

CENTRAL EMERGENCY DISPATCH COMMISSION
TRUMBULL TOWN HALL
LONG HILL CONFERENCE ROOM
MONDAY, AUGUST 15, 2011
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; Brian Casey, Clerk of the Works; Alex Rauso, Fire Marshal's Office and Dave Bogen, CEDC Commission Member/LH Fire and District Representative.

Members absent: Douglas Doyle, CEDC Commission Member/Nichols Fire District Member and John Slezak, CEDC Commission Member.

Others present: Wayne Szmyt, Chairman of TRDC, Vi Watson, Commission Chairman of Trumbull EMS, and Paul Ruskay, Trumbull Center Fire District.

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

Brian Casey read the minutes from the previous meeting of May 16, 2011.

MOTION MADE by Michael DeVecchio and seconded by Alex Rauso to accept the minutes as read. Motion carried unanimously.

3. No Public Comment.

4. Special committees reports.

4.1 PSAP Consolidation Project. No new information.

4.2 Brian Casey stated that the Kimball Survey by the State of CT would be sending a report in September or October 2011.

4.3 Brian Casey stated that more work was needed before contacting Brian Humes.

4.4 Kevin Mulligan contacted the purchasing department regarding the creation of a new department. Purchasing would create a Special Agency Account controlled specifically for the use of a combined dispatch center with all monies to be rolled over each year.

5. Read all correspondence.
 - 5.1 Kevin Mulligan read letter to Wayne Szmyt RFI Q&A policy from Kevin Mulligan. See attached.
 - 5.1A E-mail from Wayne Szmyt to Kevin Mulligan June meeting minutes.
 - 5.1B Letter from Wayne Szmyt to Kevin Mulligan response to the July 3,2011 letter. See attached.
 - 5.2 E-mail to Dan Nelson from Kevin Mulligan regarding analytical support. See attached.
 - 5.3 E-mail request town fire chiefs to attend meeting. See attached.
 - 5.4 E-mail request to Glenn Byrnes requesting duties of PD Dispatchers. See attached.
 - 5.4A Town Stratford Public Safety Dispatcher Job Description. See attached.
 - 5.4B Letter and TRDC minutes of the June20,2011meeting. See attached.
 - 5.4C Statistics from TRDC dated 7/8/2011. See attached.
 - 5.4D E-mail of the death notice for Peter Oliver. See attached.

Discussion continued.

Kevin Mulligan stated he would invite the 3 Fire Chiefs and propose a memorandum of understanding with the Town of Trumbull.

Kevin Mulligan called for a work session of the CEDC on Monday, August 29, 2011 in the Long Hill Conference Room from 5pm – 7pm.

6.0 Unfinished Business

- 6.1 Compliance request from TRDC. Wayne Szmyt stated that TRDC did not have a June meeting.
- 6.2 Barbara Crandall stated that EMD Q & A data was put through with their decisions and will be presented to the medical director.
- 6.3 Written summary of formal complaints and/or compliments.

Barbara Crandall stated that a response was need regarding Q & A from TRDC, however, she received the information weeks later. She stated that this was unacceptable.

Kevin Mulligan asked Wayne Szmyt why this happened. Wayne Szmyt stated that he did not know why it took so long.

6.4 Status of the delineation of duties.

Kevin Mulligan will provide breakout of TRDC dispatch duties.

Kevin Mulligan received from Glenn Byrnes Police Departments Dispatch duties.

6.5 Discussion regarding timeline for PSAP.

Kevin Mulligan stated that he will put together information to complete the December 11, 2011 deadline.

7.0 New Business

Kevin Mulligan will send an invitation to the 3 Fire Chiefs to attend the next CEDC meeting.

7.1 Barbara Crandall will address the revision of the job description for dispatchers.

7.2 Kevin Mulligan stated that the TCFD will implement 150 band with simulcast system.

Glenn Byrnes submitted a summary to combine dispatch centers from the State of CT to include the following:

- Model
- Management
- Funding
- Hiring a Director
- Equipment, etc.

