

CITY OF NEWTON

IN BOARD OF ALDERMEN

PUBLIC SAFETY & TRANSPORTATION COMMITTEE REPORT

WEDNESDAY, MAY 7, 2014

Present: Ald. Ciccone (Chair), Yates, Cote, Fuller, Schwartz, Lipof, Harney and Johnson

Also Present: Ald. Albright

City Staff: Chief Howard Mintz, Lt. Kenneth D'Angelo and Captain Dennis Dowling, Newton Police Department; Dr. Dori Zaleznik, Chief Administrative Officer; Laura McGerigle, Senior Dispatch Supervisor; Donnalyn Khan, City Solicitor; Marie Lawlor, Assistant City Solicitor; Linda Walsh, Interim Commissioner Health and Human Services and Wesley Layne, Director Human Resources

#302-13 ALD. FULLER, CICCONE & ALBRIGHT, requesting a presentation and discussion by the Executive Office and Chief of Police on the findings of the recently completed Newton Police Department departmental review. [08/12/13 @ 8:32 PM]

HELD 6-0 on 04/09/14

ACTION: NO ACTION NECESSARY 7-0, Ald. Harney not voting

NOTE: Docket items #302-13 and #302-13(2) were discussed together. Refer to #302-13(2) below.

Chair Ciccone said that he is hopeful that this item can be voted no action necessary since an item has been docketed allowing Chief Mintz the opportunity to attend future Public Safety & Transportation meetings to provide period updates several times per year.

Without further discussion, Ald. Yates made the motion for no action necessary on this item. Committee members agreed 7-0, Ald. Harney not voting.

#302-13(2) PUBLIC SAFETY & TRANSPORTATION COMMITTEE, requesting the Chief of Police provide periodic updates to the Committee on the departmental review, completed in July 2013. [04/16/14 @ 1:10 PM]

ACTION: HELD 7-0, Ald. Harney not voting

NOTE: Docket items #302-13 and #302-13(2) were discussed together.

Chief Mintz joined the Committee for discussion on these items.

Committee members were provided with a detailed 45-day departmental review report, completed in July 2013. Chief Mintz's report includes culture/gender, discipline, training and the departmental bureau structure. The report includes observations/factual background, conclusions and action items to ensure that the department is being the most efficient.

The Subcommittee met over the past few months with Bob Rooney and Maureen Lemieux to review the Police Department needs to fully understand and analyze all facets and functions of the Police Department. Ald. Albright, Fuller, Ciccone, Lipof and Johnson have met with Chief Mintz to discuss his report and provide guidance. The intent of the Subcommittee was to bring to the Board of Aldermen recommendations as to the appropriate number of personnel necessary to staff the department while providing necessary services.

Committee members expressed their questions, requests and suggestions.

Questions

- Committee members asked how the City determines if the Police Department is succeeding?
- Committee members asked if Veterans apply to the department?

Requests

- Committee members requested that they be provided with a copy of the Commission on Accreditation for Law Enforcement Agency (CALEA) report.
- Committee members requested the amount of funding provided by the Boston Athletic Association (BAA) to the City for Police Department coverage during the Boston Marathon.
- Committee members requested out-of-pocket expenses the Newton Police Department incurred to cover the Boston Marathon.

Suggestions

- Committee members suggested that discussion continue on the selection process of candidates with the Executive Department.
- Committee members suggested continue working with the Human Resources Director on performance evaluations, selection of specialist positions, grievances, performance metrics and selection of promotional positions.

Chief Mintz clarified and elaborated for Committee members sections of his report including accomplishments. He then noted that there are 481 standards to the process of being accredited. He feels that it is obvious the Police Department is succeeding or the department would not have been re-accredited. He then answered that two women veterans work in the department; the department does not receive many female applicants.

Committee members commended Chief Mintz for his diligence, experience, leadership, analysis and effort on his very detailed report and look forward to discussing this item in the future. Chief Mintz stated that he is proud to be Chief of the Police Department. A goal is to make the Newton Police Department a welcoming workplace where all employees can succeed.

