

PUBLIC SAFETY

FIRE DEPARTMENT

Tom Judge, Fire Chief

The Concord Fire Department (CFD), with forty-seven uniformed staff, provides 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 year 2020 presented unprecedented challenges to the members of the Fire Department as we have endeavored to deliver the highest level of service possible. On March 15, 2020, as we observed fire departments across the country losing large numbers of staff to mandatory quarantine periods, we implemented restrictions designed to minimize the impact of an infection within the department. This helped us avoid cross-contamination and potentially compromising our ability to fulfill our mission. Those changes meant that members could only work in their assigned station; on-duty training could not be conducted with members from both stations which seriously hampered our normal training program. Internal staffing changes were made to create the safest possible environment as we continued to provide fire and EMS service. Through these efforts, and the hard work of an extremely dedicated staff of Firefighters and Fire Officers we were able to meet the demands of calls for service without any interruption or reduction in response.

Concord Firefighters enthusiastically became an important part of the pandemic solution locally. They conducted COVID-19 testing for Town employees which aided tremendously in the ability for the Town to continue to provide important services. The Firefighters were also trained to administer vaccinations, and that is a need that they help to fill early 2021.

The Fire Department call volume decreased slightly from the previous year, most likely attributable to people staying or working at home, significantly less traffic, and businesses closing or working with reduced hours.

Emergency Responses 2020

| NFIRS CATEGORY | NUMBER |
|----------------------------------|--------------|
| Fires/Explosions* | 43 |
| Overpressure/Ruptures | 0 |
| Emergency Medical/Rescue** | 1,794 |
| Hazardous Conditions*** | 182 |
| Service Calls | 340 |
| Good Intent Call/Public Service | 232 |
| Fire and CO Alarms/Other Alarms | 782 |
| Weather Related | 8 |
| Special/Miscellaneous | 10 |
| TOTAL EMERGENCY RESPONSES | 3,391 |

*Fires occurred within the following sub-categories:

| | |
|---------------------------------------|----------|
| Structure fires: | 19 |
| Vehicle fires: | 5 |
| Brush fires: | 13 |
| Other fires: | 6 |
| There were no explosions | |
| Estimated dollar loss from all fires: | \$31,000 |

** - Of the EMS responses 1,417 resulted in patient transport to a hospital at the following level of care:

| | |
|-----------------|-----|
| BLS transports: | 641 |
| ALS transports: | 776 |

Included are 53 Motor Vehicle Accidents
Concord received a mutual aid ambulance 43 times
Concord provided a mutual aid ambulance 58 times

***Hazardous Conditions included the following responses:

| | |
|----------------------------|----|
| Gas/LPG leaks: | 68 |
| Gasoline/Oil spills: | 4 |
| Chemical Hazard & Spills: | 6 |
| Electrical Problems: | 46 |
| Power Lines Down: | 18 |
| Carbon Monoxide Incidents: | 16 |

Fire Prevention Activity

| <u>Inspections</u> | <u>Total</u> |
|---|--------------|
| Residential Smoke/CO Alarms (Sale/Transfer) | 338 |
| Residential Smoke/CO Alarms (Construction/Alteration) | 139 |
| Commercial Fire Alarm/Suppression System | 79 |
| LP Gas Storage | 40 |
| Oil Burning Equipment | 14 |
| Oil Tank Installation | 22 |
| Oil Tank Removal | 22 |
| Liquor License | 19 |
| Day Care Facilities | 5 |
| Summer Camps | 5 |
| Hotels/Inns | 9 |
| Historic/Museums | 11 |
| Assembly Occupancies | 5 |
| Correctional Facilities | 2 |
| Healthcare Facilities | 22 |
| Schools/Dormitories | 11 |
| Construction Sites | 31 |
| Other, not classified | 40 |
| Re-inspection/Corrective Action | 69 |
| | |
| <u>Plan Reviews</u> | |
| Residential | 67 |
| Commercial | 67 |
| | |
| <u>School Fire Drills</u> | |
| Public | 18 |
| Private (including dormitories) | 7 |
| | |
| <u>Permits issued</u> | |
| Open Air Burning | 517 |
| Blasting | 0 |
| Cannon or Mortar Firing | 9 |
| Dumpster | 76 |
| Fire protection system | 131 |
| LP Gas Storage | 44 |
| Flammable/Combustible Storage | 46 |
| Oil burning equipment | 58 |
| Tank Removal | 37 |
| Cutting/Welding/Hot Work | 10 |
| Other, not classified | 19 |



Firefighters preparing to extinguish a vehicle fire on Old Marlboro Road

Fire Prevention

Despite the challenges that the pandemic presented, the Fire Prevention Division had a busy year. Inspections continued as expected in the guidance of the Massachusetts Fire Code. The exception was smoke detector inspections required at the time of a residential real estate transaction. On March 20, Governor Baker issued an Executive Order temporarily deferring all residential smoke and carbon monoxide detector inspections at sale or transfer. In July, when the order was rescinded, the deferred inspections started; all of the deferred inspections were completed by October.

