

**Nashoba Valley Regional Dispatch District
Operations Committee
Meeting Minutes
November 21, 2023**

Meeting called to order at 14:07 by Chief Gammel at the Lunenburg Public Safety Building, 655 Massachusetts Ave, Lunenburg, MA 01462, USA

MEMBERS PRESENT:

Bolton Fire, Chief Jeff Legendre
Boxborough Fire Department, Interim Chief Sean Gray
Boxborough Police Chief, John Szewczyk
Devens Fire, Chief Tim Kelley (Vice-Chairman)
Devens Fire, Deputy Jamie Desautels
Harvard Police, Chief James Babu
Harvard Fire, Chief Rick Sicard
Harvard Fire/Ambulance, Lieutenant Andrew Perry
Lancaster Fire, Chief Mike Hanson
Lancaster Police, Acting Chief Everett Moody
Lunenburg Fire, Chief Patrick Sullivan
Lunenburg Police, Chief Thomas Gammel (Chairman)
Mass State Police, Lieutenant Reid Bagley
NVRDD, Executive Director Anne Camaro
NVRDD, Dispatcher Jennifer Hill

PUBLIC COMMENT

- PUBLIC
 - None
- BOARD/COMMITTEES
 - None

APPROVAL OF MEETING MINUTES

- September 26, 2023 meeting minutes were presented. The only edit was Jim Gendron was listed as a supervisor and it should be dispatcher.
- Motion made by Chief Kelley to accept the September 26, 2023 meeting minutes as presented, with the one amendment, and seconded by Chief Hanson. The motion carried Unanimously.

EXECUTIVE DIRECTOR REPORT

- Personnel:
 - We currently have 3 supervisors and 9 dispatchers, bringing our staffing up to 12. We have two vacancies, I have one offer pending, which if accepted it'll bring our staffing to 13. I plan to continue to screen for the vacancies until we are fully staffed.
- Budget:
 - The District's audit is scheduled for January, 2024 due to some delays in reconciling accounts.
 - Our new District Accountant will start on Wednesday 11/29. She's a retired finance director who will be able to focus exclusively on NVRDD.
 - I have started to plan for FY25, and it seems like we will have a significant cost savings with Boxborough coming in. Looks like assessments will be approximately \$192,000.00 per community. I hope to be able to send out the Budget for review/approval soon.
- Projects:

- ESO – we seem to be progressing well with the conversion to ESO. Hoping to have everyone live by December 31st.
- CAD – NVRDD will be meeting with Central Square for a DEMO of the CS PRO CAD. This will be on 12/04 and will just be looking at the functionality of the CAD portion of the system.
- Grants:
 - We are all caught up on FY24 Grant Reimbursements. State 911 is taking approximately 30 days to issue reimbursement.
 - FY25 Development Grant applications will be released in December, after the 911 Commission votes on it. I will once again request funds for the regional police and fire channel, along with the needs to finalize the transition of Boxborough.
- Other:
 - Comfort Dog Day at NVRDD - Tuesday, December 12 between 2p-6p
 - I am putting together a policy committee, who will help me in writing policies going forward. We will be focusing on the following policies for the upcoming months:
 - i. Active Shooter/Active Assailant
 - ii. Officer Down
 - iii. PD Mutual Aid
 - iv. Officer Involved Shooting
 - v. Taser Deployment.
- A motion was made by Chief Kelley and seconded by Chief Moody to accept the Executive Directors Report as presented. The motion carried unanimous.

POLICY REVIEW

- NEW POLICIES:
 - Well Being Checks Policy (325) – *Appendix A*
 - No changes suggested.
 - Person Down Calls for Service Policy (425) – *Appendix B*
 - No changes suggested.
- A motion was made by Chief Moody and seconded by Chief Sullivan to accept the New policies as presented. The motion carried unanimous.
- POLICY REVISIONS:
 - Animal Control Policy (206) – *Appendix C*
 - No changes suggested.
- A motion was made by Chief Kelley and seconded by Chief Moody to accept the Animal Control Policy as presented. The motion carried unanimous.

