



Nashoba Valley Regional Dispatch District Annual Report 2025

This report is provided by The Nashoba Valley Regional Dispatch District
Anne Camaro, Executive Director

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Introduction

The Nashoba Valley Regional Dispatch District (NVRDD) is a Regional Emergency Communications Center (RECC) located in Devens, MA. NVRDD serves as the 9-1-1 public safety answering point (PSAP) and dispatch center for Police, Fire and EMS for the communities of Berlin, Bolton, Boxborough, Devens, Department of Defense, Harvard, Hudson, Lancaster and Lunenburg. NVRDD provides dispatch services for 17 Different Agencies: 8 Fire Departments and 9 Police Departments. In calendar year (CY) 2025 NVRDD processed 21,204 Calls through the 911 system, of those 14,077 were 911 calls. Additionally, NVRDD processed 86,384 Business Line/Routine Calls, resulting in a total of 91,600 CAD Entries.

NVRDD was one of the first Regional Emergency Communications Centers in the State of Massachusetts, opening its doors on June 18, 2013. NVRDD serves a total population of just over 61,400 residents and thousands more visitors to the orchards, farms, businesses and attractions within its eight service communities. NVRDD's staff are highly skilled in call-handling and dispatching, and are all able to perform both functions simultaneously and seamlessly.

NVRDD operates with an authorized total staffing plan of 25 employees, where 19 are directly assigned to the RECC Operations and 6 are assigned to administration. All operations personnel have a minimum training level of APCO Public Safety Telecommunicator (PST), PowerPhone Emergency Medical Dispatcher (EMD), PowerPhone Law Enforcement Dispatcher (LED), PowerPhone Fire Service Dispatcher (FSD), NG-911 Equipment Training, CPR at the BLS Level, ICS 100, 200, 700 and 800. New employees receive an average on-the-job training of four to six months before being allowed to perform independently.

Governance

NVRDD follows the independent special district model of governance with boards and committees who oversee and advise the Executive Director's initiatives. The Administration Board is responsible for all matters relating to the overall administration of NVRDD. The Operations Committee is responsible for the effective and orderly operation of the Dispatch District including without limitation, communications equipment and systems, dispatch protocols and operational policies and procedures, and making recommendations to the Administration Board. The Finance Committee is responsible for the adoption of an annual budget and for matters regarding the incurring of debt and the issuance of bonds and notes, all in accordance with the provisions of subsections (e), (g), and (h) of section 18R of chapter 6A of the General Laws, and for any other fiscal matters that may emerge.

The Administration Board is comprised of the Town Administrator or their designee from each member community. The Operations Committee is comprised of the Police and Fire Chief from each member community. The Finance Committee is comprised of the Chief Financial Officer/Town Accountant from each member community. The board and advisory committees meet regularly and regularly receive reports from the Executive Director on the administration and operation activities of NVRDD.

