

CENTRAL EMERGENCY DISPATCH COMMISSION  
TRUMBULL TOWN HALL  
LONG HILL CONFERENCE ROOM  
MONDAY, FEBRUARY 13, 2012  
5:30 P.M.

**MINUTES**

Members present: Kevin Mulligan, Chairman; Glenn Byrnes, Deputy Chief of Police; Barbara Crandall, Director TEMS; Michael DelVecchio, Director of Operations TEMS; Brian Casey, Clerk of the Works and 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.

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

Meeting was called to order by Kevin Mulligan at 5:35 p.m.

Brian Casey read the minutes from the previous meeting of January 9, 2012.

MOTION MADE by Alex Rauso and seconded by Michael DelVecchio to accept the minutes with the following corrections:

Meeting was called to order by Kevin Mulligan at 6:40 p.m. (Revision to read "Meeting was called to order by Kevin Mulligan at 5:40 p.m.)

Kevin Mulligan stated that Wayne Szymt as of March 31, 2011 will no longer be Chairman of TRDC. (Revision to read: Kevin Mulligan stated that Wayne Szymt as of March 31, 2012 will no longer be Chairman of TRDC).

Motion carried unanimously.

3. No Public Comment.

4. No Special Committees reports.

5.0 Kevin Mulligan read the following correspondence:

- Letter to John Butz from Chief Thomas H. Kiely. See attached.
- RDC Monthly Statistics dated 1/3/12. See attached.
- Minutes from TRDC for December 5, 2011. See attached.

5.1 No Q & A information.

- See above for RDC Monthly Statistics dated 1/3/12.
- Minutes from TRDC for December 5, 2011.

Michael DelVecchio stated that TEMS did not receive Alpha Numeric Calls from TRDC on two structure fires.

Doug Bogen stated there may be a problem with the Alpha Numeric system.

Kevin Mulligan stated that the clerical line item for the CEDC was added along with a line item for \$60,000.00 for acquire CMED for TEMS.

5.2 No new information on EMD Q&A Current Status report.

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 Michael DelVecchio stated that he and Alex Rauso were not able to meet regarding information on the description of job function and how center would function.

5.5 Kevin Mulligan stated that the Nex-Gen demonstration is scheduled for Thursday, February 16, 2012 at 6:00 p.m.

5.6 Kevin Mulligan stated that the Nex-Gen report pending after demo on February 16, 2012.

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

6.0 New business:

6.1 Glenn Byrnes presented on the L.R. Kimball Connecticut PSAP Consolidation Feasibility Study. See attached.

Discussion continued.

Kevin Mulligan asked Dan Nelson what position the town is taking regarding pursuing the combined dispatched center now that TEMS has added a line item of \$60,000.00 for CMED.

Michael DelVecchio stated that TEMS needs to move forward because they need the new technology to provide service which was not added into the proposal for the combined dispatch center. They must provide a good business plan to increase functionality of EMS. Also, if the Fire Departments opt-out they need to continue along with the Police Department.

Dan Nelson stated that EMS falls under the town and the town must provide for EMS. This is the most cost effective and considering the L.R.Kimball Study we do not know what the state will be doing regarding regionalization so to spend additional monies only to find out later that the states want to regionalize.

Dan Nelson stated that the town is supporting the combined dispatch center, but this way is cost efficient and could be an interim step.

Michael DelVecchio stated that they have been trying to do this for a long time.

Kevin Mulligan asked what does the \$60,000.00 include. Michael DelVecchio stated that the yearly service would be \$50,000.00 and \$10,000.00 for initial start-up costs.

Kevin Mulligan asked what about TRDC occupying the Police Department? Dan Nelson stated that if this gets funded they will go from there. Alex Rauso stated that TRDC needs to know if they are going to have to pay rent, etc. They need this information to prepare their budget.

Kevin Mulligan asked the commission what is the direction for the CEDC? Alex Rauso stated if the monies are not approved by Town Council we should move forward. If the monies are approved EMS will benefit. Dave Bogen stated that we would still need Nex-Gen. Paul Ruskay stated that they would like to work together on a combined dispatch center.

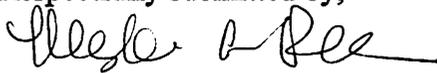
Kevin Mulligan asked Dan Nelson what the Board of Finance thought of this line item for the \$60,000.00 for CMED. Kevin Mulligan stated that he is willing to speak to the Board of Finance regarding the combined dispatch center and would like to continue the budget process and see what happens with EMS.

