

PUBLIC SAFETY

FIRE DEPARTMENT

Tom Judge, Fire Chief

2018 was a busy year for the Fire Department. On September 13, 2018, Concord along with other fire departments from Massachusetts Fire District 14 responded as a task force to the City of Lawrence to assist with the overwhelming volume of incidents that were caused by an over-pressurized gas system. The over-pressurization caused a number of explosions in the Merrimac Valley. The task force response was part of an existing pre-plan known as the State-Wide Mobilization Plan; the plan takes many different types of scenarios into account and determines what communities to send based on proximity to the emergency and fire apparatus type needed. Once activated the mobilization plan is managed by the Massachusetts Emergency Management Agency



Concord Fire responded to gas explosions in the city of Lawrence, Towns of Andover, and North Andover.

(MEMA). It is not used often, but it is reassuring to see how well the plan works when it is needed. On March 19, 2018, Concord Fire Department (CFD) responded to a house fire on Estabrook Road. The fire which was discovered by the homeowner occurred on the exterior of the roof and was quickly contained by CFD along with assistance from our mutual aid partners.

Emergency Responses 2018

NFIRS CATEGORY	NUMBER
Fires/Explosions*	44
Overpressure/Ruptures	7
Emergency Medical/Rescue**	1,827
Hazardous Conditions***	221
Service Calls	363
Good Intent Call/Public Service	238
Fire and CO Alarms/Other Alarms	833
Weather Related	2
Special/Miscellaneous	6
TOTAL EMERGENCY RESPONSES	3,541

*Fires occurred within the following sub-categories:

Structure fires: 23

Vehicle fires: 5

Brush fires: 9

Other fires: 7

There were no explosions

Estimated dollar loss from all fires: \$906,000

**2- Of the EMS responses 1,591 resulted in patient transport to a hospital at the following level of care:

BLS transports: 928

ALS transports: 663

Included were 153 Motor Vehicle Accidents

Concord received a mutual aid ambulance 76 times

Concord provided a mutual aid ambulance 68 times

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: 65

Gasoline/Oil spills: 16

Chemical Hazard & Spills: 3

Electrical Problems: 66

Power Lines Down: 49

Carbon Monoxide Incidents: 11

In the early morning hours of June 25, 2018, CFD responded to a Garfield Road home to investigate an alarm reported by an alarm company. Fire companies arrived to find no one at home; firefighters gained access to the house and found a fire in the basement. The fire was quickly extinguished, and the damage was confined to the immediate area of the fire. This fire demonstrates the value of having a monitored fire alarm system and early notification to the fire department.

Fire companies responded on July 31, 2018, to CCHS to investigate an alarm activation. When they arrived, they found alarms sounding and an indication that the buildings sprinkler system was operating. CFD crews found a sprinkler activation in a fourth-floor classroom; the sprinkler activated in response to a fire in the classroom and successfully extinguished the fire. The school, however, sustained significant water damage on all floors.



Burning off of remaining gas at Emerson Umbrella

On Wednesday, October 3, 2018, a piece of machinery struck a liquefied petroleum gas tank at Emerson Umbrella on Stow Street. The container which was a 1,000-gallon underground tank was nearly full when an above-ground valve was dislodged from the tank. The resulting leak caused the need to evacuate the Stow Street construction site and the surrounding neighborhoods. The leak was ultimately contained by an emergency response crew from a consortium of LPG providers. Once the leak was stopped, the remaining gas was burnt off to eliminate the hazard. Fortunately, there were no injuries as a result of this incident.

Fire Prevention

During 2018, the Concord Fire Department assigned its first ever Fire Prevention Inspector. Firefighter David Nichols, a veteran Concord Firefighter, assumed the new role in August. Fire Inspector Nichols was one of the first in Massachusetts to hold the national accreditation of Fire Inspector 2; we are happy to have him in this position. This new position will allow us to provide a much more comprehensive risk reduction program. Some of the responsibilities of the position include: code compliance, permitting, inspections, review of construction plans regarding fire protection systems, and application of the Massachusetts Fire Code, 527CMR.

Fire Prevention Activity	
<u>Inspections</u>	<u>Total</u>
Residential Smoke	366
School inspections	9
Nursing Home	8
Hospital	4
Fire detection/suppression	46
LP Gas Storage	51
Oil burning equipment	68
Construction Site visits	18
<u>School Fire Drills</u>	32
<u>Permits issued</u>	
Open Burning	424
Dumpster	102
Fire protection system	132
Flammable Storage	9
LP Gas Storage	88
Oil burning equipment	42
Tank Removal	54
Tent Permit	34
Welding	32
<u>Construction Plans Reviewed</u>	102

The fire prevention division was busy this year as there continues to be a great deal of construction throughout town. Fire prevention spends much of its time visiting construction sites, performing inspections, and assuring construction site safety regulations are followed. Additionally, inspections are performed at all schools, Emerson Hospital, both Department of Correction facilities, and many businesses in the community.