Mission

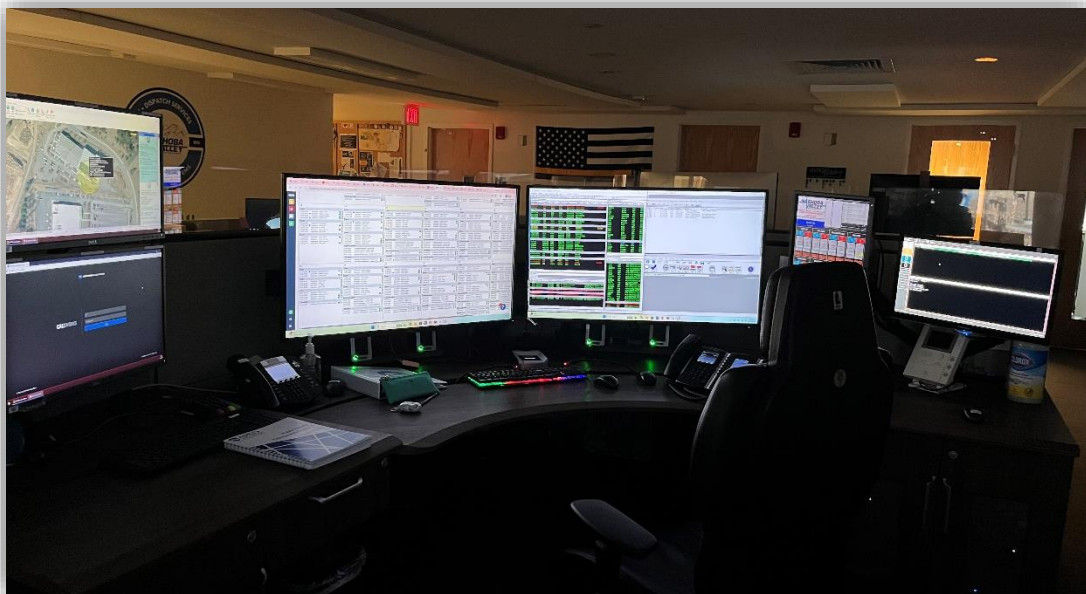
It is the mission of the Nashoba Valley Regional Dispatch District (NVRDD) to provide quality emergency communication services to our member communities and their Public Safety personnel through professional and ethical practices.

Vision

Continuous growth and development within the public safety field. Adopting new technologies, policies and procedures to better serve and protect our communities and responders alike. Building trust between the community and our public safety responders.

Core Values

Excellence • Dedication • Professionalism

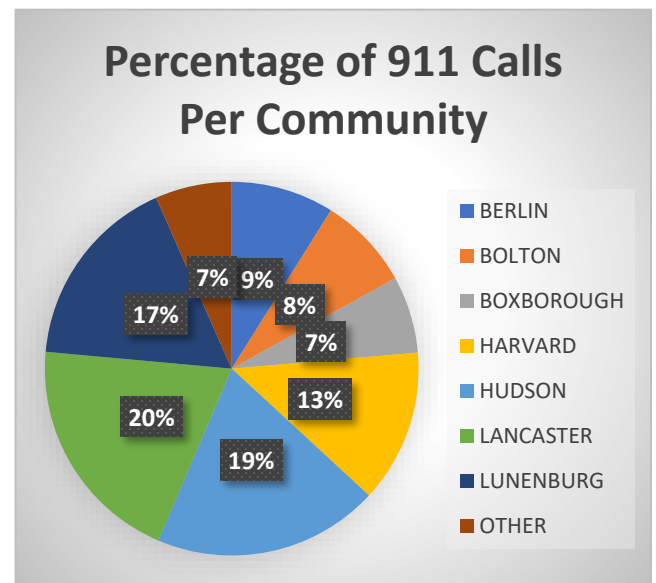


Total 9-1-1 System Calls Answered

		2021	2022	2023	2024	2025
911	Inbound	8,404	10,501	12,008	11,164	13,602
	Abandoned	526	528	583	465	438
	Abandoned %	5.89%	4.79%	4.63%	4.00%	3.12%
	Unparsed	0	0	0	0	0
	Total	8,930	11,029	12,591	11,629	14,077
10-Digit Emerg	Inbound	727	761	768	540	620
	Abandoned	25	22	29	29	27
	Outbound	0	0	0	0	0
	Unparsed	0	0	0	0	0
	Total	752	783	797	569	647
Administrative	Inbound	0	0	0	0	0
	Abandoned	0	0	0	0	0
	Outbound	4,772	4,715	5,065	4,355	6,517
	Unparsed	0	0	0	0	0
	Total	4,772	4,715	5,065	4,355	6,517
Avg Call Duration	Avg Call Duration	100.4	99.1	99.3	107.1	108
Total	Total	14,454	16,527	18,453	16,553	21,204
% Change	% Change		14.34%	11.65%	-10.30%	28.10%

