

NORTHBOROUGH FIRE STATION PROJECT

FREQUENTLY ASKED QUESTIONS (FAQ)

This document is intended to enhance public access to accurate information about the fire station project and to help address any potential mis or disinformation. We will update this document as we identify more frequently asked questions.

Updated: April 19, 2024

New (*) Updated (**)

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FREQUENTLY ASKED QUESTIONS (FAQ)

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ANSWERS

You may need to click on the triangle next to each question to show the answer.

Why does Northborough need a new fire station?

- The Town and the Fire Department spent many years evaluating the Fire Department's current building, staffing and operations and identified several issues. Some of these included insufficient office, living, and garage spaces, inability to meet many of the current building and health codes, inability to meet the nationally established health and safety standards for firefighters, location, and aging mechanical equipment.
- To learn more about the identified issues go to the "Past Meetings and Presentations" section on the main page (www.NB-FireStation.org)

Did the Town consider building a joint fire and police public safety building?

- Yes – The Feasibility Committee evaluated this option, along with input of the Fire & Police Chiefs, as part of the study conducted in 2018. The Committee and both Chiefs decided not to pursue this option based on several factors, including suitable locations, size, and cost.

Did the Town consider renovating and adding onto the current fire station?

- Renovating the current fire station on Pierce St was one of the first options considered when it was determined that a new station was needed.
- Ultimately, this option was not chosen based on several factors including the location, safety concerns at the Church St and Pierce St intersection, cost to purchase adjacent properties, scope of the renovation required to make the remaining building compliant with the required codes and standards, and logistical and operational impacts on the firefighters and fire and ambulance services provided community during construction.
- To learn more about the identified issues go to the "Past Meetings and Presentations" section on the main page (www.NB-FireStation.org)

Why has the fire station project been so delayed?

- The 2012 Annual Town Report mentioned that funds had been set aside to conduct a feasibility study of the current fire Station at 11 Pierce Street
- The Fire Station Feasibility Committee first met in October 2017
- The site at 61-65 West Mian Street was selected in November 2018

- The 2019 Annual Town Meeting approved funding to purchase 61-65 West Main Street and 10 Monroe Street
- The Town officially purchased the two properties in September and October 2022
- The Fire Station Building Committee first met in March 2023
- The Architect Firm was selected in May 2023. (4.08 years/1,489 days after Town Meeting approval)
- For more information **Click** [October 2023 Fire Department presentation to the Select Board](#) or go to the “**Past Meetings and Presentations**” section on the main page (www.NB-FireStation.org)

How much longer will it take until the station is built?

- The project still has a long path ahead.
 - Determine the fire department needs (*in process, April 2024*)
 - Design the station (*in process, April 2024*)
 - Present and obtain approval from the Town’s Design Review Committee, Planning Board and Zoning Board of Appeals (*in process, April 2024*)
 - Obtain approval from the Select Board to move the project on to Town Meeting
 - Obtain Town Meeting approval or denial to place the project on ballot for public vote.
 - Obtain a passing or not passing vote on the ballot.
 - Conduct a bidding process for choosing a builder, etc.
 - Construction (estimated to take about 1.5 years)

When and what is the process to approve the station, by citizens?

- The station will NOT be voted on during the (April) Annual Town Meeting (ATM).
 - However, the Fire Chief will be providing a presentation on the status of project and entertain public questions at the April ATM.
- The station will be voted on at a Special Town Meeting (STM) in the Fall (September or October) 2024. Citizens attending the Fall STM will have the opportunity to vote to support or not support the project moving forward to a ballot vote. A ballot vote is required based on the dollar amount that the Twon will need to bond (borrow).
- The ballot vote will coincide with the Fall Presidential Election, on November 5, 2024. This will be the last step in the process.

Why are the current designs different from the ones presented at the 2019 Town Meeting?

