

# PROTECTION OF PERSONS & PROPERTY



In the 1900s this building was a central focus for Southborough's social life for about 60 years. What was it used for, what was it called, and where was it? Is it still there?

[It was the Southborough Arms, a home expanded by Robert Burnett in 1907 to be an inn for private school parents and others to stay. Its large dining room was popular with Southborough residents and a favorite place for receptions and other social occasions. The inn at the corner of Main Street and School Street burned in 1966. The Southborough Professional Building now stands at that location.]

<b><i>Animal Control Officer and Animal Inspector</i></b>
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	<b><i>TOTAL # CALLS RECEIVED</i></b>	<b><i>TOTAL # DOGS IMPOUNDED</i></b>	<b><i>TOTAL # HUMAN BITE CALLS</i></b>	<b><i>TOTAL # DOGS NOT CLAIMED</i></b>
JANUARY	88	2		
FEBRUARY	81	3		
MARCH	147	5	2	
APRIL	153	1	1	
MAY	139			
JUNE	134	1		
JULY	204	2	2	
AUGUST	118	1	2 (1 Cat Bite)	
SEPTEMBER	179	1	1 (Cat Bite)	
OCTOBER	162	2	1	
NOVEMBER	131	3	2 (1-Cat Bite)	
DECEMBER	138	5	1	
<b>TOTAL 2011</b>	<b>1674</b>	<b>26</b>	<b>12</b>	<b>0</b>
<i>Comparison</i>				
<i>Total 2010</i>	<i>1547</i>	<i>14</i>	<i>11</i>	<i>2</i>

***All dogs not claimed are adopted or placed with Buddy Dog Humane.***

TOTAL # BARN INSPECTIONS COMPLETED FOR STATE ANIMAL CENSUS	<b>11</b>
TOTAL # DEAD ANIMALS DISPOSED OF BY ANIMAL CONTROL OFFICE	<b>249 (21-Deer)</b>
TOTAL # QUARANTINE ORDERS ISSUED BY ANIMAL CONTROL OFFICE	<b>33</b>
Human Bite Quarantine	12
Domestic Animal Quarantine	21
TOTAL # DOGS LICENSED WITH THE TOWN CLERK'S OFFICE AS OF 12/31/11	<b>1,216</b>
TOTAL # CITATIONS ISSUED BY ANIMAL/DOG CONTROL OFFICE	<b>176</b>

## *Board of Health*

### ENVIRONMENTAL PUBLIC HEALTH

People often ask--- “What does the Board of Health do?” Some people will tell you--- “We don’t need a lot of government regulation. People will do the right thing --- Just get the government off their backs, don’t stifle the small businessman, etc., etc.” In this report we describe the expansive areas in which the Board of Health protects the health and well being of Southborough and its residents.

Most people don’t even consider their septic system or most public health issues unless they are selling their homes, their septic systems are failing or an outbreak of disease occurs. It is the responsibility of the Board of Health to prevent these problems.

#### **What does the Southborough Board of Health Do?**

##### **A. Title 5 Inspections, Compliance and Education**

Southborough does not have any community-wide sewer system, and it is highly unlikely that it ever will. It relies, therefore on every homeowner, every business, every school and every producer of sewerage to adequately dispose of their waste in a sanitary manner. To neglect to do so can cause long term public health and environmental damage.

The Board continues to remind everyone that **garbage disposal grinders are banned throughout the Town of Southborough**. Installing a garbage grinder after a new home is built or during remodeling even by the homeowner is prohibited. If anyone is thinking of installing a garbage disposal grinder and has been told by disposal grinder manufacturers, retailers or installers, that they are safe to use with on-site septic systems, they should call the Board of Health Office. Septic Systems in Southborough are not designed to handle or assimilate the added waste from garbage disposal grinders. The Board would also like to remind all residents to **get their septic system checked periodically and to pump their septic tank every two to five years**. If people do not know where their subsurface sewage disposal system is located they can come to the Board of Health Office to get copies of plans and “as-built” drawings.

##### **B. Inspections and Licensing**

Much of the Board of Health day to day activities involve educating residents about food, health, disease prevention, safe housing, environmental impacts and many other public health topics. The Board ensures that the food we purchase in town is properly processed, stored, prepared and served.

##### **B.1 Food Establishment Inspections**

The Board of Health ensures our food safety through a licensing and inspection process that provides examination and education to keep us all safe.

##### **B.2 Housing Complaints and Resolutions**

Complaints from tenants can fall on the deaf ears of a landlord who either doesn’t understand the responsibility he took on when he chose to lease property or doesn’t choose to maintain the property. The Board of Health Inspector can instruct and if necessary ensure, by statute, a safe and healthy residence for families who live in leased/rental homes/units.

