

# 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 is committed to delivering a high level of service in the all-hazards role of a modern fire department.

2022 saw departmental operations begin to return to a pre-pandemic regimen, as the numbers reflecting the incidence of COVID-19 in town stabilize.

However, all fire department personnel remained vigilant with regard to federal, state, and local preventative measures in place to combat the exposure to, and the spread of, COVID-19. These measures have included physical contact limitations, wearing of personal protective equipment (PPE) including facemasks, as well as cleaning and sanitizing of equipment and facilities.

Firefighters continued to conduct COVID testing for Town employees, upon request, to aid in keeping town operations in service.

Our administrative staff, Wanda Rupelt and Timalyn Rassias, have worked to recoup fund through reimbursement from FEMA for COVID-related expenditures.

As the department continued to transition into this “new normal”, the 2022 call response volume increased from 2021, to a volume higher than ever seen in years past.

On the afternoon June 21, 2022, fire companies responded to a report of gas leak on Bedford St. It was determined upon arrival that workers excavating in the area had ruptured an underground natural gas pipe. Fire crews immediately began to evacuate occupants in surrounding homes, and water streams were set up to direct and disperse gas vapors. Bedford firefighters assisted with this operation, arriving at the easterly side of the rupture. National Grid personnel arrived, shut off the flow gas, and

made repair. There were no injuries and no personal property damage reported.

On the evening of July 24, 2022, fire companies responded to a report of a structure fire in a residential dwelling on Sudbury Rd. Upon their arrival, the enclosed porch at the rear of the house was on fire, and the fire began to extend into the house itself. As fire crews began their work, it was quickly determined that due to the excessive heat and humidity that night with the temperature in the 80's, many more firefighters would be needed to rotate crews in and out rapidly due to fatigue. Multiple alarms were called for, which brought fire companies from many area communities. A total of six alarms were needed to maintain personnel safety. There was only on minor injury to a firefighter.

This fire was a great example of how are mutual aid system works; in a very short period of time, in addition to Concord personnel there were 65 firefighters and EMS personnel on scene from Bedford, Lincoln, Lexington, Weston, Acton, Maynard, Sudbury, Hanscom, Wayland, Littleton, Carlisle, Boxboro, Burlington, Stow, Westford, Chelmsford and Billerica EMS.

## FIRE PREVENTION

Despite the many challenges brought on by the pandemic with regard to maintaining our community risk reduction goals, the Fire Prevention staff remains on track to provide optimum customer service and is dedicated to proactively ensuring fire and life safety for Concord's residents and visitors. Residential and commercial construction continues to be a major focal point addressed by Assistant Chief Walter Latta and Lt./Fire Inspector David Nichols. Many hours are devoted to working closely with the Town's Building and Planning Divisions, reviewing plans, conducting site inspections, and attending meetings with property owners and contractors during all phases of construction, alteration, and demolition to ensure the best possible level of protection of life and property.

## Fire Prevention Activity

<u>Inspections</u>	<u>Total</u>
Residential Smoke/CO Alarms (Sale/Transfer)	263
Residential Smoke/CO Alarms (Construction/Alteration)	194
Commercial Fire Alarm/Suppression System	42
LP Gas Storage	31
Oil Burning Equipment	8
Oil Tank Installation	22
Oil Tank Removal	29
Liquor License	20
Day Care Facilities	8
Summer Camps	6
Hotels/Inns	12
Historic/Museums	13
Assembly Occupancies	18
Correctional Facilities	2
Healthcare Facilities	16
Schools/Dormitories	17
Construction Sites	18
Other, not classified	19
Re-inspection/Corrective Action	65
<u>Plan Reviews</u>	
Residential	65
Commercial	22
<u>School Fire Drills</u>	
Public	29
Private (including dormitories)	8
Business/Group Home/Day Care Ctr	5
<u>Permits issued</u>	
Open Air Burning	355
Blasting	2
Cannon or Mortar Firing	10
Dumpster	26
Fire protection system	98
LP Gas Storage	34
Flammable/Combustible Storage	26
Oil burning equipment	51
Tank Removal	45
Cutting/Welding/Hot Work	15
Other, not classified	21



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

All members of the Concord Fire Department actively participate in pre-incident planning of buildings and structures in town. These planning activities include meeting with and speaking to property owners, managers, and employees, becoming familiar with the building's layout, any alterations, and potential hazards. Data is gathered and recorded which can be used to great advantage in the event of an emergency response at these locations.

