

CENTRAL EMERGENCY DISPATCH COMMISSION
TRUMBULL TOWN HALL
LONG HILL CONFERENCE ROOM
MONDAY, APRIL 16, 2012
5:30 P.M.

MINUTES

Members present: Kevin Mulligan, Chairman; Glenn Byrnes, Deputy Chief of Police; Barbara Crandall, Director TEMS; Michael DeVecchio, Director of Operations TEMS; Dave Bogen, CEDC Commission Member/LH Fire and District Representative and Alex Rauso, Fire Marshal's Office.

Members absent: Douglas Doyle, CEDC Commission Member/Nichols Fire District Member and John Slezak, CEDC Commission Member and Brian Casey, Clerk of the Works.

Others present: Dan Nelson, Chief of Staff; Paul Ruskay, Chairman of TRDC and Trumbull Center Fire District Representative, Doug Bogen, Chief of Long Hill Fire and Vi Watson, TEMS Representative.

Meeting was called to order by Kevin Mulligan at 5:45 p.m.

Dave Bogen read the minutes from the previous meeting of February 13, 2012.

MOTION MADE by Mike DeVecchio and seconded by Barbara Crandall to accept the minutes as read. Motion carried unanimously.

3. No Public Comment.

4. No Special Committees reports.

5.0 Kevin Mulligan read the following correspondence:

- e-mail from Jaime Cahill – NexGen and quotation for Fire-CAD in the amount of \$34,400.00. See attached.
- e-mail from Kevin Mulligan to Carey Thompson regarding PSAP separation Distance (OSET question). See attached.
- e-mail from Glenn Byrnes regarding update on the Kimball Associates report and Raised Bill No. 5381. See attached.
- letter from John Butz with the January 2012 meeting minutes from TRDC and statistics through February 2012. See attached.
- letter from Michael DeVecchio to John Butkus, Chairman of TEMS. See attached.
- e-mail from Kevin Mulligan to Paul Ruskay. See attached.

5.1 No Q & A information per Barbara Crandall.

5.2 No new information on EMD cards question it is still with Sponsor Hospital per Barbara Crandall.

Kevin Mulligan will send a letter to TRDC regarding the following:

- Total # of Q & A
- Type of calls that were Q & A
- Was remedial action taken
- Is there a need for new training
- Timeframe

5.3 Glenn Byrnes stated that he did not have any communication with Doug Doyle regarding the proposed operational budget for the combined communications center.

5.4 Alex Rauso stated that he and Michael DelVecchio were working on the description of job function and how center would function.

5.5 Kevin Mulligan presented on the NexGen demonstration and how this dispatch software would enhance the capabilities for the town is scheduled for Thursday, February 16, 2012 at 6:00 p.m.

Dan Nelson entered the meeting at 6:07 p.m.

Michael DelVecchio stated that they would need a third party to integrate the system.

Kevin Mulligan stated that this system would be capable of performing an interoperability system throughout the town.

5.6 Dave Bogen stated that having the CAD system would be beneficial.

Michael DelVecchio stated that they have pre-coded keys to channel to South West CMED and then the calls would be dispatched to EMS.

Kevin Mulligan would like to capture and code information uniformly and would be able to create historical data for EMS

Glenn Byrnes stated that this system would not be a solution due to the following:

- TRDC has not added any new technology for themselves
- security factor with having access to P.D. system
- P.D. would need full access to RDC records.

Discussion continued.

Alex Rauso stated that there was a need for a firewall system to prevent access to all the P.D. files.

Dan Nelson stated that they were approaching crossroads to interoperability and this is a part of it and also the following:

- need to operate together
- are the Fire Departments interested
- decisions need to be made.

Doug Bogen stated that there was no way of holding security in the P.D. system and that a new system was needed.

Kevin Mulligan asked Glenn Byrnes if he would respond in writing in regards to this proposal.

5.7 Dan Nelson stated that he has no new information on the status of John Slezak CEDC appointment.

Kevin Mulligan stated that we are in a great need to replace John Slezak.

5.8 Glenn Byrnes stated that the statewide consolidation proposal for a 3 District PSAP configuration may not be proceeding any further.

Kevin Mulligan stated that TEMS has been approved for the \$60,000.00.

Michael DelVecchio stated that the P.D. will transfer calls to CMED with no changes on how it is logged in by the P.D. and they are working on what frequency they will be using.

Kevin Mulligan asked Dan Nelson if there has been any discussion between TRDC and the town regarding cost sharing.