The Police Department Staffing Study, which was attached to the agenda, was not discussed.

Ald. Yates made the motion to hold this item as suggested by Chair Ciccone allowing Chief Mintz the opportunity to attend future Public Safety & Transportation meetings to provide period updates perhaps several times per year. Committee members agreed 7-0, Ald. Harney not voting.

#28-14(2) EMERGENCY MEDICAL SERVICES COMMITTEE (EMS), requesting a *RESOLUTION* in support of the proposed process to change eleven (11) duplicate street names. [04/16/14 @ 1:10 PM]

ACTION: **RESOLUTION APPROVED AS AMENDED, 8-0**

NOTE: Docket items #28-14(2) and #28-14 were discussed together. See #28-14 summary below.

Chair Ciccone stated that tonight's discussion is to discuss the *RESOLUTION*. The Committee will not be voting on changing street names.

Ald. Fuller made the motion to approve the resolution as amended in Committee. Committee members agreed 8-0.

Amended Draft Resolution:

The Board of Aldermen supports considering a request of the Emergency Medical Services Committee to rename eleven of twenty-two streets with duplicate street names in Newton, including notice and a public hearing, and supports considering alternative technological solutions.

#28-14 ALD. CICCONE AND FULLER on behalf of the Health Department and the Emergency Medical Services (EMS) requesting a discussion on duplicate street names. [01/09/14 @ 10:57 AM]

HELD 8-0 on 01/22/14

ACTION: **HELD 8-0**

NOTE: Chair Ciccone stated that tonight's discussion is to discuss the *RESOLUTION*. The Committee will not be voting on changing street names.

Dr. Dori Zaleznik, Chief Administrative Officer joined the Committee for discussion on this item.

Dr. Zaleznik stated that previously the EMS Committee presented to Committee members a PowerPoint presentation. The EMS Committee is committed to this change because of public safety. They realize some residents may not support the change. Duplicate street names are a public safety hazard and sometimes affect the outcome of an incident and provide time delays.

A PowerPoint was presented at a community meeting that was held on March 25, 2014 inviting residents/ property owners by U.S. mail living on the smaller streets and all residents of Oakwood Road and Walnut Place using the City Assessing Database.

Approximately forty-three residents signed in at the meeting, representing fourteen out of the twenty-two streets. Some residents understood the public safety reasons for changing duplicate street names and were supportive; the majority of residents opposed.

Dr. Zaleznik said that the largest request from residents at the community meeting was a request for data on the number of calls made to 911, number of problems that have occurred and the number of problems that have occurred on duplicate streets vs. non-duplicate streets. She then explained to residents that the EMS Committee is not approaching the problem this way because neighboring communities have had fatalities resulting from errors made when responders attended to the wrong address in communities where duplicate street names do not exist. Newton has had delays in responses due to duplicate street names. The dispatcher must decide which street to dispatch personnel and human errors are made by both the dispatcher and the responders. Fortunately, there has been zero fatalities in the City but response times were significantly delayed.

Residents also expressed their concerns on information that technology does not have a fix for this problem. Dr. Zaleznik explained that the State 911 system is built as a system, each community does not have an opportunity to have their own 911-dispatch system. Cell calls made go directly to the State Police and if the City were to opt out of the State 911 system, those calls would not be received.

Since the community meeting, the EMS Committee has had conversations with the State. The State has confirmed that Verizon Communications does not have the technology available to correct the problems. The Federal Communications Commission (FCC) ruling is that locators must be able to locate people within 50 yards. The State confirmed that the FCC technology is not available. The State stated to the EMS Committee that they would provide a written response confirming information on the FCC ruling.

Dr. Zaleznik stated that it is the Board of Aldermen's decision to determine whether or not duplicate streets should be renamed and if process shall continue by approving a *RESOLUTION*.

Committee members expressed their questions, concerns, requests and suggestions on this item.

