

**Nashoba Valley Regional Dispatch District  
Operations Committee  
Meeting Minutes  
October 20, 2020**

Meeting called to order at 13:07 by Chief Hanson at the Lancaster Fire Department, 1055 Main Street, Lancaster, MA 01523.

**MEMBERS PRESENT:**

Berlin Police, Chief Tom Galvin (Vice-Chairman)  
Bolton Fire, Chief Jeff Legendre  
Bolton Police, Chief Warren Nelson (Zoom)  
Devens Fire, Chief Tim Kelley  
Harvard Fire, Chief Rick Sicard  
Harvard Police, Chief Denmark (Zoom)  
Harvard Fire/Ambulance, Lt Andrew Perry  
Lancaster Fire, Chief Mike Hanson (Chairman)  
Lancaster Police, Chief Ed Burwinkel  
Lunenburg Fire, Chief Pat Sullivan  
Lunenburg Police, Chief Gammel  
NVRDD, Director Ross Klun (Zoom)  
NVRDD, Deputy Director Angela Siciliano (Zoom)  
Townsend Fire, Chief Mark Boynton (Zoom)  
Townsend Police, Chief James Sartell (Zoom)  
Shelly Testa  
NVRDD, Supervisor Tony Newell (Zoom)  
NVRDD, Dispatcher Brian O'Neill (Zoom)  
NVRDD, Dispatcher Glenn Casey (Zoom)  
NVRDD, Dispatcher Janet James (Zoom)  
NVRDD, Dispatcher Christopher Ladou (Zoom)  
Lancaster Town Administrator Orlando Pacheco (Zoom)

**EXECUTIVE DIRECTORS UPDATE**

- He is currently working on the MIIA mitigation grant. He intends to submit the application for air purification and a portable electrostatic sprayer for the building.
- Devens Fire submitted their 10 alarm card to NVRDD and all departments have agreed to use the same format for their 10 alarm cards. Not all special call sections are completely filled out for everyone and need to be for consistency for the dispatchers.
- According to the districts MOU's with each town, the district's budget shall be developed with the Executive Director and Operations Committee. Ross will send the current approved budget for reference as well as past approved budgets.

**POLICE DISPATCH POLICIES**

- The departments are working on getting together to go over these.
- The Lowell District Court Juvenile address and info needed to be changed in IMC. Chief Sartell will do this.

**STAFFING**

- Current staff level is 11 dispatchers, including 1 trainee, plus the Director and Assistant Director.
- NVRDD continues to post on Twitter, Facebook and their Website for hiring. Right now they have 27 applications which closed in September. They are in the process of testing 12 of these applicants.
- Deputy Director Siciliano is still out on FMLA.

### **APPROVAL OF PAST MEETING MINTUES**

- No attachment

### **FIRE SOP'S & CAD CALL REASONS UPDATE**

- The Wires Down CAD call reason is to be updated for arcing or on fire only. Police only will respond to all other wires down calls.
- The cut over date for the new SOP's and CAD call reasons for the district is October 6, 2020.

### **IMC USER GROUP**

- Not many departments attended this training earlier in the year.
- The Police want to continue with these trainings.
- One thing found from these trainings is that there are setups that need to change locally.
- Chief Glavin requested a list of the modules each agency has. Director Klun with supply these.
- Chief Sartell is looking for a subcommittee for this. (Lunenburg Police Chief, Lt Perry, Chief Sullivan, Sartell)

### **RADIO (Galvin, Sullivan, Boynton)**

- The fire chiefs will like to keep the radio project moving forward. What do we need to do next to continue with the radio project. Possibly incorporate money in the FY22 budget to hire a company to give us quotes on the project. We will talk about this at our next meeting when we start working on FY22 budget.
- Bolton grant money update; the development grant is underway to replace their single site with a two location simulcast system. All hardware has been delivered and is programed. Bolton is waiting on the engineering on the concrete pad before they can continue.
- NVRDD put a request in the FY21 grant for a new radio console which would give them the ability for radio patching. This was denied but they have since made a second request for the project. They are still waiting on response to this.

### **SOCIAL MEDIA**

- Harvard Fire Department has opted out of all social media postings unless they have requested NVRDD to post it.
- Chief Sortell asked for a social media policy for the District and what will be posted.

### **FIRE SOFTWARE (Hanson, Sicard)**

- No report

### **OCTOBER 7, 2020 STORM EVENT**

- There was a lot of discussion about the response of NVRDD during the night of the wind storm on October 7, 2020.
- The Fire Chiefs feel that the performance of NVRDD was very inadequate and needs to be addressed immediately so it does not happen again. They feel that this was a leadership failure (not an individual dispatcher issue) for there was no plan in place or training provided to dispatchers on how to handle such incidents.
- Chief Gammel reiterated that the lack of radio communications was unacceptable
- Director Klunn stated there were 2 supervisors and 3 dispatchers on eventually by then end of this event. (There are currently 6 dispatch positions and 5 have 911 capabilities); He stated there is usually an 80% increase in call volume during a typical weather event. Through this event, there was an 851% increase in Fire radio transmissions and a 366% increase in radio traffic
- Some possible solutions to help with the volume of calls that were being received at the center were maybe creating a mayday or hail channel; stack calls for each town and when they are done with one then assign the next call in line

- Director Klun stated there current plans are in place for forecasted storms but not for a freak thunderstorm event. Chief Gammel asked for a copy of this SOP.
- An after-action review has been requested (what happened, good, bad, were SOP's followed, etc...)
- Maybe an auto-attendant for the business lines during an event like this could have helped.
- Director Klun asked if the Operations Committee would support the increase expenses associated with increased staff during these events.
- Director Klun was asked to reach out to other recc's to find out what they have for established SOP's on how they respond to these types of events.
- It was discussed that NVRDD's personnel, facilities, training, SOP's need to be looked at and then address each of these structures (Director Klun will look at these with Chief Denmark)
- It was discussed that possibly having a single point of contact for each town needs to be established with NVRDD.

#### **OLD BUSINESS**

- The tracking of positive COVID locations are out of date for some communities. NVRDD to send out the list they have once a month and the Chiefs will follow up with them of whether or not they can come off the list.

#### **NEW BUSINESS**

- The question of electing new Chair and Vice Chair of the Operations Committee came up. The Administration Board just did this.
- The next meeting will be held on Tuesday, November 17, 2020 at 13:00 at the Lancaster Fire Department.

***Meeting Adjourned 14:47***