



Fighting Fires, Saving Lives, and Promoting Safety.

Shad Ahmed
Deputy Director, Emergency Management

MEMORANDUM

TO: Eileen M. Donoghue, City Manager *EMD*

FROM: Shad Ahmed, Deputy Director, Office of Emergency Management

DATE: February 9, 2021

SUBJECT: **COUNCIL MOTION OF 01/26/2021 BY COUNCILOR ROURKE**
REQ. CITY MGR. REACH OUT TO STATE OFFICIALS REGARDING
DESIGNATING LOWELL AS A VACCINATION CENTER

& COUNCIL MOTION OF 01/26/2021 BY COUNCILOR SAMARAS
REQ. CITY MGR. PROVIDE INFORMATION AS TO THE STATUS OF THE
STATE'S PLAN TO PROVIDE VACCINATIONS TO THE IDENTIFIED
GROUPS OF LOWELL CITIZENS; IN ADDITION, PROVIDE INFORMATION
AS TO THE POSSIBILITY OF THE STATE ESTABLISHING LOWELL AS A
CENTER FOR THE DISTRIBUTION OF VACCINATIONS

As part of the response to the COVID-19 pandemic, public vaccination efforts have been initiated across the country. Initially, the State did not locate any large-volume vaccination sites in the Greater Lowell area. In light of this, the City has been working diligently with both state and local partners to address this gap. Over the last several weeks, the City of Lowell's Health Department, Office of Emergency Management, and the City Manager's Office have made significant progress and are happy to report that we will have access to a large regional site in addition to two additional purpose-specific sites in the coming weeks.

The three sites in this plan are as follows:

- (1) Lowell General Hospital (LGH), with the cooperation and support of the City of Lowell will be operating a high-volume regional vaccination site at 1001 Pawtucket Blvd. Initially, this will be for their own patient populations. In the next couple of weeks, this will expand to the general public under the Massachusetts phased plan. Based on their information and our walkthrough, this site should accommodate a high volume of demand. Partner communities in this regional effort include Westford, Tewksbury, Tyngsborough, Billerica, Chelmsford, and Dracut.
- (2) The Lowell Senior Center – currently operating on a limited basis, will provide vaccines for certain target groups within Phases 1 and 2, such as first responders and seniors. Over

the next several weeks, this will be expanded to additional persons, but it is intended to be a lower volume as the space restricts throughput. Registration for this site is currently live at www.maimmunizations.org, however appointment availability may fluctuate due to both overwhelming response and variations in vaccine supply. We anticipate vaccine supply availability to steadily improve over time.

- (3) The Lowell Community Health Center – will provide access to those among their patient populations that cannot otherwise access the LGH site on Pawtucket Blvd. This closed site will be operated by the Center with a limited capacity.

We are finalizing a plan addressing all three sites operating in a cooperative fashion, ramping up over the next several weeks. This paced approach will allow each site to course correct issues on a smaller scale and scale up to potentially handle several thousand persons per day in total.

The City of Lowell has engaged a contractor, iParameters, to assist with planning and public inquiry assistance, among other activities. They have been working with Lowell Health, Lowell Emergency Management, Lowell Senior Center, Lowell General Hospital, and the Lowell Community Health Center. The planning process and documents will cover aspects such as:

- (1) Vaccination Operations (flow, site setup, capabilities/capacities)
- (2) Communications/Messaging (outreach, information management, message workflow)
- (3) Logistics/Resource Management (supplies, request workflow, issue resolution, workforce supports)
- (4) Financial/Administrative items (reimbursement, federal and state obligations, organizational structure)

In addition, we are in the process of having the contractor initiate a phone and email reception center to handle public inquiries and, working with Lowell Health, answer questions that arise regarding the vaccine. This will be in addition to the state's public call center operation.

We will continue to work with our state and local partners as we progress through the next several weeks. The Lowell Health Department and Lowell Office of Emergency Management are coordinating regularly to keep this plan on track. We will continually evaluate the vaccine and call center operation to ensure we are best serving our residents' needs.

Please advise if you should have any further questions.