

CENTRAL EMERGENCY DISPATCH COMMISSION
TRUMBULL TOWN HALL
LONG HILL CONFERENCE ROOM
MONDAY, JUNE 18, 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; Dave Bogen, CEDC Commission Member/LH Fire and District Representative and Douglas Doyle, CEDC Commission Member/Nichols Fire District Member.

Members absent: Alex Rauso, Fire Marshal's Office; John Slezak, CEDC Commission Member and Brian Casey, Clerk of the Works.

Others present: Dan Nelson, Chief of Staff and Doug Bogen, Chief of Long Hill Fire

Meeting was called to order by Kevin Mulligan at 6:00 p.m.

Barbara Crandall read the minutes from the previous meeting of April 16, 2012.

MOTION MADE by Dave Bogen and seconded by Michael DelVecchio to accept the minutes as read. Motion carried with 1 abstention (Doug Doyle).

3. No Public Comment.

4. No Special Committees reports.

5. Kevin Mulligan read the following correspondence:

- Letter from Glenn Byrnes to Kevin Mulligan regarding Computer Aided Dispatching. See attached.
- Minutes from TRDC for March 19, 2012. See attached.
- TRDC Certification List. See attached.
- Statistics for 2012 from TRDC up to April 30, 2012. See attached.
- Letter from TRDC to Kevin Mulligan regarding Quality Assurance. See attached.
- E-mail to Paul Ruskay from Kevin Mulligan regarding EMS dispatching. See attached.

5.0 Unfinished business

5.1 Compliance request from TRDC – No new information.

5.2 EMD Q & A- No change.

5.3 Proposed operational budget for combined communication center. No new information.

5.4 Description of job function and how center would function. Kevin Mulligan stated that he has been asking for reports and has not been receiving any. At this time he is no longer pursuing a combined dispatch center until the fire departments respond.

Kevin Mulligan asked Dave Bogen for his input on what transpired at the fire department meeting with all 3 fire departments.

Dave Bogen stated that he sees that there are three ways to do this:

1. CMED will work with EMS and the Fire Departments.
2. TRDC could move to another location which would be more costly.
3. If the Police Department, PSAP and TRDC remain on the same location it would be cost effective and best for everyone.

Glenn Byrnes stated that the meeting was a review of what has already been discussed.

Dan Nelson stated that at the meeting:

EMS is going with CMED

Price per call is too high to present to the commissioners

Fire can go to CMED or stay with TRDC – the ball is in the Fire Departments' court.

Kevin Mulligan stated that the key players have changed and he is waiting for the Fire Departments to work out any differences and decide what they want to do.

5.5 Status of John Slezak. Dan Nelson stated that there is no new information.

5.6 TEMS move to CMED status report.

Kevin Mulligan stated that he would like to help with the transition for TEMS to CMED.

Barbara Crandall stated that TEMS had several meetings and that they need to put the equipment items together and met with attorney's regarding contract for services (2nd draft) and there are mapping issues that need to be addressed.

Barbara Crandall asked John Buts for any protocols regarding MVA to fixed object. John Butz responded that the protocols are not in writing.

Discussion continued.

Kevin Mulligan stated that they need to work together.

Barbara Crandall stated that she would like the information on how it works now. Barbara Crandall also stated that they need to have information on their protocols.

Michael DelVecchio stated that they needed to be programmed into the CAD system.

Discussion continued.

Doug Doyle asked what impact on PSAP A (CMED) and PSAP B (TRDC) – could TRDC have a call button?

Mike DelVecchio stated that it is an AT & T impact.

Glenn Byrnes stated they could have a call button.

Doug Doyle stated that the Fire Departments have to say it is OK because they have a fiduciary responsibility. For the fire service to support it would be a tremendous operational cost and technological issue. He advised to avoid the problem and that TRDC will need to be informed that they would not be able to continue with pick-up of PSAP. Doug Doyle also stated that the P.D. would have to make triage calls and the 3 municipalities (Fire Departments) are not handing it over. He also stated that he is advocating that we avoid any problem.

Kevin Mulligan stated that we need to establish dispatch protocols and that it is not the responsibility of dispatch whether they decide that it is a fire issue or not. He also stated that he doesn't have all the answers and the questions of the maintenance of a secondary PSAP is something that this board needs to know and make the final decision.

Glenn Byrnes stated that the town has only one PSAP which is governed by the Police Department.

Doug Doyle stated that TRDC has 25 years of experience.