- The 2019 Town Meeting warrant article was to purchase the land at 63-65 West Main Street and 10 Monroe Street, to hire an owner's project manager (*definition provided further down*), and to engage an Architect to fully design a building and complete cost estimates for the design.
- The site and design renderings presented by the Fire Station Feasibility Study Committee (FSFSC) at the 2019 Town Meeting were solely developed to give the voters a visual example of how the site would meet the needs of the fire department so they could make a more informed decision before voting. The designs themselves were not part of the warrant vote.
- The site and design renderings, developed by a third-party vendor hired by the Town, were based on publicly available geographic information system (GIS) data and visual inspection of the site. As the buyer, the Town did not have the authorization to conduct a professional detailed land survey.
- The site and design renderings presented by the various architect firms during the bidding phase (2022) were generalized concepts using the same information collected in 2019. A deep dive into knowing the specific detailed needs of the fire department and the specific ideas and requirements of the Town were not part of the scope of this phase. Each firm was responsible for their costs associated with research and drafting the designs. This is a common practice to enable the client (in this case, the Town) to visually see ideas and interview the bidding architects to award the bid to the firm that best fits the visions of the Town. The Town was fully aware at the time that these site and building design concepts were rudimentary and would not be representative of the actual design.
- As part of the awarded bid, the hired architect firm was required and did complete an in-depth professional land survey. The data (in the form of a topographical map) was markedly different than the GIS and visual inspection data originally collected, especially the steepness of the hill.
- Before beginning any design concepts, the architects needed to gather detailed information on the current and projected future needs of the department. Surveys were distributed to all members of the fire department which also asked them what the fire department may look like in 40-50 years in terms of staffing, services provided, size/type of vehicles, etc. The results help develop a detailed scope of the project; what architects call a Program. This program was more inclusive than the one conducted during the feasibility study.

What is the size difference between the 2019 & 2024 designs and why?

- The 2019 design was developed using limited funds and limited data obtained through limited research with the primary focus on visually showing that the fire station building could fit on the West Main Street site. It was used to support the purchase of the properties at Town Meeting.

- The square footage between the 2019 & 2024 designs is 4,430 square feet (2019: 26,220 sqft / 2024: 30,850 sqft) HOWEVER,
 - The 2019 design did not:
 - Include the required elevator
 - Include an adequately sized apparatus bay
 - Incorporate the various requirements of the current MA Electrical Code
 - Include adequately sized mechanical/electrical spaces
 - Account for future growth of the department (operations, staff & vehicles)
 - With these factors included the size differences between each would be minimal.

sqft = Square Feet

What will it cost to build the fire station?

- Cost Estimate Log:
 - 02/28/2024: \$49,960,000 - \$42,969,700
 - 03/27/2024: \$45,229,600 - \$39,749,400
 - 04/15/2024: \$42,895,300 - \$45,697,200
- Notes relevant to the cost estimate log:
 - #1, #2, & #3 are based on the Schematic Design (generalized scope & information)
 - All encompass the total of all project costs (Hard, Soft, Fees & Expenses, and Contingency funds)
 - The increase between #2 & #3 is the result of choosing the Geothermal heating system
 - Estimates do not include the anticipated State and Federal geothermal incentive program funds that the Town will receive (estimated to be \$1.9+ million)
- Factors to understanding costs:
 - The actual cost cannot not be calculated until after the construction design phase is complete, forecast to be mid-summer 2024.
 - The more specific the details of the project become moving forward, the more accurate the actual costs will become. It will become less and less of an “estimate”.
 - The actual cost will fall within the high/low estimates as long as the current timelines are met, delays past November 2024 will result in significant cost increases.
 - The estimates include contingency (buffer) funds to cover any unforeseen issues during construction, these will only be used if/as necessary.
- The estimated cost consists of four separate parts: hard costs, soft costs, fees & expenses, and contingencies.
 - Hard costs are the actual costs associated with the physical construction of the site and the building.

- Soft costs are the costs associated with furnishings, fixtures and equipment infrastructure and systems.
- Fees and expenses include contract costs (architects, consultants, program manager), various fees common with any construction project of this size and other miscellaneous expenses.
- Contingency funds in the amount of 10% are in place to cover any unforeseen costs during construction, this is a standard practice for municipal construction projects. Any contingency funds not used will be deducted from the final total cost of the project.

Why is the current cost estimate so much more than what was proposed in 2019?

