

Shutesbury Emergency Management Team Meeting Minutes

Monday, January 21, 2019 at the Shutesbury Fire Station, 42 Leverett Road

Members Present: Emergency Management Director (EMD) Walter Tibbetts, Assistant Emergency Management Director (Asst. EMD) Mark Foster, Board of Selectmen Chairman Melissa Makepeace-O'Neil, Lake Wyola Gate and Dam Keeper Howard Kinder, Highway Superintendent Tim Hunting, Emergency Operations Center Ham Radio Operator (EOCHRO) Aaron Addison, Town Administrator Rebecca "Becky" Torres, Emergency Management Team Secretary Leslie Bracebridge, recording.

1. The **minutes of the November 19, 2018 meeting** were reviewed, and approved as written.
2. Unfinished Business:
 - a. FFY 2018 EMPG (Emergency Management Preparedness Grant) – EMD Tibbetts:
 - i. Everything funded by this grant has been purchased and paid for. EMD Tibbetts will meet with the new Town Treasurer, Ryan Mailloux to review the financial paperwork, due by June 2019.
 - ii. The new tables and chairs are already in use. The portable LED scene lighting for emergency response, and the medical supplies for ballistic vests have also been received.
 - iii. EMD Tibbetts displayed a vest equipped with the first response medical supplies, and a helmet with headlight. This equipment stands ready for a Rescue Task Force medical response for any kind of Hostile Mass Casualty Incident (HMCI).
 - iv. TA Torres questioned policy and insurance for when vests and helmets will be used. EMD Tibbetts:
 1. Department policies, will be set to the NFPA 3000 (National Fire Protection Association) guidelines*. At this time there is not yet a written policy for the Shutesbury Fire Department for response to HMCI's.
 2. The decision to purchase the vests was not taken lightly. All members of the Department were involved in the decision.
 3. All department staff are "on-board" with equipment and training. Four members have already taken some training. Members of the Fire Department will also be working on training with members of the Police Department.
 4. Fire Department strategies and tactics change with each change to codes, equipment, new situations and new materials in the workplace.
 5. This equipment is a "sign of the times". The Department will be called if people are hurt. The tactical ballistic vests and helmets are personal protective equipment (PPE) for the fire fighters, for this new and different type of situation.
 6. What has been learned from previous HMCI events in other places is that people left waiting for medical care have bled-out and died unnecessarily. New guidelines indicate getting in sooner to remove and treat the injured. Though police officers will clear an area before fire fighters enter the scene, it would still be considered a "Warm Zone" hostile environment. Fire fighters would be stopping bleeding and pulling people out of the "Warm Zone", not working in the "Hot Zone" (area of active engagement with the threat).
 7. Select Board Chairwoman Makepeace-O'Neil: Considered the vests and helmets to be workplace safety items, rather than representing a change in policy.

8. TA Torres: Deemed the equipment a dramatic change. She will check the town's insurance policy. Chief Tibbetts and other Team members expressed interest in what is learned.
9. EMD Tibbetts – Hostile MCI's are happening whether we want them to or not.
10. Unlike police officer vests, which are fitted to the individual for daily use, the fire fighter vests are sizeable so that any sized fire fighter could wear the same one.
11. The vests are part of a tool box that also provides protection to fire fighters.
- v. The second half of the 2019 grant comes up in September:
 1. EMD Tibbetts suggested Team members start thinking about what would be an appropriate next purchase with the funds.
 2. The town funds spent for turnout gear and SBA's could be used for the grant's matching funds expenditure. These yearly purchases are on the Approved Equipment List (AEL) and can be used as a match, and will be a "cleaner" documentation than breaking out Chief Tibbetts' EMD hours.
- b. Web EOC training follow-up:
 - i. Select Board Chairwoman Makepeace-O'Neil: Summarized the training as "Pretty cool." She could see it working in her workplace environment also.
 - ii. EMD Tibbetts: This new version is easier to use, and felt the training was "very nice."
 - iii. Those who attended agreed: The trainer "knew her stuff." There were no comments for ways to improve on it, and people are grateful for the opportunity to see the program in advance of ever actually needing to use it.
- c. New sign at dam about not removing stones - EMD Tibbetts and Gate and Dam Keeper Kinder:
 - i. EMD Tibbetts displayed the new sign.
 - ii. Gate and Dam Keeper Kinder reported that now people are throwing stones on the ice.
- d. Fuel tanks at the Highway Department – EMD Tibbetts summarized the action of the previous Emergency Management Team meeting on this topic:
 - i. Following a few situations where the levels in the Town's fuel tanks, which fill Police, Fire and Highway vehicles got down to a ¼ of a tank with a storm predicted and an incident when the gasoline tank ran completely out, requiring police to go down to Amherst to get gas, the Emergency Management Team had voted at the last meeting the following process idea to present to the Select Board for feedback: In that the fuel tanks should never fall below ½ full, if they do, Highway Superintendent Hunting or his designee would have authority to order fuel.
 - ii. Select Board Chairwoman Makepeace-O'Neil who was assigned to bring the solution recommendation to the Select Board reported: The recommendation was not accepted.
 - iii. Highway Superintendent Hunting: Reviewed his experience just before the most recent storm:
 1. Thursday the diesel tank was between ½ and ¼ so he called for a fill. He explained his concern because a major storm was coming over the weekend and he would need fuel. He was promised a delivery on Friday and the company would put the tanks on automatic delivery. He explained to the fuel company that at this time of year especially, the tanks need to be filled at least 2 times/month.

