

Litchfield County Dispatch

Meeting Minutes

June 30, 2011

I. Call to order

President Farkas called to order the regular meeting of **Litchfield County Dispatch board of directors** at **7:03pm** on **June 30, 2011** at the **Goshen Firehouse**.

II. Roll call

A quorum was present based on the sign-in sheet.

III. Approval of minutes from last meeting

A motion to approve the minutes of the May 26, 2011 meeting was made by Daren Reid. 2nd by Brian Hutchens. Motion passed unanimously.

IV. Public Comment - None

V. Correspondence – None

VI. Treasurer's Report

1. Treasurer Barbagallo reported that as we prepare to close the books for last fiscal year, a few accounts were over budget but were offset by accounts that were under budget so net we were right on budget.
2. Operating Account Balance - \$469,404.48
3. Projects Account Balance - \$1,058,274.49
4. All movements between accounts for the end of the fiscal year have been completed.
5. Motion to receive the treasurer's report by Jim Schultz. 2nd by Sue Dyer. Motion carried unanimously.

VII. Executive Director's Report – (presented by Kevin Webb)

1. EMD Steering Committee – Joe and Kevin attended the meeting on June 2nd. Dr. Schmidt from Charlotte was introduced as the new medical director for Charlotte Hungerford Hospital.

2. Medical Advisory Committee – Joe attended meeting on June 2nd. Topics discussed included Lifestar diversion to hospitals and EMS training for the region.
3. LCD Quarterly in-service training was held on June 6th. Members of the Torrington Fire Department participated in a training session to prepare the LCD dispatchers to take over the dispatching of Torrington Fire Department. Dan Soule demonstrated the use of the CAD (Computer Aided Dispatch) operation for Torrington Fire Department. Also reviewed transition update and several new SOP's (Standard Operating Procedures) that will go into effect once we start dispatching the Torrington Police Department. The EMD (Emergency Medical Dispatch) performance was also reviewed during the in-service.
4. Dispatchers Keller and Lindgren as well as Communications manager Webb have completed their training with the Torrington Police Department and are now cross-trained to dispatch fire, ambulance, and police. On June 13th, Jennifer Dione was hired as a full time LCD employee. Jennifer was a part-time dispatcher for the Torrington Police Department. She is also now cross-trained to dispatch fire, ambulance, and police. There are still 13 additional dispatchers that need to be cross-trained. The plan is to have that completed in the next three months once we get everyone in the same building.
5. Region 5 Haz-Mat team – met with program coordinator Rocky Thomlinson and Torrington Fire Chief John Field. The special request dispatching form was received and filed. An SOP for the dispatchers to act as the regional haz-mat team dispatch has been developed and implemented.
6. HB 6327 was brought to the floor and voted on without an increase to the 911 cap. This will delay projects such as the fiber optics that was planned to be run into all of the firehouses, etc. If we don't get the cap increased in the future, it could start to affect our funding.
7. EFD/EPD (Emergency Fire Dispatch/Emergency Police Dispatch) Training – A training class was held the week of June 13th. Additional training is scheduled for the week of July 11th and July 18th at which time all managers and dispatchers will receive their certification. LCD will be the first center in the state to be certified in all three protocols.
8. Sherman Tower Project – Installation of equipment and antennas is on schedule for completion in August.
9. OSET (Office of State Emergency Telecommunications) capital grants for EFD, dispatch center chairs, digital recorder upgrade, KBX switches and cables have been approved. There are several other requests still pending.
10. On June 9th, LCD moved into 111 Water Street in Torrington into a temporary dispatch location. The move went well but we were hit by strong storms shortly after the cutover which knocked out all of our dispatching capabilities for a

short period. All services were asked to man their stations. No calls were dropped. Some services are still looking for information on some missing calls for June 9th. We are still working to recreate some of the calls. Adding to this issue, when the digital recorder was upgraded last week, it corrupted all of the data prior to June 21st. That data has since been restored. Kevin thanked those who stepped up and came in during the transition and storm. Especially dispatchers Rinko, Ludwig, Dione, Keller, and Jasmin. Kevin further commented that Jim Farkas, Eric Epstein, Jon Barbagallo, and Scott Kellogg were absolutely crucial in getting us up and running.

