

PUBLIC SAFETY

FIRE DEPARTMENT

Mark R. Cotreau, Fire Chief

The Concord Fire Department (CFD) continued to be very busy in 2015.

During a cold spell in February, the CFD responded to an outside gas leak on Everett Street. Due to deep frost, a natural gas line broke and leaked gas into several houses resulting in dangerous gas levels. Mutual aid was requested from adjacent communities. The resulting evacuations displaced 26 people from 11 homes. Natural gas reached the Peter Bulkeley Terrace building but was stopped before evacuations were necessary. A big thank you goes to school bus transportation folks who provided buses for the evacuations.

In the early morning of December 14, CFD responded to a well-involved house fire on Nashoba Road. First Firefighters on scene found two cars in the driveway and an attached garage heavily involved in fire. The fire was traveling into the second floor of the main house. An aggressive effort on the part of CFD firefighters saved most of the house. We are thankful all occupants were safe.

Several significant brush fires occurred in the spring/summer season including The Mews Development, Oak Hill Road and a stubborn 3-day fire on Fairhaven Hill Road at the rear of Walden Pond.

CFD responded to significant fires on Caterina Heights, Monument Street, Garfield Road, Water Street, Brook Trail Road and Lindsay Pond Road. Additionally, we responded to structure fires in support of our mutual aid partners in the towns of Lincoln, Carlisle, Acton, Sudbury and Maynard.

In May, Engine 4 responded to Devens for a fire in a large recycling plant.

The Department is very thankful for the help of our mutual aid partners. We stand ready, at a moment's notice, to assist them in their time of need. The following is a summary of the activity statistics for 2015:

2015 FIRE PREVENTION ACTIVITY	
Category	Number
Fire Prevention Inspections	223
Permits Issued	248
Plans Reviewed	58
Smoke Detector / CO Certificates	252
School Inspections / Drill	38
Healthcare Facilities	20
Burning Permits Issued	514
Burning Permit Activations	751
2015 FIRE EMERGENCY RESPONSES	
Category	Number
Fires/Explosions ¹	68
Overpressure/Ruptures	4
Emergency Medical (EMS) ²	1889
Hazardous Conditions ³	225
Service Calls	265
Good Intent Call/Public Service	204
Fire and CO Alarms/Other Alarm Calls	797
Weather Related	4
Special/Miscellaneous	12
Total Emergency Responses	3468
1. Fires occurred within the following subcategories:	
Structure fires	21
Vehicle fires	5
Brush fires	29
Other fires	13
Estimated dollar loss from all fires	\$ 1,267,449
Estimated dollar loss from frozen sprinkler pipes bursting during the 2014-2015 winter.	\$ 6,000,000
2. Of the EMS responses, 1,633 resulted in patient transport to a hospital at the following level of care:	
Basic Life Support Transports	833
Advanced Life Support Transports	798
Included were 136 Motor Vehicle Accidents	
Concord received mutual aid ambulance	67
Concord provided mutual aid ambulance	27
3. Hazardous Conditions included:	
Gas/LPG leaks	77
Gasoline/Oil spills	12
Chemical spills	1
Electrical problems	48
Power lines down	21

Second Ambulance Program Implemented

In 2014 a second ambulance, staffed from 8 a.m. to 8 p.m. 7 days per week was placed in service at the West Concord Fire Station. This second ambulance, in conjunction with the ambulance that is staffed 24/7 at Fire Headquarters on Walden Street, has resulted in improved coverage that is helping meet Concord's increasing demand for emergency medical responses. Emergency response times and reliance on mutual aid ambulances have both dramatically improved during the 8 a.m. - 8 p.m. time-frame. I would like to again thank the Town residents for their support of this important initiative!

Equipment and Apparatus

As a result of an affirmative Town Meeting vote, the CFD has ordered a new front line Fire Engine. Upon delivery, this apparatus will run front line out of the Walden Street station. Engine 7, which has served the Town well since 1990, will be retired. The Concord Fire Department continues to be very thankful to the Town residents for their support in providing quality fire apparatus to help us serve Concord.

