

# PUBLIC SAFETY

## FIRE DEPARTMENT



Mark Cotreau  
Fire Chief

2009 was a challenging year for the Concord Fire Department both internally and externally.

The Concord Fire Department responded to many significant emergency incidents this year. Among the most notable were several mid-winter ice rescues where a total of 5 people were rescued from icy water. Critical to the success of these incidents was the Department's commitment to training for these difficult rescues. Thanks to the Concord Lions Club, a long-time supporter of our Ice Rescue Program, the Department maintains state-of-the-art equipment for these emergency incidents.

There were also several structure fires, the most challenging of which were two simultaneous two-alarm house fires on Nancy Road and Sudbury Road during a July thunderstorm. These were both brought under control efficiently and without incident due to the mutual aid system we maintain with area towns. The Fire Department is very thankful for the help of our mutual aid partners. We stand ready, at a moment's notice, to assist them in their time of need.

### *Equipment and Apparatus*

The Concord Fire Department is very thankful to the Townspeople for their continued support in providing us superior fire apparatus to help us serve Concord. Subsequent to an affirmative Town Meeting vote, we ordered a pumper that will be assigned to serve West Concord. This quality piece of fire apparatus will serve Concord well for years to come, and should be delivered in the summer of 2010.

### *Training/Special Operations*

Throughout the year the Fire Department regularly conducts fire, rescue and emergency medical training. Each of our firefighters maintains certification as an Emergency Medical Technician, and takes part in monthly skills retention training as well as bi-annual comprehensive refresher training courses. There is also regular department-wide Fire and Rescue training as well as various company drills conducted.

In December, Captain Owen Neville, Lieutenant Tom Judge and Firefighter David Nichols attended and passed the Instructor Methodology class offered by the Massachusetts Fire Academy. This training will enhance our internal training and community outreach programs.

### *Community Outreach*

The Department participated in many community programs, including a Toys for Tots drive during the holidays; Concord Family Network annual fire truck wash; Concord Center tree lighting and shopping night; dads and children visits to the fire station; and regular fire station visits by school groups. In conjunction with the Council on Aging, firefighters install smoke detectors and carbon monoxide detectors in homes of older residents, and twice annually Department personnel prepare and serve lunches at the Harvey Wheeler Community Center.

The Student Awareness of Fire Safety Education program, supported by a State and Community Chest grant, visited each kindergarten, first and second grade as well as the Senior class in Concord Schools to provide lifesaving instruction in home fire safety. For the first time, a program was provided to the Life Skills Special Education class at Concord-Carlisle Regional High School. The theme of this outreach is fire safety in the home and kitchen.

The Fire Department participates in the Juvenile Fire Setter Intervention program and in the Restorative Justice program. These unique programs provide an avenue for young adults who have engaged in reckless and unsafe behaviors to be made aware of the consequences of

their actions in a positive manner. These two programs are a proactive way to make our community safer.

FIRE DEPARTMENT ACTIVITY: 2009	
<b>FIRE EMERGENCY RESPONSES</b>	
Structure fires	15
Vehicle fires	4
Outside Fires	11
Other Fires	19
Est. fire losses of \$835,760	
Mutual Aid Given	27
Mutual Aid Received	10
<b>OTHER FIRE CALLS</b>	
Fire/Carbon Monoxide Alarms	702
Rescue Services	31
Public Assist/Service	189
<b>TOTAL Fire Responses</b>	<b>1,173</b>
<b>HAZARDOUS CONDITIONS RESPONSES</b>	
Gas Leaks	93
Electrical Problems	42
Other Hazardous Conditions	59
<b>TOTAL Hazardous Responses</b>	<b>194</b>
<b>MEDICAL EMERGENCY RESPONSES</b>	
Ambulance Transports	1367
Basic Life Support	1125
Advanced Life Support	434
Mutual Aid Ambulance Given	59
Mutual Aid Ambulance Received	163
<b>TOTAL Medical Responses</b>	<b>1,559</b>
<b>TOTAL EMERGENCY RESPONSES 2,926</b>	
Fire Prevention Inspections	302
Permits Issued	354
Plans Review	27
Smoke Detector/ CO Certificates	163

*Personnel*

In February, Chief Kenneth Willette retired after serving 5 years. Chief Willette’s tenure was very productive and the Department benefited from his progressive leadership style. After an extensive search process, I was fortunate to be chosen as your Fire Chief, officially taking office on April 20. I am grateful for the support and best wishes of so many people.

Lieutenant Owen Neville was promoted to the rank of Captain, the Shift Commander who has full operational responsibility for the entire shift while on duty.

Firefighter Ed Conlin was promoted to the rank of Lieutenant of Group 1, and will oversee Engine 4 in West Concord.

