

PUBLIC SAFETY

FIRE DEPARTMENT

Tom Judge, Fire Chief

The Concord Fire Department (CFD), with forty-seven uniformed staff, provide fire, rescue and EMS services to the community. Our dedicated staff are committed to delivering a high level of service in the all-hazards role of a modern fire department.

The past year was a busy time for the CFD. A new fire prevention program with a full-time fire prevention inspector was launched just prior to the start of the year. Several staff retired from the department or moved on to other opportunities. With the support of the Town, CFD was able to hire four additional firefighters to improve the service of the West Concord ambulance by increasing the service hours from 12 to 24 hours per day. The department's call volume saw a slight increase of 121 calls for service.

Fire Prevention

With a full year of having a dedicated Fire Prevention Inspector, we are seeing that significant progress has been made in addressing the service gaps noted in the CFD Needs Assessment Report on Fire Prevention Staffing, released in November 2016. Inspection numbers are up significantly as follow up and corrective actions are now dealt with in a very timely manner. In addition to mandatory inspections, CFD is now able to perform other non-mandatory inspections. These best practice inspections include inspections of assembly, mercantile, and business occupancies, medical offices, town property, and historic buildings. The Fire Prevention Division is now on track to provide a much more comprehensive community risk reduction program to include plan review, permitting, inspections, and code compliance enforcement, as well as public fire education and overall quality customer service.

Working closely with the Town's Building and Planning Divisions, the Fire Prevention Division devotes a great deal of time to residential and commercial plan review of fire and life safety systems in newly constructed and significantly renovated

structures. Additionally, there has been a focus on commercial and residential construction site fire safety. This is to make certain that the many properties in town which are undergoing construction, alteration, and demolition are following proper

Emergency Responses 2019

NFIRS CATEGORY	NUMBER
Fires/Explosions*	57
Overpressure/Ruptures	0
Emergency Medical/Rescue**	1,910
Hazardous Conditions***	192
Service Calls	376
Good Intent Call/Public Service	231
Fire and CO Alarms/Other Alarms	885
Weather Related	5
Special/Miscellaneous	6
TOTAL EMERGENCY RESPONSES	3,662

*Fires occurred within the following sub-categories:

Structure fires:	34
Vehicle fires:	2
Brush fires:	9
Other fires:	12
There were no explosions	
Estimated dollar loss from all fires:	\$2.9 million

** - Of the EMS responses 1,563 resulted in patient transport to a hospital at the following level of care:

BLS transports:	838
ALS transports:	725

Included are 170 Motor Vehicle Accidents
 Concord received a mutual aid ambulance 84 times
 Concord provided a mutual aid ambulance 93 times

***Hazardous Conditions included the following responses:

Gas/LPG leaks:	46
Gasoline/Oil spills:	10
Chemical Hazard & Spills:	5
Electrical Problems:	69
Power Lines Down:	32
Carbon Monoxide Incidents:	17

Fire Prevention Activity

<u>Inspections</u>	<u>Total</u>
Residential Smoke/CO Alarms (Sale/Transfer)	323
Residential Smoke/CO Alarms (Construction/Alteration)	210
Commercial Fire Alarm/Suppression System	97
LP Gas Storage	77
Oil Burning Equipment	27
Oil Tank Installation	21
Oil Tank Removal	42
Liquor License	13
Day Care Facilities	7
Summer Camps	12
Hotels/Inns	20
Historic/Museums	5
Assembly Occupancies	11
Correctional Facilities	2
Healthcare Facilities	23
Schools/Dormitories	13
Construction Sites	49
Other, not classified	26
Re-inspection/Corrective Action	92
Code Enforcement Actions	31
<u>Plan Reviews</u>	
Residential	44
Commercial	68
<u>School Fire Drills</u>	
Public	21
Private (including dormitories)	16
<u>Permits issued</u>	
Open Air Burning	394
Blasting	1
Cannon or Mortar Firing	11
Dumpster	91
Fire protection system	152
LP Gas Storage	91
Flammable/Combustible Storage	16
Oil burning equipment	36
Tank Removal	47
Cutting/Welding/Hot Work	19
Other, not classified	20

procedure to ensure optimum fire safety during these critical phases.

