

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.

In 2021 the Fire Department implemented four additional Lieutenant positions. Promotions to these positions were made from existing staff. Operationally, the goal was to increase the number of supervisors to provide for more fireground supervisors for safety and accountability. Each shift has increased from one to two Lieutenants, with one in each station assigned to Engine 3, and Engine 4 who both report to a Captain who is the Shift Commander.

As 2021 began, Concord Firefighters were using a newly acquired skill, vaccination. CFD staff were trained to provide COVID-19 vaccine and did so starting in January. A close partnership between the Health Division and the Fire Department allowed Concord to host a vaccine clinic in January and February of 2021 for area first responders as one of the first eligible groups set by the State and Federal Government for vaccination. Police, Fire and EMS from Concord, Carlisle, Bedford, Lincoln, Sudbury, and Maynard were provided the opportunity to be vaccinated at the temporary vaccine site constructed at the Concord Carlisle Regional School (CCHS). Approximately 400 first responders were able to receive first and second doses during those clinics. Providing vaccine service continued throughout the year as more groups became eligible. CFD staff assisted with clinics at the Council on Aging, at home vaccination visits with COA staff, and vaccine clinics at the public schools as eligibility allowed.

Firefighters continue to conduct testing for Town employees to aid in keeping town operations in service.

Emergency Responses 2021

NFIRS CATEGORY	NUMBER
Fires/Explosions*	34
Overpressure/Ruptures	3
Emergency Medical/Rescue**	2,069
Hazardous Conditions***	184
Service Calls	285
Good Intent Call/Public Service	179
Fire and CO Alarms/Other Alarms	853
Weather Related	2
Special/Miscellaneous	2
TOTAL EMERGENCY RESPONSES	3,611

*Fires occurred within the following sub-categories:

Structure fires:	16
Vehicle fires:	5
Brush fires:	7
Other fires:	6
There were no explosions	
Estimated dollar loss from all fires:	\$2,870,500

** - Of the EMS responses 1,553 resulted in patient transport to a hospital at the following level of care:

BLS transports:	660
ALS transports:	893

Included are 134 Motor Vehicle Accidents
Concord received a mutual aid ambulance 85 times
Concord provided a mutual aid ambulance 95 times

***Hazardous Conditions included the following responses:

Gas/LPG leaks:	58
Gasoline/Oil spills:	11
Chemical Hazard & Spills:	2
Electrical Problems:	55
Power Lines Down:	21
Carbon Monoxide Incidents:	27

Fire Prevention Activity

<u>Inspections</u>	<u>Total</u>
Residential Smoke/CO Alarms (Sale/Transfer)	301
Residential Smoke/CO Alarms (Construction/Alteration)	158
Commercial Fire Alarm/Suppression System	61
LP Gas Storage	39
Oil Burning Equipment	27
Oil Tank Installation	48
Oil Tank Removal	46
Liquor License	20
Day Care Facilities	9
Summer Camps	11
Hotels/Inns	13
Historic/Museums	7
Assembly Occupancies	4
Correctional Facilities	2
Healthcare Facilities	16
Schools/Dormitories	11
Construction Sites	57
Other, not classified	54
Re-inspection/Corrective Action	58
<u>Plan Reviews</u>	
Residential	81
Commercial	65
<u>School Fire Drills</u>	
Public	32
Private (including dormitories)	14
Business/Group Home/Day Care Ctr	5
<u>Permits issued</u>	
Open Air Burning	408
Blasting	0
Cannon or Mortar Firing	6
Dumpster	33
Fire protection system	139
LP Gas Storage	38
Flammable/Combustible Storage	19
Oil burning equipment	58
Tank Removal	41
Cutting/Welding/Hot Work	16
Other, not classified	18



Firefighters preparing to extinguish a vehicle fire on Old Marlboro Road

Our administrative staff, Wanda Rupelt and Timalyn Rassias have been working on FEMA reimbursement projects related to the COVID-19 pandemic.

The Fire Department call volume which decreased slightly during 2020 has nearly returned to 2019 levels.