Questions

- Committee members asked what communities have gone through changing duplicate street names successfully and how many communities remain?

Concerns

- Committee members stated that it is concerning to them that Verizon Communications does not have the capability of providing the correct 911 service to the City.
- Committee members stated it is concerning how data privacy/protection is being collected and stored.
- Committee members stated that it is concerning because visitors may not know that duplicate street names exist in the City and may not be able to provide a village name.
- Committee members stated that duplicate street names are not fair to the dispatchers and emergency personnel who make innocent mistakes when they are required to decide which street to dispatch personnel or respond. It is a public safety health issue. The dispatcher must decide which street to dispatch personnel and human errors are made by the caller, dispatcher and the responder.

Requests

- Committee members requested a copy of the community meeting invitation.

- Committee members request that a Verizon Communications, State and Smart 911 representative be invited to attend a future meeting to explain their operations.

Suggestions

- Committee members suggested amending the draft resolution to include alternative technological solutions.
- Committee members suggested beginning the process of changing street names on smaller streets i.e. High Street and Columbia Avenue before changing larger street names.
- Committee members suggested contacting and connecting with residents who have technological knowledge and expertise who may contribute to the process.
- Committee members suggested that residents should be made aware of the importance of maintaining landline phones for emergency calls.
- Committee members suggested that each resident of the proposed street name change be notified of this proposal.
- Committee members suggested bright-colored envelopes on future notifications.

Dr. Zaleznik answered that Newton has 50% of the remaining duplicate street names in the State, more than any other community due to the different villages. Other communities have successfully dealt with changing street names. There are 22 duplicate streets names in the City (not including street names that sound alike). Changing street names (large) would affect 767 residents and 26 commercial properties. Changing street names (small) would affect 206 residents and zero commercial properties. Thirty-three homes have the identical address number. Allowing changing duplicate street names is necessary, although it may be inconvenient for residents and there is no easy solution.

Committee members were provided with emails and information received for consideration, on file. Residents expressed their concerns and suggestions on this item.

Concerns

- Residents stated that changing duplicate street names is concerning to residents who may not be able to remember a new street name or provide a village.
- Residents stated that the community letter was vague. The letter did not make residents aware of the importance of the meeting. The letter was not dated and did not reference which duplicate streets would be proposed for change. The letter implied to residents to come to an open meeting for an open discussion of potential safety issues. It is important to address all future communications by certified mail. Majority of residents involved are not aware of the safety issues.

Suggestions

- Residents suggested contacting Verizon Communications and the State evaluating them on their best technological solutions.
- Residents suggested obtaining information on quadrant systems, i.e. Washington, D.C. not requiring changing street names only adding additional information.
- Residents suggested broadening the topic because the issues are much larger than changing duplicate street names.
- Residents stated current technology is available and it would allow adding village names by adding this data to the 911 system. Duplicate street names would not have to be changed or altered.

- Residents stated that this is a patchwork process, issue needs to be solved 100% and technology solutions are available today. Residents suggested the City review all avenues be considered prior to changing duplicate street names.

Ald. Fuller noted that suggestions were made to the EMS Committee and the Health Department changing street names in several phases. Phase 1 - change duplicate street names, Phase 2 - change homonym street names and Phase 3 – change streets that sound alike such as Maple Street, Maple Terrace and Maple Road.

Dr. Zaleznik stated that village names or a zip code cannot be added to the current 911 system the current system does not allow additional data.

Ald. Fuller suggested amendments to the Resolution. Committee members agreed.

Amended Draft Resolution:

The Board of Aldermen supports considering a request of the Emergency Medical Services Committee to rename eleven of twenty-two streets with duplicate street names in Newton, including notice and a public hearing, and supports considering alternative technological solutions.

Committee members thanked the EMS Committee and the Health Department for their diligent work. They realize they are facing a very difficult task. Committee members support and encourage changing duplicate street names, though they realize it will be inconvenient and challenging to residents but feel it is necessary and a public safety issue. It is necessary for emergency responders to attend to the correct address. Committee members recommend moving forward immediately.

