

TOWN COUNCIL
Town of Trumbull
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TOWN HALL
Trumbull

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LEGISLATION & ADMINISTRATION COMMITTEE
Minutes
March 27, 2013

Ms. Waizenegger called the Legislation & Administration meeting to order at 7:13 p.m. All present joined in the Pledge of Allegiance.

The clerk called the roll and recorded it as follows:

Present: Suzanne Testani, (arrived at 7:31 p.m.), Chairman, Fred Palmieri, Jr., Jeff Donofrio, Alternate James Meisner, Alternate.

Absent: Jeff Jenkins, Chadwick Ciocci, Vice Chairman, Martha Jankovic-Mark

Also Present: Chief of Staff Elaine Wang, Town Council Chairman Carl A. Massaro, Jr., and Deputy Chief Glenn Byrnes of the Trumbull Police Department.

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1. RESOLUTION TC24-120: Moved by Mr. Palmieri, seconded Mr. Donofrio.
BE IT RESOLVED AND ORDAINED, That Chapter 2 Administration, Article III Boards, Commissions, Committees, and Agencies, Division 3 Central Emergency Dispatch Commission of the Trumbull Municipal Code is hereby amended and repealed;
BE IT FURTHER RESOLVED AND ORDAINED, that the Central Emergency Dispatch Commission is hereby disbanded for a job well done.

Ms. Wang explained TEMS (Trumbull Emergency Medical Service) has switched to the C-Med dispatching service. This presented the opportunity to disband the CEDC (Central Emergency Dispatch Commission). The CEDC has a budget of \$720 per year.

Deputy Chief Byrnes explained that the CEDC was formed in 1989 for the purpose of overseeing the dispatch centers as they were arranged at the time. Until recently, the Town had two dispatch centers; one was run by the Police Dept., (primary receiving point for emergency calls) and a second center for fire and EMS dispatch. By the Town's EMS request, at the end of the last calendar year, their dispatching services were moved to C-Med. The dispatching as it was has changed. The CEDC as it existed (with members of all three services) and for the purpose of overseeing the secondary center has changed, it no longer exists as it was originally set up. Due to this change the fire departments should be responsible for their own dispatching and determine how they want their dispatching duties handled. The Police Department has always been designated as the primary answering point for emergency calls and will so remain.

Ms. Waizenegger OPENED the PUBLIC HEARING at 7:21 p.m.
There were three (3) people present from the public to speak to this resolution.

Public Comment Attached.

Chairman Testani arrived at the meeting at 7:31 p.m.

Chairman Testani CLOSED the PUBLIC HEARING at 7:57 p.m.

Mr. Donofrio referenced Section 2-133 of the Town's Code and indicated that the State Dept. of EMS and Public Protection has performed studies of consolidation of PSAP's and he asked for explanation of how this evolved. Deputy Chief Byrnes indicated that everything the fire company representatives present at this meeting have said is correct. There is a long history and part of the responsibilities of the CEDC is to make an assessment on consolidating dispatch services. Something needs to be done as what has been created is not ideal. The change that took place in October 2012 was by the request of TEMS. The Town and the TPD accommodated the request. TPD now has two dispatch centers to deal with when handling emergency calls. For the time being, what existed is no longer the structure described, he sees this as a temporary solution, work still needs to be done and a solution found. The first option is consolidation. There has been frustration with the CEDC, the way it existed and not making progress on the project. They still need to work on it in some form, representatives from all of the emergency services working together towards a resolution. He is fully aware of the State studies on consolidation and has been involved in a project to consolidate the PSAPs of three Towns-Trumbull, Monroe and Easton. There was no consensus there to make progress and also a lack of funding. So, that project was put on the back burner and they concentrated on consolidating the Town's emergency services. Long term they need to consolidate the Town's emergency services and in the future will be involved at some level with the State's efforts on consolidation. Deputy Chief Byrnes indicated to the Chair that he would not be opposed to the resolution although he could not say he was in favor of it. Deputy Chief Byrnes stated for Mr. Palmieri that the CEDC is not effective due to a combination of factors. The primary purpose of this commission is oversight of this secondary PSAP. The entire system is funded by the fire service. The fire service should be able to determine their dispatching needs; it is not to their detriment to let them take over the control their dispatching. Whatever choices the fire department makes he would support. The situation as it is now needs a solution; consolidation should be their first option. A solution needs to be found. They will not leave things the way they are. Dissolving this commission will not stop any progress that needs to be made. The Chair indicated that if this resolution were to be adopted it would afford the opportunity of the necessary restructuring. Deputy Chief Byrnes agreed. The function of the CEDC is oversight of the secondary dispatch center, in reality that is not how it was functioning when it was regularly meeting. The CEDC has their own oversight board they take care of their daily operations and budget and maintain its own personnel. The commission that is being discussed this evening did not play a part in that and made decisions on the operations of the center. It took on secondary duties of exploring the possibility of consolidating dispatch and was unsuccessful. In response to Mr. Donofrio, Deputy Chief Byrnes stated that this will have no effect on the average resident, they will continue to handle all of the calls, the fire dispatch center has an oversight board that runs the daily operations are completely funded through the fire districts and will make determinations on how the fire dispatching will be done. There is no more oversight needed than what currently exists.