911 Calls Per Community

911 Calls Received Per Community				
Community	Landline	Wireless	Total	%
BERLIN	238	1017	1255	9%
BOLTON	110	1022	1132	8%
BOXBOROUGH	153	786	939	7%
HARVARD	401	1462	1863	13%
HUDSON	571	2183	2754	20%
LANCASTER	625	2193	2818	20%
LUNENBURG	365	2018	2383	17%
OTHER	141	792	933	7%
TOTAL	2604	11473	14077	



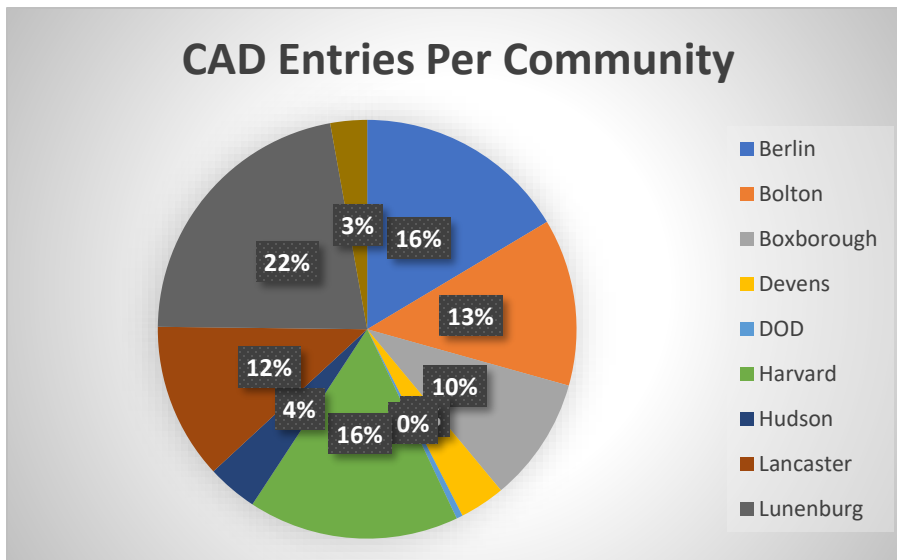
Routine/Business Calls Answered

	Business Lines												Total	% Change
	January	February	March	April	May	June	July	August	September	October	November	December		
2025	6,564	5,517	7,155	6,858	7,426	7,601	7,231	8,135	8,139	8,008	7,534	6,216	86,384	32.70%
2024	5,533	4,414	5,614	5,356	5,976	3,972	3,893	4,392	5,884	6,606	6,795	6,664	65,099	11.18%
2023	5,151	3,978	4,614	4,450	5,144	5,297	5,178	5,031	5,011	5,209	4,617	4,874	58,554	-9.30%
2022	4,934	5,274	5,692	5,554	5,727	6,007	5,432	5,153	5,189	4,977	4,942	5,679	64,560	-9.29%
2021	6,211	5,327	5,513	5,721	6,028	6,087	5,987	6,690	6,256	6,171	5,634	4,935	70,560	

CAD Events Entered

Community	2021	2022	2023	2024	2025
Berlin	7,704	12,953	12,859	13,223	15,054
Bolton	14,174	13,835	10,826	13,376	11,825
Boxborough	0	0	603	5,673	8,816
Devens	2,380	2,313	2,857	2,982	3,219
DOD	332	395	480	555	441
Harvard	4,260	8,996	11,170	12,032	14,903
Hudson	0	0	0	0	3,565*
Lancaster	10,318	13,512	13,036	12,320	11,048
Lunenburg	26,829	27,914	24,162	23,906	20,135
Mutual Aid	3,304	3,420	3,020	2,585	2,595
Townsend	13,740	6,562	0	0	0
Total CAD Entries	83,041	89,900	78,410	86,652	91,601

* Partial Year



CAD Events per Priority

All Calls for service are given a tiered response level. These levels are pre-defined in the CAD system.

- A call categorized as a priority 1 response is an in-progress event actively threatening life, limb, or property.
- A call categorized as a priority 2 response is a call that has the potential to damage life, limb, or property.
- A call categorized as a priority 3 response is a routine call or event where no immediate or direct threat to life, limb, or property is present.