Fire Prevention

During 2021, our fire prevention staff continued to work toward moving all of our permitting online and at year end was at 100%. A significant amount of time has been invested in working with the vendor to fine tune the online platform. Our goal is to assure that people doing business online have the best experience while eliminating redundancy for customers and staff.

In conjunction with the Town's Building and Planning Divisions, the Fire Prevention Division devotes a great deal of time to residential, commercial, and site plan review to ensure that required elements of the Massachusetts Fire Code are included in all planning.

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.

Concord Fire participates in a program sponsored by the Massachusetts Department of Fire Services called S.A.F.E. (Student Awareness of Fire Education), Captain Sean Murphy manages this program and its companion program Senior SAFE which provides fire prevention services to the senior community. Captain Murphy along with other staff visit the schools in Concord to present programs to students on fire safety.

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 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, dive/rescue, and incident support teams. Throughout the year, those members, Captain Dave Curran, Lieutenant Brad Ferrie, Lieutenant Billy Nelson, Lieutenant Will Rolfe, Lieutenant Peter Ostroskey, and Lieutenant / Fire Inspector Dave Nichols have trained regularly with their teams. The regional approach to these specialized teams provides the Town with access to a tremendous number 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, but we are also fortunate that many of our staff are instructors at the academy.

Concord Fire additions to the regional teams during 2021 include: Firefighter Todd Niemi, Hazmat Team; Firefighters Brian LeFebvre and Eric Harries, Dive/Rescue Team.

The department's training program is a year-round effort on a variety of all-hazards responsibilities. From basic firefighting skill, emergency medical skills, technical rescue, hazardous materials, water / ice rescue, auto extrication and many other potential incident types that we will encounter.

Apparatus and Equipment

During 2021 the Fire Department took delivery of a new pumper, which replaced Engine 5 (brush truck) and Engine 7 (structural pumper). The new Engine 5 was designed to be capable of performing both roles which allowed the department to reduce our fleet by one.

The department was also very fortunate to be able to replace all our self-contained breathing apparatus (SCBA) this past year. Made possible by a combination of a Town Meeting appropriation and a Federal "Assistance to Firefighters Grant", this new breathing apparatus will serve the town and the department for the next 15-20 years. This equipment is essential to a firefighter's ability to enter and work in a hazardous atmosphere. The new equipment, manufactured by MSA, has a number of technological additions not available in our previous equipment – for example, Bluetooth connectivity between a microphone in the SCBA mask and the





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- Firefighter on March 24, 2021
- Lieutenant Lindsay McGloughlin, promoted from Firefighter on March 30, 2021
- Lieutenant Eric Pelkey, promoted from Firefighter on April 9, 2021
- Lieutenant Peter Ostroskey, promoted from Firefighter on April 12, 2021
- Lieutenant David Nichols, promoted from Firefighter on April 13, 2021
- Lieutenant William Rolfe, promoted from Firefighter on May 10, 2021

Administrative Staff:

Timalyn Rassias, who for several years has been a part time clerk working in Fire Prevention was hired as a full-time Senior Department Clerk.

firefighter’s portable radio for clear communication; a built-in thermal imaging camera for maintaining situational awareness and locating victims in a zero visibility environment.

Personnel

Retirement and others moving on:

Captain Bill Noke, most recently the Shift Commander of Group 2, retired after 32 years of service. We wish Bill and Rebecca Noke the best in retirement and will miss working with Bill.

Firefighter Charlie Baker resigned from the department to pursue an opportunity outside of the fire service. We wish Charlie the best of success in the future.

Firefighters Mike Allain and Taylor Soberg both resigned to pursue opportunities with the Cambridge Fire Department. We wish them success with their new department.

New Firefighters:

We welcomed the following new Firefighters to the department in 2021: Keegan Byrnes, Connor Finerty, Stephanie MacGregor, Dan DeRoche, Timothy Lilley, Elsa Heil, and Samantha McChesney

Promotions:

- Captain Sean Murphy, promoted from Lieutenant on February 26, 2021
- Lieutenant Kevin Fagerquist, promoted from

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, Deputy Emergency
Management Director
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.

