

**Nashoba Valley Regional Dispatch District
Operations Committee
Meeting Minutes
Thursday, February 15, 2024**

Meeting called to order at 10:06 by Chief Schartner at the Harvard Public Safety Building, 40 Ayer Road, Harvard, MA 01451.

MEMBERS PRESENT:

Berlin Police, Chief Eric Schartner (Chairman)
Berlin Fire, Chief Michael McQuillen
Bolton Fire, Chief Jeff Legendre
Boxborough Police Chief, John Szewczyk
Devens Fire, Acting Deputy Whittier
Harvard Police, Chief James Babu
Harvard Fire, Chief Rick Sicard
Harvard Fire/Ambulance, Lieutenant Andrew Perry
Lunenburg Fire, Chief Pat Sullivan
Lunenburg Police, Chief Tom Gammel
Mass State Police, Lieutenant Keith Pruett
NVRDD, Executive Director Anne Camaro
NVRDD, Dispatcher James Gendron

PUBLIC COMMENT

- PUBLIC
 - None
- BOARD/COMMITTEES
 - None

APPROVAL OF MEETING MINUTES

- January 23, 2023 meeting minutes were presented.
 - The only change to the minutes was Chief Gammel was listed as the Chairman of the committee and it should be Chief Schartner.
- Motion made by Chief McQuillen to accept the January 23, 2023 meeting minutes as presented and with the one title change. The motion was seconded by Chief Moody. The motion carried Unanimously.

EXECUTIVE DIRECTOR REPORT

- Budget:
 - FY25 Budget has been submitted to the finance committee and approved.
 - The FY25 Development Grant Application is due on 03/07 and I will be requesting funding for the Operations Manager Position, Bryx Station Alerting, CAD Replacement, Radio Upgrades, Design and Implementation of the Regional Dispatch Channels, Replacement of CAD Computers, Replacement of server, and installation of cameras at the PDs/FDs that need new equipment to be tied into NVRDD.
- Boxborough Update:
 - All equipment has been ordered and we are awaiting an installation date. We have been awarded \$612,750 for all capital improvement updates needed for the addition of Boxborough into the system.
 - Radio Communications have been established and we are able to dispatch on both Boxborough Frequencies.
- Construction Update:

- Construction is continuing next door. No issues
- There is no digging happening across the street near the radio tower but they are
- Stockpiling of materials is happening across the street during the construction. The stockpiling is happening near the radio tower and our radio vendor has looked at the fiber optics there to make sure they have not been impacted/damaged by the stockpiling and there appears to be no impact so far.

POLICY REVIEW

- NEW POLICIES:
 - Policy (220) – CAD Entries – *Appendix A*
 - A motion was made by Chief Gammel and seconded by Chief Sullivan to accept Policy 220 – CAD Entries as presented. The motion carried unanimous.
 - Policy (326) - Active Shooter
 - No changes done yet, on hold for putting a plan together for a predetermined response plan (pre-determined running card)
 - Policy (426) - Mayday Procedures
 - Edits have been incorporated. Lunar/LIPs changes; Tabled
- POLICY REVISIONS:
 - Policy (401) - Fire and EMS Tones – *Appendix B*
 - A motion was made by Chief Moody and seconded by Chief McQuillen to accept the revisions to Policy (401) – Fire and EMS Tones as presented. The motion carried unanimous.
 - Policy (410) – Carbon Monoxide Incidents – *Appendix C*
 - A motion was made by Chief Moody and seconded by Chief Sullivan to accept the revisions to Policy (410) – Carbon Monoxide Incidents as presented. The motion carried unanimous.

DISPATCH LIAISON (Supervisor Jim Gendron)

- Jim Gendron did some public education at the Harvard COA.
- NVRDD has offered tours of the facilities for anyone interested.
- He has become peer support certified.
- NVRDD has been periodically experiencing low audio on the police side and will continue to monitor this to try to find out why.

OLD BUSINESS

- Radio System Discussion:
 - No report
- Project Updates:
 - No updates

NEW BUSINESS

- Boxborough Fire and Police have thanked having NVRDD dispatchers touring their facilities.

SET NEXT MEETING

- A motion was made by Chief Gammel and seconded by Chief Moody for Harvard Police Department to host the next meeting. The meeting is scheduled for March 19, 2024 at 14:00. The motion carried unanimous.

MEETING ADJOURNED

- A motion was made by Chief Gammel and seconded by Chief Sullivan to adjourn at 10:29. The motion carried unanimous.

APPENDIX A

POLICY 220 – CAD Entries

1. General Description

The CAD (Computer Aided Dispatch) is the starting point for all calls for service. Location, caller information, and call type must be entered and saved in order for responding units to have access to required information. CAD entries are also legal documentation of the work responders and telecommunicators do each day.

A complete CAD entry will ensure that all information regarding calls for service are gathered and stored in one place. CAD entries also ensure that responder times are recorded to document important times during an incident.

2. Policy

It shall be the policy of the Nashoba Valley Regional Dispatch District to adhere to the following procedure for all entries into the CAD system.