Mr. Massaro stated this resolution and the following resolution on the agenda appear to be a change in ordinance structure- a shifting of the CEDC's duties to the Police Commission. This discussion and the public commentary is good because we are learning this encompasses a structural change and there may be intended or unintended consequences. Mr. Massaro wanted the public to be completely confident that the emergency calls they make are being received, processed diligently and effectively no matter what the current set up is at this time. Deputy Chief Byrnes absolutely confirmed that is happening. Mr. Massaro stated the committee and the council will deliberate. They may need to do more research on how the two resolutions will work. If they need to have the Town attorney look at them they will. Whatever the resulting structure is for the Town's dispatching it will be done effectively. Deputy Chief Byrnes reiterated that emergency calls will be answered and services will be dispatched without

delay. The Police Commission will have oversight for the police department and will be in charge of the PSAP and responsible for emergency calls, however the fire dispatch center will still have its own oversight board separate apart from the police department and will be responsible for their own center. The Fire Department will take care of fire dispatch and the Police Department will take care of the primary dispatching points. They remain two separate places and two separate entities. The second resolution on the agenda stated that the police commission is responsible for the primary public safety answering point that is essentially in place. It has been in the past and will remain so in the future this does not change anything in the first resolution.

Mr. Meisner indicated that the CEDC is a third body, the CEDC may be redundant and the next resolution may be unnecessary. The fire representatives at this meeting have stated they have been disenfranchised; a Town ordinance was not followed nor was process followed. He would not be in favor of this until further information was received. Deputy Chief Byrnes stated that his purpose at this meeting was to clarify the questions the committee had and to help them understand the whole issue. He can not disagree with any of the fire officials present at this meeting; all of what he heard was correct. If this commission is dissolved, it would not in any way impact public safety in the Town. The current arrangement is not ideal and not the way they should leave it although they will make it work no matter what it takes. Emergency services will be dispatched; public safety will not be jeopardized at any time.

Ms. Waizenegger stated that she has not heard the upside, but has heard of the unintended consequences. Deputy Chief Byrnes confirmed for Ms. Waizenegger that from his view point there is not a downside to this resolution. Mr. Doyle stated that the bottom line is that the Police Department, Fire Department and Emergency Medical Service exist for one purpose to protect and serve. The Police Department does not own this, the unintended consequence of this unilateral change to the functioning of the dispatching center, precluded the simultaneous pick-up by the secondary PSAP. The primary issue and unintended consequence by the reassignment of the call to C-Med is a 24-year existing function has been compromised; the fire service has been prevented from participating with the public caller. This was by no fault of the TPD or the fire service.