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- The 2019 proposal was calculated specifically as part a feasibility study to determine if a fire station could be built on the land at 63-65 West Main Street. It was limited in research and detail. Only generalized needs data based on current staffing and equipment was used to determine the size and layout of the station and public GIS data was used to survey the land to determine topography and setbacks.
 - It failed to identify the incline of the hill and required building set back from the street to accommodate the size of the fire trucks pulling out onto West Main Street, thus it failed to identify and include costs for the retaining wall.
 - The current proposal conducted a deep dive on the current and future growth needs of the department and a technical site survey conducted by a licensed civil engineering firm.
 - The current station must comply with the requirements of the current Massachusetts Energy Code, these requirements add significant costs compared to what was allowed prior to 2023.
 - Construction cost escalation has increased significantly, between 2019 and 2024 it increased by 53%. It is estimated to increase an addition 10% in 2025.
 - Inflation has grown significantly, between 2019 and 2024 it has increased by 24.1%
 - It is important to understand that the hard costs associated with the 2019 design as originally proposed (i.e., lacking the necessary operational space increases and required site work that were identified in the current (2024) design process) would cost approximately \$29.8 million vs. \$30.9 for the current 2024 design.
 - Hard costs are the actual costs associated with the physical construction of the site and the building.

What happens if the costs of materials increase during construction?

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- Unlike private construction products, public/municipal construction products require a bidding process to hire contractors and select various products. This is to create fairness and cost savings, as the bids must be awarded to the lowest bidder who meets the terms & requirements contained within in the bid.

- One benefit of the process is that the awarded bid, including the cost, is locked-in throughout the duration of the project with usually only two exceptions: 1. unforeseen delays beyond the control of the contractor (i.e., supply chain interruptions) & 2. Change orders, which are changes requested by the client (the Town) after the bid is closed and awarded.

Why have recently completed fire stations cost less money to build?

- It is nearly impossible to compare the design and costs of two different fire station projects. There are several independent factors that go into designing a fire station which are individual to each specific Town and department. Some of these include space needs, scope of operations (fire, rescue, EMS, prevention, education, communications, emergency management, etc.), current & future growth (Town, staffing, equipment, etc.), have a single or multiple stations, Town bylaw requirements, etc. A more accurate comparison is to look at the cost per square foot.
- The square foot cost difference between the Northborough Fire Station project and other under construction and recently completed fire station projects is mostly the result of one of two major factors:
 - Cost increases in products and services resulting from the dramatic growth in inflation rates year over year, especially since 2020. Any fire station projects that are under construction or were recently completed were bid at least two-years ago (2022).
 - All building projects, including the Northborough fire station project, that received a building permit in/after late 2024 must comply with the increased requirements of the Massachusetts Energy Code in combination with the new Massachusetts Building Code, due out in 2024. The climate sustainability requirements (e.g., renewable energy infrastructure/systems, construction materials, insulation, etc.) have added a significant increase to building costs compared to recently completed fire stations.

What is the cost of other fire stations being built today?

- The cost per square foot for the Northborough project is in line with other Massachusetts fire stations that have recently been approved.
 - **Charlton** has been approved to build a new sub-station. This station will give Charlton two staffed & equipped fire station.
 - Size: 13,188 Sq Ft
 - Cost per Sq Ft: \$1,319
 - Total cost: \$17.4 million
 - Feasibility stated: July 2022
 - Approved by Town Meeting: May 2024
 - **Westwood** has been approved to build renovate & expand headquarters. Westwood also recently built and staffed sub-station.

- Size: 38,383 Sq Ft
- Cost per Sq Ft: \$1,068
- Total cost: \$37.3 - 41 million
- Analysis stated: June 2023
- Approved by Town Meeting: January 2024

How much money has already been spent on the Fire Station project to date? Can they be recuperated?

- As of March 26, 2024, the Town had invested a total of \$3,087,944.53, of tax dollars into the current fire station project.
 - Land Purchase: \$1,498,645.00
 - Site Survey: \$24,920.00
 - Site Development: \$70,544.88
 - OPM Services: \$172,740.00
 - Architect Services: \$1,288,475.00
 - Legal Services: \$35,669.65
- These costs have all been allocated to purchases made and services rendered, the Town cannot recuperate any of these expenses.

Why was the location on West Main Street chosen and were other locations considered?

- The committee reviewed seven different properties as sites for the fire station. Items considered during this review included: Location (a central location would eliminate the need for building and staffing two fire stations), access to major routes throughout town, not being in a residential neighborhood, not having impact on fire department services during construction, low acquisition cost, and not creating disruption to certain business in town.

Will the location meet the needs of the Fire Department?

- Yes – There is no such thing as a perfect location to build a fire station. Admittedly, the site has some land challenges but nothing that will significantly impact the design of the station to meet the operational needs of the fire department. The architect firm designing the station encounters challenges like these in every project. Their experience has resulted in a design that compliments the site without impacting the needs of the department.