Without further discussion, Ald. Yates made the motion to hold this item for future discussions and if necessary to provide support to the Health Department and the EMS Committee. Committee members agreed 8-0.

At approximately 10:30 pm, Ald. Yates made the motion to adjourn. Committee members agreed 8-0.

Respectfully submitted,

Allan Ciccone, Jr. Chairman

NEWTON POLICE DEPARTMENT **CHIEF OF POLICE DEPARTMENTAL REVIEW**

Introduction

The Newton Police Department is a complex, suburban, service-oriented agency that serves a population of approximately 84,000 residents, located 7 miles west of the City of Boston. Currently, the department is budgeted for 144 sworn officers and 45 full-time civilian personnel. The members of the Newton Police Department are committed to providing quality public service with professionalism, fairness, and compassion, working twenty-four hours a day, seven days a week to ensure the safety and security of the people of the City of Newton.

Consistently, the department has enjoyed a good relationship with the community. The latest satisfaction survey indicated an 81% favorability rating.¹ In addition, the city has the lowest crime rate of any major Massachusetts city² and one of the lowest crime rates of equivalent size cities nationally.³

As good as any department is, there is always room for introspection and thoughtful analysis to determine where improvements can and should be made. During my first few months as Chief, I pledged to conduct a thorough review of “Personnel, Policies and Procedures” of the Department. I have taken this opportunity to assess these issues in each of the following key areas: Culture/Gender, Discipline, Training, Equipment, and Departmental Bureaus.

This report is the beginning of a process of review, reflection, change and intradepartmental discussion. The review of the Department is not finite. A continual look at our mission and success is necessary. In addition, management, policies and procedures, personnel issues and service to the community will need periodic review. The processes will hopefully be met with effective action and satisfaction.

Culture/Gender

Studies indicate that a particular police department can have more than one culture. Culture is a product of training, discipline, education, selection process of personnel, the community served, and morale.

Observations/Factual Background

- There are 15 female sworn personnel comprising 12% of the Newton Police Department compared to the national average of 13% of female sworn personnel on a municipal force.⁴
- 40% of the Newton female sworn personnel hold specialist positions.
- 1 woman is currently a Sergeant.
- All Dispatch supervisors are female while 50% of Dispatch staff is female.

- Newton Police hiring and promotional processes are restricted by civil service laws, rules and criteria, and require preference to Newton residents and veterans.
- Massachusetts state law allowed women to become patrol officers in the 1970s.
- Newton's first female officers were hired in the 1970s.
- Special Civil Service candidate lists restricted to minority or gender-based certifications are available.
- In 1998, Newton received a gender-based list "to be reflective of the population it serves."⁵ Four women were hired from this list.
- A past elected Union president was female.
- Workplace harassment training was recently provided to all members in the Department in 2012.
- City harassment policies are issued annually to all employees.
- Code of conduct adopted by each police officer and dispatcher prohibits gender discrimination.
- The Department recognizes an officer's right to address grievances and the sanctity of the Collective Bargaining Agreements.
- Six female officers recently completed a Women's Leadership Institute program sponsored by the International Association of Chiefs of Police and the Boston Police Department. The course was held during a week in April 2013 and feedback received indicated that it was a valuable experience.
- All female officers have been invited to join the Massachusetts Association of Women in Law Enforcement (MAWLE).

Conclusion

Although women have made great strides engaging in police work, police departments nationwide remain predominantly male. Issues of culture/gender are often difficult to address. They are often intertwined with the complexities of working relationships and subjective and objective feelings. However, working professionally and effectively in this environment is not insurmountable. While I acknowledge that there are outstanding legal gender discrimination cases by staff and members, I will not be commenting on them as they are in various stages of legal process. My goal is to make the Newton Police Department a welcoming workplace where all employees, regardless of cultural background or gender, can succeed. Employees are encouraged to maintain an open dialogue concerning issues before they reach a critical level. I intend to do this by focusing on discipline, training, education and merit.