During the past year, the Fire Department along with other town departments has been transitioning to online permitting and scheduling for inspections. Before this, the Fire Department had been issuing some permits online. The combination of the new system and the previous experience proved to be beneficial as we had to transition quickly into an online entity for the non-emergency administrative type of work required in Fire Prevention.

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.

Construction site fire safety, both commercial and residential, has been an important area of focus for the Fire Prevention Division. The Assistant Fire Chief and the Fire Prevention Inspector spend numerous hours meeting with various building contractors and construction supervisors, and inspecting the many properties in town undergoing construction, alteration, and demolition, 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), Lieutenant Sean Murphy manages this program and its companion program Senior SAFE which provides fire prevention services to the senior community. Normally, Lt. Murphy along with other staff visits the schools in Concord and presents programs to students on fire safety. In 2020, Lt. Murphy went virtual and conducted SAFE presentations to the schools via Zoom.

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 sponsored its annual toy drive once again this year. This year we were given a boost by the Concord Carlisle High School (CCHS) Football team who reached out and asked if they could contribute their



Members of the CCHS Football team, along with CFD Members displaying a sampling of the toys that were collected in a team effort!

time to collecting toys. This year, with the ongoing pandemic there was a greater need than ever, and the members of Concord Fire Department were proud to be able to make the holidays a little better for families that were in need.

Training

Many hours are dedicated to continuing education in Emergency Medical and Firefighting skills, additionally; several 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. The Massachusetts Firefighting Academy is a training resource for all departments in the state; not only does Concord Fire take advantage of the opportunities, we are fortunate that many of our staff are instructors at the academy.

Despite the challenges that the pandemic created for our regular training program. Regular training continued, while maintaining social distance and keeping staff separated as much as possible. Our staff was still able to much of the normal day-to-day training.

Personnel

Firefighter John Bendel retired on April 27, 2020 after thirty-three years of service to the town. We wish John and his wife Ellen a long and happy retirement!

Firefighter Matthew Vickery tendered his resignation to accept a position with the Marlborough Fire Department. We wish Matt every success!

New Firefighter

We are pleased to have Firefighter Chris Hunter join us this year. FF Hunter is assigned to Ambulance 3 at Station two on Group 1.

LOCAL EMERGENCY PLANNING COMMITTEE

Thomas Judge, Fire Chief /
Emergency Management Director, 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.

Early in 2020, Concord joined the Mystic Regional Emergency Planning Committee (MREPC). Joining the REPC provides training opportunities for town staff with emergency management responsibilities, and being a member community aids Concord in staying in compliance with the Emergency Planning and Community Right-to-Know Act (42 U.S.C. 11011 et seq. (1986)).

CONCORD EMERGENCY MANAGEMENT AGENCY (CEMA)

Thomas Judge, Emergency Management Director
Walter Latta, Assistant Fire Chief,
Deputy Emergency Management Director
Don Kingman, Deputy Director

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.

The public health crisis was certainly at the forefront during 2020. Emergency Management working closely to support the Concord Health Department with its public health mission has been a priority. A virtual Emergency Operations Center (EOC) was opened in March and EOC staff from town

departments met daily through the end of the summer, then meetings continued weekly. As the Health Department managed all of the contact tracing, and planning for vaccinations, Emergency Management worked on the logistics to support the plan. With assistance from virtually every town department, we were able to stand up a temporary structure as a site to perform vaccinations and testing. The site, located in the CCHS parking lot required input, services and the collective resources from Public Health, Concord Public Schools, Concord Municipal Light Department, Public Works, Police, Fire, Town Managers Office, Facilities, Finance, and Building Department Inspectional Services. This team was able to create a site capable of providing service to the Town that fit the needs of the Health Department's mass vaccination plan, which has been in place for a number of years.

