey, NH. This property was purchased in early 2022. While construction was under way, CCEMS first opened its doors on November 14, 2022, as guests of Maplewood Nursing Home in Westmoreland, NH. Staff was provided private quarters and there were two bays provided for ambulances to be housed. It was an excellent interim solution. To this day, staff still utilizes Maplewood as a satellite EMS location, servicing our more northern towns.

As construction moved forward, the barn on the Swanzey property was re-purposed into the current administrative building that also serves as crew quarters for on-duty staff. Directly across from that building, a new structure was erected to house all the ambulances, equipment, and serve as a local training facility for CCEMS, surrounding agencies, and the public. In mid-December 2022 we moved into our new home on Lake Street in Swanzey.



# Cheshire County EMS Foundation

**MISSION STATEMENT:** At Cheshire County EMS, our mission is to provide exceptional, full-time emergency medical services to the residents and visitors of Cheshire County. We are dedicated to preserving life, promoting health, and ensuring safety through prompt, compassionate, and professional care with a commitment to continuous improvement, community engagement, and rigorous training.

**VISION STATEMENT:** It is the vision of Cheshire County EMS to be the pre-eminent provider of emergency medical care in the communities we serve, setting the standard for excellence in patient care, innovation, and community well-being.

**CORE BELIEFS:** Compassion, Professionalism, Integrity, Preparedness, Community, Excellence, Teamwork, Respect, Innovation, Responsibility.



# Current Fleet

TCMC & IFTS

**Squad 1** (157, 365 miles) Type V, Ford Explorer, daily paramedic intercept vehicle, fully equipped for paramedic level emergency response - houses the Lucas automatic compression device.

**Car 1** (110,346 miles) – Emergency response vehicle for Deputy Chiefs/Captain's

**Car 2** (105,769 miles) – Emergency response vehicle for Chief

**A1** (123,274 miles) – Type III, smaller white box style ambulance

**A2** (201,011 miles) – Type III, red box style ambulance

**A3** (119,768 miles) – Type III, white box style ambulance

**A4** (99,416 miles) – Type II, sprinter style ambulance

**A5** (97,606 miles) – Type II, sprinter style ambulance

**A6** (68,125miles) – Type II, sprinter style ambulance

**A7** (106,505 miles), Type I, white box style ambulance, 4-wheel drive capable



5



## Interfacility Transports Distance is NOT our friend

- In 2024 we had 203 calls that took more than 1.5 HOURS to get to the destination.
- Our longest trip was 158 miles one way, 2 hours and 50 minutes and all together this took our crew 9.5 hours to complete.
- We as a department have driven over 250,000 miles which is equivalent to:
  - 10 trips around the Earth's equator (Earth's circumference is about 24,901 miles).
  - A trip to the Moon (The Moon is about 238,855 miles from Earth).
  - Over 17 years of average American driving (based on the U.S. average of ~14,000 miles per year)
- Our Average IFT transport time is 66 minutes.
  - DHMC is our most common destination with an average of 71 minutes
    - We have done 695 transports to DHMC



# Capital Improvement for Vehicles

On 2/5/2025 The commissioners approved the purchase of two additional ambulances.

## Type III Ambulances:

These two ambulances will replace the current A2 and A3 Anticipated delivery November 2025. These ambulances were ordered with the money we had reserved for a Bariatric Unit. **Ambulance 2 (2014 Ford E450, 200,780 miles)** is held in reserve due to **high mileage, frequent mechanical issues, and unreliability.**

**Ambulance 3 (2002 Ford E350, 115,768 miles)** is held in reserve due to **high mileage, frequent mechanical issues, and unreliability.**



Vehicle	Cost Per Mile	Est Miles	Total / yr
A2	\$0.98	60,000	\$58,800
A3	\$0.84	60,000	\$50,400
New 1	\$0.37	60,000	\$22,200
New 2	\$0.37	60,000	\$22,200



# CCEMS Staffing Levels (YTD)

## STAFFING

### CURRENT STAFFING

Chief (Paramedic)	1
Deputy Chiefs (Paramedic/EMT)	2
Captains*	4
Shift Officers	2
Fulltime Paramedics	15
Fulltime A-EMTs	5
Fulltime EMTs	11
Admin. Asst.	1
Per Diem Paramedic	0
Per Diem A-EMTs	1
Per Diem EMTs	6

### FULLTIME STAFFING GOALS

Chief	1
Deputy Chiefs	2
Captains	4
Shift Officers	4
Paramedics	14
A-EMTs	8
EMTs	16
Admin. Asst.	1



Mark A. Kreamer



Ed Atkins



Danielle Bishop

\* Captains = 1 Paramedic, 1 A-EMT, 2 EMTs

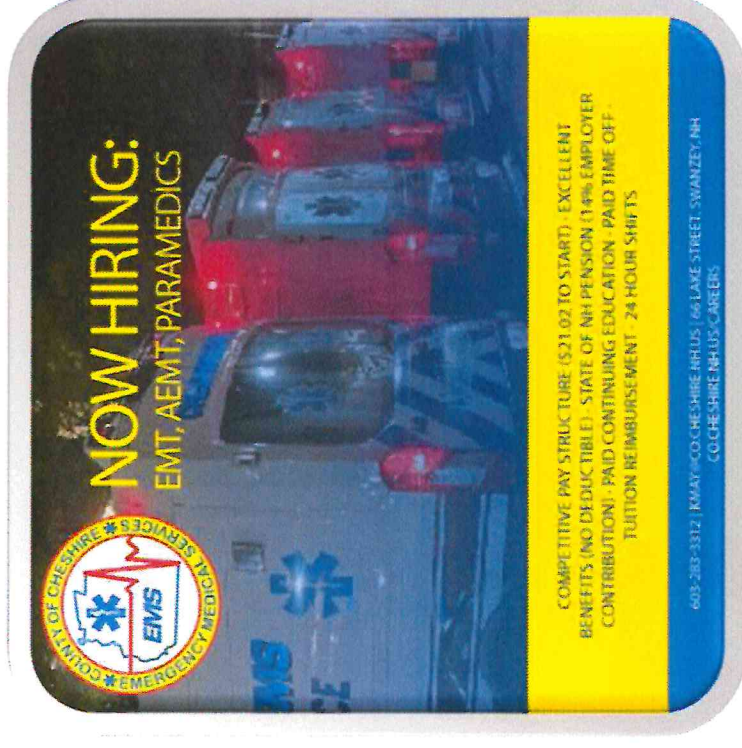


# CCEMS Recruitment

## STAFFING

- Social Media
- County Website
- Word of Mouth
- *Employees Recruiting Past Co-workers*

STAFFING





# CCEMS Staff Development

## STAFFING

STAFFING

- 7 individuals were funded to transition from EMT to AEMT
- 3 Individuals were funded to transition from AEMT or EMT to Paramedic
- Multiple classes funded including AHA CPR instructor courses, ECSI instructor courses and many more!
- 3 CCEMS Employees successfully completed the NAEMSE (National association of EMS educators) Level 1, 2 and 3 certifications.



Ashley West, NRP

- All of CCEMS leadership have completed
  - Positive Leadership = Positive Culture: A Winning Equation
  - Dealing with a Multi-Generational Workforce
  - Administrative Betrayal: Perception is Reality and Reality Bites
  - Trauma informed training
  - HCI home healthcare and hospice training
  - What's your color (Identifying personality types for leadership)
  - Soft skills include: Emotional Intelligence, Conflict Resolution, Adaptability & flexibility, effective communication, team building & collaboration, stress management, decision-making, empathy & compassion, mentoring & coaching and cultural competence.
- "From buddy to boss" learning to manage workplace relationships



# Services to Cheshire County

## SERVICES

**WHO WE SERVE:** As an emergency medical response service, CCEMS provides a full continuum of care to all of Cheshire County. Providing 911 response, and IFT transfers; we have touched every town in the County.