Action Items

- 1) I have consulted and will continue to consult with Acting Superintendent Deborah Friedl of the Lowell Police Department about issues relating to police culture and gender, as well as the advancement of female officers.
- 2) A focus group will be formed to review gender relations within the department.

- 3) The Special Operations Bureau will continue to conduct college, high school and internet recruiting to reach a diverse group of potential new officers.
- 4) As Chief, I will participate in ride-alongs with Patrol Officers to view day to day operations and provide a venue for dialogue about culture.
- 5) Women in the Department will be offered a membership in the Mass Association of Women in Law Enforcement (MAWLE).
- 6) Female officers recently attended a Women's Leadership Institute program sponsored by the International Association of Chiefs of Police and the Boston Police Department.

Discipline

Observations/Factual Background

- There are less than 10 civilian complaints per year against department personnel that merit Internal Affairs scrutiny.
- Most complaints are handled by supervisors at the mid-manager level.
- The Early Intervention System tracks symptoms of potential personnel problems. The System, however, requires further implementation and training.
- Law enforcement officers depend on each other for both safety and emotional support.
- Civil rights claims against police officers in Newton are rare.
- The written compliments-to-complaints ratio received at the Chief's Office since August of 2012 are 24 to 4.
- Many letters are received complimenting both superior and line officers for the compassion that they show citizens in need.

Conclusion

The Department goal is to mete out discipline commensurate with infractions in a timely manner so that inappropriate conduct and behavior at work and outside the workplace is discouraged. Discipline must be handled in a timely, fair, uniform and equitable manner. The parameters of proscribed conduct and the process for handling disciplinary matters must be clear and concise. The tone of expectations for the Department begins from the top through example of the actions of the Chief and senior officers.

Action Items

- 1) Form a Committee to review discipline and make recommendations to enhance uniformity and effectiveness.
- 2) Re-examine the channel of communication for complaints.
- 3) Discuss with Superior officers the expectations of disciplinary responsibility and accountability for supervision of subordinates.

- 4) Implement and train in the use of the Early Intervention System.
- 5) Seek additional avenues of positive reinforcement for the rank and file.
- 6) Hire independent investigators to investigate disciplinary matters for transparency when needed.
- 7) Document less serious complaints to highlight potential patterns that may be developing for an employee.

Training

Observations/Factual Background

- Massachusetts is 47th of the 50 states in per capita expenditure in police training per officer.
- Training is imperative for morale and professionalism.
- Investment in officers is a vote of confidence and helps demonstrate that they are a valuable resource.

Action Items

- 1) Explore the addition of more tabletop and actual drills to enhance anti-terrorism and officer safety demands.
- 2) Provide “Respect in the workplace” training.
- 3) Continue constitutional and criminal law classes.
- 4) Seek outside resources, conferences, and contractors for staff development opportunities.
- 5) Training Committee, which meets annually, is scheduled to meet in August.

Equipment

Observations/Factual Background

- Replacement of laptop computers is critically needed as few work properly.
- Physical fitness equipment is in disrepair and requires service.

Action Items

- 1) Acquire new laptops for all cruisers by October 1, 2013.
- 2) Service, repair, or replace all physical fitness exercise equipment by September 1, 2013.

- 3) Re-evaluate the uniform supply function.

Departmental Bureaus

Observations/Factual Background

A. Chief's Office

- The leadership in the Executive Office, Lieutenant Downing and Lieutenant Aucoin, stepped down after 7 & 11 years of service, respectively.
- Lieutenant David MacDonald is the new Executive Officer.
- Sergeant Kevin Cupoli is the new Internal Affairs Commander.

B. Special Operations Bureau

- The Bureau has recently expanded to include hiring and training, in addition to tactical operations and government liaison.

C. Accreditation

- The accreditation process has leadership in preparation for a Re-Accreditation audit anticipated in December.
- The Accreditation Bureau also manages a Crime Analysis Unit.