The Concord Fire Department 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 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 (CRFA) sponsored a very successful toy drive just before the holidays again this year. Both the Concord Carlisle High School (CCHS) Football Team, as well as the students and staff of the Willard Elementary School, provided a great deal of help in collecting toys along

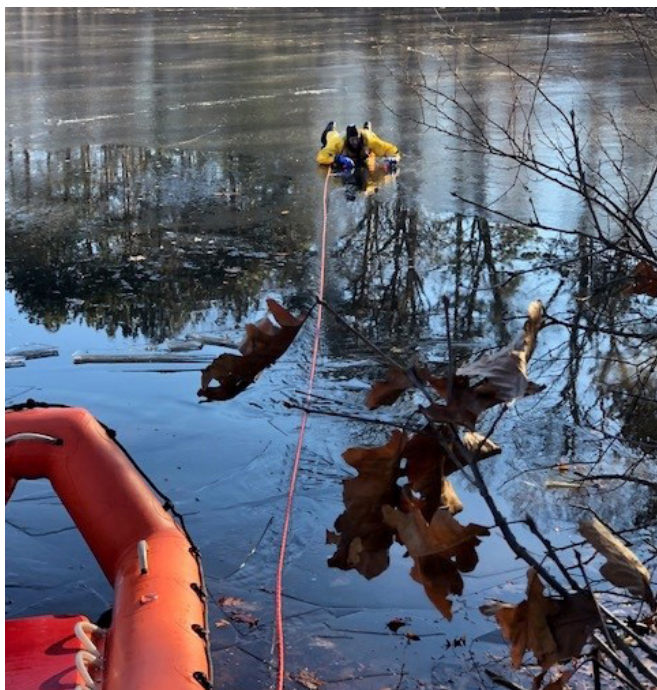
with the association. The members of the Concord Fire Department were proud to be able to provide support and assistance to families in need and make their holidays a little better.

Other events that Concord Firefighters were able to participate in this past year include Picnic in the Park, Veteran's Day Flag Retirement, Concord Community Network fire truck wash, and the annual Holiday Parade and Tree Lighting delivering Santa down Main St. to Monument Square in CFD Engine 5.

## TRAINING

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

Additionally, several of our staff are members of regional response teams specializing in hazardous materials, technical rescue, fire investigation, emergency communications, dive/rescue, and incident support. 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.



*Ice Rescue training on a frozen pond off of Baker Ave.*



*FF Eric Nelson, Lt. Peter Ostroskey, and Firefighter Todd Niemi practicing evacuation techniques during this year's multi-agency ASHER drill.*

New Firefighters Connor Finerty, Daniel DeRoche, Elsa Heil, and Samantha McChesney all graduated this year from the Career Recruit Firefighter Training Program at the Massachusetts Firefighting Academy.

In May, Concord Fire and Police participated in a large scale, multi-day Active Shooter/Hostile Event Response (ASHER) exercise in Sudbury, along with fire and police personnel from Sudbury, Wayland, and Lincoln. Members learned new skill sets, techniques, and terminology. This drill focused in on organizing and deploying a rescue task force, which mainly deals with treating and evacuating people from a hostile environment. The exercise was funded through grant money made possible by the U.S. Department of Homeland Security.

## APPARATUS AND EQUIPMENT

This year the Fire Department took delivery of a new shift commander vehicle (C3). This vehicle will serve as the primary emergency response vehicle for the on-duty Captain. C3 is equipped to operate as the mobile Command Post at all emergency scenes. The department was very fortunate to be awarded a Federal Assistance to Firefighters Grant (AFG) in 2022. This grant award will be used to purchase new portable radios for fire department personnel, replacing older radios and equipping each firefighter with their own radio. This will assist us in maintaining accountability and safety on an emergency scene.

## PERSONNEL

### Retirements and others moving on:

Firefighter Arthur St. John, Engine 3 driver, retired after serving the Town of Concord for over 36 years.



*Concord Firefighters participating in a Swift Water Rescue training exercise on the Assabet River.*

We wish Artie and his wife Justine many more happy and healthy years.

Firefighter Eric Nelson, Engine 3 driver, retired after serving the Town of Concord for over 32 years. We wish Eric and his wife Pam many more happy and healthy years as well.

Firefighter Chris Hunter resigned to pursue an opportunity with the Pembroke Fire Department. Firefighter Mike Tedesco resigned to pursue an opportunity with the Nashua, NH Fire Department. We wish both Chris and Mike every success!

**New Firefighters:**

We welcomed the following new Firefighters to the department in 2022: Benjamin Lewis, Jamie Henderson, and Paul Armann.