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. Additionally, the Senior SAFE program gives CFD an opportunity to provide fire safety education and install smoke and carbon monoxide detectors for seniors that need assistance.

Equipment & Apparatus

The Fire Department fleet has recovered from the fire at Station 2 in early 2017. As of this writing, our fleet is back to full strength, and we are presently working to replace Engine 7 (structural pumper) and Engine 5 (brush fire pumper) due to age. Those engines will be replaced with one engine designed to perform both structural and brush fire missions.

CFD has had so much success with using RTV's for off-road emergencies and brush fires, that we have added a second Kubota RTV to our fleet. This RTV is housed at Station 2 and is equipped to carry a patient to an ambulance, as well as fitted with a small water tank and fire pump. The addition of this RTV enhances our ability to respond off-road and into the woods. With the coming of the Bruce Freeman Rail Trail, this is a great addition to our capability.

Community

The Concord Fire Department, with the assistance of the Bedford Fire Department, was honored to participate in an event in Concord center that was part of a weekend which culminated with the commissioning of the U.S.S. Thomas Hudner, DDG 116. The ship, a guided-missile cruiser was named in honor of Concord resident, Captain (Ret.) Thomas

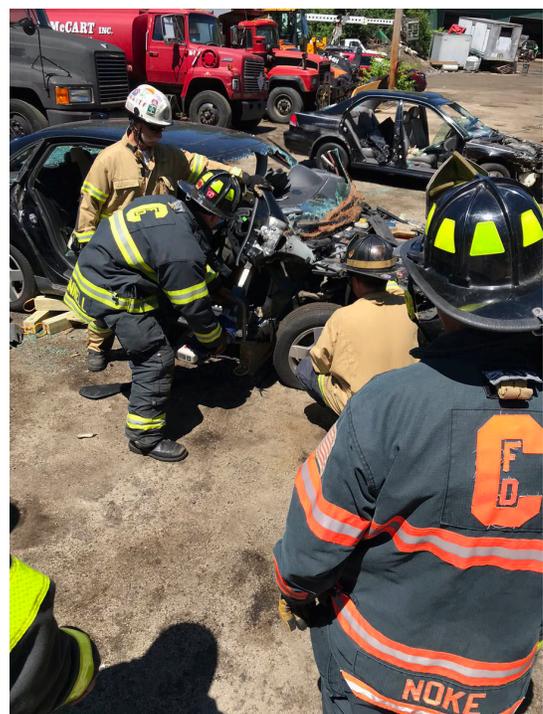
Hudner, who was awarded the Congressional Medal of Honor for action during the Korean War.

The Concord Firefighters Relief Association (CFRA) once again ran a very successful toy drive during the holiday season. CFRA was able to provide support to Concord Youth Services along with several inner-city charities that there is a long-standing relationship with; all of these groups can directly assist families that need assistance.

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 the annual Holiday Parade and Tree Lighting where CFD Ladder 1 delivered Santa to Monument Square.

Training

In addition to daily training that takes place on Emergency Medical and Firefighting skills, Concord Firefighters participated in some training exercises this past year. Throughout the year our members who belong to the regional technical teams participated in a variety of training exercises; hazardous materials, technical rescue, and communication. Those members include Captain Curran, Captain Noke, Lieutenant Nelson, Lieutenant Ferrie, Firefighter Rolfe Firefighter Ostroskey, and Fire Inspector Nichols.



All members of the fire department were able to participate in an extensive vehicle extrication program that was coordinated by our training officer, Captain Brian Whitney. The program was a combination of classroom, and hands-on training provided by On-Scene training, a provider who specializes in technical rescue themed training.

Some CFD members attended a variety of programs at the Massachusetts Firefighting Academy this past year. We are fortunate to have a tremendous resource like the academy in the state and 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 continues to be the benefit from homes scheduled for demolition. With the support of the property owners, we can conduct valuable training in these homes before they are torn down. Our department will use these houses to practice firefighting skills that are destructive and would not otherwise be possible to conduct. This valuable training cannot be duplicated, and we much appreciate the generous donation by the owners to allow us to use the property before it is demolished. Training like this does not include any live fires but will enable us to simulate many scenarios, including the use of a theatrical smoke machine smoke-filled environments to create zero visibility scenarios

Personnel

Concord Fire was pleased to welcome Walter Latta as our new Assistant Fire Chief. Assistant Chief Latta most recently served as a Captain / Shift Commander for the Maynard Fire Department. He is a dedicated fire officer who is passionate about the fire service and brings a tremendous skill set to the CFD. Assistant



Chief Latta also serves on a FEMA Urban Search and Rescue Team, Massachusetts Task Force 1 based in Beverly MA.

