



Northern Middlesex Regional Emergency Communications Center (NMRECC)

987 WHIPPLE ROAD
TEWKSBURY, MASSACHUSETTS 01876



Brian C. O'Neill
EXECUTIVE DIRECTOR

(978) 328-0797
FAX (978) 455-0304

NMRECC Operations Committee Meeting Minutes

Date: April 3, 2026

Location: NMRECC Facility Training Room (In Person)

Facilitator: Executive Director Brian O'Neill

Committee Attendance:

- Dracut Police: Chief Peter Bartlett, Deputy Chief David Chartrand
- Dracut Fire: Chief Michael Cunha
- Tewksbury Police: Chief Ryan Columbus (Absent)
- Tewksbury Fire: Chief Joseph Kearns

Other Attendance:

- Dispatch Supervisors: Joseph Aberle, Janice Judd, John Jouvelis
 - Note Dispatch Supervisor Laycox was present in the building, but unable to attend due to staffing.
- Admin Assistant Crystal Moschella

1. Call to Order

- The meeting was called to order at 9:07 AM by Director Brian O'Neill.

2. Staffing Levels

- The center currently has 10 full-time dispatchers and 1 trainee.
- There are 6 full-time vacancies.
- Interviews will be conducted in the coming weeks with 5 applicants, including 2 trained candidates.

3. Union Discussions

- Chief Kearns advised dispatch supervisors to meet with AFSCME regarding the possibility of becoming a separate local entity.

4. Hexagon CAD Project

- Supervisor Aberle reported that the Hexagon CAD project is scheduled for rollout in March 2027. Supervisor Aberle will be sending out a list of current call reasons (now called event types) that have been set up for the Police side. Fire Department will use EMD/EFD determinate codes for event types.

5. Old Business: CJIS Audit Results

- Director O'Neill reported that NMRECC passed the CJIS audit with excellent results.

6. New Business

- The FY27 Development Grant application has been completed.
- Director O'Neill will apply for the Bryx Fire Station Alerting System, including associated transition costs.
- The center's phone system is planned to transition to the TPX UCX Webex system.
- Selection of the NMRECC Operations Board Chairman will be discussed at the June meeting when all invitees are present.
- **Dispatch Logs & Terminology:**
 - Chief Bartlett recommended improving abbreviation clarity and enhancing descriptive detail for quicker readability. Dispatch Supervisors asked for specific examples of shortened words or abbreviations if departments come across them while reviewing the logs.
- **Radio Hailing Procedures:**
 - Dispatch supervisors provided feedback on current procedures for police and fire communications.
- **Training:**
 - Supervisor Aberle requested an in-house mock fire training. Chiefs Kearns and Cunha will coordinate and conduct the training.
- **COOP Plan:**
 - Director O'Neill stated that State 911 has approved the Collins Center to continue with assisting updating the COOP and training plan for the RECC.

7. Next Meeting

The next meeting is scheduled for Friday, June 5, 2026, at 9:00 AM at the NMRECC Facility Training Room.

8. Adjournment

With no further questions or concerns, the meeting was adjourned at 10:05 AM by Director O'Neill.

9. Approval of minutes

- April 3rd Operations Committee Meeting minutes were approved on June 5, 2026.