



# SOUTHBOROUGH FIRE DEPARTMENT 2024 ANNUAL REPORT



# Town of Southborough

---

## Fire Department

I am pleased to present the 2024 annual report for the Southborough Fire Department. We hope that the following pages give insight to the operations and mission of your Southborough Firefighters and our department.

The last year saw a lot of changes in the organization with the retirement of Chief Steven Achilles following a 35-year career in the fire service, the last 4 here in Southborough. Chief Paul Fillebrown helped steer the department in the transition phase who we are also thankful for, Chief Fillebrown will forever be part of our organization.

The Southborough Fire Department is a lot more than fire suppression and Emergency Medical Services as you will see here. The men and women of the department provide daily outreach through public education, fire prevention, community risk reduction, and collaboration with other town departments.

In the coming year we will continue to train, provide community outreach, and respond to emergencies. In addition we will be working with some of our mutual aid partners during the implantation phase and joining of the newly formed Metrowest Regional Communication Center. We are excited to see what this system has to offer in enhancing our response to the community.

We hope you enjoy the following pages and the information contained within.

Respectfully Submitted

**ANDREW PUNTINI**  
CHIEF OF DEPARTMENT



# Incident Statistics

Building Fires in Town	4
Building Fires Out of Town	20
Vehicle Fires	9
Outside and Brush Fire	21
Motor Vehicle Accidents	155
Extrication from Vehicles	3
Medical Emergencies	813
Service Calls	205
Alarm Investigations	256
Other	90
<b>Total</b>	<b>1576</b>



# Training Division

The Southborough Fire Department conducts a comprehensive training program to ensure that all its members are prepared for their duties. The Training Officer is responsible for planning and coordinating the yearly training in the following areas: Probationary Firefighter orientation and training, new and existing driver training, in-service company level training, hazardous material training, and live fire training.

In 2024 the department members attended 192 hours of in-service training. Some of the topics that were covered this year include: ground ladders, high pressure air bag operation, search procedures in single family homes, SCBA emergency procedures, thermal imaging cameras, and ice/water rescue. All in-service training is conducted while on duty as a normal daily activity.

The department provided 8 hours of hazardous material training which included air monitoring for things like carbon monoxide, natural and other types of gasses, containment of hazardous liquid spills, such as gasoline and diesel fuel.

New apparatus drivers received 60 hours of driver/operator training and existing driver/operators received a minimum 12 hours refresher training.

Members participated with Westborough, Northborough, and Hopkinton Fire Departments in a live fire exercise conducted at the Worcester Fire Departments burn building. Training consisted of proper pumping, water supply, moving a hose line to extinguish the fire, search for and rescue possible victims, ground and aerial ladder operations. Members rotated through the various positions for a total of 8 hours.

The Department also had a unique opportunity this year, as a local resident donated their house prior to it being demolished. This donation provided a second 8 hour live burn training day. This training helped provide realistic fire conditions we would expect at a residential building fire that we otherwise cannot duplicate in a training building.

Three new probationary firefighters attended the departments two-week orientation program and graduated the Massachusetts Firefighting Academy 10-week basic recruit training program.

For 2025 the department will strive to meet and exceed training standards set by the National Fire Protection Association (NFPA) and the Insurance Standards Office (ISO). The majority of this will be conducted with on-duty in-service training with a goal of holding several larger scale training opportunities each year.

**CAPTAIN KEN FRANKS**  
TRAINING COORDINATOR

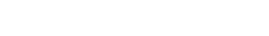
# EMS:

The department currently provides ALS Paramedic care 24 hours a day 7 days a week to the residents of Southborough, as well as mutual aid to our surrounding towns when needed. The Department currently has staffed 15 Paramedics, 1 Advanced EMT and 8 Basic Life Support EMT's. We currently operate 2 class 1 ambulances and 2 class 5 (Fire Engine) Ambulances when one of the Class 1 vehicles is out of service for maintenance. In 2024 our ambulances responded to 980 calls for service. Of those calls, 570 were Basic Life Support and 393 were for Advanced Life Support.

The Department prides itself on providing high quality professional medical care to all our patients and with that, we are constantly looking to improve our training and equipment. Currently the Department provides mandatory continuing education to all our EMS personnel through an online portal known as Prodigy EMS Education. This program meets the standards put out by Massachusetts Office of Emergency Medical Services. Throughout 2024 we have adopted an additional way to provide education to our members. We will continue to provide an online program to maintain compliance with local and State regulations and will now include hands on practical evolutions that will be taught by the department officers. Oversight from the Department EMS Director and Training Officer will be provided to ensure continuity in the manner the class is presented. This method will help solidify the knowledge gained by our personnel by giving them an open forum atmosphere to ask questions during the evolutions while maintaining and exceeding required competencies.

