



TOWNSEND FIRE-EMS DEPARTMENT

Proudly serving the citizens of Townsend since 1875

**PO Box 530 – 13 Elm St.
Townsend, MA 01469**

**Mark R. Boynton
Chief of Department**

Headquarters: 978-597-8150

Fax: 978-300-5786

MEMORANDUM

To: All Personnel
From: Mark R. Boynton, Fire – EMS Chief
Subject: NVRDD Transition Updated
Date: December 5, 2017

As of this writing IMC Software has been installed. Police install and launch of mobile software for January 1st is behind schedule. Install is scheduled for this week with training to follow over the next few weeks. On the fire side Ambupro EMS ePCR software was launched January 1st but has been a challenge. Currently several of the heavily used features are not working. Captain Scott continues to work with the vendors to correct these issues and has invested hundreds of hours into this program at this point. We are hopeful these issues can be corrected and the software will live up to the expectations sold to us. If not we will not settle for a system that is less than adequate. We will give it a few more weeks then decide if we stick with the program, go back to our former program or look for another software solution. Fire records software has been installed but the launch was intentionally delayed due to issues with Amburpo. We will finish setting things up, start training and launch this portion in the next few weeks. Training from the software vendor on all the feature with the full-time Police and Fire Staff is scheduled for February and March.

Related to software I was surprised to learn earlier this month at a NVRDD Operations Committee meeting that dispatch does not utilize the IMC dispatch software as intended and sold to us. Currently the run card feature that will display to the dispatcher what apparatus is pre designated to respond for each community in each area of the community is not use. I also discovered the mapping feature that displays map and critical infrastructure such as location of fire hydrants is not being use. Director Klunn is open to implementing these features and has indicated they need to be evaluated and implementation would be sometime in the future after we get higher priority items such as the Townsend transition behind us.

The lack of readily available IT support here in town continues to delay things. We have an excellent outside contractor that works for us 4 hours a week that is very knowledgeable and knows emergency service software inside and out. Unfortunately he is only available on Friday afternoons. Any significate or timely progress is impossible due to coordinate multiple vendors and projects around 4 hours on a Friday afternoon.

Install of the phone system scheduled for last September has been subject to the same delays by IT along with others. It took us six weeks to get in touch with the right people at Verizon to schedule a meeting to discuss phone lines and options. We are now waiting to get network information from IT this Friday before the vendor can start the install.

As of December Chief Rick Bailey and I have been appointed as alternates to the Nashoba Administrative Board. In Administrator Kreidler absence Chief Bailey or I will be the voice and voting authority for Townsend. Operating Committee Chair – Harvard Police Chief Ed Denmark resigned from chairman this week. He has been replaced by Lancaster Fire Chief Mike Hanson. This is a positive step for the committee that was essentially inactive over the past year. Chief Hanson has already made an impact by scheduling several productive meetings and forming sub committees to address the budget and a committee I have volunteer to be on to study changing to a common Fire dispatch channel and a common Police channel to streamline operations and reduce the number of radios that dispatch needs to monitor.

IMC Training Schedule:

- Police Database Training – February 20, 2018
- Fire Database Training – February 27, 2018
- NFIRS Only Training – March 27, 2018
- 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 1st launch behind schedule
IMC Fire Records – Jan 1st launch delayed to avoid confusion with Ambupro
IMC Training – Training scheduled
IMC Data Conversion – TBD
IMC Database review – TBD
IMC Live – Complete implementation by Townsend July 1st?
Phone system install – NO IDEA TBD
Nashoba radio's to be installed – TBD
Fire Apparatus MDT – Unknown grant funding never secured by NVRDD as promised