

# Public Safety



## Fire Department

### Thomas Judge, Fire Chief

The Concord Fire Department (CFD), with forty-eight uniformed staff and two civilian administrative 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.

Massachusetts is divided into fifteen mutual aid fire districts, with Concord belonging to Fire District 14, which comprises 23 cities and towns in central Middlesex County. These member communities collaborate to deliver vital regional services that would be challenging for any single community to provide alone. Among these are specialized teams for dive rescue, technical rescue, fire investigations, large-incident communications, incident management, and critical incident stress management. Concord actively participates in all these teams, with CFD staff serving as key contributors. The expertise gained through their regional work enhances Concord's own capabilities, as team members bring valuable skills and knowledge back to serve the local community.

Massachusetts has a robust fire mutual aid system. The Statewide Mobilization Plan has extensive plans for moving resources to incidents that have overwhelmed a community or a region's capability. In the fall of 2024, Massachusetts saw unprecedented wildfire activity and the statewide mobilization plan for wildfire response was activated numerous times. Concord responded to wildfires in Wilmington, and on two occasions, Salem.

Hazardous Materials (Hazmat) Response is organized at the state level and divided into six regional districts. Concord is part of Hazmat Response District 3, which comprises firefighters from across the region. Concord contributes to this vital effort with two or our staff who are certified hazardous materials technicians serving on



*CFD Lieutenant Eric Harries participating in ice dive training with District 14 Dive Team*

the district's hazmat team.

Concord Fire Department has two members who serve on the Massachusetts Urban Search and Rescue (USAR) Team, known as MA Task Force 1. Based in Beverly, Massachusetts, this team is part of the Federal Emergency Management Agency (FEMA) system and provides vital rescue and recovery services at the national level. In 2024, CFD members of MA Task Force 1 were deployed to South Carolina, North Carolina, and Texas to assist in response to natural disasters. The Federal Government fully reimburses all costs associated with deployment.

### *Fire Prevention*

Residential and commercial construction are a significant focus of fire prevention, 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 compliance with the Massachusetts Fire Code and achieve the best possible level of protection of life and property.

Fire prevention staff conduct many inspections throughout the year, including residential smoke detector inspection upon transfer of real estate, installation or removal of oil tanks, propane tanks, and heating equipment, annual inspections of school, day care facilities, hotels/inns, museums, and assembly occupancies.

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 so it can be used during emergency responses 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). Firefighter Evan Foisy manages this program and its companion program, Senior SAFE, which provides fire prevention services to the senior community. Firefighter Foisy and other staff visit schools in Concord to present programs on fire safety to students.

The Senior SAFE program allows us to provide fire safety education and install smoke and carbon monoxide detectors for seniors needing assistance.

### *Paramedic Program*

The fire department currently serves as the ambulance provider for both Basic Life Support (BLS) and Advanced Life Support (ALS) services. Two ambulances are staffed around the clock at the BLS level, while ALS services are presently delivered through a third-party provider, Pro-EMS of Cambridge.

In 2024, the department made the pivotal decision to integrate ALS services into its operations. Several factors drive this transition, including growing demand for emergency medical services and the need for reliable ALS availability. Like many other fire departments, we aim to enhance service quality and achieve long-term sustainability by staffing ALS services with our personnel.

To support this initiative, the fire department applied for and was honored to receive a \$1,000,000 federal grant in 2024. This funding will significantly offset the costs of training existing staff to become paramedics, marking a crucial step toward achieving this goal.

While we are confident this move is the right choice, we also want to highlight the excellent partnership we have enjoyed with our current provider, Pro-EMS. Their collaboration and support, particularly in assisting with this transition and staff training, have been invaluable.

### *Training*

Three employees began their paramedic training in 2024. Firefighter Jeff Lex is attending New England EMS Institute (NEEMSI) program at Elliot Hospital in Manchester, NH. Firefighter Tim Lilley is attending a Pro-EMS Center For Medics program in Cambridge. Firefighter Derek O'Rourke is attending the paramedic program at Bunker Hill Community College. Paramedic training will continue throughout 2025 and well into 2026.