LIAISON TO THE COMMITTEE FROM DISPATCH (Supervisor Jim Gendron)

- Jenn Hill was recently promoted to supervisor and stood in for Jim.
- Been working on a MayDay policy and is close to ready to go.
- Would like to continue discussion on RIT teams and RIT teams backups.

OLD BUSINESS

- RADIO SYSTEM DISCUSSION
 - No report
- Project Updates:
 - State Police Lieutenant Pruett will be taking over at Station Commander for Devens. Lieutenant Reid Bagley is transferring to the Holden barracks.

NEW BUSINESS

- Elections will be held next meeting for the position of Chairman and Vice-Chairman. If you are interested in either of these positions, send an email to Chairman Chief Gammel.
- Devens wants to know if anyone can write an IFP. They have \$400,000 to upgrade radios but need to provide an IFP in order to proceed.

SET NEXT MEETING

- A motion was made by Chief Hanson and seconded by Chief Moody for Berlin Police Department to host the next meeting and food will be provided by Berlin Police. The meeting is scheduled for December 19th at 11:00. The motion carried unanimously.

MEETING ADJOURNED

- A motion was made by Chief Kelley and seconded by Chief Sullivan to adjourn at 14:47. The motion carried unanimously.

APPENDIX A

POLICY 325 – WELL BEING CHECKS

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1. General Description

The Nashoba Valley Regional Dispatch District (NVRDD) and its call takers/dispatchers are tasked with obtaining the most accurate information about an incident being reported in order to determine the most accurate response.

A wellbeing check, also known as a wellness check or welfare check, is when police is requested to stop by a person's home to make sure they are okay.

Requests for wellbeing checks are made by friends, family, and neighbors, typically after someone unexpectedly stops answering their phone or getting in touch with others.

2. Policy

Upon receiving a call requesting a wellbeing check, the dispatcher must ascertain the following information:

- Address of the person/persons being checked on
- Name of the person/persons being checked on
- Date of Birth (if unknown approximate age) of the person/persons being checked on
- Contact number for the person/persons being checked on
- Any medical history or suspicious circumstances regarding the need for the wellbeing check.
- Call back number and name of the calling party.

The information gathered from the caller shall be entered into the CAD system as a new call for service. Police units will be dispatched and will request fire or medical assistance as needed.

3. Questions

All employees are strongly encouraged to forward all questions, comments, and suggestions concerning the above policy to their immediate Supervisor or Department Union Representative.

APPENDIX B

POLICY 425 – PERSON DOWN CALLS FOR SERVICE

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1. General Description

The Nashoba Valley Regional Dispatch District (NVRDD) and its call takers/dispatchers are tasked with obtaining the most accurate information about an incident being reported in order to determine the most accurate response.

Unknown medicals or person down calls for service are characterized as medical requests for service. These calls come from third-party callers reporting an unknown situation or a person down who appears to need assistance. The third-party nature of these cases makes it difficult to get comprehensive information from the caller about the patient's condition. The EMD questions should help to determine if the patient is alive or not.

This call may come as a result of a person who is the victim of intoxication, trauma, some underlying medical complaint, or simply someone lying on the ground.

2. Policy

Upon receiving a call reporting a person down the dispatcher shall open and log a medical call in IMC and proceed to EMD.

The Dispatcher must ask all applicable questions, and record them in Call Handler.

Police, Fire and EMS responders shall be dispatched in the level (ALS/BLS) as determined by the Call Handler.

3. Questions

All employees are strongly encouraged to forward all questions, comments, and suggestions concerning the above policy to their immediate Supervisor or Department Union Representative.