Lieutenant Bill Noke was recently appointed to the District 3 Massachusetts Hazardous Materials Response Team. This regional response team is designed to augment our local Hazardous Materials response capability when needed. The team is one of 6 serving Massachusetts and is often referenced as a model nationally.

Mary Moreau was hired under the Senior Worker program to assist us in completing key projects. We appreciate her efforts.

*Station Improvements*

We will be renovating the second floor of the Walden Street Fire Station with a focus on streamlining building flow patterns, operational and energy efficiencies. Work is planned to begin in late spring. The Department is thankful for Town Meeting support for this project.

The Fire Department acknowledges the support and excellent service provided by the staff of our fellow Town Departments. We interact regularly and seamlessly with the Public Safety Communications Center, the Police Department, Concord Public Works, the Council on Aging, Building Commissioner, and Health Commissioner. The result of these excellent working relationships is superior service to the community.

The public can be assured that the firefighters serving Concord are competent, compassionate and caring individuals who come together as a team to deliver excellent service to the Town of Concord.

**LOCAL EMERGENCY PLANNING COMMITTEE**

Mark Cotreau, Chair  
Donald Kingman, Co-Chair

The Local Emergency Planning Committee, following Federal law definition, creates response plans for hazardous materials spills within the Town of Concord. The Committee also accepts Tier II reports from sites that store hazardous substances. The reports filed in 2009 are public documents and are available for inspection at Fire Headquarters.

The Committee met 3 times; all meetings were posted by the Town Clerk and the minutes properly recorded. The Committee continues to receive updates on the Superfund Site at 2229 Main Street, more commonly known as Starmet.

Concord LEPC is an enthusiastic committee of dedicated individuals from various backgrounds who share a common vision of what citizen volunteers can do, and who invest many volunteer hours to make Concord a safer community.

The Concord Police, Concord Public Works and Concord Health Department are active participants in all planning activities and exercises.

To learn more about the LEPC and its role in keeping Concord safe, please contact the Fire Mark Cotreau Chief at 978-318-3450.

## **CONCORD EMERGENCY MANAGEMENT AGENCY**

Fire Chief Mark Cotreau, Director  
Martin J. Powers, Deputy Director  
Don Kingman, Deputy Director  
Steve Telsey, Deputy Director

Since the days of the Cold War, the Concord Emergency Management Agency (CEMA) has served Concord. CEMA participated in several preparedness exercises, including the Cross Roads Regional Emergency Planning Committee tabletop exercise in November and the annual Mass Decontamination exercise, held in October at Emerson Hospital. CEMA has also supported a Community Shelter exercise/training day.

CEMA maintains the Town's State-mandated Comprehensive Emergency Preparedness Plan (CEMP), a document that outlines the roles and responsibilities of different agencies during a large emergency and provides a resource guide. These could be emergencies involving a large spectrum of All-Hazard topics such as incidents caused by weather (floods, ice storms, etc.), public health crises, hazardous materials spills and other man-made events. Working in conjunction with Public Health Administrator, Brent Reagor, the Medical Reserve Corps integrates readily into our Town system of trained citizen volunteers, ready to support the Town during times of crisis.

Sudbury hosted a tabletop exercise conducted by the Crossroads Regional Emergency Planning Committee. Concord, Wayland, Weston, Lincoln and Sudbury comprise our regional group. Several State and Federal agencies, along with neighboring communities, joined us to develop a response plan to a major ice storm event. The post-action report highlights the strength of the existing mutual aid agreements and points us to further improvements we will make in our planning.

CEMA relies on citizen volunteers to help it achieve its mission and exemplifies the Concord spirit of standing ready to help others. The Concord Emergency Response Team (CERT) and Medical Reserve Corps (MRC) programs have a combined volunteer corps of over 100 trained citizens. There is also a very active Emergency Sheltering Team and Communications Group focusing on Amateur Ham radio and other emergency communication capabilities. Looking to the future, the challenge will be to sustain these programs by providing on-going training, realistic exercises and opportunities to utilize their skills. To this end, we have modified CEMA organizationally by providing two additional Deputy Directors appointed by the Town Manager. These two new Deputy Directors, Concord residents with extensive experience working in Emergency Management, along with the existing Deputy Director will enable us to work with a span of control capable of properly supporting this growing group of volunteers. I thank them all for their dedication and wish them well in their new positions.

Emergency preparedness is the crucial first step in facing an unexpected crisis. We encourage all Concord residents to develop a home/family Preparedness Plan. To learn more about planning, visit the Federal Emergency Management web site at <http://www.fema.gov/areyouready/>.

For more information about CEMA or any of the programs mentioned, please contact the Fire Chief/Emergency Management Director at 978-318-3450.