##### **B.3 Camps and Semi-Public Pool Licensing and Inspections**

It is also the responsibility of the Board of Health to make sure that summer and sports camps are meeting all the health and safety requirement set by the State so that we send our children to learn or play without fear. Semi-public and public pools are shared with so many different people that the State has developed regulations, as they have for camps, to protect users from illness or injury. The Board of Health is the agency designated by the State to license and inspect, instruct and ensure compliance in an effort to protect the public.

**Board of Health (continued)**

**C. Public Health Nursing and other Medical Concerns**

Most recently the Public Health Nurse reported a severe communicable disease and responded rapidly to all possible contacts, primary care providers and the State lab. This coordinated effort on an urgent basis by our Public Health Nurse is responsible for the containment of a severe disease, which did not spread to any one else. All cases of active tuberculosis or positive results for tuberculosis are required to be managed in very a specific format and may necessitate direct observation of medication procedures on a daily basis. This procedure is followed to protect the community for contagions.

**C.1 Flu Clinics were held in the fall.**

- 125 Town employees were vaccinated
- Total vaccines administered was 420

Our Flu Clinic was well received by residents and helped to ensure the vaccination, in the event of an out break, of important Town personnel. The Flu Clinics also meets Department of Public Health requirements for Emergency Preparedness drills. In the event of a Public Health Emergency we may open an Emergency Dispensing Site as part of Region 4A Emergency Preparation. Each year we apply for grant funding to ensure an adequate response for any unforeseen event.

**C.2 Hurricane Irene** brought power outages and a temporary shelter was set up for residents in need of oxygen and support. Emergency preparedness plans are ongoing for all residents with special emphasis on senior and vulnerable populations.

**C.3 Tobacco control**

We removed tobacco products from pharmacies to protect our children. Most everyone who ends up addicted to nicotine started their habit as a child under the age of 18. Children and their families go to pharmacies for antibiotics and medicines to relieve pain and disability and promote good health. Tobacco products are far and away the leading cause of cancer deaths and disability in our society. (In the USA more than a thousand people a day die from cigarettes and tobacco products.) Southborough was one of the earliest towns to remove tobacco products from pharmacies which are licensed as a health care provider under Chapter 112. Now many more towns are signing up or considering changing their regulations and the Massachusetts Public Health Council is considering this program statewide. Let's not expose our children to second hand smoke or any tobacco products.

We need to address all risk factors leading to premature death and disability. According to data from the Center for Disease Control (CDC) about half of all deaths in America could be attributed to behavioral risk factors. Leading actual causes of deaths were tobacco (18% of all deaths), poor diet and physical inactivity (17%), and alcohol consumption (4%). Other actual causes of death were microbial agents, toxic agents, motor vehicle crashes, firearm incidents, sexual behaviors and illicit drug use; together, these accounted for 10% of all deaths. With community involvement behavioral risk factors can be diminished. Your Board of Health is working with you to reduce your chances of death and disability.

**ACTIVITIES AND SERVICES PERFORMED IN THE LAST YEAR**

**SUBSURFACE SEWAGE DISPOSAL SYSTEMS (SDS)**

- Pre-permit meetings with Engineers/Developers for Private SDS .....	4
- Total Subsurface Sewage Disposal System Permits Issued .....	71
- Private Sewer Collection Systems for Waste Water Discharge Permits .....	1
- Commercial or Non-Residential Septic Systems .....	4
- New Construction .....	9
- Complete Replacements .....	28
- Revisions.....	3
- Updates .....	5
- Local Upgrade Waiver (Variances).....	6
- Component Repair .....	15

***Board of Health (continued)***

WELLS

- Private Drinking Water Wells ..... 1  
 - Irrigation Wells ..... 2

SOIL TESTING

- Residential Complete Replacements ..... 17  
 - Residential Systems New ..... 8  
 - Commercial or Non-Residential ..... 3  
 - Re-Tests ..... 3

LICENSES Total 115

- Body Art ..... 2  
 - Day Camp ..... 4  
 - Funeral Director ..... 1  
 - Septic Installers ..... 27  
 - Lrg. System Installers ..... 3  
 - Pumper/Haulers ..... 15  
 - Semi Public Pools ..... 4  
 - Tobacco (license to sell) 2 year license ..... 5  
 - Food Licenses Total ..... 54  
 - Retail ..... 6  
 - Limited Retail ..... 3  
 - Mobil ..... 2  
 - Residential Kitchen ..... 8  
 - Temporary Food Establishment ..... 2  
 - Restaurant/Cafeteria ..... 33

BETTERMENT LOANS ..... 3

BOARD OF HEALTH MEETINGS ..... 12

TITLE 5 INSPECTION REPORTS RECEIVED Total 106

- Passing Systems ..... 85  
 - Conditional Passed Systems (in need of a component repair) ..... 13  
 - Failed Systems ..... 8

Title 5 Inspections are required at a transfer/sale of a property. The latest information available on the Statewide Failure Rate is approximately 19% whereas in Southborough, the Failure Rate remains at 7.5% due to cautious but diligent regulation enforcement and the Ban on Garbage Grinder.

