

# PUBLIC SAFETY

## FIRE DEPARTMENT

Kenneth R. Willette  
Fire Chief

The Concord Fire Department had another eventful year, with the most significant fire event occurring in September as a four alarm fire took place at the Verrill Farm stand on Wheeler Rd. The major challenge for this fire was establishing a water source as the location was distant from the nearest fire hydrants, requiring assistance from neighboring communities to establish a water supply and attack the fire. Our department continues to be an active participant in both regional and Statewide mutual aid agreements, responding to a condominium complex fire in Lexington; a house fire in Lincoln where Concord firefighters rescued two dogs from a burning home; and a mill complex fire in Uxbridge.

Following the major ice storm of December, the Department participated in task activation under the State Fire Mobilization Plan and provided a fire engine with four firefighters to assist the Ashburnham Fire Department, providing coverage for a 12 hour period so their firefighters could rest and tend to their families and the loss of electricity

### *Equipment and Apparatus*

A new 1500 gallon per minute rescue/fire pumper was delivered to the Fire Department in early spring and was put in service at Fire Headquarters as Engine 3. This apparatus carries all equipment to battle fires as well as rescue tools and equipment for automobile extrication and also for ice and water rescues. All personnel were trained on its operation before it was officially placed into service.

In addition, a new ambulance was delivered to the Fire Department and was placed in service as Ambulance 1, replacing an older ambulance that was sold to a Vermont fire department. Middlesex School donated an all-terrain vehicle for off-road use on dirt roads, hard to reach conservation areas and other areas that other conventional fire apparatus could not reach. The state-of-the-art all terrain vehicle carries a stretcher, medical

equipment and other tools for off-road operation and is used jointly by the Police and Fire Departments. We greatly appreciate Middlesex School's generosity in making this gift.

FIRE DEPARTMENT ACTIVITY: 2008	
<b>FIRE EMERGENCY RESPONSES</b>	
Structure fires	23
Vehicle fires	7
Outside Fires	10
Other Fires	17
Est. fire losses of \$854,121	
Mutual Aid Given	74
Mutual Aid Received	199
<b>Other Fire Calls</b>	
Rescue Services	19
Public Assist/Service	147
<b>TOTAL Fire Responses</b>	<b>1,128</b>
<b>HAZARDOUS CONDITIONS RESPONSES</b>	
Gas Leaks	63
Electrical Problems	50
Other Hazardous Conditions	103
<b>TOTAL Hazardous Responses</b>	<b>216</b>
<b>MEDICAL EMERGENCY RESPONSES</b>	
Ambulance Transports	1347
Basic Life Support	919
Advanced Life Support	653
Mutual Aid Ambulance Given	42
Mutual Aid Ambulance Received	132
<b>TOTAL Medical Responses</b>	<b>1,572</b>
<b>TOTAL Emergency Responses</b>	<b>3,082</b>
Fire Prevention Inspections	452
Permits Issued	1086

### *Training/Special Operations*

Throughout the year the Fire Department regularly conducts fire ground training and emergency medical training. All personnel have now received refresher training in rescuing people from confined spaces, such as underground utility vaults and mechanical areas. This specialized training supplemented the routine, on duty training that strives to improve our operational skills and enhance firefighter safety.

Firefighter/Fire Investigator Ed Conlin attended a two week course at the National Fire Academy in Maryland covering interviewing and interrogation for fire investigators and Firefighter/Apparatus Mechanic Eric Nelson attended training in Michigan conducted by Spartan Motors and Chassis, the manufacturer of the chassis utilized by our newest fire engine,(Engine 3).

The Department was able to secure a \$65,000 Federal Grant for Firefighter Wellness. Administered by Firefighter/Wellness Coordinator Billy Nelson, all personnel received instruction in nutrition, healthy cooking, and maintaining a healthy lifestyle along with exercises to improve flexibility and cardio vascular health. Grant funding allowed the fitness areas at both fire stations to be improved, with new equipment purchased and building improvements made to provide a safer fitness area.

All Department personnel are trained as Emergency Medical Technicians and participate in a rigorous program of continuing education and a bi-annual refresher program to maintain required State certification. Training to allow firefighters to administer Albuterol to a person experiencing respiratory difficulty was conducted and was overseen by Dr. Thomas Laureau, our Medical Director.

