

## **2019 MVP Award Nominations**

David Boissonnault

Joseph Fay

Joe Lopez

Johnna McKenna

iRestore

**David Boissonault**

**Are you nominating a group/organization or an individual?**

Individual

**Name of Nominee**

**David Boissonnault**

**Title of Nominee**

Emergency Management Director

**Nominee's Organization**

Town of Wilton

**Nominee's Job Responsibilities**

Wilton Emergency Management coordinates the efforts of the Town in preparing for and responding to disasters. The goal is to make every effort to protect the lives and property of the citizens of Wilton from all types of major emergencies and disasters, man made or natural. The key responsibilities are Mitigation, Preparation, Response and Recovery.

**Your information**

**Your Name**

Janice Pack

**Title**

Administrative Assistant

**Organization**

Town of Wilton

**Phone**

(603) 654-3299

**Email**

[adminassist@wiltonnh.org](mailto:adminassist@wiltonnh.org)

**How have the nominee's efforts strengthened collaboration in their community or field?**

As a long-time resident and former firefighter, David completely understands the people of Wilton and their concerns. He also is realistically able to look at our resources and determine the needs in a time of emergency. As current chair of our JLMC, he is very familiar with the Department Heads and their respective buildings/departments, and has worked hard to gain their trust and support.

**How have the nominee's efforts promoted innovation?**

This position was neglected as the Town went through a shift in staff, and David took it upon himself to resurrect it. The Emergency Command Center was bereft of modern technology; he saw to it that it was upgraded to be highly functional, even getting donations of a TV, fax/copier and 2-line phone system to equip it. He has redone the Emergency Operations Plan and worked with each Department Head to be sure they know their roles and David's expectations. David has taken on a position with a very small budget; yet he has taken the time to look for avenues of funding and asked for specific items to be donated. He has included others and made this a Team, and shared his knowledge and experience with them.

**How have the nominee's efforts strengthened or improved emergency preparedness, response, and/or recovery? Include at least one specific result of this work.**

He is in the process of trying to equip another emergency shelter in town and has been working with the Red Cross and other local organizations to get donations for cots and blankets to keep costs down. He has included the Police, Ambulance and Fire Chiefs in these discussions, as well as the School Superintendent and Town Administrator. As communication is vital to the success of any endeavor, we feel positive that should an event take place that Emergency Management will need to respond to, all will be able to do so.

## Optional Information

List any other individuals or organizations that are in support of this nomination. Please list name, title, and organization for individuals. For organizations, please list the name of the organization.

Paul C. Branscombe, Town Administrator  
Eric Olesen, Police Chief

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**Joseph Fay**

## Are you nominating a group/organization or an individual?

Individual

## Name of Nominee

**Joseph Fay**

## Title of Nominee

Captain

## Nominee's Organization

Nashua Police Department

## Nominee's Job Responsibilities

Captain Fay has been with the Nashua Police Department for 21 years.

Currently a Captain assigned to the Uniform Field Operations Bureau as the Night Shift Patrol Commander.

Spent the majority of his career assigned to the Patrol Division, but have also worked in the following units and divisions: POP (Problem Oriented Policing) Unit, as a member and then again as a supervisor.

Detective Bureau: As a Criminal Investigation Division Detective

Firearms Training Unit- as a firearms and use of force trainer

Professional Standards Bureau: as a First Line Supervisor of the Training Division and Divisional Supervisor.

Also the Commander of NPD's Special Weapons and Tactics Team (SWAT) and have been a member of the team for 18 years.

Currently the Commander of the K9 Unit and Honor Guard.

In the past five years, instituted a project that re-vamped NPD's first aid and medical training. Instituted a new program called Tactical Emergency Casualty Care (TECC) which is a civilianized version of the military's Tactical Combat Casualty Care (TCCC). NPD's medical training now places a heavy focus on realistic and efficient methods to control bleeding and involves specific training in tourniquet use, wound packing techniques, use of pressure bandages and treatment of tension pneumothorax as a result of sucking chest wounds. Officers are now trained and equipped to effectively handle and treat anything from a single gunshot wound to a large scale mass casualty event. As part of the program, all of our cruisers have been re-outfitted with upgraded medical kits that have the latest tactical first aid supplies on the market. Every sworn officer at NPD has also been officially trained in the new program.