### HOW WE SERVE:

- **PRIMARY 911 RESPONSE:** CCEMS has signed town contracts for primary emergency medical services to respond, treat and transport citizens of that community.
- **PARAMEDIC INTERCEPTS:** A paramedic response to a call or request for the highest level of pre-hospital care. Could be requested by AEMT/EMT transporting ambulances already on scene after an initial assessment of patient and the need for higher level of prehospital care.
- **INTERFACILITY TRANSPORTS:** IFTs are a result of our contract with Cheshire Medical Center. When a patient needs to be transported to another facility for a higher level of care, we provide this service 24 hours a day. As well as transports back to their home or the facility they are currently residing at.
- **NON-EMERGENT:** Our collaborative partnership with a local wheelchair van transportation service (**SMARTride**) ensures patients that do not require an ambulance transport still receive the services they need. CCEMS came into partnership with **SMART Ride** in 2023.



# Services to Cheshire County

SERVICES

## Primary (911) Contracts

Westmoreland  
Swanzy  
Richmond  
Harrisville  
Stoddard  
Marlborough  
Gilsun

## Paramedic Intercepts

Winchester  
Alstead  
Fitzwilliam  
Troy  
Walpole  
Marlow

## Backup Services

Keene  
Chesterfield  
Winchester  
Surry  
Dublin  
Sullivan  
Nelson  
Roxbury  
Brattleboro, Vt

**If the tone goes off, we respond.**



# Services to Cheshire County

## SERVICES



Cheshire County partners with **SMARTRide LLC**, a local wheelchair transport service based out of Keene and Peterborough. **SMARTRide** is an independent company. With the monetary and supplemental equipment support from Cheshire County, **SMARTRide** was able to quickly expand from an average of 30-40 runs a week, to 30-35 runs a day, equaling approximately 12,500 transports per year. In 2024 Smart ride completed just short of 13,000 transports.



# Services to Cheshire County

## LOBBYING LEGISLATION

- Advocated for direct billing to service providers
- Non-transport reimbursement rates (Medicaid/private insurances)
- In partnership New Hampshire Ambulance Association (NHAA)
- National Association of Counties – met with NACO legislative aids to discuss lobbying for federal support, continued advocacy with our federal delegation on the EMS crisis in NH.

## MEDICARE

- We are lobbying with the support of NACO, a bill on the federal level that would increase the reimbursement rate for Medicare. At the same time we were also advocating for federal funding for the infrastructure upgrades for 911

## MEDICAID

- Work with state officials to increase the Medicaid reimbursement rate to at least match Medicare federal rate, and ensure private insurances are paying their fair share.



# TRAINING

## Cheshire County EMS

**"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage." –**

**Jack Welch**

**"The only thing worse than training your employees and having them leave is not training them and having them stay."**

**– Henry Ford**

**"Seconds count in an emergency. Training turns panic into purpose and hesitation into action." – Unknown**



# Provider Training



Under the lead of Chief Mark Kreamer, CCEMS has developed a robust employee training program. For continuing education, we utilize an online training platform (Foam Frat) to keep staff up to par with their annual training requirements. To date **staff has received 1273 hours** of continuing education through this platform.

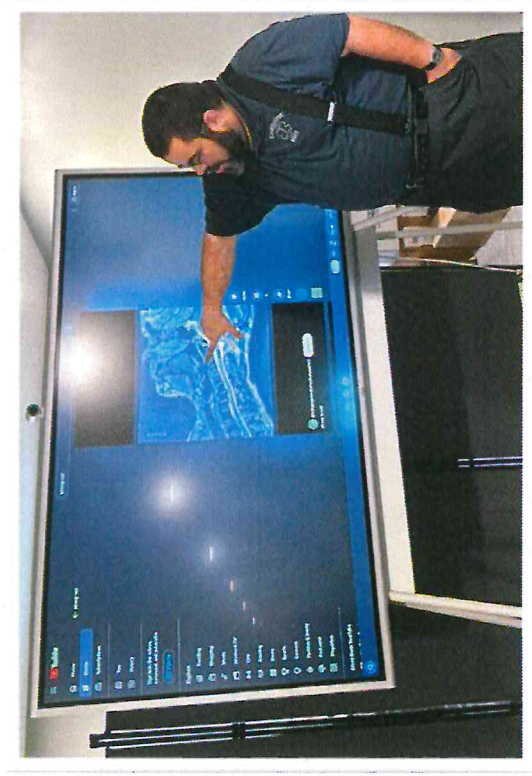
We have also purchased a Vibe Board creating the ability to teach classes remotely with the most up to date technologies available including interactive A&P models. Also purchased, was a fully simulated mannequin that allows providers to intubate, gain IV access, perform CPR and airway management – all with real time feedback.

Our most recent hands-on trainings include football injuries and equipment removal, thoracic trauma training, airway management, and documentation. Topics all meet or exceed NCCP 2025 requirements.

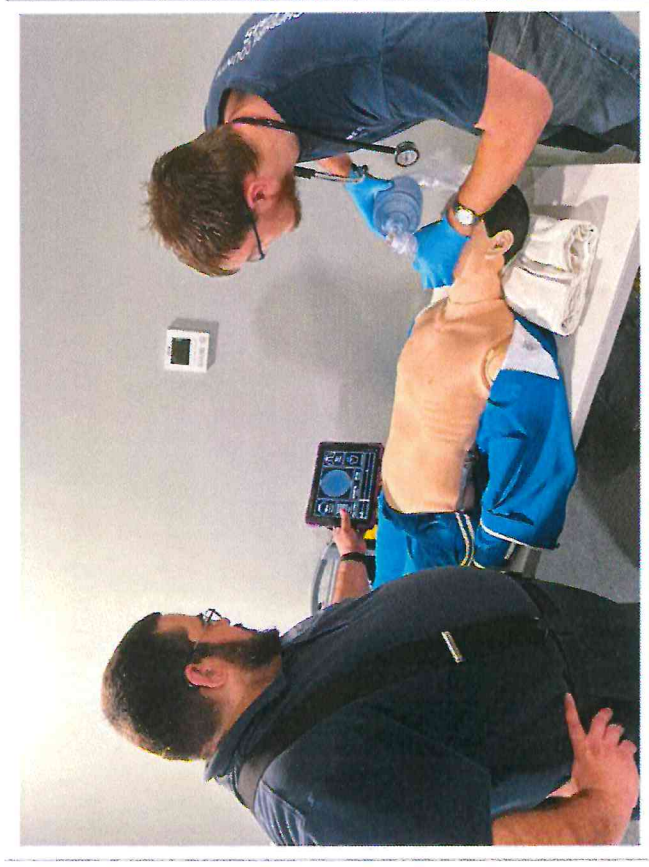


# Provider Training

## TRAINING



Jaw Thrust/Opening the Airway w/Spine Precautions



Bag Valve Mask Resuscitation w/Realtime Feedback



# STAFFING

## CCEMS Staff Development

### STAFFING

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Ashley West, NRP

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  - HCI home healthcare and hospice training
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  - Soft skills include: Emotional Intelligence, Conflict Resolution, Adaptability & flexibility, effective communication, team building & collaboration, stress management, decision-making, empathy & compassion, mentoring & coaching and cultural competence.
- "From buddy to boss" learning to manage workplace relationships



# Cheshire Region EMS Academy



Through this initiative, the Cheshire Regional EMS Academy will offer Emergency Medical Responder (EMR), Emergency Medical Technician (EMT), and Advanced Emergency Medical Technician (AEMT) training programs. These courses will be available to residents of Cheshire County and beyond, ensuring access to high-quality EMS education for aspiring and current emergency responders.