**BOARD OF HEALTH BUDGET AND REVENUES**

	<u>2010</u>	<u>2011</u>
Total Fees Collected from Licenses & Permits, etc. ....	\$53,653	<b>\$63,918</b>
Excess Revolving Fund Revenue Returned to the Town General Fund.....		<b>6,000</b>
Estimated Receipts for Last Six Weeks of 2011 .....		<b>6,087</b>
Estimated Betterment Loan Interest Revenue.....	27,718	<b>12,492</b>
Total Amt. Collected by Bd. of Health & Returned to Town General Fund ....	\$79,371	<b>\$88,497</b>
Total FY2010 and 2011 Budget.....	\$134,415	<b>\$137,579</b>
% Amount Returned to Town .....	59%	<b>64%</b>
% Amount of Board of Health Budget Paid with Taxes.....	41%	<b>36%</b>

*Board of Health (continued)*

**SOUTHBOROUGH BOARD OF HEALTH CALENDAR-YEAR RECEIPTS AND EXPENSES**

<u>Year</u>	<u>Approximate Expenditures</u>	<u>Approximate Receipts</u>	<u>B.O.H. Expenses Derived from Property Taxes</u>	<u>Population</u>	<u>Approximate Board of Health Per capita expenditure</u>
2011	\$137,579	\$88,505	\$49,074	10,093	<b>\$4.89</b>
2010	\$134,415	\$79,371	\$55,044	10,353	<b>\$5.32</b>
2009	\$132,500	\$73,170	\$59,330	9,995	<b>\$5.94</b>
2008	\$128,963	\$70,000	\$58,963	9,700	<b>\$6.08</b>
2007	\$127,888	\$55,502	\$72,386	9,484	<b>\$7.63</b>

**FIVE YEAR AVERAGE**

<u>Five Year Budgeted Average</u>	<u>Five Year Average Total Receipts</u>	<u>Five Year Average BOH Expenses derived from Property Taxes</u>	<u>Five Year Population Average</u>	<u>Average Five Year Per Capita Expenditures</u>
\$132,269	\$73,310	\$58,959	9,925	\$5.97

## *Fire Department*

The Southborough Fire Department provides a wide variety of 9-1-1 and emergency response services, inspections and code enforcement, as well as public fire and life safety education under the auspices of Massachusetts General Laws Chapter 48, Sections 111c, and 148. Such services are provided 24/7/365. The department although named Fire Department provides a broad range of services including, but not limited to:

- Fires
- Explosions
- Over pressurization
- Medical emergencies and motor vehicle accidents
- Hazardous materials incidents (spills, leaks and releases)
- Rescues (vehicle entrapment, confined space incidents, structural collapse, stranded elevators, water/ice rescues)
- Hazardous conditions (electrical wires down, electrical arcing within a building, carbon monoxide build up in homes and structures)
- Service calls (water leaks, emergency lock-outs)
- Alarm calls (fire, carbon monoxide and medical assist alarms)
- Severe weather emergencies (trees down, flooding, power outages)

In 2011, Chief John D. Mauro, Jr. retired after 38 dedicated years of service to the Town of Southborough. Chief Mauro began his career as a 15 year old dispatcher, pedaling his bike to the station to dispatch during emergencies. He was promoted by Chief Edward Brock to the call fire department and then to the full time department where he served as Firefighter, Firefighter/EMT, Lieutenant, Captain and Chief of Department. Chief Mauro led the department during good fiscal times and bad fiscal times but his legacy will be that he always had the well-fare of the men and women of the Southborough Fire Department and the citizens of Southborough as his guiding principle.

During Chief Mauro's tenure, the department went from providing basic emergency medical services (EMT) to Advanced Medical Services (paramedic level) thus ensuring the citizens of Southborough the best in emergency medical response from this department. He also oversaw the purchase of Ladder Tower 21 – a state of the art aerial ladder tower – which is the pride of the department. The Southborough Fire Department wishes Chief Mauro and his family the best in his retirement years.