Is the site clean of contamination?

- Cleaning the surface & subsurface of the site to an acceptable level was a condition of the Town closing on the purchase of the property, which had been the site of a gas & automotive repair station.
- The seller coordinated and paid for the removal and cleanup of contamination detected in the soil. To ensure compliance, the Town hired our own Licensed Site Professional (LSP) to oversee the full process. The Massachusetts Department of Environmental Protection (EPA) conducted a final evaluation and testing of the site and submitted a report confirming that all known contamination had been removed and no new contamination had been detected. This report was reviewed and confirmed by the Town's LSP in August of 2022.

Will blasting be needed to build on the site?

- Test hole borings are being done at multiple locations throughout the site (started April 2024). These borings will help to determine if there is any rock under the surface (ledge, large boulders, etc.)
 - If any is detected, further research will be done to determine the type and density followed by what method(s) is needed to remove the rock.
 - Not all rock types require blasting, there are several methods to break up and/or remove rock.
- Note: The site does not have any known or obvious signs of rock. No rock that required blasting was encountered in the hill of the adjoining property (73 & 79 West Main Street) when it was excavated during construction.

Will the station impact traffic on West Main Street?

- Traffic impact considerations were evaluated during both the feasibility and design phases of the project. It was concluded that the forecasted number of vehicles that enter & exit the station will not have an impact on the current traffic flow on West Main Street.

Will traffic on West Main Street impact the fire trucks from being able to respond?

- The potential of traffic, especially associated with Dunkin Donuts, interfering with fire trucks being able to exit the station was evaluated during both the feasibility and design phases of the project. It was concluded that traffic back-ups in front of site only happen occasionally.
- The following will address any impacts of backed-up traffic.
 - The location of the apparatus bay (garage) will be positioned east of Dunkin Donuts and across from the section of road with additional travel lanes.

- A “preemption” traffic signal system will be installed in front of the station and will be tied into the system at the Church St intersection.

What is a preemption traffic signal system?

- Have you ever noticed that traffic lights magically turn green when a fire truck or ambulance is approaching? That is preemption, sometimes called an Opticom (which is a brand name).
- Fire trucks and ambulances (emergency vehicles) have a special light (transmitter) that trips a signal receiver installed at traffic lights. The traffic lights facing the approaching emergency vehicle turn green and all the other traffic lights turn red. This helps clear the intersection by enabling traffic to move out of the intersection while also stopping other traffic from entering the intersection. This allows emergency vehicles to move through the intersection quickly and safely. **Click** [How does preemption signal system work?](#)
- Preemption traffic systems will be installed in front of the station and at the Church St intersection. Before exiting the building, the special light (transmitter) on the emergency vehicle(s) will activate the two systems, clearing any traffic in front of the station and stopping traffic approaching from both directions.

Why does the fire department need a multi-use room?

- This room will serve as a fire department meeting and training room and as the Town’s primary Emergency Operations Center (EOC).
- To maximize the investment of tax dollars, when not being used by the fire department the room will be made available for use by other Town departments and committees.
- The room will enable Northborough to host regional and state fire and emergency medical classes. By doing so, more Northborough firefighters can attend, and vendors sometime offer registration fee discounts to the department.

Why are there so many offices and dormitories?

- To build a station that will serve the Town for 40 – 50 years, the future growth of the department both in the number of employees and the type of services provided was taken into consideration to determine the overall space needs.
- The Committee is committed to dedicating space for growth rather than having to add space in the future. This will result in cost savings to the taxpayer by spreading out the paydown over many years (like a mortgage) rather than having to build additions later, which would need to be funded by annual budgets or capital warrant articles. Both would have a greater and direct impact on taxes.
- To save on cost while creating space for expansion, the Committee opted for dorms that can sleep two firefighters rather than building several single-occupant dorms that will go

unused until the future. This maximizes the use of space and results in a smaller building.

- The same mindset was used for the administration offices. Rather than build several individual use offices, the Committee opted for “shared” office spaces. The shared office spaces will be used immediately and provide space to accommodate future additional positions without modifications or costs.

Why does the station need a training tower?