In addition to certification courses, the academy will implement a comprehensive continuing education model to support the ongoing professional development of EMS providers. This includes advanced medical training, leadership development, and specialized courses tailored to the evolving needs of emergency response personnel. Furthermore, the academy will expand community engagement efforts by offering professional and public CPR training, Stop the Bleed courses, and other life-saving educational opportunities.



# Open Invitations

IN THE COMMUNITY



### RADIO COMMUNICATIONS TRA

Southwestern New Hampshire Division  
**Fire Mutual Aid**

**JULY 25TH - 1300 - 1500**

CHESHIRE COUNTY EMS  
66 LAKE STREET  
SWANZEY, NH

**TOPICS:**

- The History of Fire Mutual Aid
- Basic Portable Mobile Usage
- How Radio System is Built
- How CAD System Operates
- Radio Etiquette



**PLEASE RSVP!**

603-722-8229  
SCANNELL@CHESHIREEMS.COM



### CHESHIRE COUNTY EMS

**OCT. 31, 2024**



## HALLOWEEN

**TRICK OR TREAT**

66 LAKE ST  
SWANZEY, NH 03446

5-8 PM

CANVY FOR TRICK OR TREAT  
REFRESHMENTS & CNA



### CPR TRAININ

**BASIC LIFE SUPPORT CPR**

**Reserve Your Seat Now!**

FREE CLASS! Available to all  
Cheshire County employees  
and residents.

Infant, Child and Adult,  
Chesting, and Rescue B

**SATURDAY, JAN. 27,**  
1PM - 6PM

**PRIVATE GROUP TRAININGS**  
AVAILABLE!

Cheshire County EMS  
66 Lake Street, Swanze  
scannell@cheshireems.  
603-722-8229



### Is your child in the safest car seat?

**Stop by & find out!**

**Free Car Seat Checkup**

**When: Friday, June 14th 3-5pm**

**Where: Cheshire County EMS**

66 Lake Street  
Swanzy, NH

Sponsored by:  
Cheshire County EMS  
The NH Office of Highway Safety and  
Dartmouth Health Children's





## Open invitations Cont.

## IN THE COMMUNITY

**CHESHIRE COUNTY EMS**

# FOOD DRIVE

**NOVEMBER 12TH - DECEMBER 12TH**  
TO BENEFIT THE KEENE COMMUNITY KITCHEN

**DRIVE LOCATIONS:**

- CCEMS, 66 LAKE STREET, SWANZEY
- COUNTY HALL FINANCE DEPT., 42 COURTS
- VIA CAPELLI, 382 WEST ST., KEENE

**WHAT WE NEED:** sliced bread, gluten free pasta, gluten free snacks, stable almond milk, oat milk, rice milk, soups, canned tuna, canned fruit, cook box cereal, canned meals (chili, spaghetti-s), snacks (peanut butter and crackers), cereal bars, cereal cups

FOR MORE INFORMATION: 603-722-8229

**BLS AIRWAY TRAINING**  
OPEN TO ALL LEVELS!

**NOVEMBER 21 & DECEMBER 5**  
0900 - 1300

**CCEMS BOWLING ALLEY**  
**RSVP WITH DC KREAMER**

**TRAINER: DARREN PERLONGO, PARAMEDIC**

# TRAINING!

## FOOTBALL INJURIES & EQUIPMENT REMOVAL



**THURSDAY, SEPTEMBER 19TH**  
**1800 - 2000**

**CCEMS BOWLING ALLEY, 66 LAKE STREET, SWANZEY**

**PLEASE RSVP WITH DC KREAMER**  
**DKREAMER@CHESHIREEMS.COM**

**TRAUMA RESPONSIVE MONAQUOCK**

**Trauma-Informed Service Training**  
presented by Anena Hansen

**Trauma-Informed Service** = creating safety and connection for and with, and the whole Monack community.

**AVAILABLE TRAINING DATES**  
November 14, 2024  
December 3, 2024  
1800 - 2000  
CCEMS Bowling Alley

This mandatory training will help you understand trauma and how it affects you to take better care of patients in high stress situations yourself. After participating in this Trauma-Informed Service training you will:

- How the nervous system affects our daily function, especially how childhood trauma impacts our adult health and why it is important to understand our own function so we can offer support and care to others.
- How to recognize our own function so we can offer support and care to others.
- How using these skills to create a trauma-informed environment.

**THIS IS A MANDATORY, TWO TRAINING. PLEASE SIGN UP FOR THE TWO AVAILABLE DATES WITH YOUR CP. THERE WILL BE AN OPTION TO JOIN VIA ZOOM FOR.**

**First Responder Peer Support Meeting**  
at Cheshire County EMS

**Thursday, December 12<sup>th</sup>**  
**6pm - 8pm**

- Open to ALL first responders, veterans, healthcare (active, retired), and their families/spouses
- Free to attend!
- Coffee and snacks provided
- Moderated by Keith Hanks, Founder of Traumatic Strength

*Please note - this meeting location is only accessible by a flight of stairs. We do not have an elevator to offer easy access.*

Cheshire County EMS, 66 Lake Street, Swanzy, NH  
Contact: scannell@cheshireems.com/603-722-8229



## Helping our community

- Stop the bleed Trainings
  - Peterborough NH
  - Keene H.S.
  - MRHS
  - Troy School
  - Nelson Fire department
- CPR/ AED / Narcan trainings
  - Hosted at CCEMS (8)
  - Nelson FD (2)
  - ELMH Center Winchester
  - Beyond the Bell (Swanzy)
  - Rotary Club
  - Westmoreland community (2)
- Transportation day Jack and Jill Preschool
- Tiny Tummys touch a truck
- Stoddard Old Home days
- Swanzy Old home days
- Cheshire Fairground coverage
- Westmoreland Old Home day

- Swanzy ½ marathon
- Keene H.S Football games (9)
- Keene Knights Football (11)
- MRHS Football (4)
- Franklin Pierce football (1)
- Clarence Demar Marathon
- Keene State Soccer
- Franklin Pierce Rugby
- Freedom Reigns touch a truck
- Keene State Rugby
- McClure Wedding (Harrisville)
- KSC Hockey
- MRHS Hockey (3)

## IN THE COMMUNITY





## Bringing Peer Support to Cheshire County

IN THE COMMUNITY


First responders—EMS personnel, firefighters, law enforcement officers, and dispatchers—face high levels of stress, trauma, and emotional exhaustion due to the nature of their work. A peer support group is a critical resource that allows them to share experiences, process difficult calls, and receive emotional support from those who truly understand the challenges they face.

- Mental Health Concerns:** Studies show that **30% of first responders develop behavioral health conditions**, including depression and PTSD, compared to 20% of the general population (SAMHSA, 2018).
- Suicide Risk:** First responders are at an increased risk of suicide, with firefighters and EMS professionals experiencing a **suicide rate 1.39 times higher than the general population** (Ruderman Family Foundation, 2018).
- Substance Abuse:** Approximately **10% of EMS professionals struggle with substance abuse**, often as a coping mechanism for job-related stress (National Library of Medicine, 2020).

### The Role of Peer Support Groups

- Reduces Stigma:** Peer support allows first responders to seek help without fear of judgment, as they are speaking with colleagues who understand their experiences.
- Early Intervention:** These groups provide an outlet for addressing stress and trauma before they escalate into severe mental health issues.
- Increased Resilience:** Research shows that first responders who engage in peer support programs report **lower levels of burnout and PTSD symptoms**, leading to improved job performance and personal well-being.

A strong, well-structured peer support program can be a lifeline for first responders, promoting mental wellness, resilience, and a culture of support. Departments that implement peer support initiatives see **lower turnover rates**, fewer mental health crises, and a stronger, healthier workforce. Recognizing and addressing the unique psychological challenges first responders face is not just important—it's essential.