The Covid-19 Pandemic required expenditures town-wide that were not expected. A role of emergency management is to coordinate the documentation of needed supplies, structures, and equipment for reporting to the Federal Emergency Management Agency disaster public assistance grant and the Coronavirus Aid, Relief, and Economic Security Act (CARES) for reimbursement. Few disasters involve every town department; this one did, and the teamwork across all departments to develop the documentation that leads to successful reimbursement has been amazing.

The Emergency Operations Center 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 all of the departments including the Department of Planning and Land Management notably Public Health, Public Works, Police, Concord Municipal Light, and Fire, Facilities, Town Managers Office, Finance, Human Resources coordinate the Town's response to different emergency incidents affecting the Town.

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, 4 Special Police Officers, 9 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 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 throughout town, who may 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 also may be called upon to assist.

The year 2020 provided some very unique challenges for the Department as well as for the Town. The COVID-19 pandemic that swept across the country affected the way we conducted business as a Police Department. The Department implemented new practices and procedures that required officers to take reports by phone in

non-emergency situations versus in person as was the case prior to the pandemic. The COVID-19 pandemic also required that officers were to wear masks when interacting with the public along with utilizing additional forms of personal protective equipment (PPE) in order to keep officers and the public safe at all times. This year there was civil unrest throughout the country which increased after the murder of George Floyd in Minneapolis, Minnesota. Officers responded to protests and kept the peace in Concord and assisted other communities. Governor Charlie Baker signed into law “An Act Relative to Justice, Equity and Accountability in Law Enforcement in the Commonwealth.” The Concord Police Department met or exceeded standards included in the law prior to its enactment. The Department has also taken the additional step of initiating an “integrated in car/body-worn camera program” in order to ensure confidence in the Police Department of those who live, work or visit town.



Monument Square Protests

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 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 (RRT), 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.

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 tele-communicators 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 a new Public Safety Dispatcher this past year. Brittany O'Neil joined the Department, and brings experience of Public Safety dispatching with her.

Officers Tia Manchuso and Kevin Gena continued their duties as School Resource Officers, assisting students throughout the community. Lieutenant Christopher Troiano left the Department in 2020 with many years of service, and Officer Nathan Fisher joined the department as a Patrol Officer. Sergeant Brian Goldman was promoted to the rank of Lieutenant in 2020.

Officer Toumayan continues to serve as a member of the NEMLEC Regional Response Team (RRT), and Sergeant Michael Burgess and Officer Greg Mailloux serve as members of the NEMLEC Motorcycle Unit. Officer Luke Rennie continues to serve as a member of the NEMLEC SWAT Team,

and Officer John O'Connor has been assigned as Assistant Safety Officer. Dispatcher Anthony Marabella serves NEMLEC as a Tactical Dispatcher.

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.



Officers Brown and Mailloux remind of the recommended six foot social distance guidance.

2020 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.

| 2020 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 | 101 | 9 | 1 | 0 | 0 | 19 | 53 | 0 | 6 | 13 | 0 |
| FEBRUARY | 75 | 3 | 1 | 0 | 3 | 15 | 40 | 0 | 4 | 9 | 0 |
| MARCH | 74 | 4 | 2 | 0 | 1 | 9 | 47 | 3 | 2 | 6 | 0 |
| APRIL | 74 | 2 | 2 | 0 | 1 | 15 | 37 | 1 | 5 | 11 | 0 |
| MAY | 114 | 7 | 5 | 0 | 0 | 23 | 61 | 8 | 2 | 8 | 0 |
| JUNE | 93 | 7 | 3 | 1 | 1 | 38 | 34 | 0 | 2 | 7 | 0 |
| JULY | 121 | 5 | 4 | 4 | 0 | 24 | 65 | 3 | 3 | 13 | 0 |
| AUGUST | 104 | 8 | 3 | 5 | 1 | 25 | 57 | 2 | 1 | 1 | 1 |
| SEPTEMBER | 91 | 4 | 2 | 1 | 3 | 17 | 42 | 3 | 5 | 12 | 2 |
| OCTOBER | 33 | 6 | 7 | 0 | 2 | 9 | 6 | 0 | 0 | 3 | 0 |
| NOVEMBER | 22 | 1 | 1 | 1 | 1 | 5 | 11 | 0 | 0 | 2 | 0 |
| DECEMBER | 21 | 1 | 5 | 0 | 0 | 7 | 6 | 0 | 1 | 1 | 0 |
| TOTAL | 923 | 57 | 36 | 12 | 13 | 206 | 459 | 20 | 31 | 86 | 3 |