#### *Community Outreach*

The Department participated in many community programs, including a Toys for Tots drive during the holidays; Concord Family Network annual fire truck wash; Concord Center Christmas tree lighting and shopping night; dads and children visits to the fire station; and regular fire station visits by school groups. In conjunction with the Council on Aging, firefighters install smoke detectors and carbon monoxide detectors in homes of older residents, and twice a year Department personnel prepare and serve lunches at the Harvey Wheeler Community Center. The Student Awareness of Fire Safety Education program, supported by a State and Community Chest grant, visited each kindergarten and second grade class in the Concord Public Schools to provide lifesaving instruction in home fire safety. For the first time, a program was provided to the senior class at Concord Carlisle Regional High School focusing on the dangers students face as they enter college and live in a dormitory or off campus apartment. The program was well received and will be offered next year.

Firefighter/Public Education Coordinator Sean Murphy represented the Department in the Restorative Justice program. This unique program provides 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. In conjunction with our Juvenile Fire Setter Intervention Program, we have enhanced our ability to respond to the needs of young adults who have limited knowledge of fire safety, making them and our community safer.

#### *Personnel*

In June, four firefighters hired in 2007 with funding from the federal SAFER grant, Firefighters Charles Baker, William Rolfe, David Nichols and Michael Pimantel, were recognized at a pinning ceremony at Fire Headquarters, signaling the end of their one year probationary period. Family members and both current and retired Department personnel were in attendance, and a small reception followed the ceremony.

We note with sadness that retired Concord Firefighter Norman Christian died in the late fall. Norman or “Nubby” as he was fondly called served on the Department full time from 1954 to 1986. He is survived by his wife Noreen and his three children.



*Norman Christian tribute*

#### *Station Improvements*

Firefighters assigned to Station 2, located at 1202 Main Street in West Concord, assisted in remodeling the upstairs bathroom by providing sweat equity, supplementing the services of carpenters retained for construction. Personnel also made improvements to the landscaping and exterior surfaces of the building. The apparatus bay doors fronting Main Street were replaced with

new doors built to reflect the original doors that were installed in 1932 when the station was built.

The Department acknowledges the support and excellent service provided by the staff of our Public Safety Communications Center, the folks who answer your 911 telephone call and provide vital radio communications. Routinely, we depend upon assistance from the Police Department, Concord Public Works, Council on Aging, Building Commissioner, and Health Administrator, and together we comprise a team of trained professionals dedicated to your well being.

Since assuming command of the Concord Fire Department on November 3, 2003, I have been impressed by the caliber of officers and dedication of the firefighters who comprise your Fire Department. When called to duty, they are caring, compassionate, and courageous. Their firefighting skills are top shelf. I am indebted to all of them for their support, honest advice, and commitment to the Concord Fire Department. The Town is well served and well protected by the members of the Fire Department and the multi-department team that exists in Concord.

As I leave the Concord Fire Department for the next adventure in my life, I am grateful for having had the opportunity to be affiliated with the Town of Concord, the Fire Department, and am most appreciative for the cooperation, support and friendship of so many residents and Town staff.

## **LOCAL EMERGENCY PLANNING COMMITTEE**

Kenneth R. Willette, 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 four reports filed in 2008 are public documents and are available for inspection at Fire Headquarters.

The committee met four times; all meetings were posted by the Town Clerk and the minutes properly recorded. Concord hosted a table top exercise conducted by the Crossroads Regional Emergency Planning Commit-

tee. Concord, Wayland, Weston, Lincoln and Sudbury comprise our regional group. Several State and Federal agencies, along with neighboring communities, joined us to develop a response plan to a supposed incident at the Thoreau Street Commuter Rail Station involving an incendiary device. The post action report highlights the strength of the existing mutual aid agreements and illustrates the need to develop improved systems to coordinate the actions of the Crossroads region during a large-scale incident.

The Committee continues to receive updates on the Superfund Site at 2229 Main Street, more commonly known as Starmet. The removal of laboratory and production chemicals, abandoned in place and posing a serious public safety health hazard, was completed by the Environmental Protection Agency.

Our LEPC is an enthusiastic committee of dedicated individuals who share a common vision of what citizen volunteers can do and who invest many volunteer hours to make Concord a safer community. LEPC leaders, Debbie Bier and Dottie Bernard, have developed our Community Shelter Team and Citizen Emergency Response Teams into a best practice, a model for other communities.

Nancy Crowley, Executive Director of Concord Park, an Independent and Assisted Living Facility in Concord, represents the Health and Human Services agencies and works to ensure that this important partner is engaged with us in emergency planning.

The Concord Police and Concord Health Departments are active participants in all planning activities and exercises. I consider myself most fortunate to have had so many wonderful partners who are prepared for emergencies and keep the spirit of helping others alive. I wish them continued success in the future.