# CHESHIRE COUNTY EMS FIRST RESPONDER PEER SUPPORT MEETING

Open to all First responders, veterans,  
healthcare workers and their families  
Free to attend  
Coffee and snack provided  
Moderated by Keith Hanks, Founder of  
Traumatic Strength

## January 27, 2025 6pm - 8pm

### MORE INFORMATION

📞 (603) 258-0289  
📍 66 Lake St, Swanzey NH  
✉️ [mkremer@cheshireems.com](mailto:mkremer@cheshireems.com)



# Data-Driven Decision Making in EMS



## ✓ Call Volume & Response Times

- Track peak hours and high-demand locations
- Optimize ambulance deployment and staffing

## ✓ Patient Care & Outcomes

- Monitor treatment effectiveness
- Identify trends in patient conditions and response

## ✓ Fleet & Equipment Management

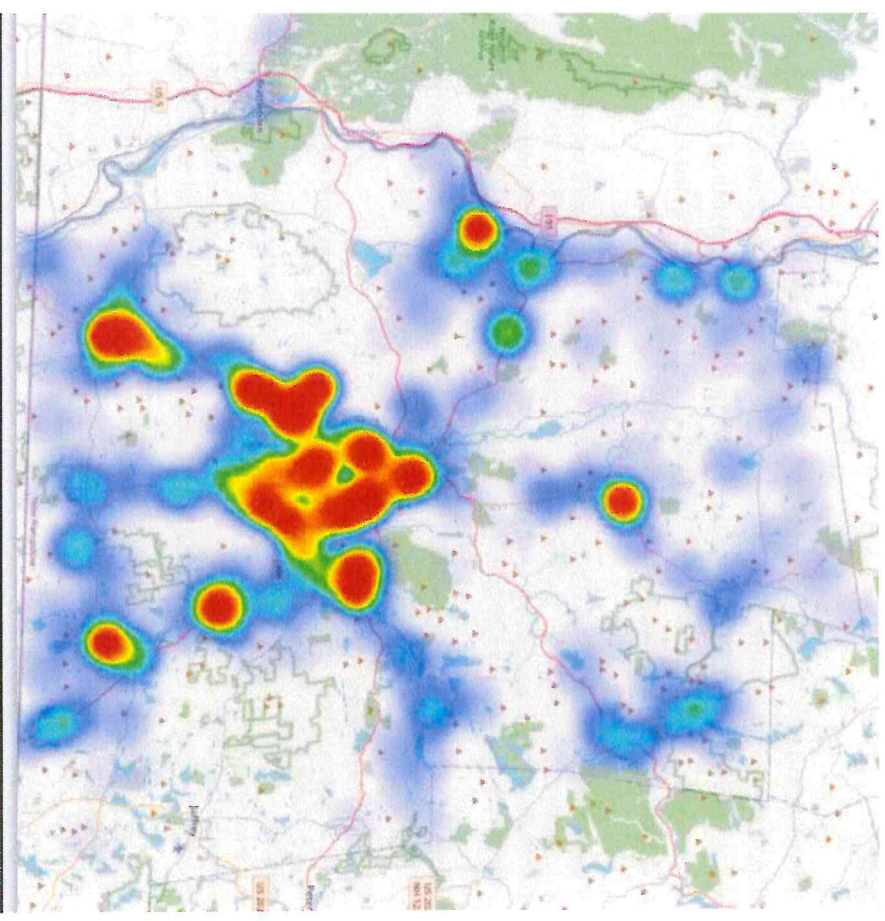
- Predictive maintenance scheduling
- Monitor fuel usage and vehicle performance

## ✓ Staffing & Training Needs

- Analyze shift performance and fatigue risks
- Identify gaps in training and certifications