D. Community Services

- Explore feasibility of adding a social worker to police staff for problem solving/referrals and community policing.

E. Crime Analysis

- Crime Analysis accurately measures crime and traffic safety.
- Crime Analysis also assists with research on agency efficiency and measuring productivity.

F. Information Technology and Support Services

- After review of the various functions, a further analysis will evaluate the feasibility of combining information technology and crime analysis functions.
- Another possibility is for the Support Services Division to combine with the Accreditation Bureau.

G. Patrol Bureau

- This is the largest Bureau and is the backbone of the Department.
- A "Park and Walk" program would enhance the Community needs.
- Expansion of straight shifts for the night platoons will be further evaluated.

H. Detective Bureau

- Review of informal sharing practices with other bureaus.
- Further develop cyber crime investigation capability.

- Review of Newton's participation in drug enforcement task forces should occur.

I. Traffic Bureau

- Enforce distracted driving infractions with new unmarked cruiser.
- Enhance bicycle and pedestrian safety with directed patrols.
- Continue to seek grant funding and other opportunities to improve traffic safety.

J. Dispatch Bureau

- Address the high turnover rate (a common problem for several years) which continues to be an issue.
- Upgrade and implement state of the art emergency dispatch procedures.

Conclusion

My goal, consistent with the vision of the Mayor, is to ensure that the Newton Police Department is a place where:

- 1) Rights of citizens and employees are scrupulously protected.
- 2) Community policing is enhanced.
- 3) All employees, regardless of cultural background or gender, have the opportunity to lead and succeed.⁶
- 4) Professionalism of employees is paramount.
- 5) Discipline is swift and fair.
- 6) Accountability is emphasized.
- 7) Police equipment meets the demands of the department.
- 8) The Department maintains a challenging and rewarding environment for all employees.

After several weeks of interviewing the various bureau chiefs and meeting a number of patrol officers in the field, it is my assertion that the Police Department remains strong and fully capable to perform its mission. However, there are areas where minor changes or reorganizations could promote the services of the impacted bureaus in a more efficient and productive manner. Further, additional recurring training and inspections would advance the positive trends of the department. Staff meetings and open personnel interactions will facilitate the goals of achieving the highest level of professional service.

Action Items

In order to address issues of advancement and equal opportunities for all employees across the department, I plan to focus on merit based processes. Union input on these processes will be critical. Some examples are:

1) Performance Evaluations

- Re-evaluate the measurement of productivity of personnel.
- Document self-initiation and proactive work in addition to required tasks.
- Re-examine performance evaluation for consistency and accuracy.

- Study on-line performance evaluation systems that can measure performance on an on-going basis.

2) Selection of Specialist Positions

- Include the addition of Human Resources personnel to the interview process.
- Develop standard questions and rating scales for interviews.

3) Selection of Promotional Positions

- Develop an objective committee process to screen promotional candidates.
- Adopt standard questions with rating scales applied to each candidate in the next promotional round.
- At the conclusion of interviews, provide a recommendation to the Chief of Police.

References

1. City of Newton Clerk's Office, "Citizen's Self-Survey" (Survey Monkey)
2. Massachusetts Major City Chiefs (MMCC) survey of 2013
3. Safest City in America Survey by Morgan Quinto Press
4. International Association of Chiefs of Police, *The Police Chief*, "Police Women: Their First Century and The New Era," Peter Holmes, Ph.D.
5. Commonwealth of Massachusetts Department of Personnel Administration Public Safety Civil Service Requisition, February 17, 1998
6. Arlington Police Department, Arlington, MA. Leadership Development Framework. Policies and Procedures #041 (Draft issued by Frederick Ryan, Chief of Police)

City of Newton, MA



Public Health
Prevent. Promote. Protect.

