

## LCD Directors Meeting

August 26, 2011

Meeting called order by President Farkas at 7:05pm

Roll call was taken and a quorum was present.

A motion was made by Vice-President Epstein to add to the agenda an executive session item to discuss management compensation. Motion was 2<sup>nd</sup> by Daren Reid. There was no discussion and the motion passed unanimously.

Minutes of the Director's meeting held on June 30 were emailed to the board. A motion was made by Garry Brunoli to approve the minutes as distributed. The motion was 2<sup>nd</sup> by Daren Reid. There was no discussion and the motion passed unanimously.

President Farkas asked the room if there was any comment from the public. There was none.

President Farkas introduced LCD's new Training/QC Coordinator, Jeff Licken to the board. Jeff comes to us with a number of years of dispatching experience from the Bristol Police Department where he was a dispatcher and training/QA coordinator. Jeff is also President of Winsted Area Ambulance Association. Jeff started at LCD on July 18<sup>th</sup>.

Correspondence – Joe Delbuono reported that LCD and the City of Torrington will hold a dedication ceremony Wed Sept 7<sup>th</sup> at 10am on Water street. The flyer was emailed to the directors, selectmen, and service chiefs. Additional flyers were available at the meeting. Joe mentioned that we intend to have another open house in the evening in late September or early October so that the services have the opportunity to see the center. Gary Brunoli added that the reason that the ceremony is in the morning was due to Congressman Murphy's schedule as he was instrumental in getting the building completed. Various other state senators and dignitaries will be in attendance as well.

Treasurer's Report – In the treasurer's absence, Joe Delbuono reported that the balance in the operating account is \$1,002,233.42; the project account balance is \$807,946.49. Joe also explained that in the absence of Cammie Dilger (who has been out on maternity leave) there is some cleaning of the accounting that needs to be done. This is in progress and should be completed before the next directors meeting. A motion made by Ed Dorsett to receive the treasurer's report as presented. 2<sup>nd</sup> by Chris Pitcher. There was no discussion and the motion passed unanimously.

### Executive Director's Report

1. July 1, all Torrington Emergency Telecommunicator Dispatcher's (ETD) became LCD employees. On July 6<sup>th</sup> former Torrington PD dispatcher's moved into the Temporary dispatch center and all 9-1-1 equipment at Torrington PD was disconnected and all 9-1-1 operations for the city of Torrington now were directed to LCD at 111 Water St.

2. July 8<sup>th</sup> I attended the 9-1-1 Commission – where it was announced by OSET Director Bill Youell that Torrington has officially ceased operations as a PSAP and that LCD was handling all 9-1-1 calls for the city of Torrington. I was given a few minutes to thank all those that have assisted us in this endeavor and accepted their congratulations on behalf of all members of LCD. Kimball associates – consultants hired by CT to provide report on regionalization - were present to give an update...their final report is to be out by end of August. Included in report will be recommendations on regionalization and address funding formulas. Fiber optic service to our dispatch center should be in place over the next 2 months. They also talked about the failure of legislation regarding surcharge cap and if it is not passed next year there will need to be cuts in funding to all centers.
3. July 13<sup>th</sup> OSET did their initial walkthrough of our center and provided us with a list of issues that must be addressed for LCD to receive funding as Torrington's PSAP.
4. We are still in the process of attaining tower use agreements with CTS/CSP. We are progressing along more quickly now and have been in contact with AT&T regarding Spooner Hill in South Kent and with American Paging for an agreement at Wallen's Hill in Winsted. We need to fill out applications with these two companies and once we have agreements in place with them, then we can get final agreements with CSP...hopefully within two months.
5. Weeks of July 11<sup>th</sup> & July 18<sup>th</sup> LCD hosted Emergency Fire Dispatch (EFD) and Emergency Police Dispatching (EPD) training. All LCD employees now certified in EMD/EPD/EFD priority dispatch protocols.
6. July 18<sup>th</sup> was first day of Training/QA Coordinator on the job. He has been training himself to learn all facets of LCD dispatching and he is progressing quite nicely. All ready capable of dispatching Fire & EMS on his own and is now learning the PD operations. Jeff is progressing better than expected in his short term at LCD.
7. On July 18<sup>th</sup> we moved dispatching operations into our new center – few bumps, as may be expected, but this are progressing in a positive manner each day.
8. August 9<sup>th</sup> OSET did its final walkthrough and LCD passed all phases and we have received funding for Torrington all ready effective July 1<sup>st</sup>.
9. August 4<sup>th</sup>, 5<sup>th</sup> & 6<sup>th</sup> Jeff Liskin attended APCO's Telecommunications Training Officer Certification course in Philadelphia. The only remaining certification he now needs to attain is that of EMD-Q and has been registered in a class to be held in Maynard MA on September 19<sup>th</sup> & 20<sup>th</sup>. By the end of September, Jeff will be fully certified and will have

achieved all of the requirements that we had placed in our job description. As a note, the job description called for all certifications to be obtained within a 12 month period, Jeff will obtain all required certifications in just over 60 days. Joe reiterated that he is very pleased with Jeff's progress.

