

PUBLIC SAFETY

FIRE DEPARTMENT

Fire Chief Thomas Judge

It was an unusual way to start the New Year; shortly before 1:00 a.m. on January 4th, firefighters at Station 2 were forced out of the station by a fire in the building. The fire which appears to have started in one of the trucks quickly filled the first floor with thick black smoke and a tremendous amount of heat. That smoke and heat prevented the on-duty crew from being able to get to their gear or the trucks. We were very fortunate that our firefighters were able to escape the building without injury. The fire destroyed Engine 4, and smoke and heat damaged resulted in all of the vehicles in the building being totaled; those vehicles were Engine 8, Engine 6, and Ambulance 3. The first floor suffered severe smoke and heat damage, and the second floor had heavy smoke damage throughout.

Following the fire, the West Concord crews relocated to the Concord Municipal Light Plant (CMLP) headquarters on Elm Street. Our friends at CMLP were able to host us for about five weeks while a site for a temporary fire station was identified. With the assistance of the Department of Planning and Land Management Director, Concord Fire Department (CFD) was able to secure space at the end of the West Concord commuter lot as the site for a temporary station to be built. An incredible amount of effort by other town departments went into getting us back in service at the temporary location, and we are forever appreciative of what they did to assist us. In addition to our fellow town departments, we also had a tremendous amount of support from the community and our neighbors in West Concord for which we are also very thankful.

Working closely with our insurance company, Station 2 was rebuilt over the next six months with a complete overhaul of the first floor, and much of the second floor. The building which was originally built in the 1930's, when sprinklers were not required, did not have a sprinkler system on the night of the fire. As part of the rebuilding, a sprinkler system was installed, making the building much safer for the occupants.

At this time, all but one of the vehicles listed as totaled has been replaced by the insurance company. Engine 6, a small brush fire truck will be replaced soon complet-

ing the insurance claim.

This fire indeed shows that a fire can occur anywhere at any time. Early detection enabled the on-duty firefighters to escape the building which proved to us that one of our slogans couldn't be more accurate: *Smoke Detectors Save Lives!*

Emergency Responses 2017

NFIRS CATEGORY	NUMBER
Fires/Explosions*	59
Overpressure/Ruptures	2
Emergency Medical/Rescue**	1,895
Hazardous Conditions***	201
Service Calls	324
Good Intent Call/Public Service	196
Fire and CO Alarms/Other Alarms	904
Weather Related	0
Special/Miscellaneous	8
TOTAL EMERGENCY RESPONSES	3,589

*-Fires occurred within the following sub-categories:

- Structure fires: 25
- Vehicle fires: 4
- Brush fires: 17
- Other fires: 13
- There were no explosions
- Estimated dollar loss from all fires: \$2,391,959

** - Of the EMS responses, 1585 resulted in patient transport to a hospital at the following level of care:

- BLS transports: 802
- ALS transports: 783

Included are 152 Motor Vehicle Accidents
Concord received a mutual aid ambulance 87 times
Concord provided a mutual aid ambulance 105 times

***-Hazardous Conditions included the following responses:

- Gas/LPG leaks: 58
- Gasoline/Oil spills: 8
- Chemical Hazard & Spills: 7
- Electrical Problems: 63
- Power Lines Down: 27
- Carbon Monoxide Incidents: 20

Fire Prevention

As a result of the study that CFD conducted in the previous year, a new position was added to the department. The position will focus on fire prevention matters throughout town and will include inspections, plans review, code enforcement, and public education to name a few of the responsibilities. The fire prevention study is available on the Fire Department website; it is a good look into what Fire Prevention does; the position will be implemented later in fiscal year 2018. This year was busy for fire prevention, there has been a great deal of ongoing construction throughout town. The fire department has been busy visiting construction sites, performing inspections, and assuring construction site safety regulations are followed.