2. Friday at 2 PM, there was still no fuel delivery and the tank was down to $\frac{1}{4}$ or a little below, which is not acceptable before a snowstorm.
 3. Hunting called the company again. They promised to deliver on Saturday, leaving uncertainty, since the first promised delivery had not occurred, and the dilemma of where to leave the key for a Saturday delivery.
 4. Discussion included a previous year's experience, when the fuel from a different company "jelled" up in the trucks, and the preference for the more expensive "arctic" fuel.
 5. Town Administrator Torres explained that the town contracted differently this year, and that's why we're having difficulty. We secured a company with a reasonable arctic fuel rate. We've had at least 2 automatic deliveries since October with this blend, so for someone to say we're on "will call" doesn't make sense. She doesn't understand what happened to their communications. She was out of town at Massachusetts Municipal Association conference. The Fire Department always keeps her informed about the propane level at the fire station. She needs to make sure this reporting to her happens for the diesel and gasoline tank as well.
 6. EMD Tibbetts explained the concern came up at the last Emergency Management Team meeting (that TA Torres had not attended) and the same topic came out of a Deerfield tabletop exercise to make sure that fuel tanks don't ever run below $\frac{1}{2}$ full. The solution was brought to the Select Board to discuss as a possibility. We're looking at things as a team for preparedness.
 7. Select Board Chairwoman Makepeace-O'Neil clarified that the Emergency Management Team prepares for emergencies rather than reacting after the fact, and recommended a pre-storm/pre-event checklist.
 8. TA Torres recommended that if the Highway Superintendent notices we're low on fuel, he should call the company and let Becky know he's made the call. The biggest problem is switching vendors, and year end pricing gets confusing with knowing which vendor to use. Once the town went 6 months with the old vendor. It gets complicated. The ideal is to have the same person keep ordering. She has no problem with the Highway Superintendent ordering as long as he calls the right contractor. The Highway Superintendent has free reign to make sure tanks don't go below a half of a tank.
 9. Select Board Chairwoman Makepeace-O'Neil: Would like to create a pre-storm checklist at the next meeting with a first-person back-up.
 10. Highway Superintendent Hunting: If things really fell apart, he would call Orange Oil. Adding, if we're getting a 3-foot storm, we're going to get fuel. We opened and account with Orange Oil. They're close by.
 11. Discussion of a fuel tank heater to avoid "jelling" ended without a solution.
- e. 211 Program – EMD Tibbetts: Upon further research, EMD Tibbetts does not recommend use of the 211 system at this time, as there is no validation procedure to determine if the information is coming from the appropriate town officials. EMD Tibbetts plans a future follow-up on this.
 - f. MOA (Memorandum of Agreement) with food vendors (Stop and Shop, Big Y, Market Basket) – EMD Tibbetts: T.A. Torres response to the use of MOA's is to use the town credit card. EMD Tibbetts has just been issued a town credit card, which could be used anywhere, and in place of a MOA.

- i. Assistant EMD Foster: Feels this topic deserves further discussion.
 - 1. He hopes more town officials will consider attending the next tabletop exercise for a local disaster. All of town government needs to have a better understanding of the challenges of a disaster.
 - 2. After Conway's tornado, residents were given fuel from the town tanks for their generators. Town officials had MOA's with Big Y, Stop and Shop and Walmart. Conway officials were grateful for the pre-disaster MOA's because the stores were delivering needed materials to the town. Belchertown also has MOA's.
- ii. TA Torres: Requested a sample MOA, and asked why the credit card does not make sense. The order could still be called in. The individual limit is \$1500 (Fire Chief limit is \$1000). Someone can be sent down to pick up the order. The town needs checks and balances with spending. Why a MOA instead of opening an account? Is there a better way to do it? The town could have trouble maintaining accounts for multiple years without any activity. TA Torres offered to reach out to the Conway Town Administrator for more information on how and why they use MOA's.

g. Other unfinished Business – None.

