

PUBLIC SAFETY

FIRE DEPARTMENT



Mark R. Cotreau,
Fire Chief

2010 has been another busy year at the Concord Fire Department.

- CFD headquarters on Walden Street is undergoing substantial renovations.
- In February, as part of a regional consortium and with the support of Emerson Hospital, the Department began utilizing an improved advanced life support intercept service for pre-hospital patients. The clinical sophistication, reduced response times and increased coverage have all been most impressive. In October, our regional group was recognized by Metropolitan Boston EMS Council with the Council's innovation award which recognizes innovative design to address a problem that affects the EMS community.

The CFD responded to many significant emergency incidents again this year, such as:

- The spring 2010 Town-wide flooding event. For well over a month the Town was challenged in ways not seen for many years. Through a unified emergency operations center, the Fire Department, along with the various Town departments, worked seamlessly to reduce the impact of the flood on our citizens and their property.
- 18 structure fires, many of which were multiple alarms.
- Many mutual aid responses to neighboring communities to assist them with their emergency incidents. The CFD thanks them for assisting us and we stand ready at a moment's notice to assist them in their time of need.
- A tanker truck which rolled over onto three vehicles requiring multiple rescues.
- Hazardous material incidents such as natural gas leaks, fuel spills etc.

The following is a summary of the Concord Fire Department's activity statistics:

FIRE DEPARTMENT ACTIVITY: 2010

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| FIRE EMERGENCY RESPONSES | |
| Structure fires | 18 |
| Vehicle fires | 8 |
| Outside Fires | 8 |
| Other Fires | 22 |
| Est. fire losses of | \$2,250,035 |
| Mutual Aid Given | 49 |
| Mutual Aid Received | 22 |
| OTHER FIRE CALLS | |
| Fire/Carbon Monoxide Alarms | 621 |
| Public Assist/Service | 802 |
| TOTAL Fire Responses | 1,423 |

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| HAZARDOUS CONDITIONS RESPONSES | |
| Gas Leaks | 80 |
| Electrical Problems | 51 |
| Other Hazardous Conditions | 78 |
| TOTAL Hazardous Responses | 209 |

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| MEDICAL EMERGENCY RESPONSES | |
| Ambulance Transports | 1,290 |
| Basic Life Support | 851 |
| Advanced Life Support | 662 |
| Mutual Aid Ambulance Given | 50 |
| Mutual Aid Ambulance Received | 85 |
| TOTAL Medical Responses | 1,551 |

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| TOTAL EMERGENCY RESPONSES | |
| TOTAL EMERGENCY RESPONSES | 3,254 |
| Fire Prevention Inspections | 273 |
| Permits Issued | 273 |
| Plans Review | 8 |
| Smoke Detector/ CO Certificates | 217 |
| Open Burning Permits issued | 677 |
| School Inspections | 28 |
| Healthcare facilities | 16 |

EQUIPMENT AND APPARATUS

The Concord Fire Department would like to thank Town residents for their continued support in providing quality fire apparatus to help us serve Concord.

Subsequent to an affirmative Town Meeting vote, the Department ordered a replacement ambulance. Upon delivery, this critical vehicle will assume front line response duty, enabling our present front line ambulance to serve in a reserve capacity. This is critical to our operations as the reserve ambulance is staffed for major weather events, community events and when the primary ambulance is committed to an incident for an extended time.

In October, the Department took delivery of a new fire engine. New Engine 4 is now serving front line duty at Station Two in West Concord. I would like to thank

the truck committee for all their work in designing a pumper suitable for service in Concord. This quality piece of fire apparatus will serve Concord well for years to come.

In December, the Department took delivery of a new utility pick-up truck. This rescue response vehicle will house much of our ice rescue and water rescue equipment as well as serve as a tow vehicle for emergency operations.



Tanker truck roll-over at Crosby Corner

TRAINING/SPECIAL OPERATIONS

Effective training is fundamental to providing quality emergency operations. Throughout the year the Fire Department regularly conducts fire, rescue and emergency medical training such as water and ice rescue, water supply operations, ladder operations, equipment familiarization and incident management, to name a few. All of our firefighters maintain certification as Emergency Medical Technicians, and partake in monthly skills retention training as well as a bi-annual comprehensive “Refresher Training” course. A few training highlights include:

- Captain Neville and Lieutenant Judge both received advanced fire instructor certifications.
- Firefighter St. John attended a Public Safety GIS mapping conference in order to provide better mapping for CFD operations.
- The CFD hosted a new and intensive Mass Fire Academy course designed to help firefighters safely rescue fellow firefighters who are entrapped.
- CFD members, Lieutenant Ed Conlin, Firefighter Paul Domenichella, Deputy Chief Chris Kelley and I spent more than 4 weeks in courses at the National Fire Academy in Emmitsburg, Maryland. This is a great resource

where Concord’s firefighters can train with firefighters from across the nation at minimal cost to the Town.