At the time of this report, the Board of Selectmen and the Fire Chief Search Committee are actively seeking the best individual to lead the Southborough Fire Department for years to come. Many applications were received from across the state and New England and the committee is narrowing the choice for Southborough's next Fire Chief.

The department is comprised of the following personnel:

- 1 Full Time Fire Chief
- 1 Administrative Secretary (28 hrs/wk)
- 19 Full time Firefighter/Emergency Medical Technicians/Paramedics
- 5 Call Firefighter/EMT's
- 3 Call Firefighters
- 4 Call EMT's
- 1 Call Safety Officer

In 2011, the Fire Department responded to 1374 requests for services, an increase of 6% over 2010.

***Fire Department (continued)***

This follows an increase of 4% in 2009. While the calls for service increase the size of the on-duty staffing has remained the same for over 10 years.

The following is a breakdown of the emergency service requests for 2011:

• Structure fires and fires in buildings:	8
• Fires in structures confined to equipment/appliances	44
• Motor vehicle fires:	5
• Outside fires:	9
• Emergency medical services not including MVA's	580
• Motor vehicle accidents (MVA's) with injury	132
• Hazardous conditions	584
• Mutual aid cover	12

A fire in October at Mauro's Café, 2 Main Street, was one of the more serious fires dealt with by the department. This down-town landmark was struck by fire shortly after closing and I credit the automatic suppression/notification system and a quick response from the fire department for limiting the damage. This fire had the potential to destroy the building and spread to adjoining buildings but the activation of the automatic fire suppression system kept the fire in check until firefighters were able to respond and extinguish the flames. The department highly recommends automatic suppression systems, including sprinklers, in all properties. We also recommend automatic alarm notifications for smoke and carbon monoxide detection systems. Automatic alarm notifications contact the fire department when your detection devices activate, even when you're not home or the business is closed.

Massachusetts General Laws require the Fire Department to conduct a variety of inspections. A total of 754 inspections, plan reviews and public education programs were conducted in 2011, a decrease of 4% from 2010, which I attribute to the economy. The following is a breakdown of inspections as well as programs presented and plans reviews:

<u>Inspections:</u>	<u>2010</u>	<u>2011</u>
Smoke Detector (home, resale) Inspection (MGL Chapter 26F)	119	140
Smoke Detector (home, new construction)	23	31
Carbon Monoxide Detector Inspection	128	153
Oil Burner Inspections	65	44
Propane Inspections	27	34
School Inspections and Fire Drills	38	37
Annual License Inspections	31	34
License Renewal Follow-up Inspections	3	2
Commercial Building Inspections	46	37
Tank Truck Inspections	21	7
Pre-Blast Inspections	2	1
Blasting Observation	0	0
Underground Tank Removal Inspection	4	6
Miscellaneous Safety Inspections	24	18
Complaints Investigated	11	8
Follow-up Re-inspections	17	17
Unvented Heater Inspections	1	0
Underground Storage Tank Inspections	4	5
Residential Sprinkler Inspection	3	0

***Fire Department (continued)***

<u>Inspections:</u>	<u>2010</u>	<u>2011</u>
Above Ground Storage Tank Inspection	0	1
<u>Public Safety Programs Presented:</u>		
School Fire Prevention Programs	68	46
Miscellaneous Fire & Safety Programs	28	30
Fire Station Tours for Groups	16	10
Senior Citizen Smoke Detector Battery Replacement	0	1
<u>Plans Reviewed:</u>		
Residential Smoke Detector Placement	38	53
Commercial (fire alarm, sprinkler, renovation etc)	40	27
Site Plans Reviewed	13	7
Construction Meetings and Inspections	6	5
Plan Review Meetings	12	0

The department also conducts various fire and safety programs to the community throughout the year. Such programs focus on fire safety, cardio pulmonary resuscitation (CPR), life safety, and teen driving issues.

The Emergency Medical Services (EMS) component of the emergency response system consists of trained firefighter/emergency medical technicians (EMT's) at the basic, intermediate and paramedic level, under the direction of Dr. Joseph Tennyson, Medical Control Physician located at UMass- Marlboro Hospital. Dr. Tennyson is actively involved in reviewing all patient care reports to ensure the highest quality EMS system for Southborough and leads Quarterly Morbidity and Mortality Rounds for the EMT's. FF/EMT Paramedic Scott Navaroli is the lead Paramedic in the department and oversees the program on a daily basis and conducts medical training courses for the department and citizens of Southborough.

The Fire Department received a Student Awareness Fire Safety (S.A.F.E.) Grant of \$4,665.00 from the Department of Fire Services. The grant provides funding to continue the department's fire prevention and public education programs.