[http://www.ct.gov/dps/lib/dps/office\\_of\\_statewide\\_emergency\\_telecommunications\\_files/oset-files/rpt120118srw\\_state\\_of\\_connecticut\\_consolidation\\_feasibility\\_study\\_final.pdf](http://www.ct.gov/dps/lib/dps/office_of_statewide_emergency_telecommunications_files/oset-files/rpt120118srw_state_of_connecticut_consolidation_feasibility_study_final.pdf)

MOTION MADE to adjourn by Michael DelVecchio and seconded by Dave Bogen.  
Motion carried unanimously.

Meeting adjourned at 6:32 p.m.

Respectfully submitted by,



Christina L. Pereiro  
Clerk



POLICE DEPARTMENT  
**Town of Trumbull**  
CONNECTICUT 06611



THOMAS H. KIELY  
CHIEF OF POLICE

158 EDISON ROAD  
TRUMBULL, CONNECTICUT 06611  
(203) 261-3665  
(203) 452-5162

**To:** John Butz  
**From:** Chief Thomas H. Kiely *THK*  
**Re:** Storage  
**Date:** February 2, 2012

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John,

It has been brought to my attention your team is using the ceiling area for storage. I ask that you cease doing this it can damage the ceiling tiles which we have no money to repair. I am sure this is probably an issue the Fire Marshal's office would not approve.

I ask in the future you notify Deputy Chief Harry of any renovations or issues you have with the building.

THK/vsm

c: Kevin Mulligan, CEPC-Chairman  
TRDC Board of Directors  
Fire Marshal Murphy

# RDC Monthly Statistics

Report Date: 1/3/2012

Month	Midnight Shift				Day Shift				Evening Shift				Totals				GRAND TOTALS
	EMS Incidents		Fire Incidents		EMS Incidents		Fire Incidents		EMS Incidents		Fire Incidents		EMS Incidents		Fire Incidents		
	Current	Past	Current	Past	Current	Past	Current	Past	Current	Past	Current	Past	Current	Past	Current	Past	
January	63	49	12	11	181	173	70	32	113	101	32	32	357	323	114	75	
February	57	61	8	8	181	159	42	28	109	114	41	27	347	334	91	63	
March	53	50	12	11	179	150	26	55	118	94	32	44	350	294	70	110	
April	54	50	13	12	149	140	31	30	110	101	32	28	313	291	76	70	
May	57	51	10	14	151	135	44	25	134	141	24	35	342	327	78	74	
June	60	65	15	18	149	17	35	74	129	126	60	26	338	208	110	118	
July	59	58	11	24	178	161	27	45	126	107	31	47	363	326	69	116	
August	42	54	51	11	185	151	116	40	128	104	55	25	355	309	222	76	
September	70	55	18	7	176	148	41	27	116	107	41	30	362	310	100	64	
October	47	57	22	12	154	165	69	45	133	89	81	28	334	311	172	85	
November	62	71	11	8	163	174	49	47	88	109	31	26	313	354	91	81	
December	58	58	15	16	182	189	40	57	121	104	34	40	361	351	89	113	
Past YTD		679		152		1762		505		1297		388		3738		1045	
Current YTD	682		198		2028		590		1425		494		388		4783		5417

## 911 Call Statistics

	JAN	FEB	March	April	May	June	July	AUG	Sept	OCT	NOV	DEC	TOTAL
Current Yr	824	774	795	798	853	998	817	922	918	1242	952	909	10896
Past Yr	795	715	805	762	870	870	856	819	733	807	850	988	9850
transfers current	43	50	38	39	50	62	46	47	48	65	68	44	



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**TRUMBULL REGIONAL DISPATCH CENTER, INC.**  
4 Daniels Farm Road  
Suite 340  
Trumbull, CT 06611  
(203) 459-0159 • Fax: (203) 261-1901

January 17, 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 December 5, 2011 and the statistics for 2011 through December 2011.

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  
December 5, 2011

Attending: Doug Bogen  
John Butz  
Ron Butz  
Wayne Szmyt  
Chet Bond  
Diane Olsen  
Absent: Paul Ruskay

Wayne called the meeting to order at 19:05 hours.