FF Rachel Vroegindewey graduated from the Massachusetts Firefighting Academy's Career Recruit Training Program on November 18, 2024, a basic requirement for all Concord firefighters.

The department's in-service training program is a continuous initiative undertaken throughout the year, encompassing a broad range of all-hazards responsibilities. These responsibilities include both basic and advanced firefighting techniques, emergency medical services, technical rescue operations, hazardous materials response, water and ice rescue, auto extrication, hostile threat response, and emergency driving, among others. Furthermore, the program addresses emerging trends, including the management of emergencies pertaining to lithium-ion batteries. The department has been fortunate to conduct portions of this training within buildings designated for demolition. Engaging in training exercises within actual structures provides a realistic element that significantly enhances the overall training experience. Such training within these facilities incorporates the use of a non-toxic theatrical fog to simulate smoke; however, it does not involve any real fires. The department extends its gratitude to those property owners who graciously offered their buildings for our training purposes.

During 2024, the department brought in retired Worcester Captain, Steve Oberg. Captain Oberg's class, "Situational Awareness - Tactics and Strategy for Training and Operations," teaches tactical and strategic lessons and significantly emphasizes cultivating the appropriate daily attitude essential for a firefighter's success.

Below is a picture of crews practicing and refining their forcible entry skills on a new prop that the department recently purchased. This training ensures that firefighters maintain the skills necessary when needing to force entry into a building for any emergency.

Additionally, several of our staff are members of regional response teams that specialize in hazardous materials, technical rescue, fire investigation,



emergency communications, dive/rescue, and incident support. Two are also FEMA Urban Search and Rescue Team members – Massachusetts Task Force 1.

The Massachusetts Firefighting Academy is a training resource for all departments the state; not only does Concord Fire take advantage of those opportunities, but we are also fortunate that many of our staff are instructors at the academy.



### *Community*

The Concord Firefighters Relief Association (CRFA) sponsored the annual toy drive this year. The Concord Carlisle High School (CCHS) Football Team collected toys from the school community and contributed them to the drive. 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.

Concord Firefighters participated in Picnic in the Park, Veteran’s Day Flag Retirement, and a drive-through barbeque at the Council on Aging.

### *Personnel*

#### **Retirements and others moving on:**

Captain James (Jay) Redmond retired in 2024 after 32 years of service to the town. Jay was appointed as a firefighter on November 24, 1992. Jay served as a Firefighter, Lieutenant (promoted on July 25, 2011), and Captain (promoted on August 3, 2015). For many of

those years he also served as one of the department’s mechanics. Prior to Concord, Jay was an on-call firefighter in Boxborough. We wish Jay, his wife Jennine, and his entire family the best in retirement.

#### **New Firefighters:**

We welcomed the following new Firefighters to the department in 2024:

- > FF Derek O’Rourke.
- > FF Rachel Vroegindewey.

#### **Promotions:**

- > Lieutenant Peter Ostroskey was promoted to Captain.
- > Firefighter Eric Harries was promoted to Lieutenant.

## **Local Emergency Planning Committee**

### **Thomas Judge, Fire Chief / Emergency Management Director, 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, Assistant Fire Chief, Deputy Emergency Management Director**

#### **Brian Whitney, Assistant Fire Chief, Deputy Emergency Management 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 Emergency Operations Center (EOC) 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 Public Works, Public Health, Police, Concord Municipal Light, Fire, Facilities, Town Managers Office, Finance, and Human Resources coordinate the town's response to emergency incidents.

Much of 2024 was spent working in preparation for the 250th anniversary of the American Revolution. Town staff who are a part of the EOC devoted a tremendous amount of time to working with partners from neighboring communities, state, and federal governments in preparation for the April 2025 events.

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Concord actively participates in all these teams, with CFD staff serving as key contributors. The expertise gained through their regional work enhances Concord's own capabilities, as team members bring valuable skills and knowledge back to serve the local community.