3. Procedure

All CAD entries shall contain at the very least the following information:

- Correct and accurate location of incident
- Caller information and callback number (unless refused by the caller)
- Appropriate call reason
- A basic narrative including reason for dispatch. Narratives shall never include phone numbers or calling/involved party information.

Anytime an action is taken as the result of a request received from a field responder it must be logged in the CAD Narrative as to create a time stamped record noting that such action was taken. Anytime a responder asks dispatch to record mileage for a transport, such mileage must be entered into the CAD Narrative and time stamped.

For example:

- *An officer is at an accident scene and asks for CBK Tow Company to be dispatched. The dispatcher upon making the notification must enter a note on the narrative field saying "CBK notified".*
- *An officer is transporting a party from a call location to the station for booking, and advises that they will be starting transport of a male party to the station, and their mileage is 23.006. The dispatcher upon replying on the radio with a time stamp, must enter a note on the narrative field saying "One male party transported to the station for booking. Starting mileage 23.006"*
- *An officer responds to a report of a tree down, shuts down the road for all traffic and asks for the bus company to be notified. The dispatcher upon making the notification must enter a note on the narrative field saying "Bus Company notified".*
- *Fire Command is at a call and requests that a second alarm be struck for the incident. The dispatcher must enter a note on the narrative field saying "second alarm struck by command".*

4. 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 401 – FIRE AND EMS TONES

1. General Description

The term paging tones shall refer to a single frequency or two-tone frequency set of audible tones transmitted over a two-way radio. Paging tones are used to activate individual or groups of first responders' pagers to notify them of dispatched calls and responses.

Paging tones can also be used to activate alerting equipment within public safety facilities, such as lights and bells, and can trigger other equipment like traffic signals and outdoor community sirens.

This policy was created to establish a uniform method of transmitting tones over the Fire and EMS frequencies to alert on and off duty staff that a call for service is pending.

2. Policy

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedure whenever toning over the Fire and EMS frequencies are required.

3. Procedure

Pre-Announcement

Before the dispatchers hits the tones, they will come on and advise the Department Agencies (EMS, Fire and/or Police) to "stand by for "the call reason""

First Tone

When toning out a Fire/EMS Department, the first tone shall be done on the initial dispatch of the call. All Fire/EMS dispatches shall be predicated with tones and at no time will a Fire Department be dispatched without a set of tones being used.

Other Tones & Mutual Aid

At the two (2) minute mark following the initial toned dispatch of the call, if no major piece of apparatus has signed on responding, the dispatcher shall re-tone and repeat the dispatch again.

Exception being if a department has already confirmed adequate staffing is responding and acknowledges the call. For example, "_____ department/headquarters has the call," is confirmation and no additional tone is required. "_____ department is on awaiting crew," is not confirmation and a second tone will be provided.

At the four (4) minute mark following the initial toned dispatch, if a response cannot be determined or confirmed, the dispatcher shall request mutual aid for a response.

If there is a radio unit on the air when the four-minute mark is reached, advise the unit of the intent to request Mutual Aid before proceeding.

Refer to the CAD SOP Attachments to determine which paging tones are used for each department. Departments may have designated tones for Knox Box release and designated traffic lights in town. These tones can be found on the radio console under the town specific tab

4. 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 410 – Carbon Monoxide Exposure

1. General Description

Carbon monoxide (CO) exposure occurs when individuals inhale an excessive amount of carbon monoxide gas, often produced by incomplete combustion of carbon-containing fuels such as natural gas, propane, gasoline, wood, and coal.

Carbon monoxide is colorless, odorless, and tasteless, making it particularly dangerous because it can't be detected without special equipment. This policy was created to establish a uniform method of processing calls reporting exposure to Carbon Monoxide.

2. Policy

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedure for a carbon monoxide incident.

3. Procedure

Carbon monoxide exposure can be reported a couple of different ways: The home/business carbon monoxide detectors are going off, or by the residents/occupants reporting carbon monoxide exposure symptoms.

Carbon monoxide poisoning symptoms can be subtle and are often mistaken for other illnesses. They include:

- Headache
- Dizziness
- Nausea
- Confusion
- Fatigue
- Shortness of breath
- Chest pain
- Loss of consciousness

If during the call handling process the caller states that people in the structure (business or residence) are feeling ill, the Fire Department and EMS shall be dispatched. Furthermore, the call taker shall advise the occupants to exit the building if safe to do so. If the occupants are unable to exit, the call taker shall ask them to try to ventilate the building by opening a window or door.

The dispatcher should determine how many occupants there are, ages and sex of the occupants and update responding units accordingly.

If the caller is not reporting any signs or symptoms of carbon monoxide exposure, do not have the occupants open the doors and windows to air out the space. Instead, direct occupants to exit the building if it's safe to do so by advising the Reporting Party to leave windows and doors shut as they are evacuating. If the space is aired out the responding apparatus will not be able to get an accurate reading on the CO meter.

4. 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.