Mr. Meisner stated that it is not prudent to act on this resolution until there is a framework in place to replace it. Mr. Doyle suggested to Mr. Palmieri and the committee a renewed CEDC and replacement legislations that provides a new and robust platform to operate on. Mr. Doyle indicated for Mr. Meisner that there were no Fire-EMS dispatching issues prior to change and explained the process as follows: TPD was the active voice on the emergency call, there was simultaneous silent pick up of the call by TRDC, identification of a Fire-EMS call would result due to someone staying on the call long enough to get an address to get a patrol car on the way and then the fire dispatcher interacting with the caller resulting in the appropriate resources being dispatched. TEMS felt underserved with regard to quality assurance reporting, it resulted in a frustration and had gone on record with Town counsels in saying that TRDC had not fulfilled some of their report requirements which left them in jeopardy with the sponsor hospital. With regard to the appropriate management of the police, fire or EMS calls, there are no issues. Mr. Doyle indicated that TRDC had supported the move to C-Med as long as it did not impact fire dispatching function and that is what happened.

Moved by Ms. Waizenegger, seconded by Mr. Palmieri to HOLD in committee. Ms. Waizenegger explained more information is necessary and questions need to be addressed.

VOTE: Motion CARRIED unanimously.

Mr. Doyle complimented the committee and stated he was confident they could craft better legislation that would result in addressing the need for a Town central unified dispatching function.

2. RESOLUTION TC24-121: Moved by Mr. Donofrio, seconded by Mr. Palmieri.
BE IT RESOLVED AND ORDAINED, That Chapter 2 Administration, Article III Boards, Commissions, Committees, and Agencies, Division 37 Police Commission is hereby amended to include a section titled Public Safety Answering Point (PSAP) and reads as follows: The Police Commission shall be the governing and designating authority for the Public Safety Answering Point (PSAP) and emergency dispatch calls in the Town.

The Chair OPENED the Public Hearing at 8:34 p.m.

There was one person from the public to speak. Public Comment attached.

The Chair CLOSED the Public Hearing at 8:35 p.m.

Moved by Mr. Palmieri, seconded by Ms. Waizenegger to HOLD in committee.

VOTE: Motion CARRIED unanimously.

3. RESOLUTION TC24-122: Moved by Mr. Meisner, seconded by Mr. Donofrio.
BE IT RESOLVED, That \$5,067 is hereby appropriated from the General Fund to Buildings Department - Salaries-PT-#01023200-501102.

Ms. Wang stated that she was present on behalf of the Building Official Graham Bissett. Approximately two years ago the position was approved as a full time position but was filled by someone part time. In the following year the previous year's numbers of 832 hours were incorporated into the budget. To remedy that discrepancy they are requesting \$5,067 to increase the position to 19.5 hours per week (1014 hrs). The position is still part time. Ms. Wang confirmed for Mr. Meisner that the problem has been identified and corrected before the next fiscal year's budget.

Mr. Massaro stated that the Building Department generates revenue that is twice the amount of their budget. This is a due expenditure.

VOTE: Motion CARRIED unanimously.

4. RESOLUTION TC24-123: Moved by Ms. Waizenegger, seconded by Mr. Donofrio.
BE IT RESOLVED, That \$11,201 is hereby appropriated from the General Fund to Town Clerk – Services and Fees-contr-01013600-522204 and Town Clerk –Program Expenses-01013600-522205.
VOTE: Motion CARRIED unanimously.

Ms. Wang clarified the abbreviation “cont” in the resolution represents the word contract.

The \$10,000 represents the Cott contract, which is the Town Clerk's records management software system. The Town Clerk's Office has very little control over this. \$1,201 represents program expenses related to Cott.