Glenn Byrnes stated that the communications room needs to be upgraded.

Discussion continued.

Kevin Mulligan stated that now that TEMS has been approved for the \$60,000.00 that is now a loss to TRDC. Where will the offset be realized.

Glenn Byrnes stated that the personnel must be combined under the P.D., work under the P.D. or Fire or relocate to another building.

Doug Bogen stated that TEMS is purpose driven and P.D. and Fire go to unknowns. Having two dispatch centers would not be good. P.D. and Fire should be together.

Dave Bogen asked how do we do this?

Discussion continued.

Kevin Mulligan stated that decisions need to be made.

6.0 New business:

Barbara Crandall stated that there have been 4 incidents that need to be addressed.

MOTION MADE by Dave Bogen to enter into Executive Session and seconded by Glenn Byrnes for the purpose of listening and discussion several emergency medical calls at 7:30 p.m.

Doug Bogen, Paul Ruskay and Vi Watson have been asked to remain.

MOTION MADE to exit the Executive Session made by Barbara Crandall and seconded by Dave Bogen at 7:57 p.m.

Alex Rauso left the meeting at 7:57 p.m.

There be no quorum the meeting adjourned at 7:57 p.m.

Respectfully submitted by,



Christina L. Pereiro
Clerk

From: Jaime Cahill <jaime@nexgenpss.com>

To: [kjm999 <kjm999@aol.com>](mailto:kjm999@aol.com)

Subject: NexGen Trumbull -Fire CAD-Add-on

Date: Wed, Feb 29, 2012 1:25 pm

Attachments: NexGen_Summary_Trumbull_Fire_Add-on_-2012.pdf (34K)

Dear Kevin Mulligan,

Attached is the quotation for your Fire-CAD Add-on to the existing NexGen (LEAS) platform the police department utilizes today. Keep in mind I put 28 licenses down to cover your fire department vehicles for Netmotion. The quantity can go down depending on what you feel is accurate # of vehicles for the fire department. The number was retrieved from the vehicles you use today as I mentioned in the last email.

Trumbull Police Department already has Netmotion in place today. The pricing enclosed is to add additional licenses to the existing account. Please feel free to give me a call at your leisure so I can clarify any questions you may have for the fire department.

On behalf of NexGen Public Safety Team, we appreciate your time and interest and look forward to speaking with you again.

Warmest Regards,

Ms. Jaime A. Cahill

Regional Sales Manager

NexGen Public Safety Solutions

CAD, RMS, Mobile, AVL, Network Services

317 Foxon Road

East Haven, CT 06513

Phone: 877-735-7250

Mobile: 203-500-3566

jaime@nexgenpss.com

www.nexgenpss.com



INITIAL PRICING

To: Kevin Mulligan
 Trumbull Fire Department
 4 Daniels Farm Road
 Trumbull, CT 06611

DATE: February 29, 2012
 Quote # 2010-503
 NexGen Fire-CAD Add-on

DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED	COST TYPE
NexGen Trumbull Fire CAD Add-on	1	\$ 25,000.00	\$ 25,000.00	NexGen Software
NexGen Professional Services (Project Management, Instructions & Guidelines)	20	\$ 120.00	\$ 2,400.00	NexGen Services
Netmotion Wireless				
Additional XE Mobility Device Licenses	28	\$ 200.00	\$ 5,600.00	NetMotion Software
Netmotion Annual Maintenance Support for Additional Licenses	0	25%	\$ 1,400.00	NetMotion Annual Maintenance
**Additional Purchase is Required from Firehouse Software! Please speak with Peter Eleftherakis about CAD Monitor for pricing.				
			\$ 34,400.00	Total Price

Ms. Jaime A. Cahill
 Regional Sales Manager
jaime@nexgenpss.com
 Direct: (203) 672-0381
 Mobile: (203) 500-3566

Net 30 Days

Above prices in US dollars.

Please note that pricing on this quote is valid for 30 days.

This pricing quote is confidential and may not be redistributed.