Firefighter /EMT-I Neal Aspesi coordinates the Emergency Management Agency for Southborough as the Director of Operations. Neal ran the Emergency Operations Center (EOC) established after Hurricane Irene in August and also oversaw operations during the clean-up and power restoration from the October 2011 snow-storm. Neal completed all paperwork for FEMA reimbursement related to these events; a herculean task of paperwork and coordination among the departments of the town as well as MEMA and FEMA at the state and federal level.

In closing, I would like to thank the members of the Southborough Fire Department and their families for the dedicated service that they provide to the citizens of Southborough. I would also once again, recognize the contributions of Retired Chief John D. Mauro, Jr. for his years of service. I thank the Board of Selectmen, and all the department heads and Boards and Committees for their continued cooperation, assistance and support. I would be remiss in not thanking the citizens and businesses of Southborough for their continued support and contributions.

I wish to assure the citizens of Southborough that they have an excellent Fire-EMS Department. It has been my pleasure and privilege to have served as your Interim Fire Chief while the Board of Selectmen and the Fire Chief Screening Committee complete the process of hiring the next Fire Chief.

*Michael C. Dunne, Interim Fire Chief*

## *Police Department*

**W**e dedicate this annual report to a longtime employee, close friend and law enforcement brother, Joseph E. Bennett, who passed away in April from cancer. Joe was employed as a full-time Communications Officer and Reserve Officer, having served loyally for over thirty years. We miss his quick wit and advice. Joe was a mentor to many of our current staff.

### **DEPARTMENT PERSONNEL**

For the first time in the history of the Southborough Police Department, a Lieutenant was appointed after a long and arduous testing and interview cycle. Senior Sergeant Sean James was promoted to this position and assumed his responsibilities in June.

We also were able to promote Officers James DeLuca and Heath Widdiss to rank of Sergeant. In December, Officer Sean McCarthy became our new Detective. Lieutenant James, Sergeant Deluca and Sergeant Widdiss attended a two week supervisor/management course at Roger Williams College in R.I. during the Fall months. Sergeant Slatkavitz attended a multi-week supervisors' course during the Fall months.

Three officers resigned during the year. We operated heavily understaffed and shorthanded until July when three new full-time officers were appointed. After a written test, extensive background checks and several interviews, the Board of Selectmen appointed William Woodford of Southborough, Thomas Rock of Westborough and Aaron Richardson of Dorchester. These gentlemen went through an eleven week field training program before they were cleared to work patrols.

We also hired a new Communications Officer in November, Jonathan Kersting of Marlborough to fill the vacant position. Jay was working as a part-time dispatcher since December 2010 for us and brings some good experience and knowledge and is an EMT instructor.

In July, the Board of Selectmen appointed two new Reserve Police Officers, James Gallagher of Franklin and Michael Whelan of Westford, to back fill long time vacant spots. Both are successful graduates of full-time police academies and completed our eleven week field training program with our senior officers and assigned sergeant. In November, they were promoted as interim officers to temporarily fill two open patrol officer positions.

We are still understaffed, but continue to provide top notch police protection and coverage in a pro-active manner. Please congratulate them for their success and appointments. We are proud to serve this fine community.

### **UNUSUAL SIGHTING**

In June, on a sunny, pleasant Saturday residents of School Street called the Police Department to report that a black bear was in their yard, garages and garbage cans. Eventually the visitor made his way to the Police & Fire parking lot, but ran off onto St. Mark's school property. For several days we received numerous calls of sightings throughout the Town. We never found the bear.

### **HURRICANE IRENE**

At the end of August, the Town was hit with the high winds, rain and remnants of this hurricane, causing long term power outages and thousands of downed trees and wires. Roads were blocked and public safety was an issue for 2-3 days. The EOC was opened and members of the Police staff worked as many hours as needed to assist in the safety and security issues in Town. We want to thank the townspeople for their wonderful cooperation in getting us through this serious and difficult event.

### **HALLOWEEN SNOWSTORM**

For anyone who has lived in New England for many years, we expect that the weather will change from day to day; but we were not expecting the snow to arrive so early. The last weekend of October saw

### ***Police Department (continued)***

more power outages, numerous car accidents, false burglar alarms, roads blocked and trees and wires knocked down. It was a mess for two days and power outages remained a concern for almost one week.

### **SCHOOL RESOURCE OFFICER AND COMMUNITY POLICING**

The Southborough Police Department has a long-standing tradition in community policing. We have diverse programs that have been in place for many years. Programs such as DARE, R.A.D., radKIDS, school resource officer and the Junior Police Academies are among some of the most popular.