11. Transition meetings were held on June 8th and June 14th. Deputy Chief Brunoli reported that all of the ceiling grids are in and tiles are on site. Carpets are scheduled to be installed this weekend. The dispatch area should be done on Tuesday. Outside brick work will be done on Saturday. Working on prepping the sidewalks. The furniture will be delivered on July 6th. Paint should be done by Tuesday. Pushing the contractor to have the dispatch center ready for July 15th. The transition to dispatching Torrington Fire has been very smooth with very few minor issues. Planning an open house for September. President Farkas commented that the on-going cooperation from the Torrington Fire Department personnel has been wonderful. As an example, there was some concern last week about the heat in the temporary dispatch area. That night, the on-duty crew installed an air conditioner in the window. That is a typical example of when we raise an issue, it has been handled quickly by the TFD officers and firefighters. There was a meeting last week with the senior officers of the Torrington Police and Fire Departments regarding security of the dispatch center. With the COLLECT system (police background check system) there is an additional security element that will prevent us from having people walk through the dispatch center. We will make provisions for an open house and for people to see the center but we need to be aware of regulations and more planning will be required for visits to the center. The cutover of the police department was scheduled to occur on June 26th and 27th with an inspection by OSET scheduled for June 30th. Due to some equipment issues, the executive board along with the communications manager and operations manager were concerned that we were not ready to cut over as scheduled. We discussed our concerns with OSET and an extension of one week was granted. The move is now scheduled for 11am on Wednesday, July 6th. All equipment and systems will be in place by then which should provide for a seamless transition. Jon Barbagallo offered to show the directors some pictures of the center that were taken earlier in the day. The tower in Torrington is up and the microwave system is operating normally.
12. The Torrington PD dispatchers become LCD employees effective midnight tonight. They will continue to work at the Torrington Police Department facility for another week.
13. June 25, 2011, the Torrington Police department had an incident on South Main Street in Torrington. LCD was contacted to send an "Everbridge" message to

the residents that were in close proximity to the incident. The city was impressed with how the system worked.

VIII. Committee Reports

1. By-laws – Did not meet
2. Executive – Discussed issues relating to the Torrington Project and Management Compensation
3. Finance – Did not meet but an email was circulated among the members regarding the auditor that LCD uses. The last few years, we have used King, King Associates out of Winsted. The recommendation is to use King, King Associates for one more year. Motion was made by Daren Reid, 2nd by Steve Krohle. Motion carried unanimously.
4. Personnel –
 - a. Jim thanked the personnel committee for their work in preparing to hire a QC/Training coordinator for LCD. Jim read a letter from Scott Kellogg, chairman of the personnel committee(attached). Motion from Rocky Thominson to hire Jeff Lisken to the position of QC/Training Coordinator. 2nd by Gary Brunoli. Motion carried unanimously. A suggestion was made that we ask Jeff to attend the next directors meeting to be introduced to the board.
 - b. The personnel committee has received approximately 120 application for the dispatcher list. They will be working to develop the hiring list.
5. Protocol Committee
 - a. Special Requests/Instructions for services. A new form was developed to be used by services and regional teams to capture dispatch instructions. Any requests from services or teams needs to be submitted to the protocol committee on the new form.
 - b. Letters were sent to the two services that are currently asking LCD to record mileage for EMS transports asking that they attend a meeting to discuss the need for this service so that the protocol committee can properly review.
 - c. Single tone dispatching – the dispatch time of services that require multiple departments to be simultaneously dispatched. The proposal from the protocol committee would be to implement a single tone dispatching sequence on a 90 day trial period that would include a pre-dispatch announcement, a set of tones, a set of siren tones (if applicable), the dispatch announcement, followed by a repeat of the dispatch announcement. The re-tone for lack of response protocol would not be effected. Daren Reid commented that the 90 day trial period was selected because many people

are on vacation during the summer months and the 90 days will give us the opportunity to see if it will be effective. A motion was made by Eric Epstein that the board endorses the trial period of single tone dispatching for up to 120 days starting at the discretion of the communications manager and following a communication to the chiefs of service. 2nd by Jim Schultz. Motion carried unanimously.