See attached.

MOTION MADE to adjourn by Brian Casey and seconded by Barbara Crandall. Motion carried unanimously.

Meeting adjourned at 6:32 p.m.

Respectfully submitted by,


Christina L. Pereiro
Clerk

Kevin Mulligan
Trumbull Central Emergency Dispatch Committee
Trumbull, CT 06611

June 11, 2011

Mr. Wayne Szmyt
TRDC Chairman
207 Pinewood Trail
Trumbull, CT 06611

Re: Information Request for CEDC

Dear Wayne,

It has been some time since a representative from the TRDC Board has attended a CEDC meeting. I hope all is well. I am following up on a request from the CEDC Commission, based on our May 16th, 2011 meeting. It has been explained to the CEDC committee that TRDC is now performing quality assurance checks on all Emergency Medical Dispatch calls. After some discussion and a basic presentation of the policy outline, it was determined that we require details regarding this policy and its implementation. Would you please provide the following:

- A basic outline regarding the Q&A policy and how it will be managed @ TRDC.
- The inception date of the Q&A program.
- A monthly written report for June 20th, 2011 (and all subsequent months to be received no later than the 3rd Monday of the month, until further notice) which includes:
 - The number of completed evaluations.
 - The number of evaluations started vs. number completed (closed out).
 - The number of investigations (corrective action required).
 - The number of peer- to-peer trainings completed or discipline actions imposed.

This information is needed prior to our monthly meeting on June 20th, 2011 or you may have a representative attend the meeting to provide a written copy.

I would like to thank you in advance for your cooperation and assistance regarding this matter.

Yours Truly,

Kevin Mulligan

Cc: CEDC membership

To: kevin <KJM999@aol.com>

Subject: Fwd: TRDC June meeting minutes

Date: Sat, Jul 16, 2011 8:32 pm

Attachments: scan0001.jpg (505K)

----- Forwarded message -----

From: WAYNE SZMYT <wszmyt@gmx.com>

Date: Fri, Jul 15, 2011 at 6:59 PM

Subject: Re: TRDC June meeting minutes

To: Ron Butz <fordfalcon1968@aol.com>, Paul Ruskay <pruskay@gmail.com>, Chet Bond <cbwow@earthlink.net>, John Butz <JButz@trumbullrdc.com>, asstchief4@charter.com

Gentlemen:

Kevin is on the rampage for more RDC information. We'll discuss on Monday evening.

See attachment

WAYNE SZMYT

wszmyt@gmx.com

file copy



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

July 29, 2011

Mr. Kevin Mulligan
Chairman, CEDC
28 Oxen Hill Road
Trumbull, CT 06611

Dear Kevin:

This is a response to your July 3 letter .

To clarify the statement in the first paragraph ...RDC is now performing random quality assurance checks on all emergency dispatch calls. The program requires 3% of calls to be checked on a random basis per month. RDC is meeting this standard.

RDC's quality assurance system uses the program developed by Medical Priority. This quality assurance system and guidelines are based on the Medical Priority card operating system used by dispatchers to answer 911 calls.

This quality assurance program has been in place at RDC, since April 2007 and has been recently upgraded with a certified quality auditor on RDC's staff to conduct the quality checks.

Based on John Butz' ongoing involvement with over 10 other dispatch centers, none of these organizations report the results of their quality checks to another entity, since the information from each quality assurance check is part of an employee's personnel records.

Again, the number of required quality assurance checks is 3% of RDC's EMS calls received on a monthly basis.

The QA program is a preventive program, which encourages dispatchers to handle calls effectively every time. The intent of a quality check is to help an employee understand how the call went right or could have been handled better. The employee and certified quality auditor also review the audited call together to learn how to improve dispatch protocol in the future. The QA process is NOT punitive. It is part of RDC's on-going training process to increase learning among dispatchers and to prevent a situation from occurring or reoccurring in the future.