Calls By Priority	2021	2022	2023	2024	2025
Priority 1	7,465	7,222	6893	7711	9,403
Priority 2	4,164	3,811	3998	3989	4,580
Priority 3	71,412	78,867	67519	74952	77,618



Financials

The Total Operating Budget for FY25 was \$2,520,507.08. Forty three percent (43%) of the Operating Budget was funded through the Massachusetts State 911 Support and Incentive Grant, while the remaining fifty six percent (57%) was funded by member assessments.

Category	FY24 Approved	FY25 Approved	% Change
Salary & Wages	\$1,446,146.05	\$1,559,401.75	7.83%
Benefits & Gov. Costs	\$292,465.12	\$323,755.33	10.70%
Human Resources & Financing	\$40,230.00	\$39,500.00	-1.81%
Buildings & Grounds	\$159,200.00	\$167,750.00	5.37%
IT & Radios	\$336,605.70	\$368,400.00	9.45%
General Admin	\$11,000.00	\$11,700.00	6.36%
Reserve & Capital	\$45,000.00	\$50,000.00	11.11%
Total Budget	\$2,330,646.87	\$2,520,507.08	8.15%

Funding	FY24 Revenue	FY25 Revenue	% Change
FY25 State 911 Support Grant (estimated)	\$1,015,020.00	\$1,074,868.00	5.90%
Department of Defense	\$38,098.35	\$39,241.30	3.00%
Berlin	\$212,921.42	\$200,913.97	-5.64%
Bolton	\$212,921.42	\$200,913.97	-5.64%
Boxborough	\$53,230.00	\$200,913.97	n/a
Devens/Mass Development	\$212,921.42	\$200,913.97	-5.64%
Harvard	\$212,921.42	\$200,913.97	-5.64%
Lancaster	\$212,921.42	\$200,913.97	-5.64%
Lunenburg	\$212,921.42	\$200,913.97	-5.64%
Total	\$2,330,646.87	\$2,520,507.08	8.15%

The District also received several other grants to fund programs and mandates from the State 911 Department:

Mandated annual continuing education training was funded by the State 911 Training Grant. For this category, NVRDD received \$54,402.28 in grant funding to cover training fees and overtime incurred for the mandated annual continuing education training.

NVRDD also participated in the Emergency Medical Dispatch Grant Program, which funds software and quality assurance activities. In FY24 NVRDD received \$22,505.86 for this grant program, it covered our medical triage program and overtime for quality assurance activities.

The Massachusetts TERT Program funds the Telecommunicator Emergency Response Taskforce. This taskforce responds, relieves, assists and/or augments PSAPs affected by manmade or natural disasters. NVRDD had three members active within TERT in FY24 and received \$6,340.78 in funding for TERT activities (training and deployments).

The State 911 Development Grant supports the development and startup of regional public safety answering points (PSAPs) or regional emergency communication centers (RECCs) to maximize effective 9-1-1 services. This grant program funds “one-time” capital expenses aimed at bettering 9-1-1 services within a region. In FY25 NVRDD received \$877,462.00 in funding under the Development Grant Program. This funding was applied towards personnel costs (new position), structural analysis of the communications tower, security and camera systems updates, and station alerting system for our fire departments.

In FY25, NVRDD received a total of \$1,445,639.08 from assessments due from its member communities, and \$2,095,547.04 in Grant Funding.

Significant Events

2/27/2025: At approximately 5:30 p.m., Nashoba Valley Regional Dispatch received a fire alarm at 600 Main Street, Bolton Country Manor, followed by a 9-1-1 call reporting smoke in the building, prompting Bolton Fire Department and a working fire assignment with extensive mutual aid. The fire was extinguished by 6:00 p.m., high carbon monoxide levels were detected, and ventilation was completed with assistance from Fitchburg Fire. Due to weather conditions and the number of residents requiring temporary shelter, the incident commander declared a Mass Casualty Incident (MCI).