- The tower section of the building will serve multiple purposes.
 - It will serve as a dedicated space designed and equipped for fire and rescue training.
 - It will contain a stairwell that connects the second floor living areas to the apparatus bay (garage). This helps maintain compliance with the nationally set emergency response times (known as shoot time) standards. Shoot time is the time between when firefighters are alerted to an emergency (dispatched) and when the emergency vehicle leaves the station.
 - It will contain access to the roof of the building.
 - It will provide an area to hang and dry various items, including hose, ropes, and traps.

How was the size of the apparatus bay (garage) determined?

- Like the office spaces and dormitories, to build a station that will serve the Town for 40 – 50 years, the future growth of the department and the number, type and size of fire trucks and ambulances (apparatus) were taken into consideration to determine the space needs of the apparatus bay.
- The proposed apparatus bay will have space to house all the current fire department apparatus, with space to add additional or larger apparatus. Spacing between apparatus will meet the setbacks needed to open vehicle doors and for firefighters to get to each apparatus safely and without delay.
- Housing of all apparatus and equipment is important to ensuring the readiness to respond to emergencies without delay as well as to protect the taxpayer funded apparatus and equipment from the weather, damage, and theft which will help maximize the useful life and service to the community.

What is a “drive through” apparatus bay (garage)?

- The term “drive through” is used to describe a garage that has open bays with garage doors on both ends which enables a vehicle to technically drive in one end and out the other. However, this is not an accurate description for its use in a fire station. Rather than driving through, emergency vehicles (apparatus) will be parked facing outward

behind garage doors on both ends (front and rear sides of the station). This layout increases the number of apparatus that have an unobstructed exit.

- Non-drive through style fire stations force departments to stack-park apparatus (back-to-back, one behind other). With this design, the apparatus in the front of the bay must be moved to get the other apparatus out. If the front apparatus does not start, the other apparatus becomes blocked and unusable. Stack-parking apparatus delays response times and increases the potential for injury and damage from firefighters having to rush. Having garage doors in the front and rear improves firefighter safety, reduces the potential of damaging apparatus, and leads to quicker response times.

What are folding garage doors and what are the benefits?

- Folding garage doors (also known as four-fold doors) have panels that open sideways rather than up like traditional roll-up garage doors.
- Folding doors are becoming more common in new fire stations based on several benefits including:
 - Faster opening and closing speeds. This allows fire trucks to respond to emergencies faster and reduces the loss of heat in the garage during chilly weather thus reducing the energy needed to reheat the garage.
 - Easier methods to open the doors manually in the event of mechanical or power failures. Folding doors are much easier and safer to open and close manually compared to roll-up doors.
 - Lower potential for damage to fire department vehicles and garage doors. Because every second counts, firefighters are focused on responding to emergencies as quickly as possible. Folding doors allow the driver to see when the doors are fully open whereas roll-up doors cannot be seen once the lower edge of the door rises above the windshield; the driver must estimate when and assume the door is fully open before responding. If the door is not fully open or starts to close without notice the upper parts of vehicle might crash into the door. This can lead to damage to both the vehicle and door which can result in costly repairs, placing the vehicle out of service and not being able to use the impacted garage bay until fixed.
 - Lower maintenance costs. Folding doors have less annual maintenance costs than roll-up doors.
 - Nicer looking and more traditional. Folding doors are visually nicer looking than roll-up doors, reduce the noticeability of having multiple garage doors and have a traditional connection to historical New England fire stations.
 - Folding doors have a higher up-front cost than roll up doors, but this is off set by the long-term benefits listed above.

Does modern style fire hose need to be washed and dried?

- Compared to hose constructed of natural fabric materials used in the past, new hoses are made with synthetic materials. Synthetic hose is easier to decontaminate and is more resistant to mold and rot than fabric hose, however, manufactures still recommend that synthetic hose be dried before being packed back on the fire truck or stored. Mold and odors can still develop when synthetic hose is packed wet.
- The committee evaluated industrial washers and dryers designed specifically for fire hose, but determined the cost outweighed the benefits. These appliances are expensive to purchase and repair, require ongoing maintenance, consume substantial amounts of electricity, and require significant space due to their size.
- To maximize the investment of the existing training tower, hose can be hung to dry in that space at very little additional cost.

How is the station addressing climate change and sustainability?

- The Committee is committed to designing a building that will have limited climatological impact. The Committee researched the possibility of building a net-zero building, but the costs associated with meeting the requirements were more than the Town could realistically afford.
- The Committee is looking to incorporate climate friendly design features and technology. These include geothermal energy, multiple separate heating, and air conditioning (HVAC) zones, Smart HVAC technology, radiant floor heating, maximizing natural light and green roof areas.
- The building must also comply with the requirements of the new Massachusetts Energy Code, which heavily focused on climate change and sustainability. **For more information** [Click What is the Massachusetts Energy Code and how does it relate to the station? Or scroll below](#)

Is the station going to have solar panels?