Kevin Mulligan asked if this tie is being broken?

Glenn Byrnes stated that he called John Butz and that he will stay in the loop and informed what they will be doing.

Kevin Mulligan stated that he will continue to monitor the situation and is looking to work around this.

Doug Bogen asked what happens when calls start stacking up. If the P.D. starts stacking and they have fire calls that may not have been transferred yet. This is a big concern.

Glenn Byrnes stated that the simultaneous pick-up is:

- Creating some of the problem
- TRDC picking up calls
- Need solution to all these things
- What is the answer to these things?
- How are we going to operate?

Kevin Mulligan stated that the P.D. and the Fire Departments need to meet and make a decision.

Dave Bogen stated that there are also MATE Union issues.

Kevin Mulligan stated that the 3 Fire Departments have to meet and tell us the direction they want to go in.

Kevin Mulligan thanked Glenn Byrnes for writing the letter which has forced the fire departments to move on this.

Christina Pereiro, Clerk left the meeting at 7:00 p.m. and Barbara Crandall kindly took the following minutes.

Doug Doyle wondered where the discussion would be if TEMS was very satisfied with TRDC.

5.5 – No update per Dan Nelson.

Old Business – None

New Business – Discussion was held regarding the meeting between the fire district representatives, Chief Kiely, Deputy Chief Glen Byrnes, Dan Nelson and Tim Herbst. The following topics were discussed: structure of the new dispatching plan; the cost to the fire districts to run their center for only fire calls which was noted to be outrageous; and the original proposal to have all emergency services in one central location. Glen noted that it is not the intent of the police department to dispatch fire calls as each discipline needs to have dispatchers that are knowledgeable in their particular areas.

Kevin Mulligan noted that he has not requested NexGen to provide him with information regarding firewalls which would provide security for the police department information. Brief discussion of Glen Byrnes letter was held regarding computer aided dispatching. Michael DeVecchio noted that EMS would need to find a third party in order to connect to the NexGen system as they do not offer an EMS module.

Kevin Mulligan felt it was imperative that the fire district representatives meet with representatives of the police department so they can move together in the right direction and come up with solid ideas to approach the town.

Discussion of the New Haven dispatching model was held. This model does not include EMS as they are contracted out to a private service. However, the fire and police department structures match Trumbull and this could be used as a guideline for a combined center.

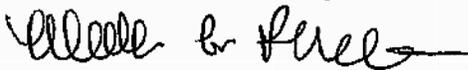
Concern was expressed regarding the dispatching of fire calls and the potential for delayed responses. It was noted that Northeastern Communications is working on the system and the actual transfer of calls has not been discussed with any definitive information as it is very preliminary. However, Glen Byrnes noted TRDC has been informed and will be updated as information is available.

Kevin Mulligan noted that the CEDC should address the EMS transition and work towards a good switch over of services.

It was agreed to hold a meeting in July but it was noted that the CEDC would not be productive in working towards a combined center unless the fire districts are able to decide what steps they will be taking to facilitate a change.

Kevin Mulligan moved, seconded by Michael DeVecchio to adjourn the meeting at 7:32pm.

Respectfully submitted by,



Christina L. Pereiro
Clerk



POLICE DEPARTMENT

Town of Trumbull

CONNECTICUT 06611



GLENN C. BYRNES
DEPUTY CHIEF OF POLICE

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

May 14, 2012

Kevin Mulligan, Chairman
Central Emergency Dispatch Commission

Re: Computer Aided Dispatching

Chairman Mulligan:

In your letter of April 13, 2012 that was presented at the April meeting of the Central Emergency Dispatch Commission (CEDC), you requested that the Trumbull Regional Dispatch Center (TRDC) be allowed access to the police department's computer-aided dispatch (CAD) system.

As I presented at the CEDC meeting, access to the police department's CAD system will not be granted to TRDC for the following reasons.

First, the TRDC is a private company, operating outside the authority of the Town, the police department and the CEDC. These circumstances do not lend themselves to collaboration between the dispatch centers, where system security would be paramount. In other words, the police department is not going to provide a private organization, TRDC, and its employees access to the secure files of the police department's CAD and Records Management Systems.

The CEDC Board members have worked for the last several years to create a combined dispatch center for the emergency services. During this time, the TRDC Commission has made it clear that they operate as a private company, funded by the three fire districts and under no authority of the Town. Although a Town Resolution from 1999 indicates that CEDC shall "manage, supervise, and control" the TRDC, there has been no effort on the part of TRDC to comply with this or to respond to simple requests for information, month after month.