From: kjm999 <kjm999@aol.com>
To: Carey.Thompson <Carey.Thompson@ct.gov>
Cc: KJM999 <KJM999@aol.com>
Subject: Re: PSAP separation distance (OSET question)
Date: Thu, Mar 22, 2012 2:51 pm

Carey,
Thank you, worded perfectly

Kevin Mulligan

-----Original Message-----

From: Thompson, Carey <Carey.Thompson@ct.gov>
To: 'kjm999@aol.com' <kjm999@aol.com>
Sent: Thu, Mar 22, 2012 11:06 am
Subject: RE: PSAP separation distance (OSET question)

I understand from AT&T that technically it's possible but cannot be done due to restrictions on equipment. As you know our 9-1-1 equipment is no longer supported and we are in an RFP process to obtain a new 9-1-1 system. Until such time as we have procured this we are not able to provide for additional 911 positions. Hope this answers your questions
Carey

From: kjm999@aol.com [mailto:kjm999@aol.com]
Sent: Tuesday, March 20, 2012 6:57 PM
To: Thompson, Carey
Cc: Bcasey@trumbull-ct.gov; GByrnes@trumbull-ct.gov; paul.kurtz@ngc.com; pruskay@gmail.com; pmac3121@gmail.com; dnelson@trumbull-ct.gov; KJM999@aol.com
Subject: PSAP separation distance (OSET question)

Carey,
This is a follow-up e-mail to our conversation earlier today. I represent both the Town of Trumbull Central Emergency Dispatch Committee as Chairmen and the Trumbull Center Fire District CEDC representative. My question relates to the PSAP configuration in the Town of Trumbull. Currently the town maintains a total of (4) work stations for the states E-911 system, (2) are located in the Police Dispatch Room known as the primary PSAP and (2) are located in the Fire EMS dispatch room known as the secondary PSAP. Both are located at 158 Edison Rd. My question is, does the technology exist to separate the primary and secondary PSAP in two different buildings whiten the same town, If in fact this is possible what would the local jurisdiction cost impact be to relocate the secondary PSAP.
Do you have any additional contact information that could provide me with more information on this topic.

Kevin Mulligan
Cell 203-650-2502

From: Glenn Byrnes <gbyrnes@trumbull-ct.gov>

To: kjm999 <kjm999@aol.com>

Subject: Update

Date: Tue, Mar 6, 2012 11:52 am

Attachments: 2012HB-05381-R00-HB_(2).pdf (291K)

Kevin,

First, I have an update on the Kimball Assoc study that I discussed at the last CEDC meeting. There is currently proposed legislation (attached) to "implement the recommendations of the Connecticut PSAP Consolidation Feasibility Study..." We have no other information concerning this proposal and, obviously we have many questions as to how this would occur and how it would affect us on a local level. This is only a proposal right now, and does not indicate that anything will happen anytime soon.

Second, you should know that Chief Kiely has informed the FS and the Board of Finance that he intends to pursue the upgrades for the police department's radio system in the immediate future. Of course, this necessitates bonding, which we believe may be combined with other technology needs in the town that are also underway now. I expect that the radio system upgrades will also include the updating and possibly the renovation of the existing dispatch center in the PD. This would allow us to include the project on the town's capital plan for the coming years. This work would have to be done regardless of which direction we go with the CEDC project.

I will keep you informed on both of these matters as they progress.

Glenn



General Assembly

February Session, 2012

Raised Bill No. 5381

LCO No. 1562

01562_____PS_

Referred to Committee on Public Safety and Security

Introduced by:
(PS)

AN ACT CONCERNING THE IMPLEMENTATION OF THE PUBLIC SAFETY ANSWERING POINT CONSOLIDATION FEASIBILITY STUDY.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2012*) (a) The Office of State-Wide
2 Emergency Telecommunications shall implement the
3 recommendations of the Connecticut PSAP Consolidation Feasibility
4 Study, dated January, 2012, concerning (1) the consolidation of
5 municipal, regional, multi-town and state public safety answering
6 points, and (2) the funding of such consolidation.

7 (b) Not later than January 9, 2013, the Office of State-Wide
8 Emergency Telecommunications shall submit a report in accordance
9 with the provisions of section 11-4a of the general statutes to the joint
10 standing committee of the General Assembly having cognizance of
11 matters relating to public safety on its progress in implementing such
12 recommendations.

This act shall take effect as follows and shall amend the following sections:

Section 1	July 1, 2012	New section
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Statement of Purpose:

To achieve financial and operational efficiencies in the handling of emergency 9-1-1 calls.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]



TRUMBULL REGIONAL DISPATCH CENTER, INC.

