

**Nashoba Valley Regional Dispatch District
Operations Committee
Meeting Minutes
January 17, 2023**

Meeting called to order at 14:01 by Chief Gammel at the NVRDD, 270 Barnum Road, Devens, MA.

MEMBERS PRESENT:

Berlin Police, Chief Eric Schartner
Bolton Police, Chief Warren Nelson
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 Pat Sullivan
Lunenburg Police, Chief Tom Gammel (Chairman)
Mass State Police, Lieutenant Reid Bagley
NVRDD, Executive Director Anne Camaro
NVRDD, Dispatcher Glenn Casey
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 Babu to accept the December 20, 2022 submitted meeting minutes. The motion carried unanimously.

EXECUTIVE DIRECTOR REPORT

- Trainee Courtney Perry has completed all training requirements and has been released from training. Trainee Zach Lewis is in phase 1 of the on-the-job training program, he was placed on an improvement plan and has shown improvement in the last few days. We have one new hire Ashley Wirta she has begun training with State 911 this week. With this latest hire, we have 3 supervisors, and 10 dispatchers. I will not fill the 4th supervisor position (which will make us fully staffed) until the end of the fiscal year to allow for training to be completed and to ensure we're balancing out our OT budget.
- I have presented the final draft of the FY24 Budget to the Finance Committee. There was a lot of discussion over the increase in the towns' assessment. The Finance Committee will be making recommendations on cuts to the budget.
- I have signed off on the final design for the new desks, and we are scheduled for installation the week of March 27th. I have made the current desks available to our communities, and Devens State Police will be taking some, and Bolton will be taking some.
- I am working on our Grant Reimbursements, and will be finalizing them this week and sending them off to State 911 for processing.

- I have requested a quote and plan from our radio vendor to conduct a full regional radio network assessment and feasibility study to consolidate some of the radio channels and increase interoperability, 2 back up radios for NVRDD, creating a microwave link to the tower from NVRDD and to begin working on a radio channel for Nashoba to be used as a back-up channel should we have radio failures on our individual channels. Most of these costs will be added to FY24's Development Grant.
- MIIA has advised me of new requirements for Cyber Security. For FY24 I will add those costs to the Development Grant, however, after the first year the costs will become part of our annual operating budget.
- Motion made by Chief Sullivan to accept the Directors report as presented and seconded by Chief Moody. The motion carried Unanimously.

911 POLICY REVIEW

- REVISIONS:
 - Police Details Processing (Policy 323) – *Appendix A*
 - Ann will develop a memo for the 2 departments doing the testing (trial period) and then develop a policy
- NEW POLICIES:
 - Emergency Radio Traffic (Policy 270) – *Appendix B*
 - Tabled to next meeting
 - Residential Fire Alarms
 - Definition of what is confirmation that the house has been checked
 - Will add pre-arrival instructions to the caller to the policy

RMS (record management system) COMMITTEE REPORT (Director Camaro, Supervisor Kinnas, Chief Legendre, Chief Schartner)

- IMC updated in September for everything Police needed, CM Geeks did not do the update (will do the update within the next week (IMC will down for 4 hrs while the update happens)

LIAISON TO THE COMMITTEE FROM DISPATCH (Supervisor Kinnas)

- APCO study report
- Supervisor Kinnas provided last year's stats for NVRDD's operations

OLD BUSINESS

- RADIO SYSTEM DISCUSSION
 - Previously discussed

NEW BUSINESS

- Lunenburg schools will be incorporating text to 911 language in their emergency plans
- MPI will be doing an 16hr in service training for dispatchers in February and March.
- Leominster Black Diversion: we need to come to consensus on how we push out Black Diversion calls throughout the district. Director Camaro will put out a proposed procedure. Pete will reach out to Chris Baker about CMED's push notifications through HANN.
- QA/QI – Chief Kelley received an email from dispatch what happened during and after the call and he was asking what info he could provide without breaking HIPPA.
- iPhone 14, SP at weekly meeting they are seeing an uptick in crash detections and was wondering if the rest of the district was. Yes they have.

SET NEXT MEETING

- February 21, 2023, 14:00 at Lancaster Fire Department, Main Street, MA.
- March 21, 2023, Berlin
- April 18, Harvard

- May 16, Bolton
- June 20, NVRDD
- July & August no meetings
- September 19, Lunenburg
- October 17, Lancaster
- November 28, NVRDD

MEETING ADJOURNED

- A motion was made by Chief Kelly and seconded by Chief Hanson to adjourn at 14:40. The motion carried unanimous.

APPENDIX A

| | | |
|---|---------------------------------|----------------|
| POLICY & PROCEDURES | | No. 323 |
| Subject/Title: Processing Police Detail Requests | | |
| Issuing Authority: _____ | Issue Date: | |
| | Effective Date: | |
| Operations Committee Chair | | |
| Executive Director | Review Date: | |
| | Last Review Date: | |
| References/ Attachments: | Accreditation Standards: | |

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1. General Description

A police detail is described as the assignment of one or more officers for a particular specific duty. A police detail is typically present at any road work where traffic must be diverted or at events with special safety or security concerns.

In order to provide the most direct access to those who are looking to hire a police detail and the officers themselves, the role of Nashoba Valley Regional Dispatch District (NVRDD) Dispatchers in the detail request process will be limited in function. The Dispatcher will transfer the caller to a Police Detail Voicemail and advise the respective officer in charge (OIC) or designated police employee of the call so that the OIC/designated police employee can contact the caller and obtain further information for processing the request.

If the caller requesting a detail is another police department with one or more details, the dispatcher will notify the OIC over the air of the request and to contact said department for details regarding the open details.

2. Policy

It shall be the policy of the Nashoba Valley Regional Dispatch District to adhere to the following procedure for taking and recording detail requests.

3. Procedure

When a detail request is received from a private company/citizen/police department for **one** of our service towns, the Dispatcher will ascertain which department the detail is for and transfer the caller to the respective town police detail voicemail. The OIC or designated police employee will be notified over the radio of the transferred detail request.

The Police Detail Voicemail has a function to send an audio recording of the message to whichever email addresses are programmed into the system. The officer/designated police employee will then follow their department policy/guidelines on filling the detail.

If the caller requesting a detail is from another police department with details for multiple of our service towns, the dispatcher will notify the OIC over the air that the requesting department has open details and to contact them directly. If the OIC is interested in the open detail, then they will contact the agency directly and follow their policy/guidelines on filling the detail.

Requests to cancel, change or update a detail request or requests for emergency detail jobs will be logged in IMC and then transferred to the respective detail line for further documentation. The dispatcher will log the date, time, location, caller's name and business in CAD, and will notify the OIC over the air and assign him/her to the call, immediately upon receiving the call of the cancellation, change or update.

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.