Starting three years ago, instituted and has been coordinating the "Civilian Response to Active Shooter and Emergency Casualty Care" training course for citizens that is run once to twice per month for civilians. NPD took the Civilian Response to Active Shooter" curriculum that we received from the Texas State University ALERRT Program, and modified it. Joe worked with his team to add in a two hour block of instruction in the above mentioned TECC curriculum, which was also modified so that it would be appropriate for a civilian audience.

Set-up and coordinated the MACTAC (multi-assault counter terrorism action capabilities) training three years ago which involved attendees from agencies across NH and MA, as well as private business & mall personnel. The course trained officers how to respond to a multi-site attack, similar to the attack that happened in Paris months later. The course also trained officers how to form a "Rescue Task Force" that is comprised of joint police/EMS/fire personnel for the purpose of rescuing casualties and quickly evacuating and transferring them to a higher level of care. The "Rescue Task Force" concept was a fairly new concept in public safety at the time.

Most recently Joe has led the Police Department's efforts to provide the CRASECC to all schools within the City. This initiative required significant coordination with the Nashua School District and private & faith-based schools in conjunction with Emergency Management, Fire, EMS, and the Hospitals. Joe worked around the school's busy schedule to execute a customized separate "Avoid, Deny, Defend" and Bleeding Control sessions for all school staff. The programs have been followed up with tabletop exercise scenarios for school leadership.

## Your information

### Your Name

Justin Kates

### Title

Director of Emergency Management

### Organization

City of Nashua, NH

**Phone**

(603) 722-0288

**Email**

[katesj@nashuanh.gov](mailto:katesj@nashuanh.gov)

**How have the nominee's efforts strengthened collaboration in their community or field?**

Captain Fay has been a leader and a visionary both in his department and the community. Not only has he created or improved upon programs within the department but has looked outside the box and is now training the public on how to respond/react to an Active Shooter.

Joe has worked to eliminate stovepipes and improve coordination between public safety departments and other community organizations. When the Police Department is working with an organization to improve their preparedness to active threats, Joe works to reach out to the other Departments to incorporate them in the planning process. Joe has worked to integrate Nashua OEM into tactical response planning and additional law enforcement incidents to better leverage the City resources for incident management.

**How have the nominee's efforts promoted innovation?**

By continually searching and improving upon what is currently available. Captain Fay does not stop, he continues to push the limits by bringing the Nashua Police Department in line with not only local but nationally recognized police departments. His role in the Police Department's adoption of Tactical Emergency Casualty Care was a leading edge project in New Hampshire. Many years before it was popular, all officers (from parking enforcement to the Chief) were trained in TECC with a robust medical bag in each vehicle. Other municipal departments followed Joe's lead in the use of standardized equipment and training.

**How have the nominee's efforts strengthened or improved emergency preparedness, response, and/or recovery? Include at least one specific result of this work.**

As stated in his job responsibilities, Captain Fay was instrumental in bringing the state of the art MACTAC training to the mall. Captain Fay approached the mall and initiated the conversation and coordinated the entire effort. Without his leadership and dedication, this exercise would never have come to fruition. Because of this exercise, our local and surrounding police, fire, and first responders are now better trained/prepared in the event an actual event were to occur.

**Optional Information****List any other individuals or organizations that are in support of this nomination. Please list name, title, and organization for individuals. For organizations, please list the name of the organization.**

Ken Brown - Pheasant Lane Mall General Manager - SIMON property group  
Ron Perry - Pheasant Lane Mall Director of Operations - SIMON property group  
Matthew Chigas - Emergency Management Coordinator - Nashua OEM  
Taylor Frizzell - Business Continuity Global Markets - State Street Corporation  
Emily Martuscello - Continuous Improvement Coordinator - FEMA Region 1

**Joe Lopez**

## Are you nominating a group/organization or an individual?

Individual

## Name of Nominee

**Joe Lopez**

## Title of Nominee

Founder and President

## Nominee's Organization

Arrow Security & Training, LLC

## Nominee's Job Responsibilities

- Responsible for providing strategic leadership for the company by establishing long-range goals, strategies, plans and policies.
- Plan, develop, organize, implement, direct and evaluate the organization's fiscal function and performance.