4 Daniels Farm Road
Suite 340
Trumbull, CT 06611
(203) 459-0159 • Fax: (203) 261-1901

March 23, 2012

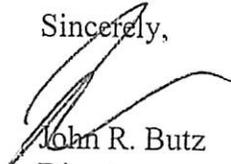
Mr. Kevin Mulligan
10 Oxen Hill Road
Trumbull, CT 06611

Kevin,

Enclosed please find a copy of the approved minutes for the TRDC meeting held on January 16, 2012 and the statistics for 2012 through February 2012. Please note there was no meeting held in February.

Call me if you should have any questions.

Sincerely,



John R. Butz
Director

Dist: m file
TRDC board
Pending file

TRUMBULL REGIONAL DISPATCH CENTER
BOARD OF DIRECTORS MEETING
JANUARY 16, 2012

Attending: Doug Bogen
John Butz
Ron Butz
Paul Ruskay
Chet Bond
Rick Perachio

Absent: Wayne Szmyt
Diane Olsen

Doug called the meeting to order at 19:40 hours.

SECRETARY REPORT

- Doug made a motion to accept the December minutes, seconded by Chet.
Approved

TREASURER'S REPORT

- In Diane's absence, John passed out the monthly report.
- Ron made a motion to accept the December treasurer's report, seconded by Paul.
Approved.
- The Board members reviewed and signed all invoices that were paid in November.
- Chet made a motion to pay the December bills, seconded by Ron. Approved.

OLD BUSINESS

- The 4th installment is due on February 15, 2012 for the 2011/2012 budget year.
- John received confirmation that Kevin received copy of November TRDC minutes.
- The holiday gathering was well received.
- John notified Mike Rolleri that all mail should be sent to the Daniels Farm Road address.
- The 3rd Internet position has been installed and is currently utilizing Charter.
- John has relocated a few things at dispatch, such as the fax/copier unit and the file cabinet in his reorganization of the back counter..
- John spoke with Mike Rolleri regarding time card retention and State of CT says it is audit plus 3 years. John will move forward with the requirement.
- John informed Kissel, Kneale and Tobin of mailing address change.
- P158 was signed off last week and is working scheduled shifts.
- P156 is continuing with training.
- There was nothing to report on EMD code changes.
- John is still waiting to receive a copy of the stroke policy.
- John is waiting to hear back from the operation chiefs regarding the radio proposal.

- The policies, procedures and guidelines review is moving along.
- John discussed the duties of the chairman.
- The board needs to elect a new TRDC chairman. Doug made a motion that Paul Ruskay be elected the new TRDC chairman, seconded by Ron. Approved.

NEW BUSINESS

- New credit cards have been received, old ones had expired.
- On December 23, 2011 the battery failed on the digital recorder.
- John reported that Kissel prepared the annual tax return and he processed the payment.
- Doug made a motion to make the amendment to the profit sharing plan as proposed by the plan administrators, seconded by Ron. Approved. John will have Wayne sign it and send it out.
- John discussed a request made by the Operation Chiefs. The new policy is that anytime there is a car vs. "something" the fire department will be dispatched. John discussed their thoughts and reasons for it's implementation
- John passed out annual 2011 stats.
- John has been reviewing all of the radio licenses. He will be making any changes to assure that everything is in compliance.
- John reported that all W2's were received and issued to staff.
- John will be attending a meeting on January 18, 2012 regarding the 911 feasibility study. The results will be presented at this meeting.
- John passed out 2012/2013 proposed budget with a 2% increase.
- Doug : . discussed a salary increase. John to re-work the budget proposal to include the increase.
- John will be attending a communication class.

Doug made a motion to adjourn the meeting at 21:55hours.

Next meeting will be held on February 20, 2012 at Long Hill Station 1.



EMERGENCY MEDICAL SERVICE
250 MIDDLEBROOKS AVENUE
08611-3098

TOWN OF TRUMBULL CONNECTICUT



"Treat Them at the Scene"

April 12, 2012

To: John Butkus, Chairman, EMS Commission
From: Michael R. DeI. Vecchio
Assistant Chief of Service TEMS
Re: Response time and protocol issues

Over the last month I have had four (4) incidents that were brought to my attention for investigation. These incidents had to deal with TEMS response times. Based on the facts and circumstances of these events, I have had to ask for the recordings of these calls to determine if there are any merits to these issues.

I have determined that there are delays in getting services dispatched in a timely manner and in a couple of these incidents, there could have been a compromise in patient care. I feel that this needs to be brought to your attention in the event further action is sought by the individuals involved.