## EMS Statistics

### Patients Admitted to Hospital Dispositions

<b>Discharge to Home</b>	<b>56%</b>		
<b>Admitted to Hospital</b>	<b>28%</b>		
<b>Left Against Medical Advice</b>	<b>6%</b>		
<b>Other</b>	<b>9%</b>		

## Trauma On Scene Times

<b>Critical Patients</b>	<b>12 Minutes</b>
<b>Stable Patients</b>	<b>14 Minutes</b>

Additional ways we strive to improve our medical care, is with state-of-the-art equipment and new diagnostic methods. During 2024 the department upgraded its cardiac monitors to the newest Zoll 12 lead cardiac monitors. These monitors will help in diagnosing serious cardiac deficiencies as well as show active changes occurring in the heart. This technology will allow our technicians to make better decisions on diagnosis, treatment and appropriate destination based on cardiac criteria. Our Paramedics have also been training on using diagnostic ultrasound devices in the field to help aid in finding and defining the location of fluids in the body that may cause critical complications.

In a forward-thinking approach, the department was fortunate to partner with the Board of Health and the Encompass Coalition to provide a "Leave Behind Narcan" program. This program would provide literature and a nasal Narcan spray device to families and patients that suffer from narcotic abuse. When our ambulance responds to a potential overdose the EMS personnel or Fire Officer will provide this material to a responsible family member and sometimes the patient, but without delay of immediate patient care. Having this life saving medication in the early onset of an overdose will save more lives. Educating patients and families of help and services available will hopefully prevent future overdoses.

## CAPTAIN SCOTT NAVAROLI

EMERGENCY MEDICAL SERVICE COORDINATOR

## LIEUTENANT BEN WILMOT

ADVANCED LIFE SUPPORT COORDINATOR

EMS TRANSPORT DESTINATIONS	
Beth Israel	1
Boston Children's	1
Brigham & Women's	3
Mass General	4
UMASS Memorial	8
St. Vincent's	12
Milford Regional	14
Newton Wellesley	15
Metro West Framingham	126
UMASS University	138
UMASS Marlborough	346

# Fire Prevention Division:

## Fire Prevention and Community Risk Reduction

The Fire Prevention Office remains dedicated to upholding the highest standards of safety and code enforcement in our community.

## Year-End Community Risk Reduction Report

In the past several years, our department has implemented a series of community risk reduction (CRR) initiatives aimed at enhancing the safety and well-being of our residents, particularly seniors and young students.

## Fall Prevention and Detection

Recognizing the significant risk that falls pose to our senior population, we conducted educational sessions focused on fall prevention strategies. These sessions provided practical advice on maintaining balance, safe home arrangements, and the importance of regular health check-ups. Additionally, we offered guidance on setting up fall detection features on Apple watches, empowering seniors to utilize technology for their safety. Home safety checks were also performed to identify and mitigate potential hazards, thereby reducing the risk of injuries within the home environment.



## Ten-Minute CPR and Defibrillator Training

To enhance community preparedness for cardiac emergencies, we introduced a concise, ten-minute CPR training program. This program educated participants on the fundamentals of cardiopulmonary resuscitation and the operation of semiautomatic defibrillators, equipping them with the skills necessary to respond effectively in critical situations. These classes are targeted towards our senior community, the senior center, club houses at 55 and older neighborhoods, and our places of worship.

## Knox Box Program Partnership

In collaboration with our local senior center, we expanded the Knox Box program to support residents requiring frequent assistance. The installation of residential Knox Boxes has facilitated safe and damage-free entry for emergency responders, ensuring timely aid while preserving the integrity of our residents' homes.



# Elementary School Engagement



Our commitment to fostering safety awareness from a young age led us to engage with elementary schools through various programs. A highlight of these initiatives was a raffle event, where the winner received a memorable ride to school in a fire truck. This initiative not only delighted students but also reinforced positive relationships between the fire department and the community.

The Office of Fire Prevention within the Southborough Fire Department, under the leadership of Captain Christian Dano for the past five years, continues to prioritize safety, innovation, and efficiency. A key milestone during this time has been the seamless transition from paper-based to online permitting, significantly enhancing the processes for scheduling inspections, maintaining records, and managing revenue.

In 2024, the department processed a total of 362 permits, generating \$15,900 in revenue for the town. Collaboration remains a cornerstone of our operations, as we work closely with the Building Department, Wiring Inspector, and Board of Health to ensure the safety of residents, visitors, and public safety personnel across Southborough.

## ■ Breakdown of Inspections:

➤ Real Estate Transfers	90
➤ Oil Burners/Oil Tanks	85
➤ Propane Tanks	32
➤ Flammable Liquids	15
➤ Fire Suppression Systems	22
➤ Hot Work (Welding/Cutting)	14
➤ Fire Alarm Repairs	5
➤ Fire Drills	11
➤ Plan Reviews (Including Solar)	280
➤ Complaint Investigations	5

## ■ Summary

Through these targeted CRR programs, we have made significant strides in reducing risks and enhancing safety within our community. We remain dedicated to ongoing education, collaboration, and the implementation of innovative strategies to safeguard our residents in the coming year.

**CAPTAIN CHRISTIAN DANO**  
FIRE PREVENTION OFFICER

# Public Education/SAFE Program

2024 was an exciting and impactful year for our fire safety education programs. We reached over 600 students from preschool through 3rd grade through 17 school visits. We delivered engaging and interactive lessons on essential topics, including home escape plans, stop, drop & roll, crawl low and go, smoke alarms and much more.