The QA program is a on-going process with the goal to complete each quality check and review the results within 5 days from the actual QA check. RDC is meeting this goal.

Sincerely,

Wayne T. Szmyt
Chairman of the Board

From: Daniel Nelson <dnelson@trumbull-ct.gov>
To: [kjm999 <kjm999@aol.com>](mailto:kjm999@aol.com)
Subject: RE: CEDC Analytical support
Date: Tue, Jul 5, 2011 8:59 am

Hi Kevin,

I apologize for the late response. I can ask the Purchasing Agent to see if there are any similar RFPs out there for a combined dispatch center. I think before the Town decides to devote time, money, and resources towards this endeavor we will need to get some sort of statement from the three fire districts. Basically, I need to hear that Long Hill, Trumbull Center, and Nichols are in favor of combining dispatch capabilities with the Town and are willing to explore the possibility and feasibility of a new dispatch center. I think this is the logical first step before we start an RFP.

Dan

From: kjm999@aol.com [<mailto:kjm999@aol.com>]
Sent: Sunday, June 12, 2011 4:42 PM
To: Daniel Nelson
Cc: KJM999@aol.com
Subject: CEDC Analytical support

Dan,

As discussed at our May, 2011 CEDC meeting. Can The Town of Trumbull provide, from its current resources, analytical support to compile the CEDC Draft Dispatch proposal, in such a manner it can be reproduced and distributed for an FRP. If you could reply prior to June 20th 2011 meeting it would be greatly appreciated.

Kevin Mulligan

YAHOO! MAIL
Classic

Fwd: CEDC meeting Monday June 20th

Tuesday, August 16, 2011 7:10 PM

From: "kjm999@aol.com" <kjm999@aol.com>

To: clpereiro@sbcglobal.net

Christina,

see below

Kevin Mulligan

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

From: Ed Gratrix <egratrix@trumbullvfc.com>

To: kjm999 <kjm999@aol.com>

Cc: mlbquincy28 <mlbquincy28@yahoo.com>; John Plofkin <jplofkin@charter.net>

Sent: Fri, Jun 10, 2011 2:25 pm

Subject: Re: CEDC meeting Monday June 20th

Kevin

None of the chiefs (Pete, John nor I) can make the meeting so we must

respectfully decline.

Also, if each of us send a substitute chief officer, as Chief Rousso

indicated, I suspect it will be a non event.

Since we are not sure what CEDC's role, mission, vision or

effectiveness is regarding such a broad topic as 'dispatching needs'

if there is a more specific agenda or question then perhaps we can

answer that directly.

Ed

On Sun, Jun 5, 2011 at 3:26 PM, <kjm999@aol.com> wrote:

> Ed,

> As a follow up from our conversation, on Monday June 20th @ 5:30 CEDC is
> have its monthly meeting in the town hall across from the First Selectmen's
> office. The CEDC membership wanted to extend an invitation to the Chiefs of
> the three Fire Departments to discuss
> the dispatching needs of the fire departments. Unfortunately I will not be
> able to attend due to Kylie's graduation from Hillcrest that night.
> Could you please forward this E-mail to Pete and John. If you could also
> confirm if you will be attending, that would be a great help.

>

> Thanks

> Kevin Mulligan

>

>

>

TOWN OF TRUMBULL

DISPATCHER

POLICE

WG: EE

GENERAL STATEMENT OF DUTIES:

1. Acts as radio dispatcher transmitting police, fire and EMS messages by radio to appropriate location.
2. In the absence of desk officers, is responsible for deployment of police personnel in the field.
3. Performs search and escort duties as needed (Matron duty for females only).
4. Notifies proper authority at all levels regarding emergencies, bomb threats, fires, etc.
5. Performs a variety of report writing, record keeping and filing as needed.
6. Assists the public and town departments in matters relating to the office in person and on the telephone.
7. Performs related tasks as assigned.
8. Maintains confidentiality as required by the department.
9. Will be cross-trained as determined by departmental needs and will assist in training others.