CFD participates in a program sponsored by the Massachusetts Department of Fire Services called S.A.F.E. (Student Awareness of Fire Education), Lieutenant Sean Murphy manages this program and its companion program Senior SAFE which provides fire prevention services to the senior community. Throughout the year Lt. Murphy visits the schools in Concord and presents programs to students on fire safety. The Senior SAFE program gives us an opportunity to provide fire safety education as well as install smoke and carbon monoxide detectors for seniors that need assistance.

Fire Prevention

CATEGORY	NUMBER
Public Records Requests	24
Fire Drill	24
School Inspections	9
Nursing Home Inspections	12
Hospital Inspections	4
S.A.F.E. Activity	12
Code enforcement	23
Inspections	105
Permits issued	408
Plans reviewed	84
Residential Smoke Alarm Inspection	264
Open Burning Permits Issued	377
Open Burning Permit Activations	799

Equipment & Apparatus

As stated earlier, we lost a significant portion of our fleet in the station 2 fire. Engine 4 and Ambulance 3 were replaced very quickly by the insurance company

with brand new vehicles. Also, the department took delivery of a scheduled replacement for Ambulance 2 (A2). A2 is stationed at Headquarters on Walden Street. This year was very much dedicated to getting our apparatus back in order, and to that end, our members that are responsible for procurement of equipment did an outstanding job of accounting for everything that was lost, damaged, or destroyed and getting it replaced in a timely fashion.

Community

Members of the fire department were honored to be able to participate in the services following the passing of Concord resident and Congressional Medal of Honor recipient Captain Thomas Hudner, USN (Ret). The Concord Firefighters Relief Association once again ran a very successful toy drive during the holiday season. They were able to provide support to Concord Carlisle Youth Services along with several inner-city charities that CFRA has a long-standing relationship with. All of these groups have the ability to directly assist families that need assistance.



Concord and Bedford Firefighters honoring Capt. Thomas Hudner during his memorial parade.

Other events that Concord Firefighters were able to participate in this past year include picnic in the park, Veterans Day flag retirement, preparing lunch at the Council on Aging, Concord Community Network fire truck wash, and our Public Safety Open House which was a joint venture with the Police Department.

Training

In addition to daily training that takes place on Emergency Medical and Firefighting skills, Concord Firefighters participated in a number of training exercises

this past year. Department members who are members of our regional technical rescue team and communication team (Lt. Billy Nelson, FF's Rolfe and Ostroskey); along with then Assistant Chief Judge participated on Cape Cod at Operation SCORE. This exercise was 96 hours long and simulated a building collapse; the exercise was designed to test the interoperability of Massachusetts Fire Departments and other agencies, such as the National Guard.

Captain Brian Whitney, Shift Commander, Group 4, and our department's training officer completed the Massachusetts Fire Academy Chief Fire Officer Program. This selective program is fourteen weeks long and is presented by the fire academy staff in collaboration with guest subject matter experts, and staff from the University of Massachusetts Edward J. Collins Jr. Center for Public Management. The course is designed to provide a variety of leadership and management skills essential in municipal management.

Some CFD members attended a variety of programs at the Massachusetts Firefighting Academy (MFA) this past year. We are fortunate to have a tremendous resource like the academy in the state and even more fortunate that it is nearby in Stow. Concord Firefighters routinely take advantage of the opportunities available for continuing education at the MFA.

The department conducted water-rescue training at Walden Pond led by Lt. Billy Nelson who serves on our regional technical rescue team.

All department members participated in a driver training program this year hosted by the same company who provides our apparatus. The focus of this training was a refresher on the basics of driving a truck.

Over the past several years CFD has been the fortunate recipient of homes scheduled for demolition. Our department uses these houses to practice firefighting skills that are destructive. This valuable training cannot be duplicated, and we greatly appreciate the generous donation by the owners to allow us to use the property before it is torn down. Training like this does not include any live fires but will enable us to simulate many scenarios, including working in smoke-filled environments with the aid of a theatrical smoke machine.



Firefighters practice fire safety at a donated structure.