To learn more about the LEPC and its role in keeping Concord safe, please contact the Fire Chief at 978-318-3450. For information about our Community Shelter Team, email Dottie Bernard at [concordshelter@concordma.gov](mailto:concordshelter@concordma.gov). For information about the CERT program, email Debbie Bier at [concordcert@concordma.gov](mailto:concordcert@concordma.gov).

## CONCORD EMERGENCY MANAGEMENT AGENCY

Fire Chief Kenneth Willette, Director  
Martin J. Powers, Deputy Director

Since the days of the Cold War, the Concord Emergency management Agency (CEMA) has served Concord. CEMA participated in several preparedness exercises, including the Cross Roads Regional Emergency Planning Committee table top exercise in April; the annual Mass Decontamination exercise, held in November at Emerson Hospital; the Massachusetts Emergency Management (MEMA); Hurricane Preparedness Exercise in November and a table top exercise for the Incident Response Team at Concord Carlisle Regional High School in December. CEMA has also supported a Community Shelter exercise/training day. More than 40 CERT and MRC volunteers trained as a unified team in the many dimensions of community sheltering. This training and skills were implemented last month when five CERT/MRC and Concord Amateur Radio Emergency Team (CARET) volunteers responded to help communities hit hard by the December ice storm. These volunteers are sharing the lessons they learned, thus improving our shelter operations.

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. During 2008, the CEMP was updated to reflect a shift to an all-hazards methodology, which includes planning for large scale incidents caused by weather (floods, ice storms, etc.), along with public health crises, hazardous materials spills and other man-made events. Working in conjunction with the Public Health Administrator, the Medical Reserve Corps was established and integrated into our Town system of trained citizen volunteers, ready to support the Town during times of crisis.

CEMA relies on citizen volunteers to help it achieve its mission and exemplifies the Concord spirit of standing ready to help others. The CERT and MRC programs have a combined volunteer corps of over 100 trained citizens. 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. This

challenge is being addressed by the CERT Coordination Council, the oversight group comprised of leadership from the various volunteer teams, the Emergency Management Director and the Deputy Director.

MEMA and the Council of Massachusetts United Ways (COMUW) continue to promote Mass 211 as the Commonwealth's primary telephone information call center during times of crisis. The easy-to-remember 211 telephone number will be utilized as a 24/7 resource for human service and public safety/disaster response and for planning agencies. It was designed to reduce the number of non-emergency calls made to 911. 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/>.

Due to the great volunteer staff that assists me every step of the way, the Concord Emergency Management Agency has made great strides since 2003. A prime example is Marty Powers, Deputy Director of Emergency Management, who brings to the task of building our emergency preparedness program more than 40 years experience and a firm foundation for further growth. The Concord Amateur Radio Team, led by Alex Hastie and Dave Berglund and the Amateur Radio Emergency Services Program, managed by Steve Telsey, provide a back-up communications infrastructure. John Wilson and Dick Fowler, Concord Public Works Department, maintain a solid operational relationship with CEMA, allowing public works activities to integrate seamlessly into CEMA planning and response efforts.

Concord is fortunate to have so many volunteers and Town staff committed to emergency preparedness. I thank all of them for their support and cooperation over the last five years. It was a pleasure to serve as your Emergency Management Director.

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

Leonard J. Wetherbee,  
Chief of Police

The mission of the Concord Police Department is to affirmatively promote, preserve, and deliver the highest level of public safety services to all members of our community. This is accomplished through ethical decision making based upon integrity, morality and respect for the dignity and diversity of all.

The Concord Police Department with a sworn staff of 35 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, community elder services and emergency response and management. The Department also provides several community programs such as RAD instruction, school resource officers, and child car seat installation, and processes a variety of permits, licenses and applications. The Department also performs the prosecution for the majority of its District Court criminal and motor vehicle cases.

### 2008 Incidents (partial listing)

Arrests (various)	175
Assaults	63
Suspicious activity	1,012
Motor vehicle crashes	665
Motor vehicle versus deer	44
Operating under influence arrests	56
Protective custody	18
Traffic citations	3,442
Criminal traffic summonses	338
Larceny investigations	296
Domestic violence investigations	90
Narcotics, drug investigations	43
Medical assists	782
Animal control	294
Vandalism investigations	149
Alarms, commercial-residential	967
Breaking, entering investigations	90
Log items	20,660



*The Concord Police Department Color Guard was selected by the Boston Red Sox to present the National and State colors on June 23. Officers who participated in the event were Sgt. Jack Kennedy, Officers Jeff Shelley, Chris Troiano, and Kevin Monahan.*

The Department staffs and supervises the Public Safety Communications Center. All emergency and non-emergency communications for police, fire and EMS are handled through this center, as well as after-hours emergency and non-emergency communications for the Concord Municipal Light Plant and Concord Public Works Departments. Gary Arenburg was hired in January of 2008 to fill a vacant Public Safety Dispatcher position. The Department also contracts and supervises a Dog Officer.