SUPERVISION RECEIVED:

Works under the direction of the Police Chief or his/her designee.

SUPERVISION EXERCISED:

None

MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILL AND ABILITY:

1. Knowledge of office procedures and principles of office management and or record keeping
2. Strong computer skills with an emphasis on Word and Excel
3. Ability to respond courteously to the public
4. Ability to follow oral and written instructions
5. Ability to learn appropriate State and Town laws
6. Clear and concise written and oral expression
7. Accuracy and attention to details

EXPERIENCE AND TRAINING:

1. High school graduate or GED
2. At least two (2) years experience in office work
3. Must be willing and available to attend training classes to maintain certification for department.

11/09

Title: Public Safety Dispatch Supervisor

Department: Public Safety Dispatch

Pay Grade: 16 (Step/Level commensurate with experience)

Reports to: Director of Emergency Medical Services (or their designee)

FLSA Status: Exempt

General Description:

This position is responsible for the daily operation and management of the Public Safety Dispatch Center. This includes, but not limited to, managing its personnel, equipment, communications systems and quality improvement/customer service. This position also has the responsibility for employee payroll, scheduling and assisting with preparation of the Dispatch Center budget.

Essential Leadership Duties and Responsibilities: (other duties may be assigned)

- At all times display professional and courteous conduct and appearance;
- Reports necessary information to the Director of EMS as appropriate and in a timely manor;
- Demonstrates sensitivity to community and cultural norms;
- Diligent adherence to protection of Personal Health Information (PHI) in accordance with HIPAA regulations and strict adherence to confidentiality including all applicable National Criminal Information regulations and practices;
- Ensure all departmental polices and procedures are maintained, updated and adhered to by staff, as adopted from time to time;
- Performs personnel management duties, including the direct supervision of staff;
- Establishes and maintains performance standards for all Public Safety Dispatch personnel;
- Responsible for completing any required performance appraisals of subordinates;
- Developing and maintaining a 24-hour staffing schedule and coordination of training and certification requirements for Public Safety Dispatchers;
- Will work closely with Police Chief and Fire Chief or their designees. Will coordinate and attend the "Dispatch Review Committee" meetings;
- Assists with preparation of the budget and controls expenses in accordance with departmental administrative direction;

- Maintains equipment and plans for capital expense replacements;
- Ensures Public Safety Dispatchers comply with all relevant State and Federal statutes, maintain all necessary certifications to perform their duties and adhere to all applicable National standards, all as adopted from time to time;
- Prepares reports required or requested by Department heads, Departmental committees or Administrative staff;
- Coaches and educates staff and colleagues of new and changing information as necessary and supports new initiatives from administration;
- Exercises considerable independent judgment in the analysis and evaluation of all aspects of the Public Safety Dispatch Center functions;
- Performs other related duties as they apply to dispatch supervising, including attending appropriate meetings.

Essential Knowledge, Skills and Abilities: (other duties may be assigned)

- Thorough knowledge of dispatching principles and practices;
- Ability to communicate clearly/concisely in both written and verbal mediums;
- Must possess proficiency in Microsoft Word, Excel and Power Point;
- Good knowledge of Police, Fire and EMS operations;
- Experience with budget preparation and administration; Superior ability to provide customer service and quality improvement;
- Ability to maintain effective working relationships with supervisors, associates, the general public and the public safety personnel;
- Proficient knowledge of Computer Aided Dispatch (CAD) maintenance, administration and ability to provide support for technological upgrades;
- Develops an action plan and timeline to obtain Accreditation as a Center of Excellence (NAEMD);
- Ability to continuously schedule, supervise and evaluate the work of others;
- Able to work under the supervision of the Director of EMS and accomplish additional work assignments as directed.