*New hire training  
(Left to right: Jamie Henderson, Benjamin Lewis, Paul Armann)*

**DEPLOYMENT**

In October, Assistant Chief Walter Latta and Firefighter Todd Niemi deployed with Massachusetts Task Force One to Florida to assist with search and rescue efforts in the wake of Hurricane Ian. Both members were deployed for 12 days. AC Latta serves as a logistics manager and FF Niemi serves as a hazmat specialist with the FEMA Urban Search and Rescue (USAR) team based out of Beverly, MA.



*Firefighter Todd Niemi and Asst. Fire Chief Walter Latta serving in Florida following Hurricane Ian.*

**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. Concord is a member of the Mystic Regional Emergency Planning Committee (MREPC). The MREPC 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 2022 the town, in conjunction with Metropolitan Area Planning Council, drafted the new and revised Hazard Mitigation Plan. Numerous stakeholders addressed the various hazards that the town faces, including climate change. The plan was last updated in 2017. The plan has been submitted to the Massachusetts Emergency Management Agency (MEMA) for final review.

During 2022, the agency was able to obtain bulk shipments of COVID home testing kits free through

the Massachusetts Department of Public Health. By year's end over 1,200 test kits were dispersed to local community organizations to distribute to members of the public.

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 and trust of the public by delivering professional, respectful, quality services to our community. 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, 1 Senior Department Clerk and 10 Civilian Traffic Officers. 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: jail diversion program/mental health clinician, crime prevention, youth services, elder services, School Resource Officers, child passenger safety seat installations, as well as processing a variety of permits, licenses, and applications.

The Department continues 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 utilizes a "First Responder Student Information" sheet to assist officers who might respond to or 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 the senior population in town, who officers also may be called upon to assist. The Department continues to utilize CodeRed and social media to keep residents informed in a timely fashion as to ongoing in the community. The Department maintains kiosks in the Police Department lobby, which collect unwanted medications and used hypodermic sharps.



*CPD Honor Guard at the 2022 Patriots Day Parade*

The Department remains committed to the changes that have come about under the Police Reform Act, pursuant to the Law that the Governor Charles Baker signed into effect in 2020, "An Act Relative to Justice, Equity, and Accountability in Law Enforcement in the Commonwealth". The Department routinely reviews and updates its policies and procedures to ensure they are in compliance with the law and that the department adheres to best practices within the profession. The Department achieved compliance with the Massachusetts Peace Officer Standards and Training Commission (POST-C) by submitting paperwork for its' officers, and continues to work with the commission. POST-C reviewed required information submitted, and deemed the officers certified in accordance with Massachusetts law. The Department co-hosted a coffee gathering with the Town's Diversity, Equity, and Inclusion (DEI) Commission at the Concord Free Public Library. The event provided officers and members of the community an opportunity to meet and get to know each other on an informal level.

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 one of 9 Domestic Violence High Risk Teams within Middlesex County and continues to be successful.

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 (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 is to train Officers in mental health, first aid, and to serve on the Crisis Intervention Team (CIT). The Clinical Coordinator also works with the Department Officers to create strategies, which are appropriate for any individual who comes in contact with the police.

The Department continues to maintain strong partnerships with our community-based services agencies, The Domestic Violence Services Network (DVSN) and The Communities for Restorative Justice (C4RJ). Both agencies, along with our mental health liaison, continue to provide resources for our referral network. Concord Police Officers and Public Safety Dispatchers continue to participate in trainings for both programs. When new officers are hired by the Department, they receive 40 hours of training in Crisis Intervention (CIT), along with Integrated Communication and Tactics Training (ICAT). 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.

2022 was one that made history for the Department. On July 7, 2022, The Department had its first shift comprised of all female officers. Sergeant Manchuso, Officers Paladino, Olansky, and Rudolph worked the shift together. Five of our female officers attended the Massachusetts Association of Women in Law Enforcement (MAWLE) Conference this past year. Several members of the Department participated in Active Shooter/Hostile Event Response (ASHER) Program Training along with area Police and Fire Departments. The Department reimplemented the Summer Youth Police Academy, which provides young adults with the opportunity to learn about public safety and policing. At the beginning of the school year, the School Resource Officers (SRO's) began conducting Alert, Lockdown, Inform, Counter, and Evacuate (ALICE) training and drills at all the public and private schools in town. This was the first time since before the pandemic that the Department was able to conduct these events and trainings.

The Department purchased a new less-lethal tool, BOLO Wrap, and provided training to all Officers. BOLO Wrap allows officers to safely restrain uncooperative individuals. The Department also purchased a Drone in 2022, which will be essential in search and rescue efforts and scene documentation. Several Officers were trained on its operation, rules, and procedures, and the drone has proven to be helpful in locating missing people and documenting scenes.