Over the summer of 2021 an intern from the Massachusetts Maritime Academy was employed by CEMA to assist in updating the CEMP.

Emily Dudek, a sophomore in the Emergency Management Program met with all departments and stakeholders to create a current plan that was later approved and sent to MEMA as required. The public health crisis continued to be a focus in 2021. Emergency Management worked closely to support the Health Division with planning for and delivering vaccinations.

The temporary structure at CCHS was used for vaccination clinics for area first responders, and a variety of eligible groups as access to vaccine improved.

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 the departments under DPLM, Public Works, Police, Concord Municipal Light, Fire, Facilities, Town Managers Office, Finance, and 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, 6 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 proactive 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.

The year 2021 continued to provide unique challenges for the department as well as the town. As the COVID-19 pandemic continued to plague the country, the department adapted to the challenges which were presented over the course of the year. The Police Department, in partnership with the Fire Department and Board of Health, assisted with several vaccination clinics throughout the year. Officers continued to take precautions by utilizing personal protective equipment (PPE) throughout the year when interacting with the public.

The Department continued efforts to maintain and further ensure community confidence. As part of the law that Governor Charlie Baker signed in 2020, "An Act Relative to Justice, Equity and Accountability in Law Enforcement in the Commonwealth," the department's policies and procedures were updated to comport with the law. All Officers successfully completed mandated training and were certified by the Peace Officers Training Commission. The Department went well beyond mandate reforms successfully implemented an in car/body-worn camera program which saw all

officers being assigned a body worn camera, and all cruisers were outfitted with in car recording camera systems. At the time of implementation there were only a few other departments in the commonwealth with this technology.

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.

Collaboration continued 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. Additionally, when new officers are hired they receive 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 new drivers as they travel on the roadways.

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 60 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 collaborates 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 grant to this coalition. 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 officers to create a diversion strategy when appropriate.

The Department was assessed by Massachusetts Police Accreditation Commission, Inc. (MPAC) which resulted in being awarded state certification. The certification standard positively impacts officer and public safety, address high liability/risk management issues, promote operational efficiency throughout the agency and ensure compliance with the laws of the commonwealth.

The Department continues to enhance its sustainable energy practices with an increased use of hybrid vehicles and continues replacing some of its fleet with more fuel-efficient hybrid vehicles. The Department received a community donation to purchase a TESLA, which will be placed into service as the first fully electric patrol vehicle.

Additionally, the Department is continuing its anti-idling initiatives, including the “Park and Walk” Program, with officers walking or riding bicycles in districts, on trails and recreational areas. These practices aid considerably in achieving the goals of reducing fuel consumption and carbon emissions. The Department is committed to making every effort to comport with the town’s sustainability goals.

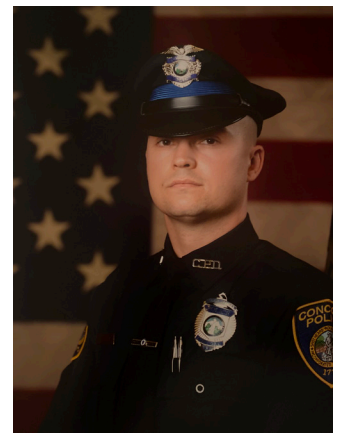
Our Public Safety Dispatchers answer emergency and non-emergency calls, dispatch public safety personnel, and monitor computer equipment as part of their duties. Concord Public Safety

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 are also trained as Tactical Communications Specialists. The Department welcomed four new Public Safety Dispatchers this past year. Isabelle Karlin and Erich Robichaud joined the Department in March, and Edward Brown and Joseph Pagnotta joined in August. Dispatcher Brown was among the first group of dispatch trainees to attend the 911 Dispatch Academy since the state training was suspended due to the pandemic. Town Manager Stephen Crane obtained approval of the Select Board to enter into an agreement with the Town of Acton to create a regional emergency communications center which has resulted in the initiation of the process to establish an executive board to oversee the project.