Training/Special Operations

Throughout the year the Fire Department regularly conducts fire, rescue and emergency medical training. All our Firefighters maintain certification as Emergency Medical Technicians, and engage in monthly skills and retention training as well as a bi-annual comprehensive Refresher Training courses. Our Firefighters also participate in regular department-wide Fire and Rescue training among which are water and ice rescue, pumper operations, ladder operations, equipment familiarization and incident management. 2015 training highlights include: modern vehicle stabilization methods, technical rescue training including rescue from heights and below grade, mayday incident command operations for trapped firefighters, tactical rescue of firefighters, firefighters' wellness, fire investigation, and decontamination drill at Emerson Hospital. We also participated in a pilot training program focused on dealing with dementia patients as a First Responder. Lastly, the CFD continues to train on dealing with those patients dealing with opioid addiction. Quick and efficient response to these patients in crisis can save lives.



CFD members training with new stabilization equipment.

New firefighters Matt Vickery, Jim Foley, Taylor Soberg, Jim Mazzola, Chuck Hopkins and Brendan Lyons graduated from the 9 week recruit academy at the Massachusetts Firefighting Academy in Stow, MA. All recruits performed exceptionally, finishing well above their class average. Jim Foley won his class 'Outstanding Recruit' award! This award, based on both fire ground and academic skills, is no small feat! In this academy, newly-appointed Firefighters learn the skills, physical fitness and especially the teamwork necessary to effectively and safely navigate their careers at the CFD.

The National Fire Academy (NFA) in Emmitsburg, Maryland is a great national and world-wide fire training resource where Concord firefighters can train with firefighters from across the nation, developing and learning the best practices in rescue and fire services. This year newly promoted Lt. Bill Whalen graduated from the NFA Command and Control of Multiple Alarm Incidents course. This 6-day course is simulation-intensive and focuses on the command officer's responsibility while conducting major operations. Emphasis is placed on rapid fire ground decision-making, advanced incident command and control, safety, personnel accountability, and communications. In February Firefighter Dave Nichols, one of our fire investigators, graduated from a 2-week course at the NFA in fire cause and origin.



CFD firefighters train on rescuing patients from below and above grade incidents.

Community Outreach

The Department participated in many community programs, including the annual Flag Retirement Ceremony, community CPR classes, a Holiday toy drive; Picnic-in-the-Park; Concord Family Network annual fire truck wash; Concord Center Christmas tree lighting and shopping night; children visits to the fire station; and regular fire station visits by school groups. In conjunction with the Council on Aging, firefighters are able to install smoke detectors and carbon monoxide detectors in homes of older residents, and twice annually Department personnel prepare and serve lunches at the Harvey Wheeler Community Center. The CFD supports the Concord Independent Battery by providing medical EMT stand-by at all their firings.

The CFD was especially honored this year to help the Town welcome the Congressional Medal of Honor recipients to their visit at Minuteman National Park. We would like to extend our gratitude to all those recipients who gave so much of themselves in support of our country.

The Student Awareness of Fire Safety Education (SAFE) program, coordinated by Lt. Sean Murphy, visited each kindergarten, first and second grades as well as the senior class in the Concord Public Schools to provide lifesaving instruction in home fire safety. The Department also participates in the Senior Safe

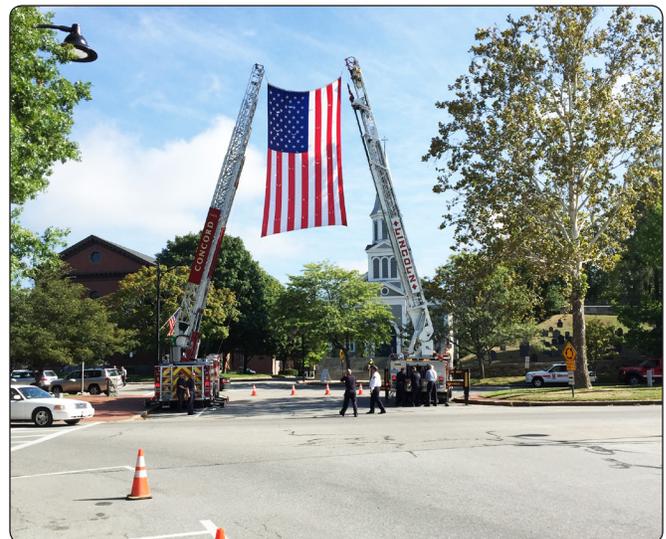
program. This program uses grant funding and, often in concert with the COA, focuses on activities that create a safer environment for Concord's senior citizens. The CFD is also involved with the Juvenile Fire Setter Intervention program and in the Restorative Justice program. These unique programs provide an avenue for young adults who have engaged in reckless and unsafe behaviors to be made aware of the consequences of their actions in a positive manner. These programs are a proactive way to make our community safer.

