

Meeting of the Board of Directors – Litchfield County Dispatch, Inc.

April 21, 2011

1. Meeting was called to order by Vice President Epstein at 7:31pm
2. Sign in sheet of the directors indicated that a quorum was present
3. Motion to accept the minutes of the March 31, 2011 meeting was made by Washington; Seconded by Sue Dyer. Comment made by the director from Barkhamsted that we should not use abbreviations in the minutes of meetings. Is should be spelled out so that it is understood by all. Motion was passed unanimously.
4. Public Comment – None
5. Correspondence – None
6. Treasurer's Report
 - a. Treasurer Barbagallo noted that there was an error in the budget report that was emailed to the directors where the percent of budget was listed as 0.0%. The report has been corrected and was available at the meeting.
 - b. The budget is right on track through April.
 - c. Current Balances:
 - i. Operating Fund: \$774467.71
 - ii. Projects Fund: \$1,033,779.49
 - d. All transfers between funds for the fiscal year have been completed. Once the fiscal year ends and the auditor completes the audit, the balance of the operating funds will be moved to the projects fund (with the exception of the required minimum balance in the operating fund to start the next fiscal year).
 - e. Motion made by Canaan: Seconded by Sue Dyer to receive the treasurer's report. All in favor.
7. Executive Director's Report
 - a. Joe attended the 911 Commission meeting on April 1st. A few key points were discussed:
 - i. Proposed Bill 6327 – which began in the Public Safety & Security Committee and then sent to the Finance, Revenue, & Bonding Committee currently needs our support. This bill addresses OSET's request to have the 911 phone surcharge cap increased from the current 50 cents to 75 cents. This surcharge cap funds the 7 regional centers (22 cities with a population of 40,000, 9 multi-town Public Safety Answering Points, new regional centers, transition grants, capital expense grants, CMED subsidies, Department of Public Health subsidy, State Police troop Public Safety Answering Points, telecommunicator training, 911 network and equipment, next generation 911 system, public safety network (fiber optic system), Emergency Notification System (Everbridge), public education, and P25 switch. We need to let our representatives understand the surcharge cap needs to be increased. We all need to write our Senator's and Representatives now.
 - ii. Torrington's transition grant for \$250,000 has been approved.

- iii. Fiber system should be in place and operational by July 29, 2011 with disaster recovery testing completed.
 - iv. NG 911 RFI – 9 companies will be interviewed and a consultant is being considered.
- b. The dispatch review committee met on April 7, 2011 and reviewed the dispatch center EMD operations. Overall, center compliance is in the 90th percentile. For the month of March, the overall compliance was 96%. We will be looking into accreditation in the coming months.
- c. We are moving forward with the interface of our Computer Aided Dispatch system with the Everbridge system for alpha-numeric paging (texting) functions (replacing our current hip-link system). This should improve the timeliness of our pages and was paid for by the public safety task force (\$19,980)
- d. Kaki Schaffer-Reed, Jacob Kelloer, Jessica Legendre, Dan Soule, and Kevin Webb attended the Telecommunicator conference in Cromwell on April 12. Gordon Graham was the guest speaker and discussed topics on risk management, why things go right, and why things go wrong in a 911 center. Chief Montminy of Manchester reported on the Hartford Distributing Shooting (active shooter) incident.
- e. On April 27, 2011, the executive director and president Farkas met with William Swatsworth of LR Kimball (the consultant group that OSET has hired to perform a study and develop a report on regionalization of public safety answering points). Bill was impressed on how we were handling the Torrington project and stated it appeared we have a good handle on regionalization. Jim also expressed one very important issue that we would like to have addressed in the report – that no credit should be given towards regionalization when a town moves from an existing regional center to a newly formed regional center. Hopefully, this will protect the integrity of the current system and discourage raiding of members of current regional centers where it would not produce any cost savings to the state. There is talk out there that towns that are looking to regionalize might start to "cherry pick" towns that are currently involved with a regional center. He insured us that he would recommend that in his report.
- f. The Torrington transition team continues to meet regularly. Building project is progressing as expected. It appears we will have to move forward with a temporary setup since there cannot be a guarantee that we will definitely be able to occupy the new facility on or before July 1, 2011. We plan to set up a temporary center in the current Torrington fire department center as planned. It is our goal to be in the temporary location by June 1, 2011. The phone system has been selected and we have had meetings between vendors to ensure proper operations with our 911 equipment and between the Torrington Fire Department, Torrington Police Department, and Litchfield County Dispatch. We have been working with the Torrington Police Department to set up "EPD" protocols according to their desires. "NCIC/Collect" training has been finalized. 5 of our employees attended training from April 26 – April 28, 2011 and the remaining will be attending training on May 17 – May 19, 2011. COLLECT connectivity has been ordered and scheduled to be installed on May 16, 2011. All employees have been fingerprinted and have gone through Torrington Police Department background checks with no issues. We have hired a new telecommunicator, Jennifer Dionne who began on April 25, 2011. We have also extended an employment offer to Kelli Roberts to begin on June 1, 2011. Additionally, we intend to send a conditional letter of employment to Douglas Tillotson in the very near future. Three of LCD's current employees (Webb, Lindgren, & Keller) are currently training with the Torrington Police Department and will work part time with Torrington Police Department as dispatchers until July 1, 2011 as per

the agreement. On July 1, 2011, we will have 11 fully functional police dispatchers and 11 fully functional fire/EMS dispatchers. Everyone is working together wonderfully.