APPROVED
[Signature]
3-31-14

Setti D. Warren
Mayor

Dear Mayor Warren:

The Emergency Medical Services Committee would like to docket an item to rename the smaller of the 22 duplicate streets that are currently in Newton. This renaming is recommended to ensure unparalleled public safety, one of the City's primary outcome measures. A change in street name would affect approximately 200 residences and 0 businesses out of more than 750 residences and 26 businesses located on both duplicate streets. This item does not address sound alike streets or streets of the same name where one is Rd. and one is Ave. for example. These 22 are exact duplicates and represent 50% of duplicate streets remaining in Massachusetts.

The reason for introducing this request is that current 911 technology cannot distinguish between the pair of streets as calls from landlines do not appear on the dispatch screen with area codes and nearly 50% of calls originate now from cell phones for which the dispatch system has no tracking capacity. Discussions with state 911 dispatch reveals there are no technological fixes on the horizon. Other communities in MA have fixed this problem by renaming streets.

In order to minimize inconvenience for residents, the EMS committee has outlined a procedure where a list of about 60 non-duplicate names will be generated with an option for neighbors to choose from the list. If a group by consensus agrees on a new name, that name will be removed from the list. If no name is chosen by a certain date, the City would select a name from this same list. A checklist of items potentially needing a change of address has been generated for residents. The City would take care of changing the deeds with the Registry of Deeds at no cost to the resident, and efforts to work with the Post Office, banks, etc. would be made by the City on the behalf of affected residents.

This item has been presented on an informational basis to the Public Safety & Transportation Committee of the Board twice. A community meeting was held on March 25, 2014 with 43 people signing the attendance sheet representing 14 of the 22 affected streets. Concerns were raised including the question of how much data the EMS Committee had about the dimensions of the problem. The committee representatives explained that they had viewed the problem from the perspective of public safety and that one fatality resulting from a mistaken dispatch to the wrong street was too many for the

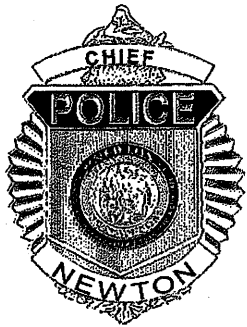
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Newton City Clerk
2014 MAR 31 PH 4:36
March 31, 2014
David M. Olson, CMC
Newton, MA 02459

City to tolerate. There have been three close calls in the last two years where equipment was dispatched to the wrong street of the pair; fortunately none of these incidents resulted in a death but response times were significantly delayed. About half a dozen people spoke up at the meeting in support of making this change and several others commented that they had been against renaming streets when they came but had changed their mind upon listening to the discussion. The materials presented and distributed at the meeting are posted on the City's website for residents who were unable to attend the March 25 meeting.

Sincerely,

A handwritten signature in black ink that reads "Dori Zaleznik MD". The signature is written in a cursive, flowing style.

Dori Zaleznik MD
Chair of the EMS Committee



City of Newton Police Department



TELEPHONE
(617) 796-2101
FAX # (617) 796-3679

Office of the Chief of Police

HEADQUARTERS

1321 WASHINGTON STREET

NEWTON, MASSACHUSETTS 02465

HOWARD L. MINTZ
CHIEF OF POLICE

April 3, 2014

Mayor Setti Warren
Newton City Hall
1000 Commonwealth Avenue
Newton Centre, MA. 02459

RECEIVED
Newton City Clerk
2014 APR -4 AM 9:22
David A. Oison, CMC
Newton, MA 02459

Dear Mayor Warren:

The Newton Police Department supports docketing an item to rename the smaller of twenty two duplicate streets that are currently in Newton.

Many calls for service, such as crimes in progress or cardiac arrests depend on immediate response.

Current technology cannot distinguish between two streets with the same exact name. Therefore, confusion or human error during pressure and emotions of an emergency could lead to a tragic outcome. Changing the names of the streets, although minimally inconvenient is a much better alternative.

Thank you.