Since 1993, the Southborough Police Department has taught children about the harmful effects of drugs, alcohol and tobacco products. The DARE program, created in 1983 in Los Angeles, has been the most taught anti-drug and anti-violence program in the country. Just recently, the program went through an extensive three year study, subsequently improvements and updates were made in order to keep it fresh and exciting. As of this year, the DARE program has graduated approximately 3,000 fifth grade students.

Along with DARE, there are many other programs that teach self-awareness and self-empowerment. The R.A.D. (for women) program and the radKIDS program teach self-confidence and self-reliance when faced with risky situations. The R.A.D. for women program has graduated many students over the last few years, teaching them how not to be a victim.

The radKIDS program is a direct off-shoot of the RAD program and is designed to keep children safe from harm. Over the years, hundreds of kids have graduated this program. If you are interested in any of these programs, please contact Officer Kevin Landry.

And finally, this department has remained dedicated to our community's children and youth. We have implemented many safety programs over the years ranging from Stranger Danger to Bicycle Safety. The dedication to our youth is also demonstrated in the annual Junior Police Academies.

These academies stress the importance of respect, teamwork, physical conditioning and integrity. These are achieved by problem solving, teamwork and self-esteem exercises. Many of our cadets have been inspired to move on to community and student leadership programs. The entire executive staff anticipates another great academy class in the Summer of 2012. Watch for academy announcements in the Spring.

### **CRIMINAL INVESTIGATIONS**

The year began with a sophisticated crew committing commercial breaks at businesses with ATM machines. Our investigators eventually were involved with detectives from five counties in an attempt to apprehend the thieves. In all, the thieves committed over 30 breaks in five counties. The suspects were eventually apprehended during a break in Waltham and were taken into custody. Several search warrants were served at the suspects' residence. During the search evidence from our crime was recovered along with several thousand dollars. In November, the suspects were indicted for the aforementioned crime in Southborough.

In March, officers responded to a residence in Southborough to serve a trespass order. While at the residence, officers made an exigent entry to check on the occupants. While inside, several marijuana plants were observed in plain view. The officers secured the residence and applied for a search warrant. After the warrant was issued, officer's seized narcotics paraphernalia and seventy-two marijuana plants. The suspect was arrested and charged with distribution and cultivation of marijuana.

Domestic violence continues to be a major concern in our community. The number of calls to respond to domestic violence situations is similar to last year. The concern is that the abuser is using different means to cause their victim's distress. In one such case investigators learned of an abusive situation and were informed that the abuser was using electronic devices to harass and intimidate his victim. Investigators obtained a search warrant for the electronic devices and seized evidence which was helpful during prosecution.

### ***Police Department (continued)***

The unit continued training in the area of cyber crime and crime scene investigation. We continue to upgrade our forensic and crime scene equipment so we may better serve the citizens of Southborough. During this year, we had the opportunity to work closely with other area departments, the Massachusetts State Police, Federal Law Enforcement Agencies and New England States Police Information Network as well as the Worcester County District Attorney's Office. We were able to recover in excess of \$32,000 in goods and monies for victims of thefts.

Town property was also targeted for vandalism and graffiti/tagging in the Fall. Suspects are unknown. If you see any such activity or suspicious persons, please call us at 508-485-2121. During the last month of 2011, five separate suspects were caught and arrested in the commissions of burglaries in homes and one business.

At the end of this annual report, we have added some crime prevention tips and suggestions. Your Southborough Police Department is available to discuss these recommendations. Also don't hesitate to use the department Tip Line 508-485-2121 ext.600 for non-emergency and non-immediate police response. You can remain anonymous.

### **TECHNOLOGY**

#### **Southborough Police Department Uses Social Media to Enhance Community Policing and Public Safety**

This year, the Southborough Police Department was proud to be one of the first police departments in the area to start using a social media outlet, as a way to enhance our community policing and information sharing with the residents of Southborough. We understood that in order for us to keep up with modern day policing, we had to adapt and utilize the most current technology available to us. The Police Department decided to use the social media giant "Facebook", in order to provide those who live and work in Southborough; or others with an interest in the Southborough Police Department; access to public safety information from the Southborough Police Department.

The Facebook page also serves as a platform in which the residents of Southborough (and others) can interact with the Police Department. Around the country, police departments have begun to see the many benefits of using Facebook as a way to share information with their residents. We have already had great success with our own Facebook page, as well. We currently have over 300 "subscribers", who benefit by receiving instant public safety information from the Police Department by way of their Facebook "news feed".

Our Facebook posts include information regarding criminal activity, missing persons, public scams, employment opportunities, promotions, weather alerts, school closures and other various information of interest to our community. We encourage our residents to "LIKE" our page, in order to benefit by receiving the most up-to-date, available public safety information when it happens! The page is currently monitored and managed by Sergeant Ryan Newell of the Southborough Police Department. We invite you to check it out!