- g. The Sherman tower project got defeated by the town of Sherman. We are currently waiting for Sherman to tell us when they are ready to proceed at the firehouse. Sherman commented that they are still saying end of May but we think middle of June is probably reasonable. The executive director commented that we have the OSET grant (that has been verified by the attorney general's office) for about \$70,000. We are working with the Connecticut State Police communications unit who organized our radio system. They would like to have all 7 sites under contract. We have agreed and have sent back the contracts in early March. We are waiting for their reply. They are not letting us move forward on these projects until this issue is finalized. They are, however, letting us move forward with the Torrington project. Gary Brunoli commented that he sent a letter to the CSP asking to use their building for 2 antenna wires. They verbally agreed and had no problem with it however it has become a sort of "paperwork nightmare" and it has taken a bit to get through the red tape. This issue has created a lot of tension and pressure. We have looked at a couple of alternative sites in New York state that might help on the receive side for Sherman. The executive director will send a letter to Sherman with the details.

8. Committee Reports

- a. By-laws – No Report
- b. Executive – No Report
- c. Finance – No Report
- d. Personnel
 - i. The personnel committee proposed the adoption of two hiring policies (one for dispatchers and one for management positions). After much discussion on the policies, the committee was asked to send electronic copies of the two policies to the members of the board for comment. Following a comment period of seven days, the policies should be brought before the board for approval at the next meeting.
 - ii. The personnel committee recommended to the board of directors (at the request of the executive director) adding a Training and Quality Assurance Coordinator position. This position would report to the executive director and a copy of the job description was distributed. A motion was made by Torrington to post the position using the job description distributed (adding EMS Instructor to the list of preferred certifications under the qualifications profile). The motion was seconded by Barkhamsted. The motion carried unanimously.
- e. Protocol Committee – No Report

9. Old Business

- a. Torrington Project – the director from Torrington commented that they are still focused on getting into the new facility by July 1, 2011. The backup plan using the existing Torrington fire department dispatch center has been finalized but at this point he is confident that the new center will be available. The project is going well.

10. New Business

- a. Office of Statewide Emergency Telecommunications Grant Applications:
 - i. A motion was made by Canaan to appropriate \$7,440 for the purchase of five (5) Dispatch Center 24/7 operational chairs for LCD's new center from our Capital Improvement Account. Whereas Litchfield County Dispatch Inc. (LCD) is

applying for consideration to the Office of Statewide Emergency Telecommunications (OSET) a Capital Expense Grant request for TY 2010-2011 which, if awarded, will be used to fund up to 50% (\$3,720) the purchase of 24/7 dispatch chairs in accordance with OSET Capital Expense Grant program guidelines. Let it be resolved that on this date, April 28, 2011, that the LCD Board of Directors shall commit to match such funding received dollar for dollar for the purpose as outlined in our grant application with funds set aside in our Capital Improvement account for this project. Motion was seconded by Washington. The motion passed unanimously.

- ii. A motion was made by Sue Dyer to appropriate \$9,794.00 for the upgrade of our NICE Call Focus 3 digital voice recorder to handle the increased responsibility of recording necessary conversations in our new dispatch center from our Capital Improvement Account. Whereas Litchfield County Dispatch Inc. (LCD) is applying for consideration to the Office of Statewide Emergency Telecommunications (OSET) a Capital Expense Grant request for FY 2010-2011 which, if awarded, will be used to fund up to 50% (\$4,897.00) for the upgrade of our NICE Call Focus 3 digital voice recorder in accordance with OSET Capital Expense Grant program guidelines. Let it be resolved that on this date, April 28, 2011, that the LCD Board of Directors shall commit to match such funding received dollar for dollar for the purposes as outlined in our grant application with funds set aside in our Capital Improvement account for this project. The motion was seconded by Salisbury. The motion carried unanimously.
- iii. A motion was made by the treasurer to appropriate \$7,800 for the purchase of five (5) desktop computers and one (1) laptop computer for LCD administrative functions in LCD's new dispatch center from our Capital Improvement Account. Whereas Litchfield County Dispatch Inc. (LCD) is applying for consideration to the Office of Statewide Emergency Telecommunications (OSET) a Capital Expense Grant request for TY 2010-2011 which, if awarded, will be used to fund up to 50% (\$3,900) for the purchase of five (5) desktop computers and one (1) laptop computer in accordance with OSET Capital Expense Grant program guidelines. Let it be resolved that on this date, April 28, 2011, that the LCD Board of Directors shall commit to match such funding received dollar for dollar for the purposes as outlined in our grant application with funds set aside in our Capital Improvement account for this project. The motion was seconded by Sue Dyer. The motion carried unanimously.
- iv. A motion was made by Salisbury to appropriate \$9,500 for the purchase of KVM Switches and extender cables to be used in LCD's new dispatch center from our Capital Improvement Account. Whereas Litchfield County Dispatch Inc. (LCD) is applying for consideration to the Office of Statewide Emergency Telecommunications (OSET) a Capital Expense Grant request for TY 2010-2011 which, if awarded, will be used to fund up to 50% (\$4,750) for the purchase of KVM Switches and extender cables to be used in LCD's new dispatch center in accordance with OSET Capital Expense Grant program guidelines. Let it be resolved that on this date, April 28, 2011, that the LCD Board of Directors shall commit to match such funding received dollar for dollar for the purposes as outlined in our grant application with funds set aside in our Capital Improvement account for this project. The motion was seconded by Barkhamsted. The motion carried unanimously.

- b. A motion was made by Sue Dyer to pay off two existing loans that LCD currently has with the United States Department of Agriculture. The payoff of one loan would be approximately \$33,000 and the other approximately \$59,000. The motion was seconded by Barkhamsted. The motion carried unanimously.
11. A motion was made at 8:46pm to adjourn the meeting by Canaan. Seconded by the treasurer. The motion carried unanimously.

Respectfully Submitted,
Scott Kellogg, Secretary

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