Qualifications:

Three (3) to five (5) years Communication Center Supervision and Quality Improvement/Customer Service experience required. A Bachelor's Degree is required. An important focus will be Quality Improvement and as such must be EMD-Q Certified with NAEMD. Must possess a valid Connecticut driver's license, State Tele-communicator Certificate, Emergency Medical Dispatch Certified (National Academy of EMD) and hold National Criminal Information Center (NCIC) Certification (or obtain with in 90 days). Comprehensive knowledge of dispatch center's operational/contractual/municipal requirements and town geography (or ability to rapidly establish such with in 90 days).

Special Requirements:

Must be able to attend routinely scheduled evening meetings.

Must be able to report to work in the event of emergencies on a 24 hour basis.



PUBLIC SAFETY DISPATCHER

The Town of Stratford is accepting applications for the position of Full Time Public Safety Dispatcher. Duties include, but are not limited to: provide emergency and non-emergency radio communication, dispatch service telephone contact and CAD (Computer Aided Dispatch) reports for the Stratford's Police, Fire and EMS Departments. Establish dispatch priorities based upon nature of request for services, availability of units in service, and other pertinent information. Operates computer system in accordance with Department and NCIC regulations and policies and relays information from this system to police personnel. May require unrestricted mandatory overtime.

Our Candidate: The ideal candidate must be able to work in a fast paced work environment; receive, analyze, process, and disseminate emergency and non-emergency information provided by citizens and public safety personnel via telephone and radio; and provide excellent customer service. Responsibilities also include using the Computer Aided Dispatch (CAD) system, maintaining radio logs and performing typing assignments. Must have ability to operate and monitor radio and on-line computer telecommunications systems under stressful and demanding emergency situations. Sufficient knowledge of the physical layout of streets and buildings in the Town of Stratford is necessary to accurately guide those requesting directions. Dispatchers must be available for all shifts in a 24 hour period, including weekends and holidays; work overtime; and have varying days off. A high school diploma or equivalent is required and experience working in fast-paced and productive environment providing superior customer service. A combination of education and experience that provides equivalent knowledge, skills, and abilities will be considered. One (1) year of previous public safety dispatching and EMD certification and CPR at health provider level is preferred. Computer skills

and accurate typing at 45 words per minute. Must possess demonstrated effective stress management skills.

Special Note: The selection process will include a pre-employment computer simulated dispatch assessment and oral interviews. Additionally, final candidates will be required to successfully pass the Public Safety background process prior to appointment. Post-employment offer will include an extensive criminal background investigation, psychological examination and drug screening. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions. Work environment is in a closed and restricted office setting with the same coworkers for extended periods of time. Frequent telephone communication with citizens in stressful situations who are unable to communicate effectively. Continuous speaking, conversing on telephone and computer operation. Must have ability to function for extended hours day and night. Must possess necessary motor skills to operate a computer/typewriter keyboard, telephone, recording device and various office skills. Sitting, stooping, bending, reaching, pulling, pushing, grasping, talking, seeing, hearing, reading, and repetitive keyboard motions as well as extended periods of sitting.

Starting Salary: \$45,515.66 (Step 1)

Application Deadline: Until Position(s) is filled

Application Procedures: To be considered, interested persons must submit a Town of Stratford application to Ronald Ing, Human Resources Director. A cover letter and resume may be included with the application. Only applicants selected for an interview will be contacted.



TRUMBULL REGIONAL DISPATCH CENTER, INC.

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

July 19, 2011

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 June 20, 2011 and the statistics for 2011 through June 2011.

Call me if you should have any questions.

