

**Nashoba Valley Regional Dispatch District
Operations Committee
Meeting Minutes
February 22, 2022**

Meeting called to order at 14:07 by Chief Gammel at the NVRDD, Barnum Road, Devens, MA.

MEMBERS PRESENT:

Bolton Police, Lieutenant Luke Hamburger
Devens Fire, Chief Tim Kelley (Vice-Chairman)
Harvard Fire, Chief Rick Sicard
Lancaster Fire, Chief Mike Hanson
Lunenburg Fire, Chief Pat Sullivan
Lunenburg Police, Chief Tom Gammel (Chairman)
NVRDD, Executive Director Anne Camaro via telephone
NVRDD, Supervisor Tony Newell
NVRDD, Supervisor Peter Kinnas

PUBLIC COMMENT

- PUBLIC
 - None
- BOARD/COMMITTEES
 - None

APPROVAL OF MEETING MINUTES

- A motion was made by Chief Sullivan and seconded by Chief Hanson to accept the meeting minutes presented for the Operations Committee Meeting on December 21, 2021 and January 18, 2022. The motion carried unanimously.

EXECUTIVE DIRECTOR REPORT

- FISCAL YEAR 2023 BUDGET
 - a. The proposed budget has been presented to Board and Finance and they will be voting on it on Thursday; It represents a 3.7 percent increase in each towns assessments for a total of \$205,000 each for FY23
 - b. It was asked how the Department of Defense's assessment is calculated Supervisor Kinnias believes it's a prorated amount based on the original agreement; It was also discussed that it is a long process to receive payment from the DOD. Director Camaro has learned the process need and she needs to interact with three different systems to request the payment. Chief Kelly stated that Director Camaro and reach out to him so he could reach out to Jessica to help to reach out to the base commander to get the payment in the future.
 - c. Chief Gammel stated that the funded 911 support and incentive grant will be funded to the increased amount going forward and not decrease.
- TOWNSEND UPDATE
 - a. IMC
 - State 911 has approved their withdrawal
 - Director Camaro thinks we should still look for another town for possibly FY24
 - Townsend will not be able to access any new data after July 1st but will still be able to access their old data.
 - Director Camaro is currently working with Admin Board to develop a contingency plan just in case the withdrawal of Townsend doesn't go smoothly.
 - b. Grant from 911

- CONTINUITY OF OPERATIONS
 - a. A Continuity of Operations Plan is required by State 911 in order to receive grant funding. Director Camaro is working on this and has requested all Chiefs cell phone numbers to include in the plan.
 - b. A motion was made by Chief Sullivan and seconded by Chief Hanson to accept Director Camaros report. The motion carried unanimously.

911 POLICY REVIEW

- Director Camaro noticed the policies did not mention TTY and/or was missing from the police policies. She would like to make this a district policy.

NEW POLICY TEMPLATE

- Director Camaro would like to move all policies to this format and each policy will have the signatures of the chair of the Operations Committee and the Director of NVRDD going forward. She will send out the template of the new format before the next meeting.
- A motion was made by Chief Kelly and seconded by Chief Sullivan to have Director Camaro continue to pursue changing the policy template. The motion carried unanimous.
 - Stolen vehicle policy, as long as someone has a signed copy.

OPERATIONS FEEDBACK FORM

- Director Camaro has created a Google Doc feedback form and would like to implement it. A motion was made by Chief Sullivan and seconded by Chief Hanson to accept the new feedback form. The motion carried unanimous.

IMC SECURITY UPDATES

- Status quo at this point. NVRDD will keep eye on the Townsend withdrawal/conversion.

RMS (record management system) COMMITTEE REPORT

- Director Camaro will be attended the Massachusetts Police Chiefs meeting in April of which there are usually several RMS vendors present. She will be researching for a possible replacement to IMC. She has spoken with IMC and they say they haven't given up on their product yet in regards to being a good product for regional centers.
- Anne is still pursuing
- A motion was made by Chief Sullivan and seconded by Chief Kelly to accept this report. The motion carried unanimous.

