



Nashoba Valley Regional Dispatch District

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Anne Camaro
Executive Director
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Operations Committee Meeting Minutes

Meeting Date and Time: Tuesday August 27, 2024 1:00PM

Attendance:

Berlin – Schartner* (P) McQuillen (P)
Bolton – Hamburger (P) Legendre (P)
Boxborough – Szewczyk (A) Kivlan (P)
Devens – Pruett (P) Kelly** (P)
Harvard – Babu (P) Sicard (A)
Lancaster – Moody (P)
Lunenburg – Gammel (P) Sullivan (P)

Others:

NVRDD – Anne Camaro (P)
Harvard - Perry (P)
Boxborough - Patriarca (P)
Devens – Shea (P)
Bolton – Barry (P)

*Chair

** Vice Chair

1. Call to Order: With a quorum present and acting, the Chair of the Operations Committee called the meeting to order at 1:17PM.
2. Public Comment: No public comment.
3. Approval of Meeting Minutes: Meeting minutes from the last two meetings (03/19/24 and 05/28/24) were presented to the quorum. With no further discussion the Chair of the Operations Committee entertained a motion to approve the meeting minutes from the March 19, 2024 and May 28, 2024 meetings. Motion was made by Chief Kelly, and seconded by Chief Sullivan. All present were in favor, and with no objections or abstains the motion passes.
4. Director's report

Director Camaro reports to have screened and offered the dispatcher position to two candidates. One will begin on 09/03 and the other on 09/09. One will begin working with NVRDD directly and will attend the required classes at State 911, the other will attend the full State 911 Academy. We have one more candidate in the background phase of the process and if successful she will begin working with us in October.

FY23 Audit Report was shared with the committee last week.

FY24 Budget – NVRDD’s accountant is closing out FY24 accounts and will be emailing all the reports to the auditors by the end of the month. Director Camaro is hoping to have the FY24 Audit completed by the end of October.

FY25 Budget – Budget Reports were shared with the committee last week as well.

The Union Contract with the dispatchers and supervisors has been settled. The new contract is currently being drafted, but the MOA fixed a lot of the issues encountered with language and pay in the last 3 years.

Budget season is starting soon and Director Camaro will begin working on NVRDD’s budget for FY26. She hopes to have it completed similarly to past years right before the holidays.

QA/QI – Supervisor Fellows has been working with Dr. Broach and will be reaching out to our EMD steering committee to make some changes to our EMD Protocols. Making T-CPR more effective and thus improving pre-hospital care. More to come in the next few months, but we’re really excited at the possibilities. We’re also continuing to work on putting together a comprehensive QA/QI process for Fire and Police Calls. Unfortunately, this has only been done on a case-by-case basis but is something I want to be done similar to the EMD QA.

5. Policy Review

The following policies were presented to the quorum for approval, with some discussion by committee members about the availability of tactical gear for FDs reporting to an active assailant call, committee was reminded that the policy is for the procedures the dispatchers will need to follow in the event of an active assailant incident. Director Camaro explained the changes made to the revised policies and with no further discussion the Chair of the Operations Committee entertained a motion to approve the below named policies. Motion was made by Chief Kelly, and Seconded by Commissioner Moody. All present were in favor, and with no objections or abstains the motion passes.

a. New Policies:

- 107. FCC Rules and Regulations
- 268. Radio Usage
- 427. MVA with Leaking Fluids
- 393. Active Assailant Policy

b. Revised Policies

- 409. Motor Vehicle Accidents with Injuries
- 411. Hazmat
- 419. Souza-Baranowski Correctional Center EMS Response

6. CAD System and Police RMS Upgrade

Director Camaro shared with the committee the latest Quote received from Central Square. She reports that there have been delays in CS obtaining CJIS connectivity. Currently, the funding awarded within the Development Grant does not cover the full amount of the quote, the remainder would have to come from Capital. Director Camaro also informed the committee that the CAD project would require a lot of dedicated work, and that she does not have the staff to assign to it, or the bandwidth to work on it herself. With IMC still being supported and the above statements Director Camaro asked that the CAD/RMS replacement project be placed on hold for now. Chief Gammel is still in favor of the project, and believes the new system will enhance the capabilities of the RMS system to sustain the data we currently have. With no further discussion the chairman and committee members agreed to put the CAD/Police RMS replacement project on hold until January of 2025.

7. Alice Receptionist

Director Camaro shared with the committee information on the Alice Receptionist system. It's a two-way video calling system that is fully cloud-based. Visitors to the PDs/FDs would interact with NVRDD staff by pressing a button on the screen. This would ease some of the discomfort of having the "dark-stations" and possibly help us recruit more agencies into NVRDD. One thing to keep in mind is that we will have an increase in operational costs as they do have annual fees. Approx. \$3500.00 per year, per unit. – So, we have to make sure we'll be able to carry the expenditure. This project will also be placed on hold for now.

8. MCI Response – Run Cards (Chief Sullivan)

Chief Sullivan has been working on his run cards, and has added a section for MCI Levels that will help the dispatcher during a declared MCI to contact the correct resources. Director Camaro supports this idea and posed to the other committee members to develop a similar section of their Run Cards and an MCI Policy. Director Camaro will work with the EMD Steering Committee to draft the MCI Policy.

9. ALS Response Triggers for MVAs (Chief Kivlan)

Chief Kivlan and Director Camaro have been having discussions on reviewing the ALS Triggers Policy and possibly including some more specific triggers for MVAs. Especially the trigger of "multiple system trauma" further defining MVAs with reported rollover, pedestrians, motorcycle/bicycle accidents and entrapment to be triggers for ALS response. Director Camaro will work with the EMD Steering Committee and Medical Director to redefine the ALS trigger for MVAs.

10. NEC Phones: Harvard PD/FD, Bolton PD/FD, Berlin PD/FD

Director Camaro was advised by Valley Communications on 07/29 that NEC will be exiting the phone system market, with a final sale date of 12/31/2024 for phones and accessories, and an end-of-life date for all phones and hardware on 12/31/2026. Currently Bolton, Harvard, Lunenburg, and Berlin utilize the NEC System. She was told Lunenburg is transitioning to TPX by the end of September, and asked Valley Communications to put together a quote for each of the other users. She has forwarded those along to the affected departments and included their respective Town Administrators.

11. Dispatch Liaison

Not present.

12. Old Business

- a. Radio System Discussion – No new discussion.

13. New Business

Director Camaro will begin taking the minutes for the Operations Committee Meetings.

Chief Babu asked that the procedure for deploying the Harvard Drone be changed to mirror mutual aid calls. Director Camaro will work with Chief Babu and Chief Sicard to change the procedure.

Next Meeting: October 15, 2024 at 1:00PM

Location: Lunenburg

14. Adjourn: With no further business to be brought before the committee, the Chair of the Operations Committee entertained a motion to adjourn the meeting. Motion was made by Chief Gammel and seconded by Commissioner Moody. All present were in favor, and with no objections or abstains the meeting was adjourned at 2:10PM.