10. August 11<sup>th</sup> Dan Soule and I met with Jeff Rudsavice of VFIS to review our insurance and bring our policy up to date with our new equipment....we are covered, but we have to submit update info to complete the process. We don't know the exact difference in the premium but we don't expect a huge increase. We have also asked for a quote for additional coverage.
11. We have begun cross-training our employees – Jeff will manage this function as training coordinator. We have given ourselves a goal of January 1, 2012 to complete training of all employees.
12. Southbury 9-1-1 dispatch service request for dispatching proposal from LCD is now dead – State of CT has informed Southbury that they cannot farm out dispatching of Southbury Training School. Town of Waterford, Town of North Haven and the Town of Windham have been in contact with us to pick our brains about regionalization. Jeff Liskin added that Canton had also called to inquire.
13. We have begun the process of hiring a new dispatcher – we had 125 applications, we tested 35 with critical on August 4<sup>th</sup>, 9<sup>th</sup> & 10<sup>th</sup>. And we are having the panel interview for the top 11 – those that had scored 87 or above on the overall process and the panel interviews will be held on Monday August 29<sup>th</sup>. Joe noted that we are short one dispatcher and the extra hours is wearing on the others. Joe hopes that we are able to hire a certified dispatcher in order to get someone on board quickly. Currently we only have 5 or 6 dispatchers that can take overtime on the PD side. We need to get the cross-training completed as soon as possible. A question from Daren Reid on how the cross training would be handled. Joe replied that there will be 3 levels of cross-training implemented. The first will be to move on-duty dispatchers to a training position for 4 hours with a member of the management staff filling the vacancy. Secondly, if Jeff determines that the dispatchers need additional training, we will bring them in on their off days for training. Lastly, some of the training will go on while they are working their normal shifts. In Joe's experience a blend of these 3 scenarios will work the best. Joe mentioned that we may need to allocate some funds to overtime during the training process. Several comments from board members suggested that there was overwhelming support of spending additional money on overtime in order to make sure we train our people appropriately. Joe also commented that he has done this before in both Waterbury and Newtown and it works. He expects that the management team

may need to work some night shifts in order to facilitate training while keeping the overtime budget under control. Jim commented that many of the dispatchers have taken their own initiative to start to “self-train” and sit with other dispatchers during less-busy times in the center. Jeff Lisken commented that he has started to move dispatchers around the center to sit with each other and start the cross-training process as he works on his own training. The dispatchers have taken to this approach and things are going pretty smooth. Jeff did reiterate that in order for us to be successful, we need to have dedicated time to train. He will not be signing anyone off until he is confident they have had a sufficient amount of training time.

14. Admin office was moved to 111 Water St on Monday August 22<sup>nd</sup>....now all LCD operations are under one roof.
15. Last but not least, you should have received a notice via email inviting all Board members and service chiefs and selectman to our open house on Wednesday September 7<sup>th</sup> at 10am.

#### Committee Reports

By-laws – did not meet

Executive – Met with the Executive Director to discuss direction of the organization.

Finance – did not meet

Personnel – Scott Kellogg reported that we had received more than 120 applications for the dispatcher position. After the applications were screened by the hiring committee, the top 35 applicants were invited to take the Critical Test. The Critical tests had been administered and the top 11 candidates were invited to an interview scheduled for August 29<sup>th</sup>. Following the interviews, the list will be ranked and published to be used for hiring. We currently have one open position and will be evaluating the staffing needs for further potential hiring.

Protocol – Did not meet

#### Old Business

1. Sherman site – Joe asked Chris Pitcher (Sherman) if we are ready yet to get equipment installed. Chris commented that the building was not yet available. However, we can put the equipment in but the building even though it is still being worked on. Joe will follow up with Northeastern Communications for their opinion.

#### New Business

1. Jim mentioned that a storm preparation plan has been developed for this weekend. We have hired a 5<sup>th</sup> dispatcher for both shifts on Sunday. Discussions were had today with CL&P, Torrington Fire, and other agencies in order to be prepared for this weekend.
2. Scott Schriber was introduced as the director Sharon. LCD has not yet received official word from Sharon on his appointment. Scott will follow up and have a letter sent to LCD.
3. Torrington Fire commented on a note received from the dispatchers to the fire union thanking the union for all of the support during the transition. Gary Brunoli commented that Torrington had their first major fire since the transition. The incident was managed very well from the center and Gary had no issues that need to be discussed.
4. Chris Pitcher from Sherman commented that at the May meeting there was discussion regarding Torrington being dispatched on the dispatch frequency. They have had no issue with it.....some of their members actually like to hear them being dispatched.

A motion was made by Gary Brunoli to enter into executive session for the purpose of discussing management compensation. Motion was 2<sup>nd</sup> by Sue Dyer. Motion to go into executive session by Torrington, 2<sup>nd</sup> by Sue Dyer. There was no discussion and the motion passed unanimously at 8:08pm.

Jeff Lisen and Joe Delbuono left the room.

The meeting was reconvened at 8:42pm

Motion by Sue Dyer to, based on the recommendation of the executive committee, increase the salary of the Executive Director by 2% effective July 1<sup>st</sup> with a \$7500 bonus for his exceptional work during the Torrington project. The motion was 2<sup>nd</sup> by Mark Lyon. There was no discussion and the motion passed unanimously. Daren Reid abstained.

Bill LeGeyt asked that a letter be sent to the services regarding the move of the LCD Admin offices.

Daren Reid commented that he appreciated hearing Joe commenting about the need to have the management staff working night shifts in order to work with their night shift people. Jim Farkas commented that they are working with the dispatchers to fix some of the scheduling issues. Both unions prior to the merge to the single union were in favor of LCD management having control of the schedule. We are currently investigating different schedule configurations that will work for both the corporation and the dispatchers.

Motion by Bill LeGeyt to adjourn the meeting. The motion was 2<sup>nd</sup> by Gary Brunoli. There was no discussion and the motion passed unanimously.

Respectfully Submitted,

Scott Kellogg, Secretary