Sincerely,



John R. Butz
Director

Dist: m file
TRDC board

TRUMBULL REGIONAL DISPATCH CENTER
BOARD OF DIRECTORS MEETING
JUNE 20, 2011

Attending: Doug Bogen
John Butz
Ron Butz
Paul Ruskay
Wayne Szmyt
Diane Olson

Absent: Chet Bond

Meeting was called to order by Wayne at 19:50

SECRETARY REPORT

- There was no meeting in May therefore, nothing to approve.
- Doug made a motion to accept the April minutes, seconded by Paul. Approved.

TREASURER'S REPORT

- Diane passed out the monthly treasurer's report.
- Doug made a motion to accept the May treasurer's report, seconded by Ron. Approved.
- Ron made a motion to accept and pay the April and May bills, seconded by Paul. Approved.
- The Board members reviewed and signed all the invoices that were paid in March. The Board also signed off on the March treasurer's report.

OLD BUSINESS

- John set up a meeting with himself, Mike Roller and Diane Olson. At that meeting John hired Diane at a rate of \$50/hour. It was discussed at the April meetings some guidelines with John regarding the position. John provided everything needed to Diane so she could recreate the current fiscal year in our software program. It is estimated that the normal monthly activities will range from two to three hours. All records will be maintained at the Dispatch center. John has to make some adjustments to his office PC for the Quick

- There is a new computer monitor for the I am Responding system. It is located in the center of the console for both positions to be able to view the information.
- John reported that the Fairfield County Hazardous Materials Unit has signed up for the I am responding system. Their account will include both teams.
- John reported that the new AC unit has been installed in the center. Remaining work to be completed soon.
- John received Easton's payment for the fiscal year.
- John received confirmation that Kevin received the February and March minutes along with the stats.
- John gave an update on the TERT group.

NEW BUSINESS

- John reported the back up tape unit was replaced on the main server.
- P153 going to OSET class this month.
- John reported that a new daily log system has been created in Excel. This new system will automatically calculate shift, daily and monthly totals. He has been asked in the past to provide data on numbers of EMS calls that are handled by Trumbull and mutual aid services. This when requested all had to be performed manually. This new program will calculate these numbers. This new system was placed in affect May 1, 2011. John reported that we will still be utilizing the monthly report for statistics as we have in the past.
- John passed out monthly stats.
- MIRRA digital recorder experienced a drive failure. It was replaced under the maintenance contract.
- John spoke with part time staff about doing their required 8 hour shift per week.
- P145 submitted resignation.
- P146 submitted resignation.
- John terminated P148.
- John hired P155 and is currently training.
- Brian Swett from LH suggested that John write an article for the monthly newsletter. John informed him that he would be happy to do that with his Chiefs permission. Chief Rousso approved. John will try to submit something for their next newsletter.
- John added Diane to the insurance policy which covers theft.
- John sent in the yearly corporate filing.

RDC Monthly Statistics

Report Date: 7/8/2011

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	56	51	10	14	152	135	42	25	134	141	26	35	342	327	78	74	
June	60	65	15	18	149	17	35	74	129	126	60	26	338	208	110	118	
July													0	0	0	0	
August													0	0	0	0	
September													0	0	0	0	
October													0	0	0	0	
November													0	0	0	0	
December													0	0	0	0	
Past YTD		326		74		774		244		677		192		1777		510	
Current YTD	343		70		991		246		713		223		2047		539	2586	

911 Call Statistics

	JAN	FEB	March	April	May	June	July	AUG	Sept	OCT	NOV	DEC	TOTAL
CURRENT YR	824	774	795	796	853	996							5038
PAST YR	795	715	805	762	870	870	856	819	733	807	850	968	9850
transfers current	43	50	38	30	60	62							