COMMUNITY OUTREACH

The Department participated in many community programs, including a Toys for Tots drive during the holidays; Picnic in the Park; Concord Family Network annual fire truck wash; Concord Center tree lighting and shopping night; children visits to the fire station; regular fire station visits by school groups; and, twice annually Department personnel prepare and serve lunches at the Council on Aging.

In conjunction with the Council on Aging, firefighters install smoke detectors and carbon monoxide detectors in homes of Concord Seniors.

We are honored each year to participate in the annual Flag Retirement Ceremony on Veterans Day.

The Student Awareness of Fire Safety Education program coordinated by FF. Sean Murphy and supported by a State and Concord Community Chest grant, visited each kindergarten, first and second grade as well as the senior class in the Concord Public Schools to provide lifesaving instruction in home fire safety.

The Fire Department participates in 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 two programs continue to make our community safer.

PERSONNEL

I am pleased to announce that Adam Bean is our newest Concord firefighter. Adam was previously employed with the Portland Maine Fire Department and approaches his new duties with experience and a sense of enthusiasm.

STATION IMPROVEMENTS

We are presently renovating the second floor of the Walden Street Fire Station with a focus on streamlining building flow patterns, and operational and energy efficiencies. Work is planned to be completed in the spring of 2011. The Department is thankful to Town Meeting for its support of this project. We are also thankful to

the Sawyer Trust for the supplemental funding of energy efficiencies.

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, the Council on Aging, Building Commissioner, and Health Director. These excellent working relationships assure superior service to the community.

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

Mark R. Cotreau, 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. The reports filed in 2010 are public documents and are available for inspection at Fire Headquarters.

The Committee meets regularly and continues to receive updates on the Superfund site at 2229 Main Street, more commonly known as Starmet.

Concord LEPC is an enthusiastic committee of dedi-

cated 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 Public Works and Concord Health 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

Fire Chief Mark R. Cotreau, Director Martin J. Powers, and Deputy CEMA Directors Don Kingman and Steve Telsey maintain the Town's State-mandated Comprehensive Emergency Preparedness Plan (CEMP). This is a document that outlines the roles and responsibilities of different agencies during a large emergency and provides a resource guide. These emergencies could involve 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 man-made events. Working in conjunction with Acting Public Health Director Stan Sosnicki, the Medical Reserve Corps integrates readily into our Town system of trained citizen volunteers.

A highlight of 2010 was the emergency operations center (EOC) facility upgrade. This upgrade involves the addition of two separate rooms to the existing EOC. The result will include improved multimedia capability and communications.

We are most grateful to Maguire group for providing architectural services and Concord Academy for donating all labor necessary to construct the EOC as required.

The EOC was partially activated this year for planning and/or response to Hurricane Earl, the spring flooding events, Concord's 375th birthday celebrations and the December blizzard.

Training and planning are the basis for good emergency response:

- CEMA participated in several preparedness exercises, including participation in a regional pandemic table

top exercise.

- Concord Fire Department and CEMA leadership completed a two-day Emergency Operations Center Management class held at Hanscom Air Force Base.
- CEMA relies on citizen volunteers to help achieve its mission and exemplifies the Concord spirit of standing ready to help others. The Concord Emergency Response Team (CERT) and Medical Reserve Corps (MRC) programs have a combined volunteer corps of over 100 trained citizens. There is also a very active Emergency Sheltering Team and Communications Group focusing on Amateur Ham radio and other emergency communication capabilities.

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.



Employees from all Departments were called upon to assist residents in a range of situations caused by high water during the spring floods.

POLICE DEPARTMENT



Barry R. Neal,
Chief of Police

The Concord Police Department, with an authorized sworn staff of 34 positions, provides a complete range of public safety and community-based services. These include, but are not limited to: community problem solving, criminal investigations, traffic control and enforcement, parking control and enforcement, preventive patrol, school crossing safety, elder services, and emergency response and management. The Department also provides several community programs, such as: crime prevention, youth services, D.A.R.E. and R.A.D. instruction, school resource officers, child safety seat installations, and processes a variety of permits, licenses and applications.

2010 Incidents (partial listing)

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| Arrests (various) | 126 |
| Assaults | 42 |
| Suspicious Activity | 1015 |
| Motor Vehicle Crashes | 637 |
| Motor Vehicle – Deer | 18 |
| Operating Under the Influence | 31 |
| Protective Custody | 3 |
| Traffic Citations | 2,209 |
| Criminal Traffic Summonses | 211 |
| Larceny Investigations | 174 |
| Domestic Violence Investigations | 100 |
| Narcotics, Drug Investigations | 19 |
| Medical Assists | 800 |
| Animal Control | 249 |
| Vandalism Complaints | 61 |
| Alarms – Commercial/Residential | 991 |
| Breaking & Entering Investigations | 55 |
| Log Items | 20,096 |

In January, Chief Leonard J. Wetherbee, Jr. retired after thirty-three years of service to the Department and the