A highlight of the year was our participation in Woodward School's Field Day, where students practiced fire safety skills and explored our fire trucks up close. We also organized a home escape plan contest, rewarding one excited student with a fire truck ride to school. Our open house wrapped up the year, giving families an interactive opportunity to learn fire safety and explore our equipment.

To ensure we delivered the most up-to-date and effective education, our public safety educators attended the Fire and Life Safety Conference, strengthening our ability to serve the community.

Through these efforts, we inspired young minds, strengthened community connections, and provided families with the tools and knowledge to stay safe.

**CAPTAIN BRITTANEY DOANE**  
PUBLIC EDUCATION COORDINATOR







## January

Jermery Parkinson is promoted to Lieutenant on January 23rd.



## February

Fire Chief Steve Achilles retires from the fire service after a 38 year career, 4 with four of them being in Southborough.



## March

Firefighters conduct a technical rescue of a dog from a confined space. The pet was successfully reunited with their owners.



## April

Firefighter Meghan Mulchay receives her permanent badge and helmet shield after she completed her new employee probation.





## May

Southborough Fire was recognized in the press about women in the fire service and Southborough's 5 female firefighters.



## June

Firefighter Tiffany Martinez graduated the Massachusetts Firefighting Academy.

Firefighters trained at the Worcester Training Academy with our mutual aid partners.

## July

Firefighters used the aerial ladder to rescue a pet off a roof and were able to render first aid and reunite the pet with their owners.



## August

The Southborough Fire Department recognized Interim Fire Chief Paul Fillebrown for his dedication and leadership period. Even though Chief Fillebrown was only with us for a short time, he left a lasting impact on the department.



## September

Firefighters conducted a live house burn on Deerfoot Road. This was the first time in over 10 years the department has had this opportunity, which provides invaluable real life training to our firefighters.

## October

---



The department conducted our first open house in several years post COVID. The Public Education division did a great job in its community outreach and fire prevention education.

## November

---



The department deployed to Salem and Wilmington to assist in their large scale forest fires through the statewide fire mobilization plan.

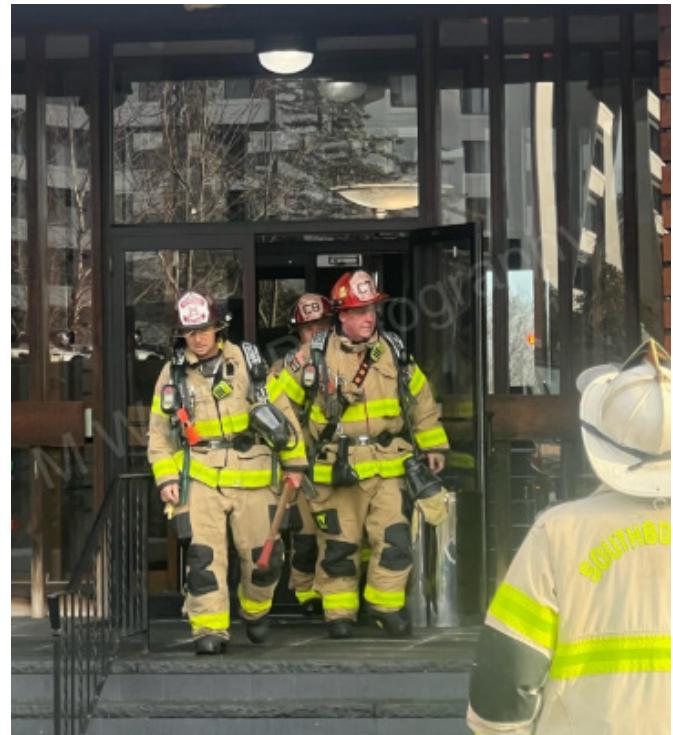


Massachusetts Firefighting Academy  
Career Recruit Class #324 Graduation • October 11, 2024

Firefighters Bruning and Stapleton graduated from the Massachusetts Firefighting Academy. This was the first time in over 20 years the department had two members graduate the same class.



On November 20 the department responded to a reported carfire in a parking lot on Main Street. Engine 22 arrived to find a fully involved vehicle that was extending to a garage. Quick work was made and kept damage to the building to one side.



## December

On December 7th the department had a promotional ceremony for Captain Britney Doane. Captain Doane was promoted to Captain and will lead Group

Additionally Firefighter Bruning and Stapleton were pinned and sworn in.

Southborough Firefighters operated at a high rise fire in Westborough on the 7th floor.



# Departures from the Department



**CHIEF STEVEN ACHILLES**  
RETIRED



**FF DANIEL GAUDETTE**  
RESIGNED



**FF TIMOTHY COLE**  
RESIGNED



## New Members

FF Christopher Bruning  
FF Christina Stapleton



Massachusetts Firefighting Academy

Career Recruit Class #324 Graduation • October 11, 2024



## Emergencies Dial 911



508-485-3232



[www.SouthboroughMA.gov](http://www.SouthboroughMA.gov)



32 Cordaville Road  
Southborough, MA 01772