## Police Department

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, 1 Emergency Communications Center Manager, 8 Public Safety Dispatchers, 6 School Crossing Guards, 1 Office Administrator, 1 Office Coordinator and 16 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



*Inspector Holsinger and Officer Simpson at Trunk or Treat event.*

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 to or encounter certain students throughout the community, 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. This year the department began using "The Blue Envelope" initiative. The initiative is a program aimed at supporting drivers on the autism spectrum during interactions with law enforcement. The blue envelopes contain important communication guidelines to help both the driver and the police officer handle traffic stops with greater understanding and reduced stress. The department continues to utilize CodeRed and social media to keep residents informed in a timely fashion as to what may be taking place in the community. The department maintains kiosks in the Police Department lobby, which collect unwanted medications and used needles for destruction.

The department routinely reviews and updates its policies and procedures to ensure compliance with the law and alignment with best practices within the policing profession. The department continues to comply with the Massachusetts Peace Officer Standards and Training Commission (POST-C) regulations by filing documents for its' officers to be certified and recertified pursuant to Massachusetts law. The department co-hosted its second gathering with the Town's Diversity, Equity, and Inclusion (DEI) Commission for coffee at the Concord Free Library. The event provided officers and members of the community an opportunity to meet informally for discussion. For the second year, officers assisted with the annual Metrowest "Shop with a Cop" event at Walmart in Framingham. This event provides gifts for children in need during the holiday season.

The Concord Police Department continues to be an active member of the Central Middlesex Assessment



*Sergeant Harrington, Officers Mailloux, Brady and Inspector Holsinger at annual tree lighting.*

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 7 successful Domestic Violence High Risk Teams collaborating within Middlesex County.

The department continues to maintain strong partnerships with federal, state and local agencies which play an important role in the strategy of the department 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 continues work with a "Jail Diversion" grant, in collaboration with six (6) other Middlesex County Police departments, 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 collaborate with a Clinical Coordinator, Ms. Emily Black, 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 to assist the officers when dealing with those whom are experiencing mental health issues. Ms. Emily Black, received the Karin Orr Memorial Award for being an outstanding mental health clinician in June, 2024.

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 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. The department continues to conduct its annual Youth academy each summer which provides students insights into the broader realm of not only policing, but also the diverse aspects of public safety.

The department continues to send officers to additional, pertinent training each year, beyond the forty (40) hours which is mandated by the State. The female officers of the department continue to attend the Massachusetts Association of Women in Law Enforcement (MAWLE) Conference each year. Members of the department train and participate in Active Shooter/Hostile Event Response (ASHER) training exercises with our neighboring communities, including Hanscom Air Force Base. At the outset of the school year, the School Resource Officers (SRO's) conduct Alert, Lockdown, Inform, Counter, and Evacuate (ALICE) training and drills at the public and private schools in town. In addition, the department SRO's have conducted ALICE training and drills for town staff.

The department ensures all officers receive ongoing training to remain current with updates on laws, equipment advancements, and de-escalation techniques. Additionally, two officers are specially trained in operating and deploying the department's drone, which plays a critical role in search and rescue operations as well as scene documentation. The department continues actively preparing for the upcoming 250th anniversary of the historic battles of Concord and Lexington in April 2025. Numerous meetings with local, state and federal partners continue in advance of the celebrations and



*SGT Keith Harrington Swearing in to Sergeant rank at Town House.*

planned events. Supervisors have undergone advanced training in Incident Command and crowd control, in preparation of the anniversary celebrations. Detectives have also received specialized training in threat recognition to assist in ensuring the safety and security of the large-scale event.

The department is a fully accredited agency with the Massachusetts Police Accreditation Commission, Inc. (MPAC) and is currently in year three of the accreditation cycle, due to be re-assessed in March of 2025. The department continues to review and update policies as necessary to conform with state laws, industry standards and best practices.

