

Minutes of the Membership of Litchfield County Dispatch, Inc.

April 28, 2011

1. Called to order by Vice President Epstein at 7:05pm.
2. Sign in sheet of the members indicated that a quorum was present
3. Election of Directors
 - a. A letter was received from the Falls Village Fire Department and Ambulance Service reappointing Patricia Mechare to the LCD Board of Directors.
 - b. No other changes to the board were noted
4. Motion to approve the minutes of the April 22, 2010 membership meeting made by Falls Village. Seconded by Barkhamsted East. Motion carried unanimously.
5. Public Comment - Local boy scout troupe from Norfolk visited LCD recently. Thank you to Martin and Kaki for taking the time to show the kids around
6. Old Business – none
7. New Business
 - a. Executive Director Del Buono updated the membership on several initiatives that were completed or are in progress since last year.
 - i. LCD has received several requests from other towns to make proposals for dispatching services. We have had discussions with New Milford, Winsted, Thomaston and Torrington. The only project that has come to fruition is the Torrington project.
 - ii. Spent much time working with various regional teams working to get regional communications in place. Have been working with the haz-mat team, the county coordinators regarding the strike teams and task forces.
 - iii. Continued to improve on the EMD program (dispatch review committee and steering committee). Continue to review operations regarding EMD and we have seen consistent improvement.
 - iv. The Torrington project has taken a significant amount of time especially the merging of the two groups of employees.
 - v. Overall, LCD is focused on improving communications with our members and improving the service that LCD provides to the towns it serves. Many operating procedures are now in place based on requirements from towns. We always try to accommodate individual member towns but it is also important that we try to centralize procedures among all of the towns so that the dispatchers continue to provide a high quality of service.
 - vi. Working with the protocol committee, the center transitioned to plain language.
 - vii. Sherman project is still on going. Attempting to get another tower on the system to improve communications in that area. Although the tower was not successful, we continue to work on improving.

viii. Overall, we have had a very good year at LCD. The moral of the dispatchers is very high. We have had very few issues at all this year and they have all been handled appropriately. All in all, we have a fantastic team of telecommunicators.

b. Jon Barbagallo suggested that the executive board prepare an orientation program that could be used to get new directors up to speed on the projects, budgets, and any issues that are going on in the company.

c. No other new business

8. Motion by Falls Village to adjourn the annual meeting of the membership. Seconded by Lakeville. Motion carries unanimously. Meeting was adjourned at 7:17pm

Respectfully Submitted,

Scott Kellogg, Secretary

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