5/19/2025: On May 19th, a 9-1-1 call was received for an 18-month-old child choking on food, and Dispatcher Erin Jillson calmly provided lifesaving Heimlich instructions to the child’s parents, successfully dislodging the obstruction while on the line. The child was evaluated by EMS and did not require further medical attention, reflecting Dispatcher Jillson’s effective guidance and support during a critical moment.

5/12/2025: On the afternoon of May 12th, a 9-1-1 call was received for a male not responding and not breathing normally, and Dispatcher Casey quickly recognized the life-threatening situation and coached the caller in CPR. Those actions were vital in preserving the patient’s life, and the patient has since been discharged from a Boston hospital after receiving care.

8/4/2025: On the morning of August 4th, NVRDD received a 9-1-1 call for a woman experiencing an allergic reaction after multiple bee stings, and Dispatcher Alina Soto calmly coached the caller through administering an Epi-Pen, resulting in rapid improvement before EMS arrival. The patient was transported to the hospital for further care, and Dispatcher Soto also ensured community safety by obtaining the nest location so it could be addressed.

10/11/2025: On Saturday October 11 at 08:30, multiple 9-1-1 and business line reports were received by the NVRDD of a single vehicle rollover on Route 495 in Bolton. Further reports advised of occupants entrapped in the vehicle. Given the location of the incident, both Bolton and Berlin Fire and EMS were dispatched, along with MSP. The incident quickly evolved into a mass casualty incident requiring 6 ambulances and



LifeFlight. The entire incident took place over one-hour, multiple patients were transported to area hospitals.

11/1/2025: On November 1st, a 9-1-1 call was received for a male who had fallen from a ladder and was experiencing compromised breathing and responsiveness, and Operations Manager Jennifer Hill, working as a dispatcher, recognized abnormal breathing and coached the caller on safely opening the patient's airway. The patient's condition improved immediately, and he was later discharged from the hospital, reflecting Jennifer's skill and decisive actions.

12/1/2025: On the evening of December 1st Dispatcher Priyanshi Patel answered a 9-1-1 call from distraught parents of a 5-week-old reporting the baby not breathing. A difficult call for anyone to take Dispatcher Patel was able to take control and coach the parents. Four minutes into the call the baby began to breathe. The baby was admitted for evaluation and released from the hospital the next day.

12/17/2025: At 7:55 a.m., NVRDD dispatched Hudson Police to Hudson High School after a caller reported that students in the school were armed, a report later determined to be unfounded. NVRDD coordinated the response and quickly dispatched mutual aid partners to the incident. The school was placed on lockdown, and the building was cleared by police. Police determined that the report was false, and there was no danger to students.

Agency Accomplishments

- In May 2025, Dispatch Supervisor Charles Myers received the 2025 EMS Dispatcher of the Year Award from the Central Mass EMS Corporation, Region II CMED.
- In May 2025, the NVRDD "Graduated" the first High School Intern through our training academy, Richard Collins from Nashoba Regional Tech.
- On May 10, 2025, NVRDD participated along with Devens Fire, MSP, members of the US Military, and the instructors and trainers at Beth Isreal Deaconess Medical Center in a mass casualty drill being held on site at Fort Devens.
- On October 7 and 8, 2025, Supervisor Myers and CTO Soto attended a two-day ALERRT (Advanced Law Enforcement Rapid Response Training) class/drill with Devens Fire.
- In November 2025, Supervisors Glenn Casey, James Gendron, and Charles Myers attended the five-day NENA Center Manager Certification Program (CMCP).



Hudson Police, Fire, and EMS Transition

On December 8, 2025 the Nashoba Valley Regional Dispatch District (NVRDD) successfully completed the final phase of Hudson's transition to regionalized emergency communications with the migration of Hudson Police Department communications to NVRDD, fully integrating all of the town's emergency services into the regional district. This milestone followed the earlier transition of Fire and EMS

communications and represents a significant advancement in service delivery, providing Hudson with enhanced staffing depth, modernized technology, streamlined operations, and continuous 24/7 emergency communications support. The completion of this initiative underscores the shared commitment of Town and District leadership to strengthening public safety, improving operational resiliency, and delivering high-quality, efficient emergency communication services to Hudson residents.