The Concord Police Department continues to be active in the North Eastern Massachusetts Law Enforcement Council (NEMLEC), a regional consortium comprised of 49 police departments in Middlesex and Essex Counties. NEMLEC's mission is to strengthen through resource sharing. Concord Police Officers are member's of the various functions of NEMLEC: Motor Officer Unit members are Chief Leonard Wetherbee, Detective Jim Forten and Officer Mike Burgess; SWAT Team members are Sgt. Roy Mulcahy, Officers Jeff Shelley and Chris Troiano; Regional Response Team members are Officer Kevin Monahan, K-9 Officer Sylvia Toumayan and her German Shepherd Charik; Hostage Negotiations Team member is Detective Jeff Melisi; STARS (School Threat Assessment and Response System) member is Detective Scott Camilleri.

Lieutenants Paul Macone and Barry Neal were appointed to the position of Deputy Chief of Police in May.

The Concord Police Department continues to partner with important community based programs such as Communities for Restorative Justice (C4RJ) and Domestic Violence Prevention Services of Central Middlesex, Inc. These programs provide a valuable resource-sharing mechanism and referral network for the Department. C4RJ received approximately 57 police referral cases involving youth offenders, and the overall satisfaction rate for C4RJ in 2008 was 93.74%. Evaluations continue to reflect a high satisfaction with the program.

Federal and State grants funds provide the Department with funding to maintain and create community programs and to purchase new equipment and technology. This past year the Department was awarded and administered grants pertaining to community policing, youth programs, bicycle safety programs, car seat installation and equipment purchases, domestic violence, traffic enforcement and awareness programs from the State's Highway Safety Division. The Department was awarded and administered grant funding from the State 911 Department for personnel costs and 911 training.

The Concord Police Department continues to implement energy cost savings initiatives by transitioning all non-marked police vehicles to hybrid vehicles, increasing the use of mountain bikes and motorcycles for patrol and traffic enforcement, and will investigate alternative energy technology for its marked cruisers.

## DOG OFFICER

Les Boardman,  
Dog Officer

The Town contracts with a private vendor to provide dog control services. The contract is awarded on the basis of a competitive bidding process, and is administered by the Chief of Police.

The Dog Officer responds to all complaints regarding domesticated dogs. The Dog Officer is required to provide a vehicle for the transporting of dogs, as well as a pound for the temporary housing of dogs taken into custody. The Dog Officer and his assistant(s) are on call 24 hours a day, and can be contacted through the Public Safety Communications Center by pager.

### *Program Implementation*

The existing contract service provides response only to dog control problems. Other animal control problems are handled over the phone by referrals, or by the uniformed patrol officers. The amount budgeted also provides for limited patrols by the Dog Officer to locate stray dogs.

### *Performance Information*

The overall objective of this program is to provide dog control services in an efficient and effective manner. Calls/complaints received and dogs picked up substantially increased during 2008 and 2007. These increases have been due to multiple responses generated by a small number of locations and rigorous enforcement of Town by-laws.

<b>ANIMAL CONTROL STATISTICS</b>					
	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Calls Received	336	328	401	648	778
Dogs Picked Up	33	29	25	45	49
Dog Bites Reported	11	14	11	9	8

2008 DOG ACTIVITY BY MONTH						
Month	Calls	# Picked Up	Licensed	Not Licensed	# Bite Calls	Dogs not claimed
January	63	0	0	0	2	0
February	72	4	4	0	1	0
March	60	4	4	0	0	0
April	71	5	2	3	0	0
May	31	5	4	1	0	0
June	51	4	2	2	0	0
July	61	5	3	2	0	0
August	97	8	4	4	1	1
September	81	4	3	1	1	0
October	59	3	1	2	1	0
November	41	3	2	1	1	0
December	91	4	2	2	1	0
<b>Total</b>	778	49	31	18	8	1
<b>2008</b>						
<b>Total</b>	648	45	31	14	9	2
<b>2007</b>						

All Dogs not claimed are placed with Lowell Humane or Buddy Dog



*K-9 Charik readies for his patrol assignment.*