Personnel

After a 34 year career with the Concord Fire Department, Chief Mark Cotreau retired in August. Chief Cotreau started as a Concord Firefighter in 1983 and rose through the ranks to become Chief in 2009. During his tenure, the department added personnel, implemented some updated practices, added the second ambulance to West Concord, and began more training initiatives. We wish Chief Cotreau and his wife Priscilla the best in retirement!

Firefighter Anthony (Tony) Geanisis retired in 2017. Tony was our long-time EMS coordinator; Tony did an outstanding job of advancing our EMS system. We wish Tony and his wife Margaret much happiness in retirement!

After a very competitive and rigorous process, Michael Tedesco was hired as a Concord Firefighter. Mike attended the Massachusetts Firefighting Academy Recruit Program this fall and recently graduated and been assigned to a shift, Groups 1&2, A3, Station 2. Congratulations and welcome Firefighter Tedesco!

This year also saw the departure of Heather Vaughn. Heather was our fire prevention clerk for a short time and did a tremendous job with a new fire prevention system helping to get systems in place that will benefit CFD for years to come. We're sorry to see her go, but we wish her the best with her new opportunities!

Following a very competitive hiring process, Thomas Judge was promoted from Assistant Fire Chief to Fire Chief on December 11, 2017. The town is very fortunate to have Tom Judge as Fire Chief and we look forward to his continued leadership with the Concord Fire Department.



Fire Chief Tom Judge being sworn in by Town Clerk Kaari Tari in a January ceremony.

LOCAL EMERGENCY PLANNING COMMITTEE

Fire Chief Thomas Judge, Chair
Donald Kingman, Co-Chair

Our Local Emergency Planning Committee, following Federal law definition, creates response plans for hazardous materials spills within the Town of Concord. The Committee also accepts Tier II reports from sites that store hazardous substances.

Concord LEPC is an enthusiastic committee of dedicated individuals from various backgrounds who share a vision of what citizen volunteers can do and who invest many volunteer hours to make Concord a safer community.

The various town departments are active participants in all planning activities and exercises.

To learn more about the LEPC and its role in keeping Concord safe, please contact the Fire Chief at 978-318-3450.

CONCORD EMERGENCY MANAGEMENT AGENCY (CEMA)

Thomas Judge, Emergency Management Director
Martin J. Powers, Director
Don Kingman, Deputy Director

CEMA maintains the Town's State-mandated Comprehensive Emergency Preparedness Plan (CEMP), a document that outlines the roles and responsibilities of different agencies during a significant emergency and provides a resource guide. These could be emergencies involving a broad spectrum of All-Hazard topics such as incidents caused by weather (floods, ice storms, etc.), public health crises, hazardous materials spills and other human-created events. Working in conjunction with Public Health Director, Susan Rask, the Medical Reserve Corps integrates readily into our Town assets, ready to support the Town during times of crisis. An example of this is emergency shelter operations, pandemic clinics, etc.

The staffed EOC is the town's conduit to Massachusetts Emergency Management Agency (MEMA) and the resources available at the State Government level. The EOC is also where the various Concord agencies such as Concord Public Works (CPW), Concord Police Department (CPD), Concord Municipal Light Plant (CMLP), Concord Fire Department (CFD), Public Health, etc. coordinate the town's response to different emergency incidents impacting the town.

This year we completed our required town hazard mitigation plan which is required by FEMA. This plan must be reviewed and updated every five years. Our updated plan was submitted to and approved by FEMA this fall.

CEMA relies on citizen volunteers to help it achieve its mission and exemplifies the Concord spirit of standing ready to help others. Looking to the future, we will work to improve these programs by providing on-going training, realistic exercises, and opportunities to utilize their skills.