## ✓ Budgeting & Resource Allocation

- Justify funding requests with data
- Reduce waste and improve cost efficiency

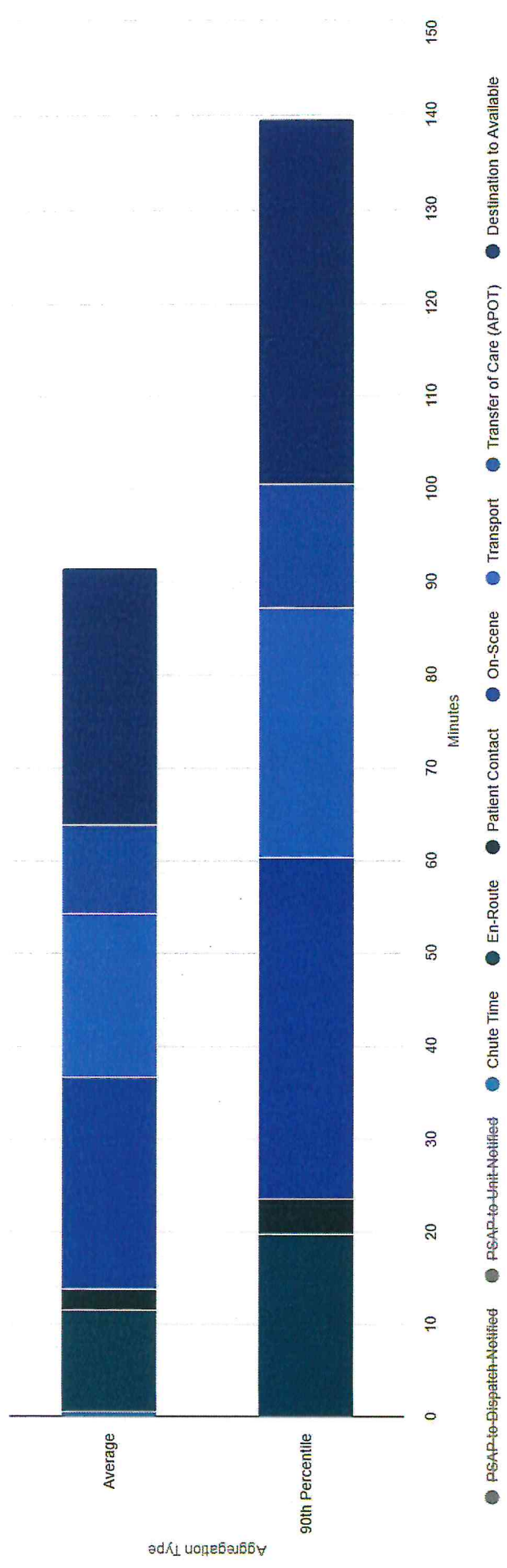




# 911 (Emergency Response) Data (Total)

Total On-Task Time by Action

Jan 01, 2024 to Dec 31, 2024



Chute Time: 33 seconds    Response: 11:03    On scene 22:52    Transport: 17:34

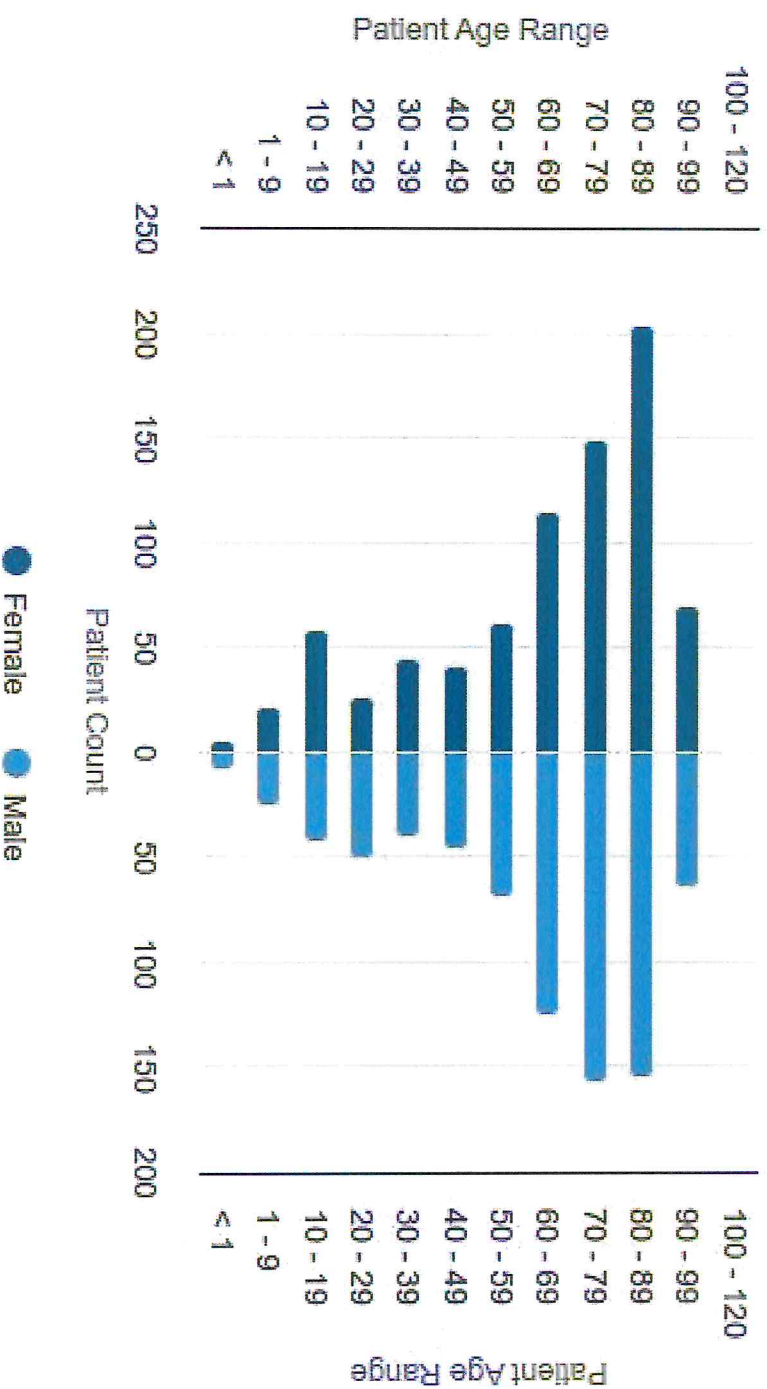


# 911 (Emergency Response) Data (Total)

Data & Analytics

## Patient Gender And Age Range

Jan 01, 2024 to Dec 31, 2024





# 911 (Emergency Response) Data

Count of Incidents by Hour of Day and Day of Week

Apr 01, 2024 to Apr 30, 2025

Day of Week	Hour of Day																							
	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300
Sunday	6	9	11	7	13	3	5	9	13	17	18	20	22	11	6	19	13	12	7	7	21	8	16	8
Monday	6	7	12	2	3	5	13	9	18	19	18	24	22	25	18	15	19	20	18	5	14	6	10	11
Tuesday	7	4	4	3	9	7	11	11	15	23	18	14	13	17	30	23	16	14	16	12	12	9	13	6
Wednesday	6	8	1	3	10	9	10	21	27	20	26	20	20	22	19	17	20	14	18	23	17	7	19	8
Thursday	4	9	6	1	5	6	11	15	21	16	19	14	12	17	25	21	26	24	25	11	13	9	8	5
Friday	7	10	7	6	6	8	4	11	11	27	15	18	21	19	19	27	20	16	23	16	8	17	15	10
Saturday	12	3	2	5	3	11	8	17	8	22	18	27	17	19	17	22	14	19	13	13	17	7	14	9

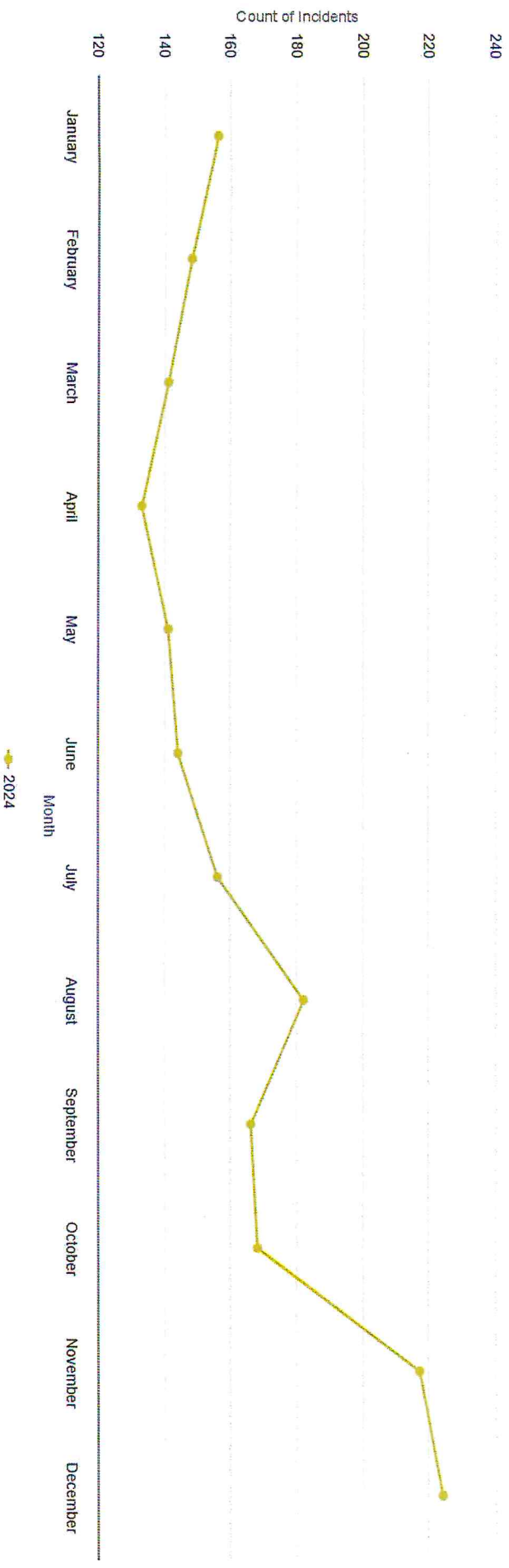


# 911 (Emergency Response) Data (Total)

Data & Analytics

## EMS Call Volume by Month

Jan 01, 2024 to Dec 31, 2024





# 911 (Emergency Response) Data (Total)

## Transports by Destination Summary Jan 01, 2024 to Dec 31, 2024

Hospital		Transports		Transport Time		Patient Arrival to Transfer of Care		Patient Arrival to Transfer of Care Signature		Patient Arrival to Unit Back in Service	
Name	ID	Total	% of Total	Median	90th Percentile	Median	90th Percentile	Median	90th Percentile	Median	90th Percentile
Alhul Memorial Hospital (MA)	MA2226	1	0.08%	22:50	22:50	N/A	N/A	N/A	N/A	38:23	38:23
Baystate Medical Center (MA)	MA2339	1	0.08%	26:27	26:27	01:28	01:28	N/A	N/A	51:28	51:28
Brattleboro Memorial Hospital (VT)	VT00001	5	0.42%	24:43	26:41	09:05	10:00	15:22	17:27	29:42	43:43
Cheshire Medical Center (NH)	NH00014	1,151	97.46%	15:06	24:03	07:29	13:00	09:03	20:00	20:49	37:00
Concord Hospital (NH)	NH01098	5	0.42%	42:18	62:36	20:00	27:30	17:46	19:33	39:23	64:20
Dartmouth-Hitchcock Medical Center Hospital (NH)	NH01799	1	0.08%	11:09	11:09	N/A	N/A	N/A	N/A	13:24	13:24
Heywood Hospital (MA)	MA2036	1	0.08%	48:04	48:04	N/A	N/A	N/A	N/A	106:22	106:22
Landing Zone: DHART	NH0296Air	4	0.34%	05:40	09:48	10:22	12:38	N/A	N/A	30:58	44:26
Landing Zone: Other Amt-Fixed Or Rotor	NER003	1	0.08%	09:51	09:51	N/A	N/A	N/A	N/A	15:46	15:46
Landing Zone: UMass Lifeflight	MA3017	1	0.08%	01:13	01:13	08:27	08:27	N/A	N/A	17:41	17:41
Monadnock Community Hospital (NH)	NH02507	9	0.76%	24:13	36:51	09:41	16:14	06:40	06:43	20:48	33:34
Southern New Hampshire Medical Center (NH)	NH02496	1	0.08%	83:00	83:00	05:00	05:00	N/A	N/A	21:00	21:00
Overall		1,181	100.00%	15:09	24:34	07:33	13:03	09:03	20:00	21:00	37:19



