



# ***TOWNSEND FIRE-EMS DEPARTMENT***

*Proudly serving the citizens of Townsend since 1875*

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Chief of Department**

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## **MEMORANDUM**

**To:** All Personnel  
**From:** Mark R. Boynton, Fire – EMS Chief  
**Subject:** NVRDD Transition Updated  
**Date:** April 10, 2018

The last update was in January, I have not sent out an update since then because there hasn't been much to update you on. Townsend Fire has been actively using Ambupro patent care reporting since January 1<sup>st</sup>. We have had a few issues over the last couple of months. Mainly issues connecting to the server through the VPN client. This is a Townsend issue we have been unable to address due to limited IT Support. We discovered the quality control portion of the software was not included with the package purchased NVRDD. Townsend Fire-EMS has paid an additional \$1,165.00 to obtain this part of the software so we can generate call statistics and review each call for quality assurance as required by the State. We will also receive an annual bill for maintenance for this portion of the software.

NVRDD is current short two dispatchers and taking applications. A probationary dispatcher did not workout creating a vacancy. Aaron Considine a former Townsend Dispatcher that went to NVRDD has resigned to pursue a career in law enforcement.

Fire-EMS had two critical events in the past couple of months that were handled efficiently and effectively by NVRDD. The first was a young adult reported to be having a diabetic problem. Crews arrived on scene and quickly diagnosed the problem as a brain aneurysm. Quick work by Townsend paramedics and Nashoba dispatchers activated Med Flight for air transport to Boston Children's Hospital for neuro surgery. The young male survived the incident and recovered fully thanks to the quick work of everyone involved. Second was a 2<sup>nd</sup> alarm house fire on Proctor Road. Multiple alarm fire are a communication challenge with the number of personnel, vehicles and towns involved. The incident went well and was also handled efficiently and effectively by all involved.

Townsend entered into agreement with NVRDD in November of 2016, March 28<sup>th</sup> 2018 was the one year anniversary of NVRDD taking over dispatching emergency units over the radio.

April 3, 2018 NVRDD will begin taking wireless/cellular 911 calls directly for this region. Prior to April 3<sup>rd</sup> all wireless calls went to state police where the information was obtained then transferred to the appropriate dispatch center. Wireless calls going directly to NVRDD will streamline the operation, save time and overall should be an improvement in service deliveries to the community.

Townsend phone system replacement has made some progress but still not complete. The system has been programed and is ready to install. Information technology challenges on Townsends end has repeatedly delayed completion. At this time it is unclear when this maybe completed and if any additional cost will be incurred from the delays.

#### IMC Training Schedule:

- Police Database Training – February 20, 2018 COMPLETED
- Fire Database Training – February 27, 2018 COMPLETED
- NFIRS Only Training – March 27, 2018 COMPLETED
- Police Records Training – April 10-13, 2018
- Remaining Fire Records Training – April 16-17, 2018
- Officer Report Writing Training – April 23-24, 2018
- Barcoding Training – April 25, 2018
- Go Live – June 4, 2018
- Police Mobile Training – June 11, 2018
- Fire Mobile Training – June 12, 2018
- Police Admin Training – June 18-19, 2018
- Fire Admin Training – June 20-21, 2018

Police Department radios and desksets – 2-Way installed these last month. We are waiting for network information from IT to connect the police and fire system together. They will then be reprogramed to correct a couple of issues and connected together.

#### Updated timeline:

Townsend Radio system replacement – Completed  
Townsend Rod and Gun Club antennas replacement - Completed  
Townsend Bayberry hill antennas replacement – Completed  
Ambupro – EMS Software Install – Completed  
Ambupro – Launched January 1 working on several issues  
PD Cameras, card access, recorder – Complete  
IMC Software package – Installed  
IMC Mobile – Jan 1<sup>st</sup> launch behind schedule  
IMC Fire Records – Jan 1<sup>st</sup> launch delayed to avoid confusion with Ambupro  
IMC Training – Training scheduled  
IMC Data Conversion – Underway  
IMC Database review – TBD  
IMC Live – Complete implementation by Townsend July 1<sup>st</sup>?  
Phone system install – NO IDEA TBD  
Nashoba radio's to be installed – TBD  
Fire Apparatus MDT – Unknown