APPENDIX C

POLICY 206 – ANIMAL CONTROL CALLS

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1. General Description

The Animal Control Officer (ACO) assigned to our member communities is in charge of all facets related to domesticated and wild animals throughout their assigned jurisdiction. The ACO helps identify lost / stolen or injured animals and enforces city ordinances related to animal issues.

It shall be the policy of the Nashoba Valley Regional Dispatch District to adhere to the following procedure for taking, recording and handling animal control calls.

2. Procedure:

Non-Emergent Calls Requiring the Animal Control Officer (ACO)

1. An IMC call will be created with all information pertaining to the animal control call. The “Animal Call” call reason shall be used for all ACO calls with the jurisdiction and address filled in where the call is occurring, if applicable. If no physical address or vicinity is available, the address of the police department will be used. The call taker will then obtain pertinent information to give a synopsis in the narrative section. The caller information is to be entered into the Calling Party portion on the IMC screen.
2. Once the above information is obtained and the IMC call has been created, the dispatcher will then open the IMC Paging program from the IMC call general tab. An IMC page will be sent to the respective ACO with the caller information and brief description of the issue added to the narrative field.
3. Once it is confirmed that the IMC Page went out, the respective ACO unit will be assigned to the call.
4. If the call does not require Police, Fire and/or EMS response, then the call can be closed with the action code being “Units Advised”.
5. Types of non-emergent calls requiring the ACO include, but are not limited to: lost animals, found animals, routine animal complaints, reports of past dog bites received after the fact by a hospital/person, reports of deceased domesticated animals, reports of unsafe facilities and/or abuse.

Emergency Calls Requiring the Animal Control Officer (ACO)

1. An IMC call will be created with all information pertaining to the animal control call. The “Animal Call” call reason shall be used for all ACO calls with the jurisdiction and address filled in where the call is occurring, if applicable. If no physical address or vicinity is available, the address of the police department will be used. The call taker will then obtain pertinent information to give a synopsis in the narrative section. The caller information is to be entered into the Calling Party portion on the IMC screen.
2. After the above information is obtained and the IMC call has been created; if the call requires Police, Fire and/or EMS response, such services will be dispatched.
3. The ACO will be contacted by phone and advised of the situation. If contact is not made, a message will be left and if Police/Fire or EMS is on scene, units will be advised.
4. The respective ACO unit will be assigned to the call.

5. Types of emergency calls requiring the ACO include, but are not limited to: current dog bites/attacks, domesticated animal hit by a motor vehicle, domesticated animals in a place left unattended either due to arrest or death of owner, animal rescues, unsafe conditions, active abuse that poses an immediate risk to the animal.

Calls for Inquiry/Return Telephone Calls for the Animal Control Officer (ACO)

1. When neither an emergency nor non-emergent ACO call is received, the caller will be transferred directly to the phone number on file of the ACO.
 - a. For ACOs who choose to have their phone number made public, that number can be given out to the caller.
 - b. For ACOs who choose not to have their phone number made public, the caller can be transferred to the ACO's cell phone. Transferring a call does not give the caller the ACO's phone number, but rather just connects them to the phone. The caller ID will show as a call from dispatch; however, a voicemail will be from the caller.
2. Prior to being transferred, the caller will be advised that if the call is not answered, that they should leave a voicemail for the ACO. It will be the responsibility of the ACO to check their voicemails regularly and assure there is enough room for messages to be left.
3. If the caller cannot get through to the ACO for whatever reason, and they call back to dispatch, the caller's name and phone number will be obtained and a page sent to the ACO. There is no need to build an IMC call for routine ACO business calls.
4. Types of routine business calls for the ACO include, but are not limited to: licensing questions, returned phone calls, questions on adoption, questions on if the ACO has located their pet, follow-ups to previously reported incidents, general questions for the ACO.

Animal Bites

Calls reporting an animal bite, shall be closed out with the call action code AB – Animal Bite.

3. Questions

All employees are strongly encouraged to forward all questions, comments, and suggestions concerning the above policy to their immediate Supervisor or Department Union Representative.