Very truly yours,

Howard L. Mintz
Chief of Police





Bruce A. Proia
Chief

**CITY OF NEWTON, MASSACHUSETTS
FIRE DEPARTMENT HEADQUARTERS**

**1164 Centre Street, Newton Center, MA 02459-1584
Chief: (617) 796-2210 Fire Prevention: (617) 796-2230
FAX: (617) 796-2211 EMERGENCY: 911**



Setti D. Warren
Mayor

April 1, 2014

Mayor Setti Warren
City of Newton
Executive Office
1000 Commonwealth Ave
Newton, MA 02459

RECEIVED
Newton City Clerk
2014 APR -4 AM 9:22
David A. Olson, CMC
Newton, MA 02459

Dear Mayor Warren,

I am writing to you in support of Commissioner Dori Zaleznik's proposal to docket an item with the Board of Aldermen to rename the smallest of the 22 duplicate streets that presently exist in the City of Newton. This is a real public safety concern as we have experienced many responses in which we were inadvertently, through no fault of anyone, sent to the wrong street.

A fire burns exponentially, doubling in size for every minute it burns. Even a delay of a few minutes could have catastrophic results. Approximately 50% of our responses are now medical calls. Every second counts on medical calls where it is heart related as the brain suffers irreparable damage after a few minutes without oxygen.

We experienced a severe house fire on North Street, Newton Centre, in which the house was totally destroyed. This had a lot to do with the delayed response of our equipment being sent, in error, to North Street, Newtonville on the initial response. Thankfully everyone got out of the house safely before we arrived.

There have been many other instances that personnel were sent to the incorrect address that thankfully had no consequences. This is of great concern to me. It is a genuine public safety concern, with the possibility of tragedy if this is not addressed.

More 911 calls are being received by cell phone at the dispatch center and the expectation is that these percentages of cell phone calls will continue to increase, which will increase the likelihood that emergency responders will be sent to the incorrect address if not corrected.

I fully support the EMS Committee and Commissioner Dori Zaleznik docket item to fix this problem, and avoid a potential tragedy as we continue our mission of unparalleled public safety.

Sincerely,

Bruce A. Proia
Chief of Department

Danielle Delaney

To: Danielle Delaney
Subject: FW: Resolution request

From: Dori F. Zaleznik
Sent: Tuesday, April 22, 2014 10:08 AM
To: Danielle Delaney
Subject: RE: Resolution request

While I am thinking about this, [here is the list of the duplicate streets](#). The village listed first has the smaller of the two streets except in the two instances listed where the number of residences is about equal and residents of both streets were invited to the meeting. I have given you the other village location as well just to have the complete list but only residents of the smaller streets were invited to the community meeting.

Berkshire Rd. (WN, Newtonville)
Charles St. (Hlds, Auburndale)
Columbia Ave. (Hlds, Upper Falls)
Forest Ave. (Aub, WN)
Fuller St. (WN, Waban)
High St. (Hlds, UF)
Howard St. (WN, Newton Corner)
Lake Ave. (Aub, NCtr)
Maple St. (NCorner, Aub)
Maple Terr (NCorner, Aub)
North St. (NCtr, Newtonville)
Norwood Ave. (Newtonville, NCtr)
Oakwood Rd. (Aub, Newtonville) both invited to mtg.
Orchard Ave. (Wab, WN)
Pleasant St. (WN, NCtr)
Rockland St. (Hlds, NCorner)
Rogers St. (Hlds, NCorner)
Russell Rd. (NCorner, WN)
Upland Rd. (Newtonville, Waban)
Walnut Pl. (Newtonville, Hlds) both invited to mtg.
Willard St. (NCorner, Hlds)
William St. (NCorner, WN)

Revised 05/09/14

#28-14(2) DRAFT

CITY OF NEWTON

IN BOARD OF ALDERMEN

May , 2014

BE IT RESOLVED:

The Board of Aldermen supports considering a request of the Emergency Medical Services Committee to rename eleven of twenty-two streets with duplicate street names in Newton, including notice and a public hearing, and supports considering alternative technological solutions.

RESOLUTION APPROVED

(SGD) DAVID A. OLSON, City Clerk