<https://www.facebook.com/pages/Southborough-Police-Department/157549017664020>

Another area of interest for our residents and businesses owners to utilize:

1) REVERSE 9-1-1 upgrade.

The Worcester County Sheriffs Department owns and operates the Reverse 9-1-1. They have now added the opportunity to received public safety notifications from the Southborough Police on your cellphone and/or business number. Check their website to enroll. It's free.

***Police Department (continued)***

**CRIME PEVENTION TIPS**

If you have a burglar alarm, activate it whether you are at home or away.

Make a list of valuable items in your home, and takes pictures or videos of these items. Store this list and pictures in a safe place.

Do not give out personal information over the phone to strangers unless you feel comfortable. Electronic crimes are on the rise as well as scams.

If you see something or someone that seems suspicious, call the police department as soon as possible.

Car Safety Seats: 100% of child safety seats are installed incorrectly. Please contact Officer Kevin Landry for installation assistance.

We want to thank the citizens of Southborough who showed great interest in protecting their homes and neighborhoods. We held meaningful discussions and meetings. *You are our extra eyes and ears.*

**CALENDAR YEAR 2011 STATISTICS OF INTEREST**

ANIMAL COMPLAINTS	254	IDENTIFCATION THEFT	9
ALL ARRESTS	196	KIDNAPPING	0
ASSAULTS	15	LARCENY	55
ASSIST CITIZENS/MOTORISTS	439	MISSING PERSONS REPORTED	6
ASSIST OTHER AGENCIES	241	MOTOR VEHICLE ACCIDENTS	397
BUILDING/PATROL CHECKS	4986	MOTOR VEHICLE THEFTS	2
BURGLAR ALARMS	729	MOTOR VEHICLE VIOL. ISSUED	1623
BURGLARY & ATTEMPTS	34	NOISE COMPLAINTS	36
BUSINESS/OTHER ESCORTS	32	PROTECTIVE CUSTODY	18
CIVIL COMPLAINTS	6	ROBBERY	1
DISTURBANCES	35	SEXUAL CRIMES	5
DOMESTIC MATTERS/INVEST	23	SUMMONS/WARRANTS	98
DRUG LAW OFFENSES	55	SUSPICIOUS ACTIVITY	403
FINANCIAL CRIMES	15	TRAFFIC COMPLAINTS BY CITIZENS	52
HARRASMENT COMPLAINTS	37	VANDALISM	35



***PROTECTING OUR COMMUNITY....TOGETHER***

***Sealer of Weights & Measures***

The following types of measuring devices used in the sale and services of consumer goods were tested and sealed, indicating that the devices are within the allowed tolerances of Federal and State Division of Standards.

*WORK COMPLETED IN 2011*

Scales:	19	Sealed
Weights:	0	Sealed
Automatic Liquid Measuring Devices:	79 Fuel Pumps	Sealed
Fees turned over to the Town Treasurer:	\$1,397.00	

## ***Southborough Emergency Management Agency (SEMA) & Local Emergency Planning Committee (LEPC)***

*“Ensuring Community Safety through Education and Preparedness”*

The Southborough Emergency Management Agency (SEMA), which includes the Local Emergency Planning Committee (LEPC), is the agency in Town tasked with identifying, preparing for, mitigating and recovering from hazards and disasters (natural, man-made or technological) with the mission of improving community safety, saving lives and ensuring the community's quick return to normal functions following disasters. Additionally, the LEPC is responsible for maintaining information on and developing emergency response plans for locally used/stored Hazardous Materials and those that travel through town via road and rail.

SEMA strongly encourages each citizen and employee of the Town of Southborough to take the time and steps to learn about the hazards and disasters that threaten our area, learn how to individually prepare you and your family and implement steps to ensure your safety (including Family & Pet Disaster Kits and Evacuation Plans). Seniors should also check with the Council on Aging for additional planning steps.

SEMA is devised of department heads/employees from each town department, town management officials, representatives from all town educational facilities, members of the local business community and volunteers, as well as representatives from the Massachusetts Emergency Management Agency. These members meet on a bi-monthly base at the Town's Emergency Operations Center (EOC) to discuss historical and emerging hazards threatening our area, develop mitigation and response plans and coordinate resources should an event occur. Each meeting also consists of training modules related to emergency preparedness.

2011 was an extremely busy year for SEMA, much of which allowed the agency to test plans and capabilities during real events and identify what worked well and those areas that need improvement. In 2012, SEMA will be addressing identified areas of improvement to enhance preparedness, response and community safety.