The Department welcomed five new officers this year. Officers Benjamin Lacure and Nathaniel Brady joined the department as patrol officers in June after graduating from the MBTA Transit Police’s Municipal Police Officer Academy. Officer’s Officers Brendan Fitzgerald and Leah Olansky also joined the Department as patrol officers in December after graduating from the MBTA Transit Police’s Municipal Police Officer Academy. Officer Brianna Rudolph joined the Department as a patrol officer, transferring from another police department.

The Department had two officers promoted to the rank of sergeant during 2021. Officer Luke Rennie was promoted in February. Officer Tia Manchuso was promoted in June becoming the first female in the history of the department to obtain the rank. The Department had five officers assigned to new positions in 2021. Officers Michael Bordenca and Damon Reinold were assigned as detectives. Officers Caroline Paladino and Officer Derek Rodriguez were assigned as School Resource Officers.

The Department had several officers and dispatchers leave the Department in 2021. The



Our newest officers Leah Olansky, Benjamin LaCure, Brianna Rudolph, Brendan Fitzgerald.

following resigned to join other Departments; Lieutenant Christopher Troiano (Maynard as Deputy Chief) Detective Kallie Koppenal (Massachusetts Department of State Police), Officers Kevin Gena (Lynn Police Department), Nicholas Clemente (Medford Police Department) and Michael Brown (Cambridge Police Department). Public Safety Dispatchers Gary Arenburg and Francis Ordile also resigned from the department. Sergeant Jeffrey Shelley and Officer Gerard Mearn both retired from the department in 2021.

Officer Toumayan resigned as a member of the NEMLEC Regional Response Team (RRT), and Sergeant Michael Burgess and Officer Greg Mailloux continue to serve as members of the NEMLEC Motorcycle Unit. Sergeant Luke Rennie remains a member of the NEMLEC SWAT Team, and Dispatcher Anthony Marabella serves NEMLEC as a Tactical Dispatcher. Officer John O'Connor was assigned as Assistant Safety Officer, and Officer Joshua Bordenca as fleet mechanic for the department during this past year.

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 to fund existing programs. In 2021, the Department was awarded a grant for traffic enforcement initiatives, which is funded by the Massachusetts Executive Office of Public Safety and Security's Highway Safety Division. The Department also continues to receive and administer a grant funded through the Massachusetts State 911 Department for Dispatcher training and personnel support services.

2021 Incidents Report

Arrests (various)	101
Summons	256
Assaults	17
Suspicious Activity	507
Motor vehicle crashes	446
Motor vehicle v. Deer	29
Operating Under the Influence	46
Protective Custody	5
Traffic Citations	3,692
Criminal Traffic Summons	221
Larceny Investigations	234
Domestic Violence Investigations	62
Narcotics, Drug Investigations	5
Medical Assists	1075
Animal Control	186
Vandalism Complaints	29
Alarms-Commercial/Residential	638
Breaking and Entering Investigations	17
Total Log Items	35,722

ANIMAL CONTROL OFFICER

Jennifer A. Condon

The Town contracts with a private vendor to provide dog and animal control services. The contract is awarded based on 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 their 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 laws of the Commonwealth mandate the appointment of an Animal Control Officer.

2021 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	21	2	2	0	1	8	7	0	0	1	0
FEBRUARY	26	9	4	0	0	11	1	0	1	1	0
MARCH	40	8	2	1	1	12	13	0	2	2	0
APRIL	27	4	0	0	1	12	10	0	0	3	0
MAY	42	6	2	3	1	23	6	1	1	0	0
JUNE	39	5	2	2	0	21	9	0	0	0	0
JULY	26	0	1	1	0	8	14	0	2	0	0
AUGUST	31	8	1	2	1	11	8	0	0	0	0
SEPTEMBER	23	2	2	1	0	3	15	0	0	0	0
OCTOBER	35	7	6	1	2	8	10	0	1	1	1
NOVEMBER	26	6	3	1	1	6	6	0	2	0	0
DECEMBER	23	2	4	0	0	8	8	0	0	3	0
TOTAL	359	58	29	12	8	121	107	1	9	11	1