In response to Mr. Meisner, Ms. Wang stated this represents an 18 month cycle. Mr. Donofrio stated when the Town makes changes to the municipal code; the Town needs to update the code to reflect those changes. The back-up provided to the council reflects that. The line item is budgeted on past history, sometimes there are more code changes made; it is difficult to predict and budget for. The back-up shows there were 4 changes. Mr. Massaro stated that many of the supplemental appropriations that come before the council are items that are not anticipated and are outside the budget cycle. Mr. Meisner stated that many things come in under the budget do not come before the council, which creates the illusion of that there are only supplemental appropriations requests; many of the items that come in under the budget offset the supplemental appropriations. Ms. Wang stated when a line item is not fully expended it stays in the general fund. Mr. Massaro stated that the Year-to-Date analysis was provided as back up;

The recommended budget that is currently being reviewed by the Town Council Finance Committee includes last year's budget and the actual expense.

VOTE: Motion CARRIED unanimously.

There being no further business to discuss and upon motion made by Mr. Palmieri, seconded by Mr. Meisner. The L&A Committee adjourned by unanimous consent at 8:46 p.m.

Respectfully Submitted,

Margaret D. Mastroni
Town Council Clerk

RESOLUTION TC24-120
PUBLIC COMMENT

RESOLUTION TC24-120: BE IT RESOLVED AND ORDAINED, That Chapter 2 Administration, Article III Boards, Commissions, Committees, and Agencies, Division 3 Central Emergency Dispatch Commission of the Trumbull Municipal Code is hereby amended and repealed;
BE IT FURTHER RESOLVED AND ORDAINED, that the Central Emergency Dispatch Commission is hereby disbanded for a job well done.

The Chair opened the Public Hearing at 7:21 p.m.
There were three (3) people present from the public to speak.

1. Douglas Doyle of 128 Booth Hill Road was present. Mr. Doyle spoke as an elected official of the Nichols Fire District, as Chairman of the Board Fire Commissioners and the Nichols Fire representative of the CEDC. He has 45 years of fire service in Trumbull, of the 45 years he has served 23 years as a chief officer and 18 years as the chief officer of the Nichols Fire Dept. He has served the Town as a sworn Fire Marshal and is a founding commissioner for TEMS. He questioned the suggestion to disband the CEDC and why that would want to be done during this post 911 era with the need for coordinated emergency responses. The evidence of every event and drill exercise since 911 has shown that that communication is vital. A CEDC serves as the forum for that level of cooperation and communication. The public requires a very high level of service. The CEDC has not been as effective as it should have been, but that does not support disbanding it. To the contrary the CEDC should be further empowered and expanded to make a more positive contribution than it might have in the past. TEMS saw an operational need to change its dispatch support and did so through C-Med. Mr. Doyle stated for the record the following: As a member of the CEDC he was operationally supportive of the fact as an emergency response organization they were entitled to express more comfort with an alternative dispatch center. If that was consistent with their operational goals and objectives it would be inappropriate for him as a member of the commission or for the commission to stand in their way. This was with the caveat that the relocation of TEMS dispatch function to C-Med be done without any compromise to the fire services' ability to dispatch its resources. What happens today in the new configuration is the 911 call is answered by the police and if it is an emergency medical call it is transferred to C-Med. In order to make the transfer a serious compromise is inflicted on fire service operations. It is as follows: The secondary answering point is the fire service which can no longer answer the emergency call simultaneously and is no longer actively participating with the caller. They are now passive. (Chairman Testani arrived at the meeting at 7:31 p.m.). The simultaneous answering of the emergency calls (TPD and TRDC-Trumbull Regional Dispatch Center) has been operating successfully this way for 24 years. There was never a lost call. Having the fire service speaking with the public caller is why they are located in the TPD. This was vital for the TRDC. The CEDC is the forum for the exchange of views and more than ever should be reinforced instead of dissolved. The dispatching function and the primary and secondary public service answering points were required by Town Ordinance by mutual agreement between the TPD and the CEDC. Dissolving the CEDC would make this a non-issue. There needs to be an empowered forum for the coordination of communications of the TEMS, TPD and Fire Services such as the CEDC or one which would replace it. He believes the CEDC in its existing structure can do better than it has in the past, the CEDC should be responsible for all matters of dispatching in the Town of Trumbull. He does not have a comprehensive solution because rather than consolidate and coordinate their communications better, the TEMS has sent their dispatching off to C-Med. The TPD is now suggesting that the fire service vacate the building because they no longer have a purpose there and there is no possibility of the simultaneous pick-up of the 911 calls. The Fire Dept will be looking for a public service answering point to take care of their dispatch needs thus forcing them to dissolve the TRDC. TEMS may have felt that their dispatch needs

would be better served by C-Med as there was potential for a better simpatico for their service requirements. Ms. Wang added that it was also due to the increased call volume and they would be able to answer more calls.