I have to say that I have not had issues like this happen this frequently in the past. I do think that if these issues don't seem to surface in the QA process, there is a problem with that process. Please feel free to contact me if you need further information regarding the content of this memo.

cc Thomas Kiely, Chief of Police
Kevin Mulligan, Chairman CEDC
Dan Nelson
Timothy Herbst
John Butz, TRDC
TRDC Commission

From: kjm999 <kjm999@aol.com>
To: pruskay <pruskay@gmail.com>
Subject: Fwd: TRDC Letter
Date: Fri, Apr 13, 2012 5:57 pm

see e-mail below

Kevin Mulligan

-----Original Message-----

From: kjm999 <kjm999@aol.com>
To: bcrandall <bcrandall@trumbull-ct.gov>
Sent: Fri, Apr 13, 2012 5:56 pm
Subject: Re: TRDC Letter

Barbara,

I have received your letter and will present it at the next CEDC meeting for further review. Please Provide me with additional information regarding each incident. I will need copies of any audio recording, Date, Time of each incident and exact nature of the each complaint.

If recordings are unavailable I will request them from directly from TRDC.

Kevin Mulligan
CC Paul Ruskay TRDC

-----Original Message-----

From: Barbara Crandall <bcrandall@trumbull-ct.gov>
To: kjm999 <kjm999@aol.com>
Sent: Fri, Apr 13, 2012 1:58 pm
Subject: TRDC Letter

Kevin – attached is a cc regarding response time and protocol issues with TRDC.

Barbara

**Town of Trumbull
Connecticut
Central Emergency Dispatch Commission**

April 13, 2012

**To: Mr. Glen Byrnes
Deputy Chief
Trumbull Police Department**

**From: Kevin Mulligan
CEDC Chairman**

RE: Computer Aided Dispatching

On a daily basis, Trumbull operates (2) Public Safety Answering Points (PSAP) to dispatch emergency services, utilizing telephone or two way radios. The primary PSAP is solely for Police dispatching and managed by the police commission. The secondary PSAP is utilized by fire and EMS and is managed by the Central Emergency Dispatch Commission (CEDC). During large scale events, the Emergency Operations Center (EOC) is activated to combine management resources to include Police, Fire, EMS, Town Highway and Utilities. The EOC is not a PSAP but a management team conference room utilized to communicate and prioritize needs for services. The primary, secondary, and EOC are all located in the same building but in different rooms. For simplicity, we will refer to each room as a communication center.

During the storms of 2011, the Town of Trumbull emergency services anticipated a large volume of request for service. As a result, the management resources activated the EOC. As each storm approached the Trumbull region, controls were instituted to process the dispatch of resources to investigate reported hazards. As the storms progressed and intensified, the volume of reported hazards increased. Many parts of the town were left without electricity; roads were blocked by fallen trees and electrical transmission lines. Town residents and the emergency services found large geographical areas being inaccessible for outbound evacuation or inbound services.

During the peak of the storms the EOC and two PSAPs identified interoperability areas of concern. As chairman of the Central Emergency Dispatch Commission (CEDC) and Trumbull Center Fire District representative of (CEDC), I had the opportunity to be advised of a specific item of concern. During receipt of high volume of 911 calls for service lists of incidents were generated and prioritized by each communication center. As a result many redundant and individualized lists were generated both electronically and hand written. Although this system worked for the given storms, it taxed the resources and required overwhelming human interaction. The Primary PSAP currently has a computer

aided dispatch (CAD) system in place that could mitigate any future exposure to such events. Unfortunately, the current configuration of the CAD doesn't allow for interoperability to the secondary PSAP.

In an attempt to combine resources and recommend a resolution to the communications issue, the CEDC requested a comprehensive demonstration of the CAD system at the NEXGEN headquarters. During the demonstration the technology team for NEXGEN indicated that the secondary PSAP can connect to the primary PSAP CAD system, which would reduce and possibly eliminate the need for individualized list with minimal cost and programming. The NEXGEN team also indicated that any reconfiguration is not a custom application and is performed industry wide in the State of Connecticut.

In closing, as Chairman of the CEDC I hereby request permission and the ability to allow the secondary PASP to connect to the primary PSAP CAD system with all financial impacts of the integration being absorbed by the operators of the secondary PSAP. It is understood that a more comprehensive review of this process would need to be documented and evaluated for final acceptance. I enthusiastically look forward to your response to this item.

CC: Paul Ruskay TRDC Chairman
Timothy Herbst, First selectman
Dan Nelson, Chief of Staff