IAR PUSH FOR MUTUAL AID

- Chief Kelly brought Fire Department Policy 17.5 does not seem to be happening for mutual aid calls in Devens. This ties into the next item (IMC Paging). He was told by a supervisor that "they don't need to do that".

IMC PAGING

- Chief Kelley spoke with both Supervisor Kinnas and Supervisor Newell about recalls. It seems like the recall pages are seeing significant delays for these pages from all the mobile carriers. It is unclear if it is because of IMC. The request is to try to use IAR paging instead to try to see if this works better. Supervisor Kinnas will work with Deputy Chief Desautels on trying this out.
- Chief Gammel suggested Chief Kelley and Supervisor Kinnas look at possibly updating the current policy in writing to help reduce the confusing. We will readdress this at our next meeting.

DETAIL REQUEST REVIEW, CHANGES IF NEEDED

- Chief Gammel suggests we hold off further discussion of these until more police chiefs are present. This policy was put into service without the police chief's approval. Lieutenant Hamburger spoke about

Bolton's detail issues. An example given was that Verizon or NGrid may call in the early hours of the morning requesting or cancelling a detail. The problem with this is that they do not have someone available to answer the phone locally 24/7. Their Administrative Assistant arrives at work at 9:00am and this maybe too late for the detail to get filled/cancelled. They are looking to see if NVRDD will take the call and put over the air that they have received a detail request and it would then be up to the officer on duty to take care of the detail request.

- Chief Gammel thinks this will overload the district. Lunenburg will soon no longer take phone calls for detail requests. They will be done online filling a form out for the request.
- Director Camaro would like to propose when a company calls to request a detail, NVRDD will get their name, call back number and location of the detail. They will then put the call into the system and assign to the on-call officer. They would set up a designated call type of "Lunenburg detail request". They could also possibly setup a voicemail and get an email notification of the voicemail once received.
- Chief Gammel suggested that a new policy written about this and then discuss at next meeting. Director Camaro has agreed to do this.

LIASION TO THE COMMITTEE FROM DISPATCH (Supervisor Peter Kinnas)

- He is still working on an Extreme weather and busy time policy.
- Developing literature for promoting the district to get new towns in. Going to visit Holebrook Regional Dispatch to see how they have done it.
- NVRDD 2021 statistics:
 - Total Calls - 83,040 (228/day)
 - MV Stops - 10,965 (30/day)
 - Domestic - 198
 - Motor Vehicle Crashes (all types) - 1,271
 - Medicals - 3,505
 - Mental Health / Wellbeing Checks / Suicide - 803
 - Fire Calls - 5,560
 - Structure Fires - 65
 - 911 Stats
 - Total calls received: 9,704
 - Further broken down to:
 - 911 Voice Calls: 8,930
 - 911 Text: 21
 - 7 Digit Emergency: 753
- A motion was made by Chief Kelly and seconded by Chief Hanson to accept this report. The motion carried unanimously.

SOP'S

- POLICE
 - No Report
- FIRE
 - Chief Hanson, Legendre and Sicard are working on creating a dispatching policy for Route 495 radio policies.

DISCUSS THE DISTRICT AGREEMENT/IMA AGREEMENT DISCREPANCIES

- Tabled till next meeting (IMA will be null and void, the new District Agreement will be the new rule)

OLD BUSINESS

- none

NEW BUSINESS

- Chief Kelly brought up the issue that each time he logs into IMC Reports the default printer keeps getting reset. Supervisor Kinnas will look into why this is happening.
- Chief Hanson asked about the status of getting the ZTron fixed at their station.
- Under the direction of the original director of NVRDD the administrative point of contact for everyone's FCC licensing was changed from the chiefs to the radio guy of the radio vendor. That vendor is no longer our vendor but still is the administrative contact. This needs to be changed and will be looked at by our current radio vendor.

SET NEXT MEETING

- March 15, 2022, 14:00 at NVRDD

MEETING ADJOURNED Sullivan, Hanson motion to adjourn 15:30

- A motion was made by Chief Sullivan and seconded by Chief Hanson to adjourn at 15:30. The motion carried unanimous.