LOCAL EMERGENCY PLANNING COMMITTEE

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

Our Local Emergency Planning Committee (LEPC), 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, Don Kingman, Deputy Directors

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, public health emergencies, 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,

and other larger scale emergencies.

The staffed EOC is the town's conduit to MEMA and the resources available at the State Government level. The EOC is also where the various Concord agencies such as the CPW, CPD, CMLP, CFD, and Public Health 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 ongoing training, realistic exercises, and opportunities to utilize their skills.

CONCORD POLICE DEPARTMENT

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 36 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. The Department provides several community programs, such as: crime prevention, youth services, Drug Abuse Resistance Education (D.A.R.E.), School Resource Officers, 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.

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

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 has continued to replace 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. The department welcomed two new Public Safety Dispatchers this past year, Ellen Eggenberger and Francis Ordile. Dispatcher Benjamin LaCure was hired as a full time Police Officer, and will attend the MBTA Police training academy in March 2019 to begin his recruit training.

Officer Kevin Gena was appointed as a School Resource Officer with the approval of town meeting and partial funding by a grant from the Concord-Carlisle Community Chest. Officers Michael Vangelist and Brian Soll resigned from the Department in 2018, as well as Dispatcher Sean Connell. Sergeant Paul Flynn, Detective Paul Morrison, and Detective James Forten retired from the department in 2018. New officers joining the department in 2018 are Michael Bordenca, John O’Connor, Matthew Plausse and Nicholas Clemente.



Officer Mailloux stops to chat with a community member while on patrol in Concord Center.

Officers Toumayan, Mailloux and Rennie continue to serve as members of the NEMLEC Regional Response Team (RRT), and Sergeant Michael Burgess and Officer Ron Holsinger serve as members of the NEMLEC motorcycle unit. Lieutenant Troiano continues to serve as a member of the NEMLEC SWAT team, and

Detective Scott Camilleri remains an active member of the NEMLEC STARS team. Officers Timothy Landers and Michael Burgess were each promoted to the rank of Sergeant, and Christopher Troiano to the rank of Lieutenant in 2018.

The Department maintains an anonymous 24 hour tip line (978 318-3407), and 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.



2018 Incidents Report

Arrests (various)	117
Summons	251
Assaults	36
Suspicious Activity	987
Motor vehicle Crashes	694
Motor Vehicle Stops	6,126
Motor Vehicle v. Deer	22
Operating Under the Influence	37
Protective Custody	12
Traffic Citations	4,446
Criminal Traffic Summons	199
Larceny Investigations	184
Domestic Violence Investigations	61
Narcotics, Drugs Investigations	14
Medical Assists	954
Animal Control	225
Vandalism Complaints	24
Alarms – Commercial/Residential	885
Breaking and Entering Investigations	13
Total Log Items	33,551

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.

2018 Animal Activity by Month											
	Total # Calls	Complaint Calls	Lost Dog	Lost Cat	Other Cat Related	Wildlife	Misc Calls	Pickups	Human / Animal Bite	Quarantine Orders Issued / Released	# Submittals to State Lab
JANUARY	79	8	2	2	1	6	41	1-K9	4	14	0
FEBRUARY	88	7	3	1	0	16	51	1-K9	2	7	0
MARCH	108	11	6	3	1	13	58	2-K9	4	10	0
APRIL	85	5	9	1	0	13	41	3-K9, 1-Feline, 1-Hawk; = 5	2	9	0
MAY	122	7	8	0	0	28	66	4-K9, 1-baby coon, 1-Guenea Hen = 6	0	7	0
JUNE	120	12	3	2	3	22	66	5-K9	1	6	0
JULY	60	2	2	2	0	14	33	2-K9	0	4	1 *
AUGUST	58	3	2	0	1	14	27	1-K9	2	6	2 **
SEPTEMBER	67	5	1	4	3	10	39	1-K9	1	3	0
OCTOBER	65	1	6	1	3	9	35	3-K9	2	5	0
NOVEMBER	81	5	7	0	2	8	47	5-K9	2	5	0
DECEMBER	64	4	4	0	4	11	32	1-K9,	1	6	0
TOTAL	997	70	53	16	18	164	536	1-Hawk = 2 "29-K9, 1-Feline, 2-Hawk, 1-Baby Coon, 1-Guenea Hen =34"	21	82	3