Personnel

We had 3 promotions this past year. Tom Judge was promoted to Assistant Fire Chief to fill the vacancy created by the retirement of Deputy Chief Chris Kelley. Tom will be heading the CFD Fire Prevention program and will be involved with the overall day-to-day leadership of the CFD. This promotion created a need for 2 other promotions. Jay Redmond was promoted to Captain and took command of Group 3. Brad Ferrie was promoted to Lieutenant and is stationed at the West Concord Station assigned to Group 1.

Station Improvements

The third floor sprinkler system at the Walden Street Station has been replaced. The original system had been repaired many times making the need for a replacement critical.



Concord & Lincoln Ladder Trucks setting up the Colors awaiting the arrival of the visiting Congressional Medal Of Honor recipients.

The Fire Department acknowledges the support and excellent service provided by the staff of our fellow Town Departments. We interact regularly and seamlessly with the Public Safety Communications Center, the Police Department, Concord Public Works, CMLP, IT Department, the Council on Aging, Building Commissioner, and Public Health Administrator. The result of these excellent working relationships is superior service to the community.



Firefighters quickly extinguished a garage fire that had been ignited by a nearby dumpster fire.

The public can be assured that the Firefighters serving Concord are competent, compassionate and caring individuals who come together as a team to deliver excellent service to the Town of Concord.

LOCAL EMERGENCY PLANNING COMMITTEE

Fire Chief Mark R. Cotreau, Chair
Don Kingman, Co-Chair

The Local Emergency Planning Committee (LEPC), following Federal law definition, creates response plans for hazardous materials spills within the Town of Concord. The Committee accepts Tier II reports from sites that store hazardous substances. The reports filed in 2015 are public documents and are available for inspection at Fire Headquarters.

All meetings were posted by the Town Clerk and the minutes properly recorded. The Committee continues to receive updates on the Superfund Site at 2229 Main Street, more commonly known as Starmet.

Concord LEPC is an enthusiastic committee of dedicated individuals from various backgrounds who share a common vision of what citizen volunteers can do and who invest many volunteer hours to make Concord a safer community. The Concord Police, Concord Fire, Concord Public Works and Concord Health Division 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

Fire Chief Mark R. Cotreau, Director
Deputy Directors
Martin J. Powers
Don Kingman
Steve Telsey

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 large emergency and provides a resource guide. These could be emergencies involving a large 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 the Town system of trained citizen volunteers, ready to support the Town during times of crisis.

The Emergency Operations Center (EOC) was activated this year for the Town's planning and response to the record-setting snowfall that occurred in late January and February. The extreme weather that came so quickly and persistently, created challenges such as roof snow loads, maintaining adequate road width due to snow amounts, and broken water pipes due to the cold. 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 where the various Concord agencies such as the Fire Department, Police Department, Concord Public Works, Municipal Light Plant, and Health Division, coordinate the Town's response.

Concord's emergency sheltering capability was enhanced this year with the establishment of the Harvey Wheeler Community Center as our primary shelter. This past year an exercise was held to familiarize the public with shelter expectations. There will be more shelter training to ensure the shelter plan is solid and exercised.

CEMA relies on citizen volunteers to help it achieve its mission and exemplifies the Concord spirit of standing ready to help others. There is an Emergency Sheltering Team and Communications Group focusing on Amateur Ham radio and other emergency communication capabilities. Looking to the future, the challenge will be to sustain these programs by providing on-going training, realistic exercises, and opportunities to utilize their skills.

Emergency preparedness is the crucial first step in facing an unexpected crisis. We encourage all Concord residents to develop a home/family Preparedness Plan. To learn more about planning, visit the Federal Emergency Management web site at <http://www.fema.gov/areyouready/>. For more information about CEMA or any of the programs mentioned, please contact the Fire Chief/Emergency Management Director at 978-318-3450.

POLICE DEPARTMENT

Joseph F. O'Connor, Police Chief

The 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 thirty-five sworn officers, eight Public Safety Dispatchers, six School Crossing Guards, one Senior Administrative Assistant, and one part-time 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.), 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 implemented 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. In October, the Department announced that it had partnered with a local business and were issuing "Good Behavior" Citations. The initiative received attention from around the country.

Collaboration continues to strengthen with community-based partners such as the Domestic Violence Services Network (DVSN) and the Communities for Restorative Justice (C4RJ), which provides a resource sharing system and referral network for the Department. Concord Police Officers and Dispatchers continue to participate in training for both programs. Officers participate in the education of new drivers in the CCHS Driver's Education Program, providing valuable information to assist them as they become new drivers and travel on the roadways.

