

**Nashoba Valley Regional Dispatch District
Operations Committee
Meeting Minutes
August 18, 2020**

Meeting called to order at 13:05 by Chief Hanson at the Lancaster Fire Department, 1055 Main Street, Lancaster, MA 01523.

MEMBERS PRESENT:

Berlin Police, Chief Tom Galvin (Vice-Chairman)
Berlin Fire, Chief Ken Clark
Bolton Fire, Chief Jeff Legendre
Devens Fire, Chief Tim Kelley
Harvard Fire, Chief Rick Sicard
Harvard Fire/Ambulance, Lt Andrew Perry
Lancaster Fire, Chief Mike Hanson (Chairman)
Lancaster Police, Chief Ed Burwinkel (zoom)
Lunenburg Fire, Chief Pat Sullivan
NVRDD, Director Ross Klun (zoom)
NVRDD, Dispatcher Glenn Casey (zoom)
NVRDD, Supervisor Tony Newell (zoom)
NVRDD, Dispatcher Janet James (zoom)
NVRDD, Dispatcher Christopher Ladou (zoom)
Townsend Fire, Chief Mark Boynton
Townsend Police, Chief James Sartell
Blipomi (zoom)

EXECUTIVE DIRECTORS UPDATE

- Acting Police Chief Gamell has been appointed alternate to Operations Committee for Lunenburg in place of retired Police Chief Marino.
- NVRDD has earned its certificate of compliance from State 911. We are now applying for grants. The big grant is for \$700,000 for the Support and Incentive Grant which accounts for 40% of our budget.
- They are finishing up the FY21 Development Grant of \$40,897 which was the transition award for Townsend and Bolton. This amount will come off Townsend's and Bolton's assessments. They also applied for \$260,000 for a new radio console in this grant but this portion was denied.

POLICE DISPATCH POLICIES

- No report

STAFFING

- NVRDD continues to post on Twitter, Facebook and their Website for hiring. Right now they have 16 applications and they close in September.
- Right now the district has 10 fulltime dispatchers and 2 are in training. The 2 trainees are currently little over halfway thru their training.
- Deputy Director Siciliano is still out on FMLA.

APPROVAL OF PAST MEETING MINTUES

- Motion to approve the meeting minutes from the Operations Committee meeting on 7/21/20 and seconded. This passed unanimously.

FIRE SOP'S & CAD CALL REASPONS UPDATE

- Director Klun was out sick August 3-7 and this put a delay in training for the new SOP's and CAD call reasons. The training for these began last week and the remaining training will be completed between Wednesday and Friday of this week.
- Monday the 24th will be the probable cut over date for these. Some CAD reasons need to be tweaked and updated.
- Director Klun is looking for an email response to the questions they have on the CAD call reasons.
- Chief Hanson asked about wires down call reason. There are two, one on police side and one on fire side.
- Chief Hanson asked about information being put into the log. It is felt more information and the correct information needs to be in them.

IMC USER GROUP

- Police training was held and it focused on security permissions. They also covered the use of the detective module and evidence locker.
- Fire training was held and there was fair attendance on day one and a few on day two.

RADIO (Galvin,)

- The Admin Board has not been meeting. Director Klun has been providing a written report of NVRDD to them. It was suggested that the Operations Committee meet with the Admin Board to discuss radios and the need to continue with forming a plan and the funding of the plan for the district.

FIRE SOFTWARE (Hanson, Sicard)

- No report

OLD BUSINESS

- Director Klun is still gathering data on auto attendants and how they work with the district and all the phone numbers used at the district. They have a conference call with their vendor tomorrow to discuss this further.
- Chief Sartell stated he thought we were going to have a master list (map) from this process to see what numbers from each town are going to NVRDD.

NEW BUSINESS

- A request on the status of dispatch issues that have been reported with individual towns was made. Director Klun has taken care of these or is looking into them.
- Director Klun had a question on three CAD call reasons of which we discussed and approved.

OLD BUSINESS

- None

NEW BUSINESS

- Chief Sartell suggested that we number all the projects in progress with NVRDD and assign people to them.
- It was asked about the proposed Police Reform Bill and how does this effect fire/EMS. If the Senate bill passes, there will be a loss of qualified immunity for police, Fire/EMS and all other public positions. This bill is currently in conference committee.
- In regards to a multi-agency response, NVRDD staff has asked if we can operate on a single channel during the event. The fire chiefs will get together on this.
- It was asked if the district had a formal system in place to track complaints. Complaints such as violation of policy, lack of training, unprofessionalism, etc. It was suggested that at least put together a spreadsheet with the complaints reported. Director Klun suggested the dispatcher name not be in this spreadsheet. Only he will know who was responsible and he would manage the complaint. Director Klun and Chief Hanson agreed to work on putting together this spreadsheet.

- Guardian Tracker (a human resources software package) is a possible solution for the district to use
- All equipment for eDispatches has been delivered to the remaining departments and the district has assumed all billing for the equipment and service for all of the towns.
- Next meeting, Tuesday, September 22, 2020 at 13:00 at the Lancaster Fire Department.

Meeting Adjourned 14:02