CFD participates in a program sponsored by the Massachusetts Department of Fire Services called S.A.F.E. (Student Awareness of Fire Education). Throughout the year Lieutenant Sean Murphy, who manages the program, and other staff visit the schools in Concord and present programs to students on fire safety. In addition to the student program, the Senior SAFE program gives us an opportunity to provide fire safety education and install smoke and carbon monoxide detectors for seniors that need assistance.

Community

The Concord Firefighters Relief Association (CFRA) once again ran a very successful toy drive during the holiday season. CFRA was able to once again provide support several to inner-city charities who provide direct assistance to families in need.

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 delivering Santa to the annual tree lighting on Ladder 1!

A new initiative in CPR training began in the past year. CFD has endeavored to be present at Community Events with some of our CPR instructors to provide very basic instruction in proper CPR technique. Please look for them at future events and stop by for a lesson.



Training

Many hours are dedicated to continuing education in Emergency Medical and Firefighting skill. Concord Firefighters participated in a number of training exercises on duty, on a variety of topics this year; One exercise involved the entire department traveling in groups to JP Carroll used auto parts in Lexington for advanced auto extrication. The course was presented by an outside training company and built upon basic training from the previous year. Firefighters learned and practiced advanced skills in stabilization, extrication, patient handling, and safe operations around vehicles and in confined spaces; while focusing on auto extrication, the skills learned can be applied to many situations that require similar principles.

A number of our staff are members of specialized regional teams such as hazardous materials, technical rescue, fire investigation, emergency communications, and incident support teams. Throughout the year, those members, Captain Dave Curran, Captain Bill Noke, Lieutenant Billy Nelson, Firefighter Rolfe Firefighter Ostroskey, and Fire Inspector Nichols trained with their teams. The regional approach to these specialized teams provides the Town with access to a tremendous amount of resources and expertise. Lieutenant Billy Nelson participated in a five-day FEMA Urban Search and Rescue course where he learned advanced skills in working at incidents such as structural collapse and trench rescue.

CFD members attended a variety of programs at the Massachusetts Firefighting Academy this past year. The State Fire Academy main campus in Stow is a tremendous resource where Concord Firefighters routinely take advantage of the opportunities available for continuing education at the MFA.

When new employees are hired, they attend the two-week orientation. The department training officer, Captain Brian Whitney oversees this program and with the help of other department members, new firefighters are exposed to some of the basic skills that will be expected of them.

The department conducted water-rescue training at Walden Pond led by Lt. Billy Nelson. Lt. Nelson serves on our regional technical rescue team and can provide this type of training to our staff.



Lt. Sean Murphy at the Hanscom Fire Department training facility teaching a recruit about fire behavior.

We have continued to benefit from homes scheduled for destruction. Many builders or property owners allow us to use a building for training prior to demolition. Our department uses these houses to practice valuable firefighting skills that are destructive, and could not be practiced in a building that was not being demolished. 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.

Personnel

Firefighter William Haugh retired on January 26, 2019 after more than 20 years with the department, and Lieutenant William Whalen retired on July 12, 2019 after 19 ½ years with the department. We wish Bill and Laurie Haugh; and Bill and Ginny Whalen much happiness in retirement.

Firefighter Adam Bean resigned from the department in January 2019 to accept a position as a Captain with the Westminster Fire Department. Congratulations Captain Bean, and good luck as your career progresses. Firefighter Matthew Avis resigned from the department to continue his education after being accepted to medical school, we wish Matt the very best.

Promotion

Congratulations to Firefighter Keith Cotoni who was promoted to Lieutenant this past year. Lieutenant Cotoni is assigned to Group 3, Station 2, Engine 4.

New Firefighters

This was a very active year for hiring new firefighters because of the staff who retired or resigned, and the addition of four firefighters to our staff.