Peter H. Oliver



OLIVER Peter H. Oliver, age 63, longtime resident of Orange and beloved husband to Dolores Perigy Oliver, passed away unexpectedly at home on Wednesday, August 10, 2011. Born on January 17, 1948 in Milford where he grew up, he was the son of Dorothy Head Oliver of Milford and the late Peter H. Oliver. Peter was a self-employed telecommunication consultant at Oliver Associates of Orange. He was a member of the Milford Elks Lodge where he served as a proud trustee, was a devoted and avid UCONN fan and enjoyed a good game of golf. Peter will always be remembered as a loving and involved family man, devoted and caring husband and father and a proud grandfather. In addition to his wife, Dolores and mom, Dorothy, he is survived by two daughters, Sherri Covell and her husband, Chuck of Gaithersburg, Md. and Donna Durmazlar and her husband, Kenny of Milford; five cherished grandchildren, Jessica, Kristen, Chase, Jordan and Charlotte; his brother, Dennis Oliver and his wife, Veronica of Reno, Nev.; two nieces, Denise and Danielle; and many aunts, uncles and cousins. A Funeral Service will be held on Saturday, August 13th at 11 a.m. at the funeral home, followed by interment at St. Mary's Cemetery, Milford. Friends and family may call on Friday, August 12th from 5 to 8 p.m. in the Cody-White Funeral Home, 107 Broad

St., Milford, CT. 06460. In lieu of flowers, memorial contributions may be made to the Disabled American Veterans, Chapter 15, 45 New Haven Ave., Milford, CT 06460. www.codywhitefuneralservices.com



FROM THE HEART

Published in Connecticut Post on August 11, 2011

SECTION V RECOMMENDATIONS

Based upon the data shown in the previous sections, site visits and interviews, **Concepts** recommends that the participating jurisdictions of the Hartford CROG initiate the following actions:

1. Determine which of the PSAP/Dispatch Center Models the communities will support.

Based upon our investigation, **Concepts** recommends that the adoption the Two PSAP/Dispatch Center Model discussed in this report. The resources required for more than two PSAP/Dispatch Centers for the area are less cost-effective. The Single PSAP/Dispatch Center option provides for no immediate back-up availability should the primary PSAP/Dispatch Center become inoperative.

2. Set into motion the actions necessary to create an agency or authority board to operate the PSAP/Dispatch Center(s).
3. Determine an appropriate and agreeable funding mechanism for the PSAP/Dispatch Center.
4. Advertise for and hire a PSAP/Dispatch Center Manager to coordinate the implementation of consolidation and manage the PSAP upon activation.
5. Determine an appropriate location for the PSAP(s).
 - within an existing government structure,
 - within an existing structure, not affiliated with any government agency,
 - locate a piece of property to construct a new PSAP.
6. Determine the types and number and estimated cost of equipment necessary to operate a Consolidated PSAP/Dispatch Center to perform the agreed upon services.
 - Specific equipment which can be transferred to the new PSAP/Dispatch Center
 - New equipment which must be purchased
 - E9-1-1 and dispatch equipment
 - Computer Aided Dispatch (CAD)
 - Computers
 - TDD machines
 - Furniture
 - Other ancillary equipment

7. Determine the number and type of personnel required to staff the PSAP/Dispatch Center(s).
 - Supervisors
 - Dispatchers
 - Calltakers
 - Clerical
8. Develop Requests for Proposals (RFPs) for the equipment and systems necessary to operate the consolidated Center(s)
 - Relocation of E9-1-1 and dispatch equipment
 - Computer Aided Dispatch (CAD)
 - Computers
 - TDD machines
 - Furniture
 - Other ancillary equipment
9. Construct new facility(ies) or renovate existing structure(s) for the consolidated PSAP/Dispatch Center(s).
10. Receive proposals, evaluate proposals and select equipment/system vendors.
11. Hire and train staff.

These recommendations are not necessarily listed in the order that they would occur. Several of the items may occur relatively simultaneously. These are, however, the major steps to be taken should the participating CRCOG jurisdictions wish to pursue consolidation.

If the participating CRCOG jurisdictions elect to proceed with the project, the next phase would involve the actual system design and planning based upon the decisions made as a result of this project.