SECRETARY REPORT

- Ron made a motion to accept the November minutes, seconded by Chet. Approved

TREASURER'S REPORT

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

OLD BUSINESS

- P156 and P158 continue to progress in their training.
- John has still not received an update from the last TERT meeting.
- John has not heard any update on TEMS request for 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 moving forward with the 3<sup>rd</sup> position.
- The 3<sup>rd</sup> Internet PC pricing has been finalized and the order has been placed for the equipment. John expects that it will be up and running by the date of the next TRDC meeting.
- John and Steve are investigating the criteria and pricing for the two main network positions.
- P158 is now CPR certified.
- The policies, procedures and guidelines review has been completed. John will make any changes and will begin their reissue after the first of the year.
- John received confirmation that Kevin received copy of audit and October TRDC minutes, September there was no quorum.
- John sent a copy of the audit to Dunn and Bradstreet.
- Employees were all thankful for the Thanksgiving program.

- John checked with Merit Insurance regarding a new TRDC chairman. John was told it is a non-issue since it is the position that is insured not the individual.
- John checked with PSP program administrators about any necessary changes. We will need a new electronic signature set up for whom ever is the new Chairman.
- John stated we will also have to apply for a new TRDC credit card for the new chairman.
- John conferred with Mike Rollet on how long time cards need to be retained. The State of Connecticut's law is 3 years since last audit. John recommends going with the state statute. Wayne made a motion to accept John's recommendation for time card retention, seconded by Doug. Approved.
- John informed the board that on December 6, 2011 there will be a public meeting regarding the antenna tower replacement at PD.
- John transferred \$70,000 back into money market account from checking. It had been transferred in July to the ACH account to cover payroll costs.

Wayne made motion to adjourn the meeting at 20:20 hours, seconded by Doug. Approved.

Next meeting will be held on January 16, 2012 at Trumbull Center Station 1.

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A CDI Company

# Connecticut PSAP Consolidation Feasibility Study

Presentation of Findings – January 18, 2012

Presented By:

Shawn Walker, ENP, PMP – Sr. Project Manager

Bob Scott, PMP – Project Manager

Mike Fischel, VP Business Development

Robb Wentzel, Sr. VP Business Development

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# Scope of Work

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The project scope of work included the following components:

- Assessing the feasibility of PSAP consolidation within the State of Connecticut
- Identify the level of interest statewide in consolidation
- Identify potential consolidation partners
- Estimate the ideal number of PSAPs required to efficiently handle 9-1-1 traffic statewide
- Identify incentives for encouraging consolidation
- Review the existing funding formula and make recommendations to improve the equity of funding distribution

# Current Connecticut PSAP Configuration

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➤ Connecticut has 106 Primary PSAPs serving 3,574,097 citizens.

– One PSAP per 33,717 citizens

- 7 Regional PSAPs
- 8 CT State Police
- 9 Multi-town PSAPs
- 82 Stand-alone PSAPs

– Maryland has 24 PSAPs serving 5,773,552 citizens.

- One PSAP per 240,564 citizens

– Pennsylvania has 69 PSAPs serving 12,702,379 citizens.

- One PSAP per 184,092 citizens

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**L.R. Kimball**<sup>®</sup>

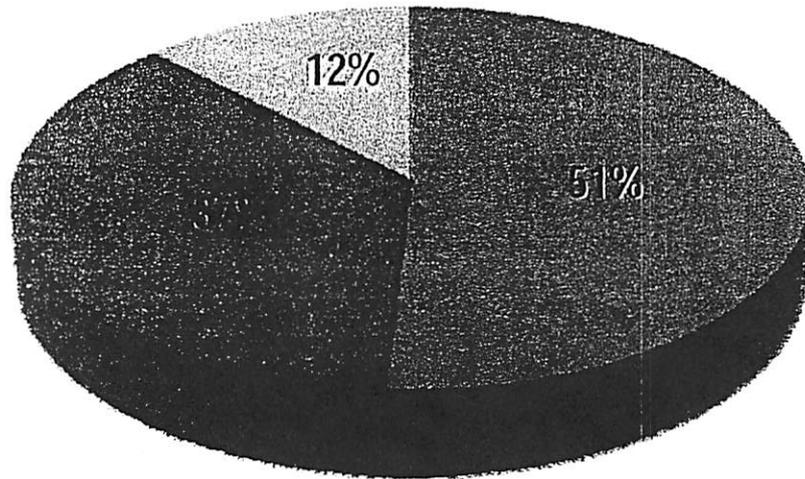
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# Current PSAP 9-1-1 Call Volume

## Average 9-1-1 Calls Per Hour



- Less Than 1 Call Per Hour
- 1 - 4 Calls Per Hour
- Greater Than 4 Calls Per Hour

- 88% of PSAPs receive an *average of less than four 9-1-1 calls per hour.*
- 51% of PSAPs receive an *average of less than one 9-1-1 call per hour.*
- This level of 9-1-1 call volume strongly suggests that PSAP consolidation may be beneficial from a service level perspective and in potential cost savings at the local level.