# Interfacility Transports

Data & Analytics

Count of Incidents by Hour of Day and Day of Week

Apr 01, 2024 to Apr 30, 2025

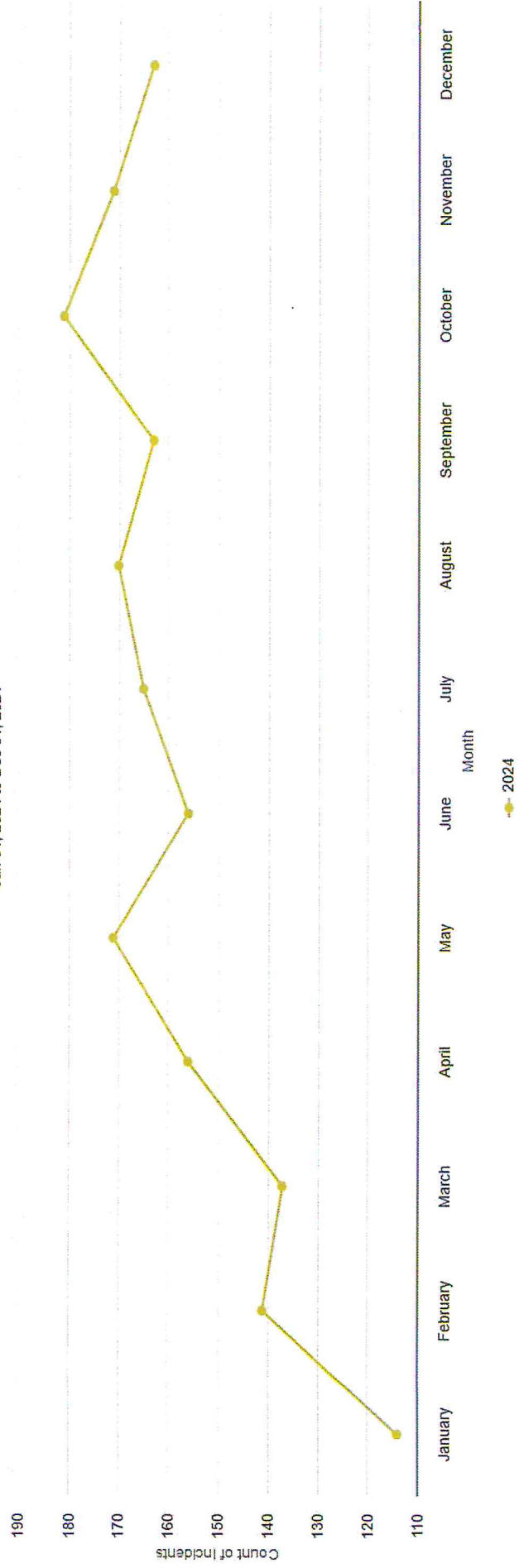
Day of Week	Hour of Day																							
	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300
Sunday	10	8	5	0	5	1	11	7	5	10	4	8	15	16	13	11	13	11	16	15	10	9	13	9
Monday	6	4	3	3	1	2	22	10	10	7	9	21	22	24	27	23	23	19	16	16	19	18	17	17
Tuesday	6	8	11	3	5	1	14	10	6	14	15	14	26	20	22	27	17	23	29	9	13	15	12	18
Wednesday	11	10	6	6	3	1	13	13	5	11	13	12	24	17	24	28	19	17	29	24	15	9	8	15
Thursday	11	3	8	0	7	4	12	10	13	8	24	20	20	25	31	30	20	18	25	15	12	22	8	13
Friday	16	10	6	8	5	2	10	10	10	12	10	17	17	26	34	22	20	12	17	12	19	19	17	16
Saturday	10	9	10	6	4	0	10	6	2	7	14	12	9	21	14	15	13	13	15	16	8	6	10	9



# Interfacility Transports

EMS Call Volume by Month

Jan 01, 2024 to Dec 31, 2024





## Interfacility Transports Distance is NOT our friend

- In 2024 we had 203 calls that took more than 1.5 HOURS to get to the destination.
- Our longest trip was 158 miles one way, 2 hours and 50 minutes and all together this took our crew 9.5 hours to complete.
- We as a department have driven over 250,000 miles which is equivalent to:
  - 10 trips around the Earth's equator (Earth's circumference is about 24,901 miles).
  - A trip to the Moon (The Moon is about 238,855 miles from Earth).
  - Over 17 years of average American driving (based on the U.S. average of ~14,000 miles per year)
- Our Average IFT transport time is 66 minutes.
  - DHMC is our most common destination with an average of 71 minutes
    - We have done 695 transports to DHMC