During 2019, the CFD welcomed nine new Firefighters; Erik Kempf, Timothy O'Malley, Eric Harries, Michael DeRoche, Stephen Morse, Todd Niemi, James Sheuritzel, Jesse Caney, and Justin Warren.

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.

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 978-318-3488.

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 (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 Emergency Operations Center (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 the Concord Public Works, Concord Police Department, Concord Municipal Light Plant, Concord Fire Department, Public Health, etc. coordinate the town's response to different emergency incidents impacting the town.

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

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," an informational form which increases awareness of elderly residents in Town, who officers might be called upon to assist.

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 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 Northeastern 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 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 Jail Diversion 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., and The Commission on Accreditation for Law Enforcement Agencies, Inc.

The statewide and federal 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.

The Department conducted its first Summer Youth Academy in 2019. This Youth Academy was a great opportunity for students between 6th and 9th grade to learn basic knowledge of the Police Department, and enjoy some summer fun with their peers. Topics of instruction included Criminal and Constitutional Law, Patrol Procedure, CPR and First Aid, Dispatch

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, Casey Layon and Leah Olansky, and Dispatcher Richard Landers assumed duties as Public Safety Lead Dispatcher.

Officer Tia Manchuso was appointed as a School Resource Officer, and will assist current School Resource Officer Kevin Gena with school duties throughout town. Lieutenant Joseph Morahan, Detective Scott Camilleri, and Officer Roy Mulcahy retired from the department in 2019 with many years of service. New officers joining the department in 2019 are Anthony Salvucci, Michael Brown, Caroline Palladino, Derek Rodriguez, Matthew McEvelly and Nicholas Benoit.



The Concord Police Department's first Summer Youth Academy students



Communications, Criminal Investigations, and Defensive Tactics. During the academy, students also were able to tour The Concord District Court and State Police Mounted Unit facility.

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

Officers Toumayan and Mailloux 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 with Officer Luke Rennie. Inspector Jeffrey Shelley was promoted to the rank of Sergeant, and Sergeant Kevin Monahan to the rank of Lieutenant in 2019. Officer Ronald Holsinger was also assigned as Department Safety Inspector.

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.



Detective Scott Camilleri (right) retired from the department in 2019 with many years of service, he is pictured here with Police Chief Joseph F. O'Connor

2019 Incidents Report

Arrests (various)	144
Summons	239
Assaults	22
Suspicious Activity	921
Motor vehicle Crashes	647
Motor Vehicle Stops	5,772
Motor Vehicle v. Deer	24
Operating Under the Influence	65
Protective Custody	12
Traffic Citations	4,445
Criminal Traffic Summons	258
Larceny Investigations	166
Domestic Violence Investigations	60
Narcotics, Drugs Investigations	10
Medical Assists	960
Animal Control	291
Vandalism Complaints	17
Alarms – Commercial/Residential	861
Breaking and Entering Investigations	12
Total Log Items	37,748

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.

2019 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	65	6	3	0	0	8	38	3-K9, 1-owl	1	5	0
FEBRUARY	40	1	5	0	2	9	22	0	0	1	0
MARCH	77	8	4	0	1	6	48	2	2	6	0
APRIL	86	4	5	3	3	13	44	3-K9, 1-silver fox 3-baby coon	0	7	0
MAY	113	4	3	0	0	26	64	2	3	10	1-coon
JUNE	132	3	9	2	0	30	66	2-K9 2-rabbits 1-feline	2	14	1-bat
JULY	93	3	4	6	3	22	47	1-hawk	1	5	2-bat
AUGUST	80	5	2	1	2	15	33	1	2	17	2-bat
SEPTEMBER	82	13	3	2	1	8	46	1	2	6	0
OCTOBER	90	4	3	0	0	12	52	3	3	13	0
NOVEMBER	89	5	4	1	0	13	53	6	1	4	0
DECEMBER	90	8	4	0	1	11	53	1	0	4	0
TOTAL	1037	64	49	15	13	173	574	24-K9 1-owl 1-silver fox 3-baby coon 2-rabbit 1-hawk 1-feline	17	92	1-coon 5-bats
								TOTAL: 33			TOTAL: 6