CONCORD POLICE DEPARTMENT

Police Chief Joseph F. O'Connor

The Concord Police Department is committed to ensuring the confidence of the public by providing "Exceptional Service. All of the Time." The Concord Police Department delivers a wide range of public safety services to the community with an authorized staff of 35 sworn officers, 8 Public Safety Dispatchers, 6 School Crossing Guards, 1 Senior Administrative Assistant, and 1 Senior Department Clerk. The Department continues to be active in community problem solving, criminal investigations, traffic control and enforcement, parking control and enforcement, school crossing safety, elder services, and emergency response and management. Several community programs come through the department, such as: crime prevention, youth services, Drug Abuse Resistance Education (D.A.R.E.), Rape Aggression Defense (R.A.D.) instruction, a School Resource Officer, child passenger safety seat installations, as well as processing a variety of permits, licenses and applications. This year the Department continued the Craigslist Safe Exchange Program, which allows members of the community to come to the Police station lobby or parking lot to complete on-line purchases and sales. Police are encouraging citizens to utilize the police station, which is equipped with surveillance cameras and staffed 24 hours a day, 7 days a week, as a safe and secure meeting place. Additionally, the Department has implemented a "First Responder Student Information" sheet to assist officers who might respond/encounter certain students who might require special assistance. This is in addition to an existing service, "Concord Resident Emergency Services," a form which increases awareness of elderly residents in Town, who officers might be called on to assist. The Department continued its Citizen's Police Academy in which 10 students enrolled and graduated this year, overseen by the Community Safety Inspector. The academy was instructed by several department officers, and was well received by the participants. A third academy is tentatively scheduled for spring/summer of 2018.

Collaboration continues to strengthen with community-based partners such as The Domestic Violence Services Network (DVSN) and The Communities for Restorative Justice (C4RJ), which provide a resource sharing system and referral network for the Depart-



Chief Joseph O'Connor congratulates Detective Kallie Joppenal the first woman assigned as a Detective in Concord.

ment. Concord Police Officers and Dispatchers continue to participate in training for both programs. In addition, Concord Police Officers received forty hours of training in Crisis Intervention (CIT). Officers also participate in the education of new drivers in the CCHS Driver's Education Program, providing valuable information to assist drivers as they become new drivers and travel on the roadways.

The Concord Police Department continues to be an active member of the Central Middlesex Assessment for Safety Team (CMAST). The program was developed through the collaboration of stakeholders who recognized the need for a community approach to better protect and serve victims of domestic violence. CMAST is now one of 7 Domestic Violence High Risk Teams within Middlesex County, and has been met with overwhelming success.

Partnerships with federal, state and local agencies are important parts of the Department's strategy to ensure the safety of the community through resource sharing and mutual aid. The Concord Police Department continues to be an active member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC is a regional consortium comprised of 59 Police Departments and the Sheriff's Departments of Middlesex and Essex Counties. Concord Police Officers are assigned to various functions in NEMLEC, including SWAT, Regional Response Team, and the STARS Team (School Threat Assessment and Response System). The Department has strengthened their

partnership with the State Police and will continue to conduct joint "Sobriety Check Points" during the year. The Department collaborated with 8 Middlesex County Police Departments and the Concord District Court, and continues work with a "Jail Diversion" Grant to address mental health issues. The Massachusetts Executive Office of Health and Human Services' Department of Mental Health awarded the coalition the grant. As part of the coalition's innovative model, officers work with a Clinical Coordinator, who manages the Jail Diversion Program. The role of the Clinical Coordinator continues to be to train Officers in mental health, first aid, and to serve on the Crisis Intervention Team (CIT). The Coordinator also works with the Department Officers to create a diversion strategy that is appropriate for any individual who comes in contact with police.



From left to right SGT Brian Goldman, Capt. Tom Mulcahy, and Chief Joseph O'Connor at the Memorial Parade for Capt. Thomas Hudner.