3. New Business:

a. PIO (Public Information Officer) – EMD Tibbetts:

- i. The Emergency Management Team previously voted to make Paul DeMarco PIO for the Team. Due to his limited availability, the Team needs to think if there is anyone else who would make a good PIO? EMD Tibbetts asked the Team to start thinking of others.
- ii. TA Torres recommended Patrick Callahan and offered to ask Patrick when he plans to retire, and if he would be interested in resuming the PIO position at that time.

b. Anything Unforeseen 48 Hours Prior to the Meeting:

- i. EMD Tibbetts met with a representative from Code Red: Originally a telemarketing company, Code Red is considered to have started the reverse 911 system in Florida 25 years ago, when they were asked in an emergency to get information out to everyone, because of their existing technology. EMD Tibbetts is interested in further exploring Code Red services because:
 - 1. "Super users" can go in and modify information.
 - 2. It's a very "user-friendly" system. They will:
 - a. Help do messages,
 - b. Help with data-base maintenance. When contacts are taken out, they stay out, and do not unintentionally re-enter the system at a later date.
 - c. Resend messages just to the people who were not connected the first time.
 - 3. The messages come up as an 800 number, and says "Code Red Message from the Town of Shutesbury." Currently the default caller ID number is the Fire Departments. This in turn generates multiple well-meaning calls back to the Fire Department, during times of emergency, with the callers asking why they had been called. Code Red call-back says: You had a message from town; here it is.
 - 4. Though they target town emergency management, they can create a school sub-data-base.
 - 5. Pricing for smaller towns: Base \$1300/year. With pricing for a sub-data-base of \$1 per contact. (Approximately \$1,500.00 per year)

6. Code Red claims superior customer support and better technology than the town's current provider.
7. EMD Tibbetts will set up a webinar presentation for the March Emergency Management Team meeting.

ii. TA Torres: We discourage committees to meet on holidays:

1. Since some of the Team's meetings occur on holidays, the Select Board wonders if the Team can meet on the 4th Monday of the month.
2. Multiple Team members had conflicts with 4th Mondays.
3. It was resolved that the Team will continue to meet on the third Mondays. When the third Monday falls on a holiday, the Team will meet on the second Monday.
4. EOCHRO Addison will not be able to attend the 2nd Monday meetings, as he has just requested that every member of a regional ham radio emergency operator's committee that he is a part of, change to the second Monday, so that he could be available for all of Shutesbury's 3rd Mondays, and some members on his other committee had to make further arrangements to accommodate his request.

4. Reports of Boards and Committees:

a. EOCHRO Aaron Addison:

- i. Brought a radio into the command center, and ham radio communications do work here.
- ii. Brought an information sheet, from Information Station Specialists, concerning licensed, 10-watt radio stations for use by government agencies and emergency medical providers.
 1. The radio messages have noncommercial voice message content.
 2. Electronic messaging systems can be placed curbside, such as at the top of the hill, to instruct travelers to tune in to the AM station for further information.
 3. EOCHRO Addison likened the system to the Travelers Advisory Network with much larger lighted signs, that one might see on highways.
 4. They charge \$3500 to set-up the radio station, and the equipment is leased out.
 5. EOCHRO Addison will write up the paper work for a possible EMPG grant.
 6. The lease program complies with Massachusetts procurement laws.
 7. Bedford MA has a system. The contact person in Bedford is Sarah Stranton.
 8. Highway Superintendent Hunting expressed special interest in such a system being available for the future Locks Pond RD culvert replacement project.

5. Business not reasonable anticipated 48 hours prior to the meeting: None.

6. Next Meeting Date: Monday, February 11, 2019 at 6:30 PM at the Fire Station, 42 Leverett RD.

7. Voted to adjourn at: 8:25 PM.

Respectfully submitted, as approved on February 11, 2019,



Leslie Bracebridge, Secretary

List of Documents used at the Meeting:

1. Emergency Management Team Meeting agenda for January 21, 2019.
2. Draft minutes of the November 19, 2018 meeting.
3. Information sheet regarding Information Station Specialists.

Document referred to during the meeting, but not actually used: "Googled" by Clerk, when preparing meeting minutes for deeper understanding of content of discussion:

*NFPA 3000:

The scope of this standard is limited to the necessary functions and actions related to preparedness, response, and recovery from an active shooter/hostile event response (ASHER). This standard applies to any community, authority having jurisdiction (AHJ), facility, and member of any organization who responds to or prepares for ASHER incidents.