911 Industry Representation

- Director Anne Camaro, Operations Manager Jennifer Hill, Systems Manager Chris Carleton, and Supervisor James Gendron attended the Association of Public-Safety Communications Officials (APCO) Atlantic Chapter conference in Mystic, CT.
- Director Camaro and Operations Manager Hill attended the Association of Public-Safety Communications Officials (APCO) International conference in Baltimore, MD.
- NVRDD has two of its staff on the MA Telecommunicator Emergency Response Team TERT. In 2025, Supervisor Charles Myers and Operations Manager Jennifer Hill attended 4 trainings and responded to 4 actual deployments in Charlton, Randolph, Andover, and Haverhill to support the staff there after an agency death.
- NVRDD also has representation in several committees and workforces within the industry.



Public Education & Community Events

The Public Education Team is a dedicated group of NVRDD employees who strive to educate NVRDD's Service Community on the proper use of the 911 System. The goal of this program is to increase community understanding of the activities and roles of this agency and increase public confidence in its abilities.

Public awareness and education are essential to a successful RECC Operation. The Public Education Team is responsible for presentations at schools, community events, tours of the RECC, and distribution of educational material such as pamphlets and activity books on the proper use of the 911 system.



In 2025 NVRDD attended 22 Public Education Events reaching approximately 2800 citizens from our member communities and the general public. NVRDD also hosted the Nashoba Regional School - Bolton

EMS Cadets as they explored potential career paths and learned more about what happens in 911 pre-hospital care.



Emergency Medical Dispatch Quality Assurance

The Quality Assurance (QA) process tasks the organization with ensuring its services meet the quality standards set by the organization and its industry. Quality Assurance for received emergency and non-emergency calls involves listening to and auditing a random number of calls and radio transmissions to determine whether Nashoba Valley Regional Dispatch District (NVRDD) Employees are adhering to NVRDD's standard operating procedures and to provide a guideline for continuous quality improvement. QA program is a promise to internal and external stakeholders that the organization will deliver high-quality services that provide a positive user experience.



NVRDD's overall average since beginning in July of 2022 is now 97.5%. Each year we have continued to improve from our original six months of 94.81%. NVRDD's overall high priority average since January of 2023 is also 97.5% up from our original 6 months which was 90.07%.

For the year of 2025 we had 3,916 calls with a random review average of 99.27% and a high priority call review average of 99.25%.

December 2025, we had the most medicals for a month ever at 482, 128 calls more than our highest month this time of year last year, 354, more than double our first month ever at 212.

All dispatchers are now maintaining an overall average over our goal of 95%, and in 2025 All Dispatchers Averaged over 96.9%.

Top overall scores:

Dispatcher Lauren Divoll 99.45%
Supervisor Charles Myers 99.19%
Dispatcher Alina Soto 98.81%

Top scores for Priority Calls:

Supervisor Glenn Casey 100%
Supervisor Charles Myers 100%
Dispatcher Erin Jillson 100%
Dispatcher Lauren Divoll 100%
Supervisor James Gendron 99.7%
Dispatcher Alina Soto 99.7%

NVRDD Goals for 2026

1. Continue to develop our radio network and reach within the region.

Target Date: N/A

Action Items:

- a. Work with vendors on identifying strengths and weaknesses of current system.
- b. Work with vendors and consultants to develop regional radio plans.
- c. Work with public safety partners and other RECCs to develop a connected plan amongst different centers.
- d. Work with State 911 Department on funding.
- e. Addition of new communities to the NVRDD System.

2. Continue to develop the staff and the programs we have to support our communities.

Target Date: N/A

Action Items:

- a. Encourage staff to complete high level training programs.
- b. Work with staff on developing professional development plans.
- c. Assess the need for updated software or equipment to streamline workflows.
- d. Analyze call data to identify trends and adjust training or response protocols accordingly.

