

Eric Epstein
President

Daniel Soule
Operations Manager

Kevin Webb
Communications Manager

Jeffrey Liskin
QA/Training Coordinator

Litchfield County Dispatch, Inc.

111 Water Street
Torrington, CT 06790
www.lcd911.com



LCD Board of Director's Meeting August 30, 2012

Meeting was called to order at 7:00 p.m. by President Epstein

Roll call showed a quorum was present.

Motion by Scott Kellogg and seconded by Jim Schultz to approve minutes of June meeting. Motion passed.

Public Comment: None

Correspondence: David Raines will be replacing Chris Pitcher as the Town of Sherman's Director effective August 30, 2012.

Treasurer's Report:

- Operating Account: \$1,403,098.61
- Projects Account: \$ 832,164.55

Motion was made by Jim Schultz and seconded by Steve Elovirta to approve report. Motion passed.

Reports of Management:

Dan attended the enhanced 9-1-1 Consolidation Subcommittee Meetings on 8/6 & 8/27.

- *A couple of funding formula changes were discussed but no changes have been made.*
- *Incentive for new minimum 5 town centers was proposed.*
- *Primary focus was on incentives for towns receiving less than 8000 calls per year to consolidate.*
- *There is one more meeting scheduled in October before recommendations are to be sent to the 911 Commission.*

Dispatchers handled two shootings in the City of Torrington. An incredible job was done by all for both incidents.

Dan and Kevin continue to participate in the Tri-State Drill table top exercises in North Canaan. We have tentative approval to use the new state communications vehicle; final approval should come this week.

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The next session they will attend is scheduled for September 5th. The drill is scheduled for Sunday, September 23rd.

Karen Albanese is no longer with the company and we have hired Todd Anderson from Sharon to fill the vacancy. He started on August 1st and is well underway with his training and is progressing nicely.

OSET annual report has been sent out.

The PD transition team continues to meet to discuss any issues. Overall, the PD reports that they are very satisfied with the service provided.

Dan attended a COMM-T class on August 6-10th in Watertown. Matt Ludwig will be attending on September 10th.

Kevin and Dan attended the MECCA annual meeting on July 25th.

Commissioner of Public Safety, Ruben Bradford has sent out new guidelines for acceptable procedures for access for consolidated dispatch centers with COLLECT terminals for non-law enforcement personnel. Kevin and Dan have reviewed and implemented the new policy.

The statewide emergency drill took place on July 28th-31st. LCD had a minor roll, limited to mainly notifications. Kevin and Dan were able to visit the state armory on Tuesday to observe operations in the state EOC.

Phase 1 of CAD development is underway. EPD for LCD DMS CAD is ready for testing. Hunt and DMS CAD are working together on the interface. Beta files are being tested at this time.

Dan is getting a quote for a new radio console for budgetary purposes.

Capital grant requests have not been approved yet. They were waiting on the final DPUC surcharge which funds their budget. The final decision came out on 8/29 at \$.67. We can expect a decision on our grant request within the coming weeks.

We are working with the town of Washington on new cell tower at town garage. We intend to have space on tower to extend dispatch coverage into Washington depot.

We continue to review dispatches to identify inconsistencies and deviations from SOP's and meet with individuals who are not dispatching according to protocol.

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The August in-service sessions were held on 8/16 and 8/23. Training topics included improving overall quality and the proper handling of high risk low frequency situations.

Reviewing current changes to MPDS version 12.2 and preparing training to update all employees.

Kevin and Jeff continue to work as dispatchers on the Fire/EMS side to maintain and improve proficiency.

Training Coordinator began working PD side to train in that discipline.

Concern was again raised about dispatchers not giving residence names during dispatch. This will be mentioned to management. Town of Warren brought up issue of having the base stations at firehouses properly licensed. Acting Exec Director will address this issue.

COMMITTEE REPORTS:

By law: Did not meet

Executive Board: Did not meet

Finance: Did not meet

Personnel: Committee met to discuss current hiring list and if it should be updated. The committee also suggests the hiring of a 17th full time employee in lieu of a part time dispatcher. Motion made by Scott Kellogg and seconded by Craig Whiting to hire a 17th full time employee. Discussion ensued about financial impact. Motion passed with 1 no vote, no abstentions.

Job description updates: Committee is working on finalizing and proposing standard compensation packages.

Executive Director Replacement: Reviewed the policy for hiring of a management team member.

Protocol: Did not meet last month. Pleasant Valley Chief would like a meeting with the Protocol Meeting.

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A reminder that we are looking for volunteers to assist with Exec Director search and radio system replacement.

OLD BUSINESS:

CMED radio narrow banding for Region 5 is set for December.

NEW BUSINESS:

Sherman asked about accuracy of text messages and possibility of errors. Eric explained how the text message system works and why it is important to remember that it is a back up only. Warren suggested that the text system be shut off to eliminate liability until system addresses and types of call can be more accurate. No action was taken but the President will address concerns and possible fixes with the Acting Executive Director.

Barkhamsted suggested that dispatch wording be more consistent from dispatcher to dispatcher as to updates as related to the dispatch codes.

Barkhamsted also suggested that any news or developments about the hiring of an Exec Director be passed along to the Chiefs of Service and Directors so that the job description can be passed along to others.

Torrington Fire Chief Brunoli informed the group that he gave a tour to FEMA representatives and that they were very impressed with the system and the building.

Motion was made to adjourn at 7:49 p.m. by Chief Brunoli and seconded by Jim Schultz
Motion passed.