

Litchfield County Dispatch

Meeting Minutes

May 26, 2011

I. Call to order

President Farkas called to order the regular meeting of **Litchfield County Dispatch board of directors** at **7:05pm** on **May 26, 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 April 28, 2011 meeting was made by Pat Mechare. 2nd by Sue Dyer. Motion passed unanimously.

IV. Public Comment

1. President Farkas apologized for not being in attendance at the annual meeting of the corporation and the director's meeting last month due to a conflict. He thanked the board for their support.
2. President Farkas has received a letter from the town of Goshen informing him that Goshen has elected Pete Bernard to the LCD board of directors replacing long time director Pete Grasauskas. President Farkas thanked Pete for his 20+ years of service to the corporation.

V. Correspondence – None

VI. Treasurer's Report

1. Treasurer Barbagallo reported that we are on budget on both the income and expense budgets.
2. Operating Account Balance - \$692,404.61
3. Projects Account Balance - \$1,044,244.49
4. Motion to receive the treasurer's report by Daren Reid. 2nd by William Legyt. Motion carried unanimously.

VII. Executive Director's Report

1. Kaki Reid and Melissa Lindgren attended the Navigator conference in Las Vegas. They have both submitted reports to the communications manager which are on file. Both felt the conference was worth while and will be speaking at the dispatcher's meeting on June 9th. Daren Reid commented that he was very impressed with the speakers and the seminars that they attended. Specifically, Daren spoke of the accreditation process and he fully supports LCD's efforts to achieve accreditation.
2. Kevin Webb, Missy Lindgren, and Jacob Keller have been fully trained at the Torrington PD. They will be the only dispatchers that will be crossed trained when LCD assumes responsibility for dispatching the city of Torrington in June.
3. Legislative Update
4. Sherman tower site update – We continue to work with Sherman on the project. We are currently on hold and waiting for word from Sherman to continue. Sherman is hopeful that the building will be completed by the end of July. If there is wiring that needs to be run, we can start to schedule that. Still hopeful that the project will be completed by the end of August.
5. Torrington Project Update – Transition team continues to meet regularly. The building is progressing. The tower is scheduled to be installed on Friday. LCD will move into a temporary location until the new center is completely finished. The cost of setting up the temporary location should not exceed \$5,000. On June 1st, we will make the final decision to use a temporary location. The plan is to move to Torrington on June 9, 2011. LCD will operate in Torrington for a period of time before we take on Torrington. There should be little to no interference with operations during the transition. Within a few days after the move, we will take over Torrington fire dispatching. Torrington fire will be dispatched on the Dispatch frequency. The police equipment and equipment is scheduled to move to Water street on the 27th or 28th of June. On July 1, 2011 the Torrington PD dispatchers become our employees. This is required to meet the requirements of the grant. Initial COLLECT connectivity has been installed on Water Street. We have begun the process of scheduling the employees. We are looking at a few issues and working to resolve them. Torrington PD has recently lost 2 of their dispatchers. This creates a bit of an issue with scheduling. Kevin is working on resolving. Bill Legyt expressed concerns that Torrington Fire's call volume will tie up our dispatch channel. President Farkas commented that we have options if this becomes an issue.
6. Priority Dispatch Update – EFD and EPD training is ongoing. We are updating the protocols in the CAD to match the EPD and EFD protocols.

VIII. Committee Reports

1. By-laws – Did not meet
2. Executive – Met earlier this week. Monthly meetings are scheduled.

3. Finance – Did not meet

4. Personnel –

- a. Pat Mechare reported that the committee met with the HR consultant last week. Scott Kellogg had sent out the proposed policies on hiring. There was no feed back received from directors. The HR consultant did review the policies and provided positive feedback. Only a couple of minor changes were made to the policies since they were proposed last month:
 - i. Change the advertisement period to 15-60 days (from 30-60 days as originally proposed) so that we could move faster if needed.
 - ii. The weighting of the scores on the dispatcher policy from 20-30-50 to 20-40-40 giving additional weight to the test score and less to the interview.
- b. The topic of physicals was tabled until we could get further information and additional input could be obtained.
- c. Torrington had another resignation from a full time dispatcher. With that, we plan to post the dispatcher position next week. We will be developing a list of up to 10 candidates for the dispatcher position.
- d. Bill Legyt suggested that all postings be sent to the member departments. President Farkas suggested that we do send the postings to the directors and the directors can forward on to the member organizations.

5. Protocol Committee

- a. discussed documentation required for request from specialty teams to be dispatched. Have a draft form that is currently being reviewed by the committee
- b. Tracking of EMS mileage – a couple of department had requested mileage tracking. This has caused some issues in the center. Eric will be meeting with the chiefs of those services to understand the need.
- c. Various issues with outside units (non-LCD units). Committee is working on addressing any training needs of those outside units. President Farkas asked all directors that they remind their services that when initiating communications with the center, wait for the center to acknowledge that you are calling them before providing information. This will eliminate the possibility of LCD dispatchers missing information. The proper protocol should be: “XYZ Ambulance to LCD”. Wait for LCD to respond....”XYZ Ambulance, go ahead”. Then give the message.

- d. EFD, EMD, EPD Training – the protocol committee reviewed the EFD system. There are some concerns with motor vehicle accidents that the committee is looking into. As it stands right now, the call volume for MVAs might increase. More to come on this issue.
- e. Eric will be sending an email to all chiefs on few issues.
 - i. Police department requests for evaluation of a patient at a motor vehicle accident. If LCD currently gets this request from the troop, LCD follows the town’s protocol for the type of call...ie, dispatch fire and EMS
 - ii. Single Tone dispatching – the committee discussed dropping from 2 sets of tones to a single set of tones. Looking for feedback.
 - iii. Quarterly Reports – are they helpful? Is there any additional information that would be helpful?
- f. The next meeting of the Protocol Committee is June 21 at the Admin Office in Litchfield.
- g. Question from Jim Schultz on how the ambulance mileage protocol was implemented as he had not heard anything about it. President Farkas commented that the service just started providing the information. LCD met with the service chiefs and we agreed until we could discuss, we would continue to capture the mileage. The protocol committee now has this for discussion and feed back.
- h. Question from Jim Schultz – What is the status of the integration of the cad to EMS charts? It will be on the agenda for the next protocol committee meeting.

IX. Old Business

- 1. Hiring Processes – Pat Mechare reiterated the changes that were made since the original proposal last month (see above under personnel committee meeting. A motion was made by Pat Mechare to accept the policies as revised. 2nd by Sue Dyer. A question regarding the existing dispatcher list came from the floor. Jim Farkas confirmed that we are discarding the old list and creating a new dispatcher hiring list based on the new policy. Motion carried unanimously.

X. New Business

- 1. OSET Grant Request – President Farkas distributed copies of the grant requests. Bill Legyt made a motion to accept OSET grant requests A-G as distributed. Motion was seconded by Pat Mechare. Motion carried unanimously.

XI. Other Business

1. Bill Legyt asked about issue of timing of county wide tones and text messages. Much discussion about county wide tones and timeframe for tones and text messages. The protocol committee will discuss at their next meeting. A motion was made by Jim Schultz to empower the protocol committee to immediately implement a change in this protocol. Motion was 2nd by Bill Legyt. As a point of clarification, Jon Barbagallo reiterated that a protocol change could be immediately implemented but we will discuss further at the next board meeting. Motion carried unanimously.

XII. Adjournment

A motion was made by Jim Schultz at 8:19 pm to adjourn the meeting. 2nd by Bill Legyt. Motion carried unanimously.

Minutes submitted by: Scott Kellogg, Secretary