# Summary

2024 Calls for service

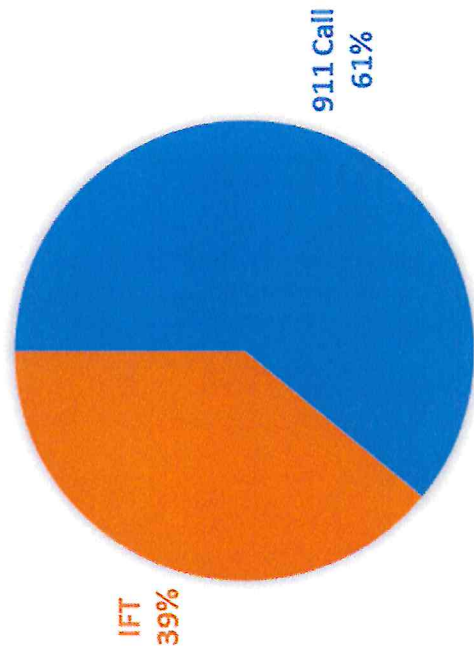
Total Calls: 4655

911 Calls (Total): 2791

Interfacility Transfers:  
1793

Cardiac Arrests: 68

CALLS BY TYPE



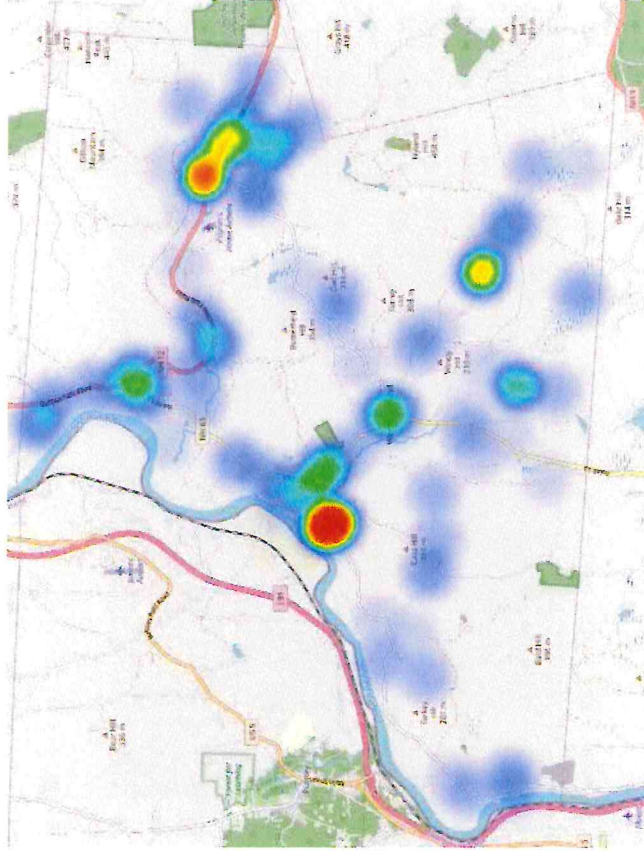


# Cheshire County EMS 2025 Vs 2024

2025 YTD Vs 2024 YTD				
2024		2025		
Call Type	Amount	Call type	Amount	Change
Primary Coverage	786	Primary Coverage	964	23%
Mutual Aid	74	Mutual Aid	269	264%
Intercepts	209	Intercepts	215	3%
Standby	3	Standby	12	300%
Support Services	0	Support Services	2	
Public Assist	9	Public Assist	8	-11%
911 Total	1081	911 Total	1470	36%
Hospital to Hospital	446	Hospital to Hospital	533	20%
Hospital to non hospital	288	Hospital to non hospital	371	29%
Non hospital to hospital	16	Non hospital to hospital	20	25%
Non hospital to Non hospital	5	Non hospital to Non hospital	3	-40%
IFT Total	755	IFT Total	927	23%
All Calls Total	1836		2397	31%



## Westmoreland, NH



Total 911 Calls Last 13 months: 305  
Maplewood 911 Calls: 65

Interfacility Transports of Resident: 151

Total Calls January 1 to June 16 2024: 118

Total Calls January 1 to June 16 2025: 168

42.37% increase YTD



# Westmoreland NH

Count of Incidents by Hour and Day

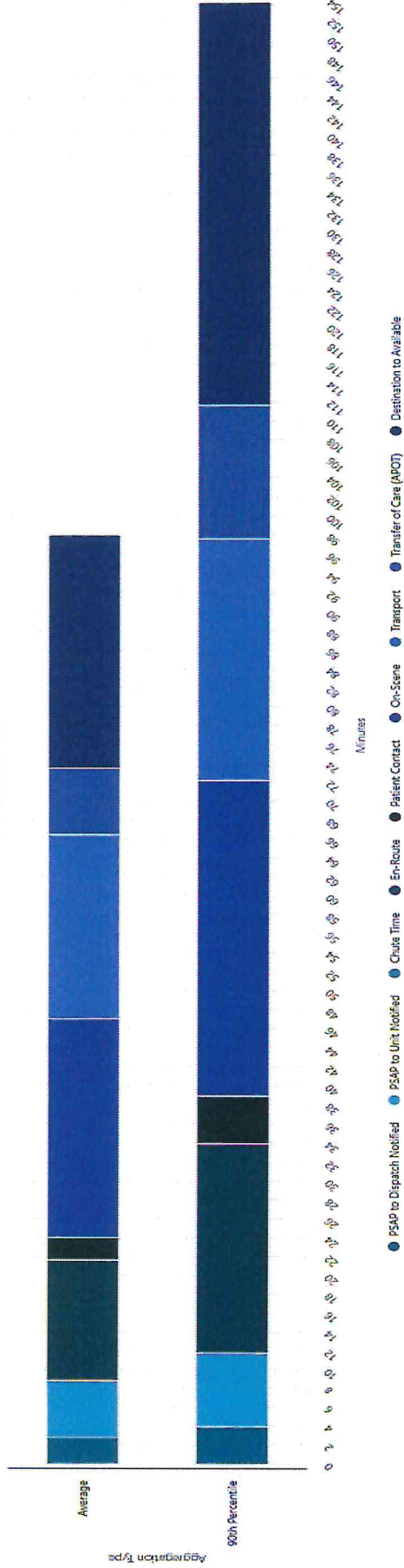
May 01, 2024 to May 31, 2025

Day of Week	Hour of Day																							
	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300
Sunday	0	2	4	1	3	2	1	2	5	1	2	0	5	3	2	4	2	1	0	1	4	1	0	3
Monday	0	0	1	0	0	1	5	0	2	0	0	2	2	0	1	0	1	3	1	0	0	0	2	1
Tuesday	0	0	1	0	0	0	2	4	0	5	0	4	5	0	1	0	1	1	5	2	2	2	0	0
Wednesday	0	1	0	0	2	1	2	1	4	5	2	1	1	5	2	1	0	0	2	3	1	1	2	0
Thursday	1	2	3	0	0	1	1	2	3	4	1	1	3	8	0	4	4	3	7	1	2	1	0	0
Friday	1	1	0	0	3	0	2	5	0	4	2	5	2	1	3	5	4	1	4	1	0	0	0	2
Saturday	3	0	1	0	1	0	1	10	0	2	2	2	4	6	3	1	1	4	5	0	9	2	0	1



# Westmoreland NH

Total On-Task Time by Action  
May 01, 2024 to May 31, 2025



Response Avg: 12:43

On Scene Avg: 23:03

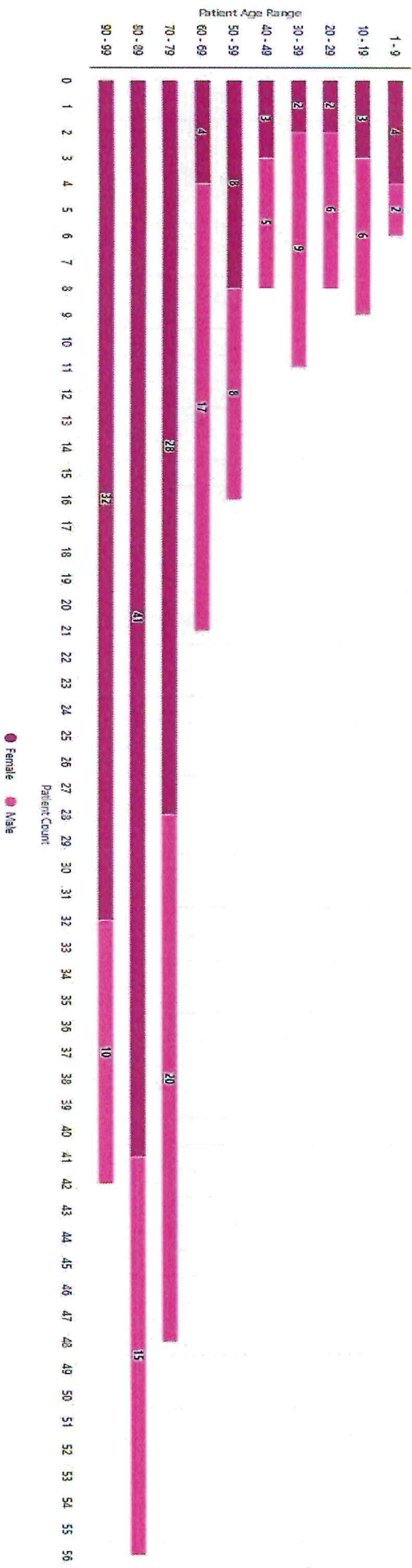
Transport Avg: 19:21



# Westmoreland, NH

## Patient Gender And Age Range

May 01, 2024 to May 31, 2025





## Top Causes of ED Visits

Top 10 causes of emergency department (ED) visits for the total population in this community compared to the state.

