

# Town Manager's Report Monday, August 29, 2011

**To: Board of Selectmen**  
**From: Christopher Whelan, Town Manager**

*Below is a summary of some of the activities of Town departments during the past week:*

## **FIRE DEPARTMENT (Mark Cotreau, Fire Chief and Emergency Management Director)**

### **Fire Operations:**

The Fire department was well prepared for the forecasted conditions. Saturday and Sunday night shift we staffed an additional ambulance and Squad 9 (for pump outs and service calls). On Sunday day shift we staffed 2 additional Engines, 1 additional Ambulance and Squad 9. As of Monday morning staffing returned to normal. We responded to 24 calls during the storm. These were mostly storm related such as trees down, water problems and arcing wires but there were a few alarms in there also. Early on we had some disruption to our radio frequency due to a power outage but we placed back-up procedures in place and this was repaired quickly (thanks to CMLP!) and never became an issue of substance. Fortunately (and surprisingly), we did not respond to many medicals during this period.

### **EOC Operations:**

Tuesday August 23

- Notifications and updates began as some weather models had developing Hurricane Irene tracking up through New England

Wednesday August 24

- MEMA/NWS Conference call 1230 PM indicated storm track most likely coming up through our area as Cat 2 or 3
- 6-12" rain in 36 hours and Damaging winds
- EOC at Level 2 activation (Partial activation). Remained as such through Monday morning.
- All departments identify concerns and begin early planning

Thursday August 25

- MEMA/NWS Conference call 1230 PM indicated track moving slightly westward planning hazard remained unchanged.
- EOC staff meets on planning items.
- Began preparing and distributing public information

Friday August 26

- MEMA/NWS Conference call 1230 PM indicated no real change that would affect our planning.
- EOC staff meets on planning items.
- Incident Action Plan developed
- Website loaded with public information

Saturday August 27

- MEMA/NWS Conference call 1230 PM and 630PM indicated Cat 1 or Tropical Storm conditions for our area.
- 3-5" rain with sustained 50mph winds gusting to 60MPH

- EOC staff meets on staffing, planning and response items.

Sunday August 28

- EOC staff meets at 1230pm on response and operational status.
- CMLP lost 1 transmission line but operating well on second redundant line.
- CMLP various outages with approximately 50 customers out. Total for storm was less than 500.
- CPW Cambridge Turnpike flooded/closed. Keeping up with all other roads, trees and flooding. No unexpected issues.
- CPD 5 extra officers on. They are busy but keeping up with calls.
- CFD 24 responses with no unexpected issues
- Consensus was that the situation was well in hand and there was no need to meet again during the event unless conditions/circumstances changed.

Monday August 29

- EOC terminated

We were proactive in our planning approach and planned appropriately for the hazards presented to us by the National Weather Service and MEMA. The Team approach we have developed among Town departments in the EOC works very well. The improvements to the EOC, in terms of both physical infrastructure and standard procedures proved very helpful. The conference room makes it easier to hear the conference calls. The white board can also be maintained without fear that it will be erased by other classes etc. We also had FF Will Rolfe in the EOC as a planner/facilitator. He formulated the Incident Action Plan and moved the required NIMS paper trail in accordance with decisions we made. The EOC ran smoother and with better documentation compared with previous incidents. Had Concord been hit harder, these improvements would have been even more noticeable.

## **MUNICIPAL LIGHT PLANT (Dave Wood, Light Plant Director)**

**Tropical Storm Irene:** CMLP received a large volume of calls during the storm for down wires, branches and trees on power lines and power outages. As the winds increased the electrical distribution system started to feel the effects of the storm. At 8:50 AM there were two areas without power: Annursnac Hill Road/ Strawberry Hill Road and Main Street from the West Concord Fire Station to ORNAC. Below are the roads that were without power:

Annursnac Hill Rd, Bateman's Ridge Rd, Channing Road, College Rd, Crowell Farm Rd, Finigan Way, Isaac Davis Rd, Macone Farm Ln, Strawberry Hill Rd, Temple Rd, Whippoorwill Ln, Whit's End Rd, Wright Farm Rd. Total Customers = 206

Concord Greene, Macarthur Rd, Main St (From Commonwealth Ave to ORNAC), Orchard Rd, Route 2 (Traffic Lights at Route 62), Staffordshire Ln, Westgate Park. Total Customers = 398

The cause of the outages in both areas was tree damage. CMLP crews made the necessary repairs and power was restored to the Main Street area by 9:20AM and to the Annursnac Hill Rd area by 10:15AM

Unfortunately, these areas were again affected by further tree damage which resulted in outages in both of these areas a second time. At approximately 11:00AM the Annursnac Hill Road lost power. CMLP crews made the necessary repairs and restored electricity at approximately 12:45PM. At approximately 2:05PM, the Main Street area lost power. Crews again made the necessary repairs and power was restored just after 3:00PM.

At 2:05 PM a large tree limb cause a power outage to the lateral circuit that feeds the Best Western, Papa Razzi, and Gas Station. Power was restored in this area at approximately 3:30PM

There was tree damage in the Coolidge Road/ Oak Road area. To safely repair the damage CMLP crews disconnected power at approximately 4:30PM. This resulted in 50 customers without power. Crews completed the repairs and restored power at approximately 7:15PM.

There were multiple locations where individual homes lost power spanning across town. All power was restored by 7:30PM services were affected. In summary, by the time the storm past **675 customers were affected** by tree related damages.

## **POLICE DEPARTMENT (Barry Neal, Chief of Police)**

### **Operational Services:**

On Monday August 22, Officers responded to the area of Lowell Road and Lindsay Pond Road for a motor vehicle crash. Upon arrival officers learned that the operator of the vehicle had left the scene. Officers proceeded to conduct a search of the area in the event that the operator might be hurt and in danger. Officers subsequently located the operator in Carlisle at his brother's residence.

Lt. Thomas Mulcahy took part in the ongoing planning meetings all week in order to prepare for the pending Hurricane, Irene. Staffing levels were adjusted and officers were staged strategically throughout the Town in order to better respond to any and all calls for service.

The Department responded to the following on Sunday during Hurricane Irene: 38 calls for tree, wire and impassable roadways; 12 Roadway obstructions; 4 Power outages; 1 Motor vehicle crash; 15 assists with fire investigations; 13 Alarm Activation calls; 10 Traffic Signal Malfunctions, 1 Missing Person Search, 1 Drunk Driving arrest. All officers did a great job performing traffic control duties during extreme weather conditions while CPW and CMLP resources cleared roadways and restored power. Our 911 Dispatchers did a great job keeping up with the high volume of emergency and non-emergency radio and phone traffic.

### **Administrative Services:**

Officer Michael McGrath begins his field training on Monday August 29, 2011. His training officer is Kevin Monahan.

## **FINANCE DEPARTMENT (Anthony Logalbo, Finance Director)**

The Attorney General's Office has now approved the 14 Zoning Bylaw Amendments and the two General Bylaw Amendments passed at the April 2011 Concord Annual and Special Town Meetings. With one exception (one phrase disallowed in Article 54—Formula Business with a Cap), the language of all the Articles has been approved as passed at Town Meeting and as submitted to the Attorney General. These bylaws are all now in effect in Concord.

The final language of the Town Meeting Articles as approved by the Attorney General is available from the Town Clerk's Office or on the Town's Web Site – [www.concordma.gov](http://www.concordma.gov).