The Department continues working toward becoming a fully accredited agency with the Massachusetts Police Accreditation Commission, Inc. The statewide standards for accreditation impact officer and public safety, address high liability/risk management issues, and promote operational efficiency throughout the agency. The Department continues to enhance its sustainable energy practices with the continued use of hybrid cars, and continues replacing some of its fleet with more fuel efficient vehicles. Additionally, the Department is continuing its anti-idling initiatives, including the "Park and Walk" Program, with Officers walking or riding bicycles in districts and recreational areas. These practices aid considerably in achieving the goals of

reducing fuel consumption.

Our Public Safety Dispatchers answer emergency and non-emergency calls, dispatch public safety personnel, and monitor computer equipment. Concord Public Safety Dispatchers maintain certifications as emergency telecommunicators and law enforcement data professionals, trained to the standards of the Massachusetts State 911 Department, Massachusetts Criminal History Systems Board, National Academy of Emergency Medical Dispatch, and the Association of Public Safety Communications Professionals International. Several Dispatchers also have additional training as Tactical Communications Specialists.

Officer Kallie Koppenal was appointed to the position of Detective in January of 2017. The Department welcomed aboard new Officer Kevin Genia. Dispatcher Timothy McGonagle was also hired as an officer, and will begin his recruit training in January of 2018. Officers Sean Roberts, Mark Hatfield, Christopher Gulino and Robert Dolins resigned from the Department in 2017. Several department members received a lifesav-

2017 Incidents Report

Arrests (various)	127
Summons	208
Assaults	55
Suspicious Activity	1,034
Motor vehicle Crashes	605
Motor Vehicle Stops	4,590
Motor Vehicle v. Deer	35
Operating Under the Influence	49
Protective Custody	7
Traffic Citations	4,793
Criminal Traffic Summons	163
Larceny Investigations	177
Domestic Violence Investigations	60
Narcotics, Drugs Investigations	16
Medical Assists	1,003
Animal Control	225
Vandalism Complaints	25
Alarms - Commercial/Residential	901
Breaking and Entering Investigations	26
Total Log Items	33,361

ing award from the Commonwealth in June at Bentley University.

Officers Mailloux and Rennie were recently appointed to NEMLEC as regional response officers (RRT). Officer Holsinger was also appointed to the NEMLEC motorcycle unit. Sergeant Troiano, Inspector Shelley, and Officer Toumayan responded as part of NEMLEC to assist with the 2017 Presidential Inauguration in Washington, DC. In June, Inspector Jeffrey Shelley resigned from NEMLEC SWAT after twenty years of service. The Department instituted an anonymous 24 hour tip line in January of 2017. In addition, the Department continued to hold classes on Rape Aggression Defense (RAD) training for women throughout 2017.

State and federal grant funding continue to provide the department with opportunities to purchase new equipment and technology, and fund existing programs. The Department was awarded and administered grants for pedestrian and bicycle safety, car seat equipment, and traffic enforcement initiatives, which were funded by the Massachusetts Executive Office of Public Safety and Security's Highway Division. The department was also awarded and administered grant funding through the Massachusetts State 911 Department for dispatcher training and personnel support services.

ANIMAL CONTROL

Jennifer A. Condon, Animal Control Officer
The Town contracts with a private vendor to provide dog and animal control services. The contract is awarded on the basis of a competitive bidding process and is administered by Chief Joseph F. O'Connor.

The Animal Control Officer responds to all animal complaints (domestic or wild), which includes the humane removal of all animals. The Animal Control Officer is required to provide a vehicle for the transporting of dogs, as well as a licensed kennel for the temporary housing of any dogs taken into custody. The Animal Control Officer and assistant(s) are on call 24 hours a day and are contacted by pager through the Public Safety Communications Center.

The existing contract services provide response to all animal control problems (domestic or wild). Other animal control problems are handled over the phone by referrals or by the uniformed Patrol Officers of the department. The budget also provides for limited patrols by the Animal Control Officer to locate stray dogs.

The overall objective of this program is to provide dog and animal control services in an efficient and effective manner. The appointment of an Animal Control Officer is mandated by the laws of the Commonwealth.