- d. Bill Legyt asked Eric if he had sent an email to all of the chiefs regarding the issues stated in last month's minutes. Eric admitted that it was not done. Mr Legyt asked if this decision was made solely by the LCD protocol committee and not with input from any of the departments. President Farkas clarified that the protocol committee is made up of members of many of the services and that the protocol committee makes recommendations to the board of directors but the board of directors is ultimately responsible for the decision to implement. The committee did not solicit input from every department. Mr. Legyt commented that according to the minutes of the last meeting, the departments were going to be polled on the question and be allowed to submit input. President Farkas stated that the protocol committee has made the recommendation. If the board wishes to not accept the recommendation of the committee, it has the power to do so.
- e. The regional haz-mat team special instructions request was reviewed and approved.
- f. The committee discussed concern from a dispatcher regarding some confusion on a recent dispatch of the Northwest regional rope rescue team. A member of the team leadership has been invited to attend a meeting to discuss.
- g. County wide numbering was discussed at the protocol committee meeting. No further details were discussed.
- h. Discussed severe weather announcements. A handout was provided to the board on the current LCD policy. The policy had been revised by the committee to include: "All tornado warnings shall be broadcast immediately as a county-wide announcement and text message". Eric also commented that there is a clause that allows for the dispatchers to use their discretion and make any announcement that they feel is necessary to warn area departments of imminent threats. Continuation of warnings for severe thunderstorms is left to the discretion of the dispatchers. Comment from Jim Schultz – he is of the opinion that continuation of severe thunderstorm announcements should be made.
- i. Hospital diversions – There will be no county wide announcements for hospital diversions. Kevin has set up some text message groups for the

hospitals. If a member service would like to be added to the hospital text messages, they can do so via the web site. Any units going to a facility that is on diversion will be reminded when they sign enroute.

- j. Committee continues to work on determining the protocol for requests from police departments for “evaluation” of a patient.
- k. EMS Charts Interface. All LCD EMS services currently use EMS Charts. Dan Soule is investigating the cost to implement and will bring the cost to the board in the future.
- l. Question from Rocky Thomlinson – is there a list of the protocols that could be provided to the directors so that we have access to them. President Farkas suggested that we look into the feasibility of making the protocols available to the directors and chief’s of service.
- m. Next meeting of the protocol committee is July 19th at the admin office.

IX. Old Business

1. Torrington appropriations - \$400,000 has been previously approved by the board as payment to Torrington for rent and equipment. \$200,000 has already been appropriated. President Farkas requests the board approve the balance (\$200,000) be appropriated. Motion to appropriate the \$200,000 balance made by Daren Reid. 2nd by Steve Krohle. Motion unanimously approved with Director Brunoli abstaining.

X. New Business

1. Director Legyt was apparently left off an email from President Farkas regarding the update to the transition to Torrington. President Farkas will investigate and make sure it is fixed.
2. A questions from director Legyt as to why Torrington Fire Department dispatches are being simulcast over the dispatch frequency. President Farkas commented that we are trying to build in standardization to our processes. It is our intent to dispatch all fire and EMS incidents via the dispatch channel. We are discussing coverage gaps in Washington and if those can get resolved, we will dispatch Washington Fire and Ambulance on the dispatch channel as well. Bill stated that he doesn’t want to hear Torrington and has a concern that the Torrington dispatches are tying up the dispatch channel. Director Reid commented that we are a regional dispatch center and part of a regional system is that we all share the system.
3. Motion to go into Executive Session made by Sue Dyer. 2nd by Daren Reid. Motion carried unanimously. Executive Session entered at 8:20pm.
4. Meeting resumed at 9:02pm.

5. Motion made by Steve Krohleto approve compensation adjustments for Cammie Dilger (3.5% raise), Kevin Webb (4% raise), and Dan Soule (3% raise). Additionally in recognition of their work on the Torrington project, a \$7,500 onetime bonus to Kevin Webb and Dan Soule. 2nd by Eric Epstein. Motion passed unanimously with Bill Legyt and Daren Reid abstaining.

XI. Other Business - none

XII. Adjournment

A motion was made by Daren Reid at 9:05 pm to adjourn the meeting. 2nd by Steve Krohle. Motion carried unanimously.

Minutes submitted by: Scott Kellogg, Secretary