In June, the Department became a fully accredited agency with the Massachusetts Police Accreditation Commission, Inc. (MPAC). The Department continues to work on becoming an accredited agency recognized by the National Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). The Statewide and Federal Standards for accreditation impact officer and public safety, address high liability/risk management issues, promote operational efficiency throughout the agency and ensure compliance under the Police Reform Act. All department policies were reviewed during this process to ensure best practices in policing.



**First all-female staffed shift in CPD history- July 4, 2022**

(L to R.) Officer Cara Paladino, Officer Leah Olansky, Sgt. Tia Manchuso, Officer Brianna Rudolph

support missing person searches, high-risk warrant services, and Town events such as, the Patriot's Day Parade and Holiday Tree lighting ceremony. In 2022 Concord joined the MA Telecommunications Emergency Response Team (TERT), which is a new State-wide interoperability initiative enabling all 911 public safety answering points to access trained mutual aid personnel and resources in the event of local, man-made, or natural disasters. The Department welcomed 4 new Public Safety Dispatchers in 2022; Samantha Simpson, Elle Brennan, Cole Lasco, and Selina Gibbons. Dispatchers Brittany O'Neil and Edward Brown resigned from the Department.

Captain Thomas Mulcahy, a 23 year veteran of the Department, was appointed as Interim Police Chief in December upon Chief Joseph O'Connor's retirement. The Department promoted Michael

The Department continues to enhance its sustainable energy practices with the continued use of hybrid vehicles and continues to replace its fleet with more fuel-efficient vehicles. This past year the Department purchased three fully electric vehicles, and a marked TESLA, which was donated and is utilized as one of our patrol vehicles. The Department is continuing with 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.

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. Concord Public Safety Communications has implemented a comprehensive training program that includes more than 233 hours of combined, multi-disciplinary training, and exceeds the Massachusetts State 911 Training Standards. Several Dispatcher are also trained as Tactical Communications Specialists and utilize Concord's Tactical Communication Unit to

**2022 Incidents Report**

Arrests (various)	105
Summons	283
Assaults	19
Suspicious Activity	515
Motor vehicle crashes	527
Motor vehicle v. Deer	35
Operating Under the Influence	43
Protective Custody	4
Traffic Citations	5,709
Criminal Traffic Summons	329
Larceny Investigations	175
Domestic Violence Investigations	63
Narcotics, Drug Investigations	4
Medical Assists	1787
Animal Control	311
Vandalism Complaints	31
Alarms-Commercial/Residential	745
Breaking and Entering Investigations	12
<b>Total Log Items</b>	<b>42,946</b>

Bordenca to the rank of Acting Sergeant and assigned Officers Caroline Paladino and Derek Rodriguez as Detectives, in addition to their duties as School Resource Officers (SRO). The Department welcomed 5 new Officers in 2022; Daniel, Lordan, Juliana DiRamio, Charles Femino, Corey Lopez, and Michael Sellards. Officers Matthew Plausse, Anthony Salvucci, Matthew McEvelly, and Nicholas Benoit resigned from the Department.

Sergeant Michael Burgess and Officer Gregory 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 as part of the Incident Management Team (IMT) as a Tactical Dispatcher for NEMLEC.

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. The Department also continues to receive and administer a grant funded through the Massachusetts State 911 Department for Dispatcher training and personnel support services.

## ANIMAL CONTROL OFFICER

Jennifer A. Condon

The Town contracts with a private vendor to provide dog and animal control services. The Animal Control Officer responds to all animal complaints (domestic or wild), which includes the humane removal of certain 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 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.

2022 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	20	1	4	1	0	5	8	0	1	0	0
FEBRUARY	16	2	6	0	0	4	3	0	1	0	0
MARCH	23	5	3	0	2	5	5	1	1	0	0
APRIL	26	7	2	0	2	5	6	0	2	2	0
MAY	22	4	0	2	2	7	4	0	1	1	1
JUNE	33	5	3	2	2	10	8	0	1	1	1
JULY	33	4	5	0	2	11	7	2	1	0	1
AUGUST	18		2	4	1	9	2	0	0	0	0
SEPTEMBER	28	8	0	0	2	11	6	0	0	1	0
OCTOBER	27	6	4	1	1	8	2	1	2	2	0
NOVEMBER	17	1	2	0	0	6	4	0	2	2	0
DECEMBER	15	3	2	2	1	2	3	0	1	1	0
<b>TOTAL</b>	<b>278</b>	<b>46</b>	<b>33</b>	<b>12</b>	<b>15</b>	<b>83</b>	<b>58</b>	<b>4</b>	<b>13</b>	<b>10</b>	<b>3</b>