**L.R. Kimball**

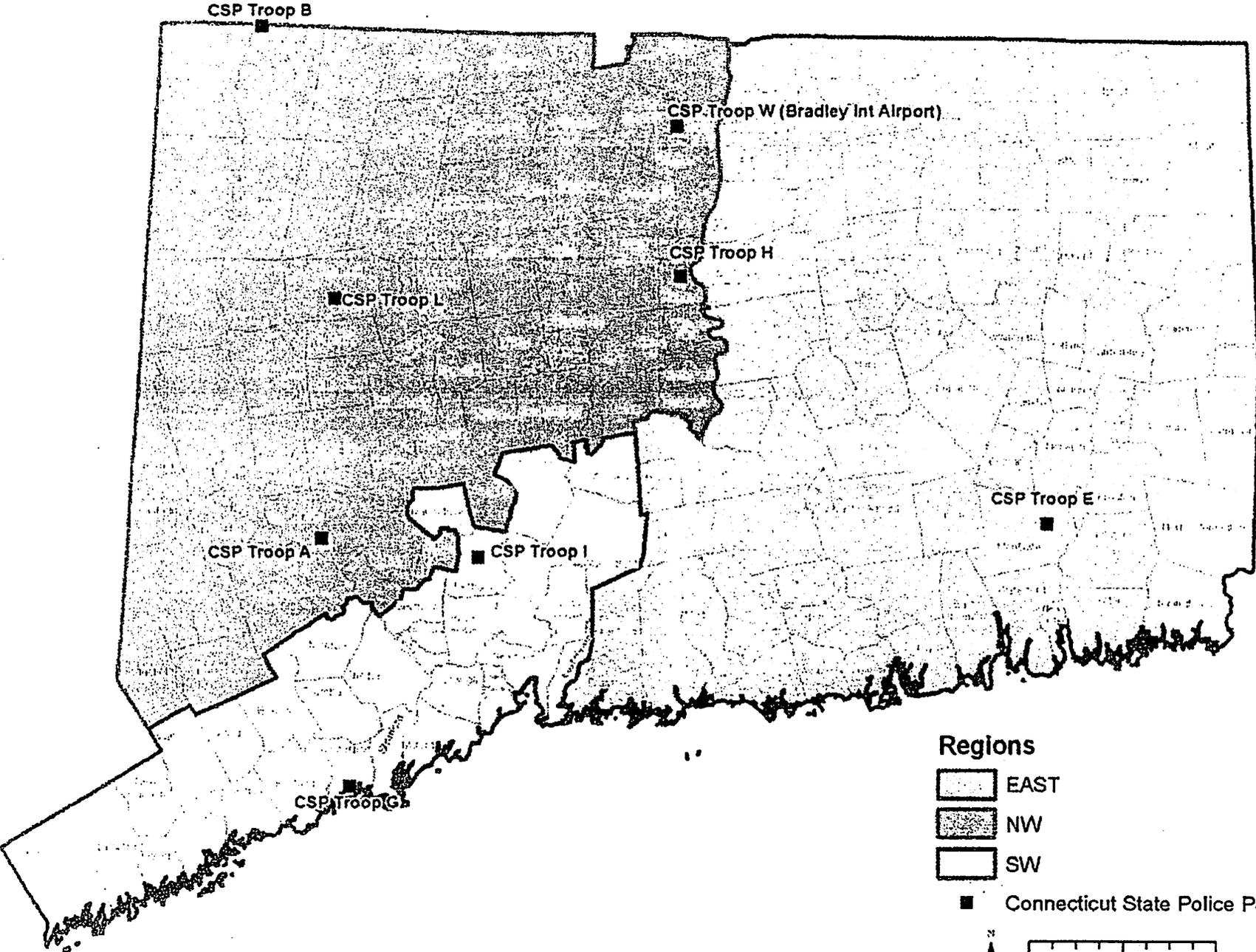
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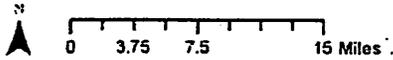
# Connecticut PSAPS Optimum Model



### Regions

- EAST
- NW
- SW

■ Connecticut State Police PSAP



# DEMHS: Regional Offices