The Police Department is 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 seven Domestic Violence High Risk Teams in 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 Police Department is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC is a regional consortium comprised of fifty-nine police departments and two Sheriff's Departments in 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 Sys-

tem). The Department strengthened their partnership with the State Police and conducted a joint “Sobriety Check Point” in May. The Department collaborated with eight Middlesex County police departments and the Concord District Court, and obtained a \$135,000 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 will work with a Clinical Coordinator who will manage the Jail Diversion Program. The role of the Clinical Coordinator will be to train Officers in mental health first aid and to serve on the Crisis Intervention Team (CIT). The Coordinator will work with the Department to create a diversion strategy that is appropriate for any individual who comes in contact with police.

The Department is working toward becoming fully accredited 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.

2015 INCIDENTS (PARTIAL LISTING)	
Arrests (various)	171
Summons	279
Assaults	47
Suspicious Activity	1,046
Motor Vehicle Crashes	641
Motor Vehicle Crashes (Deer)	32
Operating Under the Influence	49
Protective Custody	19
Traffic Citations	3,139
Criminal Traffic Summons	220
Larceny Investigations	102
Domestic Violence Investigations	65
911 Emergency Calls Received	6,313
Medical Assists	997
Animal Control	250
Vandalism Complaints	32
Alarms – Commercial/Residential	995
Breaking & Entering Investigations	38
Log Items	26,439
Disturbance/Noise Complaints	219
Fire Department Assists	1941

The Department strives 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.

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 have additional training as Tactical Communications Specialists.

Inspector John “Jack” Skinner retired in February after forty-two years of service. He was well known throughout New England as an expert forensic artist. School Crossing Guard Mary Burke retired in June after forty years of service, and Public Safety Dispatcher Walter Waite retired after thirty years of service in July.

Lieutenant Thomas Mulcahy was promoted to Captain and is serving as the Department Executive Officer. Detective Sergeant Joseph Morahan was promoted to Lieutenant and is serving as the Department Patrol Division Commander. Police Officer Charles Moore was promoted to the rank of Sergeant, and Police Officer Jeffrey Young was assigned as a Detective.

The Department welcomed two new Officers, Michael Vangelist and Joshua Bordenca, two new Public Safety Dispatchers, Robert Savolt and Timothy McGonagle, and two new School Crossing Guards, Mary Clover and Robert Windheim.

State and federal grant-funding provides the Department with opportunities to purchase new equipment and technology, and fund existing programs. The Department was awarded and administered grants

for underage alcohol enforcement, pedestrian and bicycle safety, and traffic enforcement initiatives that were funded by the Massachusetts Executive Office of Public Safety and Security Highway Division. The Department was awarded and administered grant funding through the Massachusetts State 911 Department for Dispatcher training and personnel support services.

ANIMAL CONTROL OFFICER

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 of Police, 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 transporting dogs, as well as a licensed kennel for temporary housing of dogs taken into custody. The Animal Control Officer and assistant(s) are on call twenty-four hours a day and are contacted through the Public Safety Communications Center by pager.

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

2015 ANIMAL ACTIVITY BY MONTH											
	Total	Complaints	Lost Dog	Lost Cat	Other Cat	Wildlife	Misc	Pickups	Human Bite	Quarantine Orders	Citations Issued
January	41	5	2	1	1	2	21	4	0	5	0
February	46	3	1	0	0	3	33	4	0	1	0
March	85	14	4	0	0	7	49	2	1	7	0
April	80	10	4	2	0	6	46	3	2	7	0
May	82	10	6	0	2	7	39	4	3	11	0
June	81	6	4	0	0	11	44	3	4	9	0
July	91	10	2	1	1	12	50	1	2	10	0
August	81	11	4	1	1	9	43	2	0	7	0
September	74	8	2	0	2	9	45	1	0	5	1
October	86	9	5	2	3	3	51	4	1	6	0
November	67	5	2	0	0	5	47	3	1	4	0
December	58	8	2	3	3	1	31	2	3	5	0
Total	872	99	38	10	13	75	499	33	17	77	1

ANIMAL CONTROL STATISTICS						
	2010	2011	2012	2013	2014	2015
Calls Received	706	898	813	946	850	872
Dogs Picked Up	45	55	42	28	24	33
Dog Bites Reported	6	18	14	17	12	17