## Your information

### Your Name

Chelsea Treboniak

### Title

Co-Founder and Co-Owner

### Organization

Critical Ops, LLC

### Phone

(443) 404-1879

### Email

[chelsea@criticalops.com](mailto:chelsea@criticalops.com)

## How have the nominee's efforts strengthened collaboration in their community or field?

Joe is a retired Special Forces Soldier who is dedicated to resilient communities. He offers a wide range of innovative educational services and support to our military, state and local government and civilian clients to establish a universal state of readiness. Joe is known for extending opportunities to include a holistic audience; he analyzes a multi-tier impact and routinely extends educational sessions, training opportunities, and advanced exercises to all entities that contribute to community resilience. He creates collaboration and strengthens it one individual at a time. In his words, "The impact on one life can extend to all individuals encountered."

## How have the nominee's efforts promoted innovation?

Joe was instrumental in the creation and deployment of a web-based training and exercise platform heavily utilized by public and private sectors. His contributions have revolutionized opportunities to train and exercise emergency scenarios as this platform is available 24/7 online, eliminating travel and timing concerns in all organizations. Individuals up to large organizations can create scenarios specific to their entity, then schedule participation with the click of a button. Customized and geo-specific content engages a user in realistic interactions with peers, subordinates, and superiors internal and external to the organization. Upon completion, Joe can produce a detailed summary to continue improvement planning and thereby enhancing a state of readiness.

## How have the nominee's efforts strengthened or improved emergency preparedness, response, and/or recovery? Include at least one specific result of this work.

Joe offers this platform to the National Guard Bureau, which services state-level National Guard entities. Access is granted to full-time and part-time (e.g., reserve) Soldiers. As Soldiers participate, lessons are learned. When a part-time Soldier departs from the event, most return to the private sector. The lessons learned during the training event are shared with civilian

counterparts. This sharing proactively incorporates communication, a necessity for preparedness, response, and recovery operations.

A specific example is a part-time Soldier that also serves as a school teacher. This Soldier in Pennsylvania attended a weekend training event focused on hazardous materials. Upon departure and collection of lessons learned, the Soldier went back to his teaching position, sharing the exercise and findings with his colleagues.

### **Optional Information**

**List any other individuals or organizations that are in support of this nomination. Please list name, title, and organization for individuals. For organizations, please list the name of the organization.**

Critical Ops, LLC

**Johnna McKenna**

**Are you nominating a group/organization or an individual?**

Individual

**Name of Nominee**

**Johnna McKenna**

**Title of Nominee**

NH Water System Security

**Nominee's Organization**

New Hampshire Public Works Mutual Aid

**Nominee's Job Responsibilities**

Johnna works for the Department of Environmental Services as a liaison to municipal and community water systems throughout the state. She is instrumental in coordinating with WARN (Water/Wastewater Agency Response Network). Johnna has a passion for ensuring water systems throughout the State of New Hampshire are safe and secure. She has worked diligently to increase participation in NH Public Works Mutual Aid by water systems to provide an extra resource in the event of an emergency.

**Your information**

**Your Name**

Alan Cote

**Title**

Chair

**Organization**

New Hampshire Public Works Mutual Aid

**Phone**

(603) 234-5116

**Email**

alancote@derrynh.org

**How have the nominee's efforts strengthened collaboration in their community or field?**

Johnna has reached out to community water systems to get them involved in Mutual Aid which provided these organizations with the needed resources in an emergency.

**How have the nominee's efforts promoted innovation?**

Initially, NH Public Works Mutual Aid was limited to municipal government. Johnna was instrumental in amending the agreement to allow private community systems to join the organization.

**How have the nominee's efforts strengthened or improved emergency preparedness, response, and/or recovery? Include at least one specific result of this work.**

Johnna's efforts have resulted in numerous water systems having resources available to them in an emergency that would not have been available prior to these organizations joining Public Works Mutual Aid.