Source: NH Hospital Discharge Dataset, 2012-2015

NORTH CENTRAL CHESHIRE		NEW HAMPSHIRE
RANK		
1	Abdominal pain	Superficial injury; contusion
2	Superficial injury; contusion	Abdominal pain
3	Sprains and strains	Sprains and strains
4	Nonspecific chest pain	Nonspecific chest pain
5	Other injuries and conditions due to external causes	Other upper respiratory infections
6	Open wounds of extremities	Other injuries and conditions due to external causes
7	Other upper respiratory infections	Open wounds of extremities
8	Spondylitis; intervertebral disc disorders; other back problems	Spondylitis; intervertebral disc disorders; other back problems
9	Skin and subcutaneous tissue infections	Skin and subcutaneous tissue infections
10	Other lower respiratory disease	Headache; including migraine



## Top Causes of Death

### Total Population – Top 10

Top 10 causes of death for the total population in the region compared to the state.  
Source: NH Death Vital Statistics, 2013-2017

RANK	WEST CHESTER	NEW HAMPSHIRE
1	Diseases of heart	Malignant neoplasms
2	Malignant neoplasms	Diseases of heart
3	Chronic lower respiratory diseases	Chronic lower respiratory diseases
4	Accidents (unintentional injuries)	Accidents (unintentional injuries)
5	Cerebrovascular diseases	Cerebrovascular diseases
10	Alzheimer's disease	Alzheimer's disease
7	Diabetes mellitus	Diabetes mellitus
8	Intentional self-harm (suicide)	Nephritis, nephrotic syndrome and nephrosis
9	Nephritis, nephrotic syndrome and nephrosis	Intentional self-harm (suicide)
10	Chronic liver disease and cirrhosis	Chronic liver disease and cirrhosis

### Under 65 – Top 5

Top 5 causes of death for those 65 and under in this region compared to the state.  
Since death under the age of 65 is less common, only the top 5 causes are listed.  
Source: NH Death Vital Statistics, 2013-2017

RANK	WEST CHESTER	NEW HAMPSHIRE
1	Malignant neoplasms	Malignant neoplasms
2	Diseases of heart	Accidents (unintentional injuries)
3	Accidents (unintentional injuries)	Diseases of heart
4	Intentional self-harm (suicide)	Intentional self-harm (suicide)
5	Chronic lower respiratory diseases	Chronic lower respiratory diseases



# MOVING FORWARD

Cheshire County EMS



# Local EMS Trends

## TRENDING (CONCERNS):

- Increasing in age population
- Increased demands on healthcare facilities and providers
- Staffing issues throughout area, in healthcare and EMS
- Increased response demands and coverage requests due to town services struggling with staffing and/or economic impacts
- Increased call volume and time on task due to distances traveled



# CCEMS – Moving Forward

MOVING FORWARD

## 1. Data-Driven Resource Utilization

- Leverage **data analytics** to optimize deployment and response times.
- Continuously evaluate **call volume trends and resource allocation**.
- Enhance operational efficiency through **real-time performance monitoring**.

## 2. Improving Documentation & Billing

- Streamline **reporting processes** for accuracy and efficiency.
- Implement **advanced billing solutions** to maximize reimbursement.
- Ensure compliance with **industry standards and regulations**.



# CCEMS – Moving Forward

MOVING FORWARD

## 3. Strengthening Strategic Planning

- Continue developing the Strategic Planning Committee for long-term growth.
- Align objectives with **community needs and EMS advancements.**
- Foster a **proactive approach** to future challenges.

## 4. Advancing EMS Training Programs

- Work toward establishing formal EMR, EMT, and AEMT training programs.
- Partner with **educational institutions** to enhance certification pathways.
- Expand **continuing education opportunities** for professional development.



# CCEMS – Moving Forward

MOVING FORWARD

## 5. Supporting Regional EMS Agencies

- Provide **resources, training, and mutual aid** to surrounding agencies.
- Strengthen **collaborative efforts** for improved patient outcomes.
- Maintain the high standard of care Cheshire County residents expect.

## 6. Advocacy for the Future of EMS

- Work with **state and federal legislators** to advance EMS recognition.
- Secure funding and policy improvements to **elevate EMS as a vital service.**
- Drive innovation and modernization to **propel EMS into the future.**

# Cheshire County EMS "Data-Driven, Community-Focused, Future-Ready"

## Q & A Session



# Cheshire County EMS

## Revenue/Rate Scenario's

Westmoreland	Population	Rate	Total	Currently Paying	Projected Increase
	1732	\$ 47.00	\$ 81,404.00	\$ 11,980.00	\$ 69,424.00
	1732	\$ 46.00	\$ 79,672.00	\$ 11,980.00	\$ 67,692.00
	1732	\$ 45.00	\$ 77,940.00	\$ 11,980.00	\$ 65,960.00
	1732	\$ 44.00	\$ 76,208.00	\$ 11,980.00	\$ 64,228.00
	1732	\$ 43.00	\$ 74,476.00	\$ 11,980.00	\$ 62,496.00

Source	Amount
Billing (911/IFT's)	\$ 3,000,000.00
Primary Towns	\$ 745,514.00
Back Up Towns	\$ 507,530.38
IDN Funding	\$ 1,200,000.00
CMC Funding	\$ 325,000.00
	\$ 5,778,044.38

@\$47.00

Source	Amount
Billing (911/IFT's)	\$ 3,000,000.00
Primary Towns	\$ 729,652.00
Back Up Towns	\$ 501,207.25
IDN Funding	\$ 1,200,000.00
CMC Funding	\$ 325,000.00
	\$ 5,755,859.25

@\$46.00

Source	Amount
Billing (911/IFT's)	\$ 3,000,000.00
Primary Towns	\$ 713,790.00
Back Up Towns	\$ 494,999.63
IDN Funding	\$ 1,200,000.00
CMC Funding	\$ 325,000.00
	\$ 5,733,789.63

@\$45.00

Source	Amount
Billing (911/IFT's)	\$ 3,000,000.00
Primary Towns	\$ 697,928.00
Back Up Towns	\$ 478,676.50
IDN Funding	\$ 1,200,000.00
CMC Funding	\$ 325,000.00
	\$ 5,701,604.50

@\$44.00

Source	Amount
Billing (911/IFT's)	\$ 3,000,000.00
Primary Towns	\$ 682,066.00
Back Up Towns	\$ 472,468.88
IDN Funding	\$ 1,200,000.00
CMC Funding	\$ 325,000.00
	\$ 5,679,534.88

@\$43.00

# **Westmoreland Fire/Rescue Department**

**772 Route 63**

**Westmoreland, New Hampshire 03467**

**Phone (603) 399-9993**

**fire.chief@westmorelandnh.gov**

**Harry Nelson, Chief**

**Graham Gitchell, Deputy Chief**

## **Calls to Maplewood Nursing Home/ Maplewood Assisted Living**

### **2023 Calls**

**Maplewood Nursing Home EMS Calls –36      Maplewood Assisted Living EMS Calls – 23**

**Maplewood Nursing Home Fire Calls – 3      Maplewood Assisted Living Fire Calls – 1**

**Total Calls – 63**

### **2024 Calls**

**Maplewood Nursing Home EMS Calls – 45      Maplewood Assisted Living EMS Calls – 18**

**Maplewood Nursing Home Fire Calls – 3      Maplewood Assisted Living Fire Calls – 0**

**Total Calls – 66**

### **2025 Calls to 6/17/2025**

**Maplewood Nursing Home EMS Calls – 38      Maplewood Assisted Living EMS Calls – 3**

**Maplewood Nursing Home Fire Calls – 3      Maplewood Assisted Living Fire Calls – 0**

**Total Calls as of 6/17/2025 – 44**