3. Continue to Grow Industry and Public Engagement

Target Date: N/A

Action Items:

- a. Work with Public Education team on identifying more opportunities for public engagement.
- b. Participate in virtual and in-person career fairs.
- c. Creating opportunities for staff to attend Industry Events and Meetings.
- d. Regularly solicit input from the public to understand their evolving needs.

In Memoriam



Chief Luke Hamburger, 49, passed unexpectedly on October 5, 2025, leaving a deep and lasting void within the Bolton community and among the many public safety professionals who had the honor of working alongside him. A steady, thoughtful, and deeply principled leader, Chief Hamburger devoted his life to service, proudly serving in the Army National Guard before continuing that commitment in public safety communications and law enforcement, where his career ultimately led to his appointment as Bolton's Chief of Police in 2024. He was widely respected throughout the Nashoba Valley Regional Dispatch District as a fair, reasonable, and collaborative leader who valued strong partnerships, trusted the expertise of dispatchers and responders, and approached every issue with calm judgment and mutual respect. Known as a gentle giant, Chief Hamburger led with kindness, humility, and quiet humor, earning the admiration of colleagues and the trust of the community he served. His legacy of integrity, compassion, and selfless service will continue to guide and inspire those who follow in his footsteps. NVRDD is grateful to the Massachusetts TERT team for their support, time and coverage during the services, allowing our staff to pay respects to Chief Hamburger.



Acknowledgements

NVRDD Administration Board

Kristen Rubin, TA – Town of Berlin*
Marie Sobalvarro, TA – Town of Bolton
Michael Johns, TA – Town of Boxborough
Meg Delorier, VP – Mass Development/Devens**
Dawn Dunbar, ATA – Town of Harvard
John Woodsmall, TA – Town of Lancaster
Jennifer Warren-Dyment, TM – Town of Lunenburg

NVRDD Operations Committee

Chief Eric Schartner, Berlin Police Department*
Chief Michael McQuillen, Berlin Fire Department
Chief Luke Hamburger, Bolton Police Department
Chief Jeffrey Legendre, Bolton Fire Department
Chief John Szewczyk, Boxborough Police Department
Chief John Kivlan, Boxborough Fire Department
Lt. James Frohock, MSP Devens
Chief Timothy Kelly, Devens Fire Department**
Chief James Babu, Harvard Police Department
Chief Richard Sicard, Harvard Fire Department
Chief Richard Dipersio, Hudson Police Department
Chief Jamie Desautels, Hudson Fire Department
Chief Everett Moody, Lancaster Police Department
Chief Jon Belanger, Lancaster Fire Department
Chief Jeffrey Thibodeau, Lunenburg Police Department
Chief Patrick Sullivan, Lunenburg Fire Department

NVRDD Finance Committee

June Poland, CFO – Town of Berlin**
Ninotchka Rogers, CFO – Town of Bolton
Honghoa Le, CFO – Town of Boxborough
Japheth Stevens, Sr. VP of Fin. - Mass Development/Devens
Jared Mullane, CFO – Town of Harvard*
Cheryl Gariepy, CFO – Town of Lancaster

* Chairperson

** Vice Chair

NVRDD Staff

Anne Camaro, Director
Jennifer Hill, Operations Manager
Chris Carleton, Systems Manager
Stephannie Coronel, Admin. Coordinator
Barbara Tierney, Treasurer
Donna Walsh, Accountant

Glenn Casey, Supervisor
Jessica Fellows, Supervisor
James Gendron, Supervisor
Charles Myers, Supervisor

Janet James, Dispatcher
Damone Ballard, Dispatcher
Erin Jillson, Dispatcher
Alina Soto, Dispatcher
Lauren Divoll, Dispatcher
Priyanshi Patel, Dispatcher
Alydia Le, Dispatcher
Ashley Blodnin, Dispatch Trainee
Brianna Vautour, Dispatch Trainee
Brooke Pelley, Dispatch Trainee