**Optional Information**

**List any other individuals or organizations that are in support of this nomination. Please list name, title, and organization for individuals. For organizations, please list the name of the organization.**

# iRestore

**Are you nominating a group/organization or an individual?**

Group

**Organization's Name**

**iRestore**

**Organization's Mission**

iRestore® provides a suite of mobile application systems that give first responders and work crews communications and reporting tools, while providing real-time, visual “eyes on the scene” for utilities. iRestore apps help utilities improve reliability and worker safety, while boosting community relations and collaboration between utilities and first responders

**Your information**

**Your Name**

Jacklyn Ulban

**Title**

Manager, Business Resiliency & Compliance

**Organization**

Unitil Corp

**Phone**

(603) 379-3830

**Email**

[ulbanj@unitil.com](mailto:ulbanj@unitil.com)

**How have the nominee’s efforts strengthened collaboration in their community or field?**

The First Responder app has helped strengthen collaboration between utilities and first responders in the communities they serve both on blue sky days and during emergencies by creating an application for sharing public safety and hazardous situations quickly from the field

**How have the nominee's efforts promoted innovation?**

iRestore has helped to bridge the gap between first responders and utilities and allow them to share more information faster than ever. Their various field collection applications promote safety and reliability by greatly reducing downtime for electric emergencies and are easily accessed and used by people of all skills and backgrounds

**How have the nominee’s efforts strengthened or improved emergency preparedness, response, and/or recovery? Include at least one specific result of this work.**

iRestore's First Responder and Wire Down Guard applications help improve utilities awareness and ability to respond to hazardous electrical equipment in the field including during routine motor vehicle accidents and major storm events. The information and pictures provided greatly benefit the company in responding during emergencies.

**Optional Information**

**List any other individuals or organizations that are in support of this nomination. Please list name, title, and organization for individuals. For organizations, please list the name of the organization.**

Liberty Utilities  
National Grid

**Are you nominating a group/organization or an individual?**

Group

**Organization's Name**

**iRestore**

**Organization's Mission**

Delivering smartphone applications for smart utilities to improve operational efficiency and shorten outage duration. <https://www.irestoreapp.com/>

**Your information**

**Your Name**

peter chivers

**Title**

Senior Engineer

**Organization**

Liberty Utilities

**Phone**

(603) 260-3078

**Email**

[peter.chivers@libertyutilities.com](mailto:peter.chivers@libertyutilities.com)

**How have the nominee's efforts strengthened collaboration in their community or field?**

Yes, because of our relationship with iRestore, I have collaborated with people from Unitil and other utilities regarding smartphone apps and new operational technologies.

**How have the nominee's efforts promoted innovation?**

Yes, we are utilizing this vendor to come out with highly innovative apps that have the potential to revolutionize the way the operations department functions.

**How have the nominee's efforts strengthened or improved emergency preparedness, response, and/or recovery? Include at least one specific result of this work.**

Yes, we are using the First Responder app to enable police and fire department personnel to easily send us geo-tagged photos of damaged equipment, which get us eyes on the scene earlier. We are also using a "repair activity manager" app from iRestore to quickly respond to and document emergent problems with infrastructure in the field. Overall these apps are increasing the quality and speed of response to problems.



Emergency Preparedness Conference <epconference@jsi.com>

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## Additional Info for Unitil and Liberty Utilities NH MVP Nominations for iRestore

1 message

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Michael Haeflich <michael@irestoreapp.com>

Wed, Mar 6, 2019 at 12:41 PM

To: "EPConference@jsi.com" <EPConference@jsi.com>

Cc: Deepak Swamy <deepak@irestoreapp.com>, "Michael J. Sabatino" <mjs@irestoreapp.com>

Hi Jodie, thank you for taking my call today in Lori's absence regarding the subject nomination of our company, iRestore, from both Unitil and Liberty.

As we discussed, I am attaching a couple of videos that I think will further explain iRestore's First Responder mobile solution app for your award committee's consideration.

This first video below was produced by Unitil with the Kingston, NH Police Department as training tool for the first responders in Unitil's service territory. It explains to first responders how to download the app from Google Play or the iPhone store and how to use the app safely to enable Unitil to work in partnership with first responders to restore power quicker and to keep communities safer by first responders becoming "eyes-in-the-field" for Unitil. Unitil purchased the license for the app from iRestore who created the app and then **Unitil offers the app free of charge to any first responders in their service territory.**

<https://unitil.irestore.mobi>

The next video below is one of many TV news clips that have aired across the northeast to inform viewers of the new iRestore app that **allows state and local first responders to work collaboratively with both electric and gas utilities.**

<http://www.westernmassnews.com/clip/12910764/new-app-from-national-grid-to-help-first-responders>

iRestore's First Responder app now has over 4,000 first responder users across NH, RI, MA and NY including NYC and we would be very honored to receive this prestigious recognition from the State of NH.

Please contact me if you have any questions or if I can be of further assistance for your selection considerations.

Thank you,