2. Mr. Daniel Hoight of 54 Fieldcrest Drive was present. Mr. Hoight is a 51-year member of the fire service and was here when the CEDC was originally set up; he is present at this public hearing for a different purpose, he is present as a taxpayer. What bothers him is that TC12-270 (Section 2.57-2b) was adopted 8/9/1989 which enabled the simultaneous pick-up of emergency calls at police headquarters, the term secondary PSAP is not official and came to be from this resolution. There is one sentence included in the resolution that reads as: "The Public Service Answering Point, located in the Police communication room shall be designated as the primary PSAP and shall be managed and controlled by the Police Commission. The CEDC PSAP in the Police building shall be designated as a secondary PSAP and shall be managed and controlled by the CEDC, All 911 calls shall be answered by the primary PSAP, simultaneously monitored by the secondary PSAP and accepted by the appropriate dispatch designation." When TEMS decided to go to C-Med, work orders were issued to AT&T. That broke that link and took away the ability of the TRDC to simultaneously listen to the public caller. Mr. Hoight questioned how a Town resolution [ordinance] could be violated. It is incumbent on the council and Mr. Herbst to go back and find that out. If that can happen to dispatching could it happen to other [ordinances]. That should not happen and bothers him as a taxpayer. Even without the repeal resolution, the TRDC cannot speak with the public caller. The TRDC is unique to the Town of Trumbull. He knows of no other town where two dispatch entities can be on the line with the public caller at the same time- it is a check and balance to listening to that call. The whole reason he is present at this meeting is that he thinks the council should be held accountable for how this happened, and questioned how work orders were issued and should never let this happen again.
3. Mr. Ronald Butz of 2990 Nichols Avenue was present. Mr. Butz is a former fire commissioner and captain for 47 years indicated that a few years back they were looking at a centralized dispatch center in one room with 9 entities. They tried to go too big and work with other towns, even when they could not get their own three Town organizations to work together. They funded money to the Town for the Oliver Study of the second floor of the police station to see how a dispatch center could be set up there and they did have it set where it could work with 9 entities, (Monroe, Trumbull and Easton- fire, police and medical of each town) and explained now we can not do it with our own Town. We will lose that public answering point where the fire dispatcher speaks to the emergency caller. When extra people are added things get lost. If we have a call such as what Newtown had, we need all of the communications we have. We need to be able to speak to the right people at the right time to send the right resources out. He asked the council to look into why the study never came to fruition and why we never decided to forget about the other towns and to work on the best system for the Town of Trumbull, our taxpayers and residents.

There was no one else present from the public to speak.
The Chair CLOSED the Public Hearing at 7:57 p.m.

RESOLUTION TC24-121
PUBLIC COMMENT

RESOLUTION TC24-121: BE IT RESOLVED AND ORDAINED, That Chapter 2 Administration, Article III Boards, Commissions, Committees, and Agencies, Division 37 Police Commission is hereby amended to include a section titled Public Safety Answering Point (PSAP) and reads as follows: The Police Commission shall be the governing and designating authority for the Public Safety Answering Point (PSAP) and emergency dispatch calls in the Town.

The Chair Opened the Public Hearing at 8:34 p.m.

There is one person from the public to speak.

1. Douglas Doyle of 128 Booth Hill Road was present. Mr. Doyle stated that his comments from the previous resolution TC 24-120 would apply to this resolution as well and recommended disposal of this resolution as was the previous resolution.

The Chair CLOSED the Public Hearing at 8:35 p.m.