Events in 2011 included:

- Snow Events, January – March, 2011 became one of the snowiest winters on record, with no reprieve between storms. The resulting snow accumulations resulted in numerous near roof collapses, including Trottier Middle School and Carbon Monoxide hazards (due to blocked vents).
- Springfield Tornado, June 1 & 2. One Southborough engine with a crew of five, deployed to Springfield to assist in search & rescue. In addition SEMA was involved in filing financial reimbursement with the Federal Emergency Management Agency (FEMA).
- Springfield Tornado Relief Effort, June 27 – July 16. Lead by the Southborough CERT/MRC, Southborough citizens donated enough various personal/home items to fill a 53' trailer to assist those displaced by the June 1 tornado. The items were delivered to the Council of Churches of Greater Springfield - Family Life Services for distribution on July 16. Thanks to all those that donated items and their time, especially the Klein Family, Ted's of Fayville (donated truck & driver) and Eagle Leasing (donated the 53' trailer).
- Tropical Storm Irene, August 28 – September 2. Due to the resulting damage and power outages, SEMA fully activated and staffed the Town's Emergency Operations Center (EOC) and the Board of Selectmen implemented a Local State of Emergency and the Town's Continuity of Operations/Government Plan. Although there were many issues with National Grid and Verizon, the EOC staff worked tirelessly to address the emergency needs of the community. Overall, being the first EOC activation in decades, the EOC staff worked amazingly well in their respective areas of knowledge and as a team, as did the responders in the field. Southborough became a loud voice expressing displeasure with the utilities during State conference calls and meetings with local political representative and are heavily involved in the State's ongoing investigation into the

### ***SEMA & LEPC (continued)***

- utilities responses. Additionally, SEMA completed the extensive application process for disaster reimbursement aid/funds from FEMA, which was submitted on December 1, 2011.
- October Nor'easter, October 29 – November 4. Southborough sustained greater damage and longer power outages than during TS Irene. This event was additionally hazardous due to the cold temperatures that followed. Again, SEMA responded, but at a lower EOC activation level. The resulting issues of this event were almost identical to that of TS Irene, and consisted of the same type of responses and mitigation actions. As such most of the EOC staff worked in a “virtual” environment to address issues/needs as they arose, through coordination of the senior (activated) EOC staff. Again there were issues with the utilities which are still being addressed; however one improvement was the allocation of a National Grid liaison into the Southborough EOC, allowing direct face-to-face contact with National Grid to direct their local responses.
  - Southborough entered into three State-Wide Mutual Aid agreements: Fire, DPW & Public Safety. These agreements will enable Southborough to offer and/or receive assistance from communities throughout Massachusetts in times of need.
  - SEMA was awarded numerous grants, which were used to sustain and expand the agency’s capabilities. SEMA has a very limited budget and sustains primarily on grant funding.

Emergency Management continued to assist in the planning and operations of Southborough Summer Nights, Heritage Day, New England Center for Children’s (NECC) 5K Race and Gobble Wobble 5K Race. A severe thunderstorm during the NECC 5K, required a full evacuation (using a pre-established evacuation plan) of the outside grounds, into Neary School. All events went off without a hitch, with no injuries due in part to the planning, and especially volunteer work of the members of the Southborough Community Emergency Response Team (CERT) and Medical Reserve Corps (MRC). SEMA also was assigned as the State Park Command Post (only one of three for the total event) for the 2011 Boston Marathon, managing all aspects on the Park, Traffic and Incidents on the Southborough side of Hopkinton.

The CERT/MRC continues to be an invaluable group of committed volunteers augmenting the needs of emergency services in Town. These members dedicate numerous hours; meeting, training and coordinating with SEMA and the Board of Health to ensure they are prepared to assist at a moments notice. The group was especially instrumental during Tropical Storm Irene & the October Nor'easter, filling many roles. The group is coordinated by EMT Andrew Gleckel and an internal board of directors. In May of 2011, the CERT/MRC officially became a 501c.3, not-for-profit charitable organization, allowing them to better receive donations to support the team’s goals.

SEMA would like to express its sincere thanks to all town citizens, employees and local businesses who dedicated their time and resources throughout the year and during EOC activations to help the Southborough Emergency Management Agency continue to achieve our mission goals. We would like to also express a very special thanks to Fire Chief/Emergency Management Director John D. Mauro, Jr., for his many years of service and dedication to emergency management; we wish him good luck and enjoyment in his retirement.

Please visit our new website (due to launch Spring 2012) for important educational and preparedness information on disasters of all types and sizes at [www.ReadySouthborough.com](http://www.ReadySouthborough.com) or call our office at 508-485-3235 ext. 437.