2017 Animal Activity by Month

	TOTAL CALLS	COMPLAINT CALLS	LOST DOG	LOST CAT	OTHER CAT RELATED	WILDLIFE	MISC CALLS	PICKUPS	HUMAN/ ANIMAL BITE	QUARANTINE	CITATIONS ISSUED
JANUARY	50	7	4	0	1	5	25	1	H-1 / A-0	8	0
FEBRUARY	54	3	2	1	1	2	32	2	H-3 / A-0	5	0
MARCH	60	4	3	0	1	8	32	3	H-0 / A-1	8	0
APRIL	100	4	6	0	3	14	55	5	H-2 / A-1	10	0
MAY	109	12	7	1	1	14	58	5	H-0 / A-2	9	0
JUNE	136	8	10	1	3	27	74	3	H-1 / A-0	9	0
JULY	85	8	3	4	0	20	43	2	H-0 / A-1	4	0
AUGUST	64	3	1	1	0	16	32	3	H-2 / A-1	5	0
SEPTEMBER	74	5	7	0	2	7	44	3	H-0 / A-1	5	0
OCTOBER	95	15	2	3	1	9	53	3	H-2 / A-0	7	0
NOVEMBER	64	7	3	3	2	2	37	1	H-0 / A-1	8	0
DECEMBER	56	4	4	0	1	7	27	1	H-2 / A-2	8	0
TOTAL 2017	947	80	52	14	16	131	512	32	H-13 / A-10 =23	86	0

MUNICIPAL LIGHT PLANT

CONCORD MUNICIPAL LIGHT PLANT

David G. Wood, Director

Concord Light is a community-owned electric utility, created for and by the citizens of Concord in 1898. The goal then, as now, was to provide reliable and reasonably priced service in a responsive and thoughtful manner. 2017 has been a worthy addition to Concord Light's history.

The Town Manager appoints a five member, volunteer advisory Light Board comprised of local residents. Current Light Board members include (left to right) Peggy Briggs (Chair), Dan Gainsboro, Lynn Salinger, Gordon Brockway and Wendy Rovelli.

The Board meets monthly to discuss topics such as rates, power supply and renewable energy options; they encourage customers to attend.

The Concord Municipal Light Plant (CMLP) operates as a completely self-sustaining, non-profit, Enterprise Fund within the Town government. No property tax money is required or used to operate the Light Plant. All operating expenses including electricity purchases, capital investments, and debt service are paid by the Light Plant customers. In addition, the Light Plant contributes to the Town's operating budget via a Payment-in-Lieu-of Taxes (PILOT). For 2017, this formula based payment was \$474,000.

Power Supply

After the creation of Concord Light in 1898, the Town's electricity was provided by a coal fired plant located at Keyes Road. By the late 1920's, the Town had outgrown the capacity of the plant and decided to retire the plant and purchase all of its electricity from the Boston Edison Company (now NSTAR). In the spring of 2002, NSTAR sold all of their generating facilities as part of the federal utility deregulation initiative. As a result, Concord Light entered into a seven and a half year contract with Constellation

Power Source (parent of Baltimore Gas & Electric).

At the conclusion of the Constellation contract in the fall of 2009, no energy suppliers were offering contracts at reasonable prices due to the growing risk arising from the wide fluctuations in the cost of natural gas. For Concord, the alternative was the development of a power supply portfolio from multiple sources under a power supply strategy that best suited our community's needs. The power supply selection strategy included the following tenets:

- Diversified energy supply sources and fuel diversity
- Short and long term agreements to mitigate risk
- Peaking and base load supply sources to match needs
- Inclusion of cost competitive renewable energy sources
- Competitive bids for partial energy agreements on a rotating basis to minimize differences between our cost of power and current markets.

As a result, Concord Light has developed a diverse power supply portfolio with a wide variety of suppliers and resources. The chart below shows the sources and fuels that make up the generation portion of CMLP's supply portfolio.

It should be noted that energy from Miller (hydro), Granby

Portfolio of Concord Light's 2017 Power Supply