- The infrastructure needed for a solar energy system is required to be installed as part of the project.
- Purchasing and installing the actual solar panels will be based on the funds available near the end of the construction phase. If adequate funds are not available, the Town will research other funds and funding sources to complete the solar project.

Is there going to be public parking at the station?

- The public expressed their desire to include public parking in the project for the Common and downtown activities, the request was taken into consideration during the designing of the site layout,

- Based on the space needed for the building and the associated required parking for staff and visitors, little space was available to expand public parking. This was also impacted by prioritizing costs. The visitor parking will be available for public parking when not being used for station events. Fire Station Building Committee (FSBC) and the Architect firm took this into consideration.
- The FSBC has identified the opportunity to build a dedicated public parking lot in a future unrelated project on the Town owned property behind the station accessible from Monroe St.

What are the plans for the current fire station (11 Pierce St)?

- The decision on what will happen with the current fire station at 11 Pierce St is not within the charge of the Fire Station Building Committee (FSBC) and cannot be evaluated until the proposed new fire station (hopefully) passes the Special Town Meeting (Fall 2024) and the Exclusion Ballot vote (November 2024).
- Once the new station passes, the fire department will still be housed at 11 Pierce St until construction of the new fire station is completed. This is estimated to be between 1.5 – 2 years, which will allow ample time for citizen input and the Town to decide the future of 11 Pierce St.

Is the Fire Station Building Committee coordinating with other Town Committees?

- The Committee has been coordinating with and soliciting input/feedback from the Master Plan and Design Review Committees. The three committees also held a joint in-person meeting on the project in January, which included discussions with the architect firm hired to design the fire station.
- The Committee has also conducted public input sessions to provide updates and solicit input from other committees and Town residents.

What is a “Schematic” design?

- A schematic design in the early process of developing renderings (drawings) of a project. It starts with collecting information on the needs, wants, ideas, etc. of a project which are then used to develop basic drawings. Because of the number of changes that occur to the layout, floor plans and site designs during this phase, these drawings purposely lack fine and finished details.
- The schematic design is critical to helping calculate the cost of the project.

What is NFPA and how does it relate to the fire station?

- The National Fire Protection Association (NFPA) is a U.S.-based international nonprofit organization devoted to eliminating death, injury, property, and economic loss due to fire, electrical, and related hazards.
- They accomplish this by developing and providing fire and safety codes and standards, research, training, and education.
- NFPA establishes standards for fire and EMS (ambulance) response times, which includes the time it takes for an emergency vehicle to respond from a fire station and arrive at the emergency. NFPA also establishes standards for designing, building, and maintaining fire stations.

What is the Massachusetts Energy Code and how does it relate to the fire station?

- The Massachusetts Energy Code is part of the Massachusetts Building Code, 780 CMR (Code of Massachusetts Regulations). The current Building Code (9th edition) is based on the 2015 IBC (International Building Code) adjusted with Massachusetts amendments. The Energy Code is based on the 2021 IECC (International Energy Conservation Code) adjusted with Massachusetts amendments. The new Building Code (10th edition) is expected to be released in 2024 as well as an updated version of the IECC. Both are expected to include more stringent energy efficiency requirements.
- The Energy Code requirements are focused on a building as a whole. It regulates the design, exterior, interior, and roofing materials, the size, amount and ratings of windows and doors, the electrical fixtures and the mechanical systems for heating and cooling. The new fire station will have to comply with the Building and Energy codes. The versions of which Codes will be based on what is enforced when the building permit is applied for & issued by the Town.

What is an Owner's Project Manager (OPM)?

- An Owner's Project Manager (OPM) is a company hired by the owner of a project (i.e., the client), in this case the Town of Northborough, to monitor and review all phases of the project, from design to completion. They work on behalf of and in the best interest of the client. They also oversee physical construction to ensure it follows the design specifications and is meeting the highest standards within the scope of project.
- The OPM company assigns one of their employees (often referred to as "the" OPM) to the client/project. This OPM is dedicated solely to the client/project. The OPM is also physically onsite throughout the whole construction phase.