

LCD Board of Directors Meeting - November 17, 2011

Meeting called to order by Vice President Eric Epstein at 7:01 p.m.

Roll Call was taken and a quorum was present.

A motion was made by Pat Mechare to approve the minutes of the Director's meeting of October 27, 2011. Seconded by Scott Schreiber. Abstention by S. Dyer – Motion carried.

Public comment: none

Correspondence: none.

Treasurer report: Balances in the accounts are:

1. Operating Account: \$947,280.04
2. Projects Account: \$702,611.65
3. Draft audit received by.
4. The treasurer will be calling a meeting of the Finance committee to discuss document and go over recommendations.

A motion made by Pat Mechare to receive the treasurer's report, seconded by Bill LeGeyt. No Discussion. Motion carried unanimously.

Executive Director's Report:

- o October N'oreaster... 72 hr period we handled 538 (465) PD incidents, 561 (126) Fire/EMS incidents, 487 (95) (911) landline and 1034 (125) (911) cellular calls...plus another 2204 (550) admin line calls. Incidents – 87% increase, 911 call – 600% increase, admin calls – 300% increase
- o It took one week to get back to normal, over the 3-day period we put on additional dispatcher's on duty to handle the overflow and we had a management team member in place over the weekend also. Once again management was paid for their time because we will be attempting to ascertain reimbursement thru FEMA.
- o Our main objective is to get all personnel cross-trained by January 1. With respects to that goal we now have 8 of our 16 telecommunicators cross-trained. Three (3) will be certified by end of November, 3 more by mid-December and the remaining 2 by end of December.
- o Our new hire Eric Hirsch began training on 10/24/11 and he is trained and working a regular shift as of yesterday 11/16/11. He is included in the 8 fully cross-trained employees.
- o Transition team continues to meet (met 11/15) to keep lines of communications open and handle any issues that may arise with regards to our combination dispatch efforts....all is going well – we are now meeting monthly on the second Tuesday of each month. Lt. Newkirk and Kevin & Jeff have open lines of communication and meet when necessary as concerns (usually minor in nature) arise and deal with them in a timely basis.

- Priority Dispatch is here training our employees for these 3 days (11/16, 11/17 & 11/18). Dan, Kevin and Jeff completed the sys-admin class yesterday; all telecommunicators and all managers are completing the proqa (computer operation of our protocols) today and Jeff & Kevin will be taking the AQUA (quality assurance program) tomorrow.

Bylaws – Discussed Jim’s request at October meeting to come up with recognition status (i.e. Director emeritus) and how we can enact such recognition to those who are deserved. Would like guidelines to follow and if need be inclusion into by-laws. Meeting will be in December with a report for January.

Exec – did not meet.

Finance - did not meet.

Personnel – did not meet.

Protocol – Survey has been given out, more responses are being asked – have extended time line for returns. Executive Director has list of folks who haven’t gotten survey. VP Epstein will ensure surveys as received by all.

OLD BUSINESS:

Scott Schriber raised concern about names of residences on dispatch. Not a lot of consistency between dispatchers giving a residents name. Discussion followed. Should we add to CAD to ask for residence name, Executive Director explained that in EPD and EFD dispatchers will be asking the name as part of the protocol.

Mark Lyon raised question about wide area emergency and what was LCD’s policy for notifying departments during the storm. Executive Director explained that emergency calls were dispatched by LCD, while non-emergent calls were called into individual FDs or EOC. Some departments were not able to man their stations, so LCD had to dispatch all for them.

Sherman raised question about dispatch numbers for ambulance calls and whether there was one assigned for each call. Executive Director will check into this and get back to you.

Bill LeGeyt from Barkhamsted asked whether the Wide Area Alert was cancelled over the air or just by text message. Executive Director explained that for storm Alfred, since some stations did not even man their stations and the cancelation was done on the 4th day of the storm and even those who had manned their stations the first few days, Comm, Mgr. Webb decided that texting the few remaining would serve the purpose, we now understand that the cancellation should have been done both with text and over the radio as proper notification.

Sherman asked about contract status of tower site. Executive Director reported that the holdup is with the CSP/CTS unit and presenting LCD with contract agreements for towers sites for president signature.

Executive Director explained the process and the delays are on the State's end of the process, we want to move forward.

NEW BUSINESS:

Meeting schedule for 2012 has been sent out electronically, a motion made by Pat Mechare to accept the document as presented, seconded by Darien Reid. Motion carried unanimously.

Holiday party/Board Meeting – at Crystal Peak January 28, 2012 - 6 p.m. meeting followed by dinner.

New work schedule for employees – Pittman Schedule starts on November 30. It allows scheduling fully without the need for an additional hire. A motion was made by Pat Mechare to authorize President Farkas to sign an agreement with the union. Seconded by Sue Dyer. Motion passed unanimously.

Sherman asked about Out of Office reply and how it is important to get a response even if on vacation.

Motion made by Jim Schultz seconded by Darin Reid to adjourn at 8:03 p.m.

Jon Barbagallo, Recording Secretary

VP Eric Epstein