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. The department currently has three fully electric vehicles, and a marked TESLA, which was donated, and is utilized as part of the department fleet. The department is continuing with its anti-idling initiatives, including its “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. In July of 2024, the public safety communications center transitioned into an independent division, now referred to as the Emergency Communication Center (ECC). This change separates dispatch communications from direct supervision of the Police Department, establishing the ECC as its own entity. The ECC will be comprised of an ECC manager, a lead dispatcher and seven (7) public safety dispatchers. The ECC manager will report to a commission comprised of the Police Chief, Fire Chief

and Town Manager, or their designees. The Concord Public Safety dispatchers will continue to 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. The ECC will continue to uphold its comprehensive training program, which includes more than 233 hours of combined, multi-disciplinary training, surpassing the Massachusetts State 911 Training Standards. The ECC will also continue to employ dispatchers trained as Tactical Communications Specialists, utilizing Concord’s Tactical Communication Unit to support operations such as missing person searches, high-risk warrant services, and town events such as, the Patriots’ Day Parade and Holiday Tree Lighting Ceremony. The Department welcomed its first ECC Manager, Stephen Johnson, and a new Public Safety Dispatcher, Ryan Farrell, in 2024. Additionally, Cole Lasco resigned from the department this year.

The Department promoted Brian Goldman to the rank of Captain and Detective Keith Harrington to the rank of Sergeant in February. Detective Timothy McGonagle was named Acting Sergeant in July, and Officer Samantha Simpson was assigned as a School Resource Officer (SRO). The department welcomed seven (7) new Officers in 2024; Justin Tarnowski, Michael Burman, Wolfgang Angulo, James Miller, Athlyn Wood, Steven Hawkins and Derek Tyros. Detective Damon Reinold retired from the department and officers Juliana DiRamio and Deric Maddaleni resigned from the Department. Denise Caruso retired as the Office Administrator for the department after serving the community for over thirty (30) years. Jodi Geary resigned as the Office Coordinator after ten (10) years with the department. Jacqueline Mahoney joined the department as Office Administrator, and Ashley Hartenstein joined the department as Office Coordinator.

Officers Gregory Mailloux and Nathaniel Brady continue to serve as members of the NEMLEC Motorcycle Unit. Sergeant Luke Rennie remains a member of the NEMLEC SWAT Team, Officers Michael Sellards and Daniel Lordan are part of the NEMLEC RRT Unit, and Dispatcher Brandon Burns 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.



*Chief Mulcahy, Lieutenant Landers and Officer Millet at Millet’s graduation from police academy.*

*2024 Police Incident Reports*

Arrests (various)	109
Summons	126
Assaults	19
Suspicious Activity	414
Motor Vehicle Crashes	423
Motor Vehicle v. Deer	22
Operating Under the Influence	41
Protective Custody	2
Traffic Citations	3,316
Criminal Traffic Summons	176
Larceny Investigations	228
Domestic Violence Investigations	50
Narcotics, Drug Investigations	5
Medical Assists	977
Animal Control	195
Vandalism Complaints	30
Alarms-Commercial/Residential	765
Breaking and Entering Investigations	11
<b>Total Log Items</b>	<b>34,984</b>

**Animal Control**

**Jennifer A. Condon, Animal Control Officer**

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 of Police.

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 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.

*Animal Control Annual Summary Report*

**January 1, 2024 -December 31, 2024**

Month	Total #Calls	Complaint Calls	Lost Dog	Lost Cat	Other Cat Related	Wildlife	Misc Calls	Pickups	Human/Animal-Animal Bite	Quarantine Orders Issued/Released	#Submitted To State Lab	Kennels/ Barn Inspected 2024/Or Misc.
January	43	5	4			10	8	2	1	1		12 Kennels
February	22	3	1			1	9		4	4		
March	24	3	2	1		3	13	1				1/Kennel
April	54	7	5		3	7	25	1	3	3		
May	40	2	1		1	18	14	1	2	1		
June	25	2	1	2		10	4	1	2	2	1/Raccoon	
July	35	1		1	1	19	9	2	2			
August	27		1	2	2	8	6	1	3	3		1 Deceased cat
September	33	2	3	4		6	5	1	6	6		
October	14		1	2		4	5		1	1		
November	13	4	1	1		4	1		1	1		
December	43		4			3	3		2	2		29 Barns
<b>Total 2024</b>	<b>373</b>	<b>29</b>	<b>24</b>	<b>13</b>	<b>7</b>	<b>93</b>	<b>102</b>	<b>10</b>	<b>27</b>	<b>24</b>	<b>1</b>	<b>43</b>