May 14, 2012

page 2

It is important to understand that the CAD system is only one component of the police department's Records Management System (RMS), which is used for almost every function of the department on a daily basis. In addition to CAD, this includes: personnel records, case reports, criminal investigations, access to the State and NCIC criminal databases, and all police department records of crimes, complaints and calls-for service.

Your request to allow access to this system implies a need for TRDC employees to have *NexGen* administrative rights to administer the system. Administrative access within *NexGen* is all or nothing. So, providing administrative access would mean that TRDC employees would have the ability to connect to other RMS modules. This is unacceptable.

Secondly, this proposal that you have suggested provides no real solution to the efforts of combining the dispatch centers. Despite years of negotiations and proposals, with participation from all three emergency services, we have found no consensus regarding an acceptable model of operation that we could agree upon. Most recently, your question posed to the State Office of Emergency Telecommunications (OSET) on the feasibility of moving out of the police building to another facility only highlights the lack of desire to work toward a common goal.

Of course, it would be convenient for TRDC to make this proposed connection to the police CAD system, thereby providing the software technology needed for any modern fire dispatch center. But this desire for a quick and easy solution fails to realize the investment made by the police department over many years, in both financial terms and personnel resources, to build it into what it is today.

In conclusion, I agree that the communication and coordination between the two dispatch centers needs to improve, however what you have proposed is not acceptable and will not provide a solution for the dispatch consolidation project.

Regards,



Glenn C. Byrnes
Deputy Chief of Police

GCB/vsm

c: Thomas Kiely, Chief of Police
Dan Nelson, Chief of Staff



TRUMBULL
REGIONAL DISPATCH
CENTER, INC.
4 Daniels Farm Rd.
Suite 340
Trumbull, CT 06611

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS TO ADD POSTAGE
CERTIFIED MAIL



7070 1870 0003 3939 4577



UNITED STATES
POSTAL SERVICE
1000



06611



U.S. POSTAGE
PAID
STRAITFORD, CT
06614
MAY 23, 12
AMOUNT
\$5.95
00031039-15

KEVIN MULLIGAN
10 OXEN HILL ROAD
TRUMBULL, CT 06611

0661182544





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

May 22, 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 March 19, 2012 and the statistics for 2012 up to April 30, 2012. Please note there was no meeting held in March. I have also enclosed a current copy of the certifications list.

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
MARCH 19, 2012

Attending: Wayne Szmyt
John Butz
Ron Butz
Diane Olsen
Chet Bond
Rick Perachio

Absent: Paul Ruskay
Doug Bogen

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

SECRETARY REPORT

- There was no quorum in January; therefore there were no minutes to approve.
- Rick made a motion to accept the January minutes as amended, seconded by Ron. Approved.
- John passed out the January reconciliation summary.

TREASURER'S REPORT

- Ron made a motion to accept the January treasurer's report dated 1/31/12, seconded by Wayne. Approved.
- Chet made a motion to accept the treasurer's report dated 2/29/12, seconded by Rick. Approved.
- The Board members reviewed and signed all invoices that were paid in January and February.
- Chet made a motion to pay the January and February bills, seconded by Rick. Approved.

OLD BUSINESS

- All district payments have been received for the 2011/2012 fiscal year.
- John received confirmation that Kevin received copy of December TRDC minutes and all 2011 reports.
- P156 is continuing with training.
- John still has not heard back from EMS regarding proposed EMD changes.
- John is still waiting to receive a copy of the stroke policy.
- John is still waiting to hear back from the operation chiefs regarding the 3rd position for radio at dispatch.
- The policies, procedures and guidelines review is completed.
- The UPS that went bad was covered by BEI through our service contract. They tried to charge us for a service call since a call was placed on a holiday in off hours. John has contracted our representative regarding this, and has not received another invoice.

- All is set with Kissel, Kneale and Tobin regarding the profit sharing plan.
- Paul Ruskay, the new TRDC chairman, will need to set up a new E-file account with an electronic signature for future filings.
- John is working with Comtronics to make sure all radio licenses are in compliance. John is also working on obtaining a new PAC RT frequency for Trumbull Center. Chet asked if there is an annual cost associated with the frequencies. John reported it depends on how many licenses are due for renewal and if any other changes need to be made.
- John will send a letter to all 3 fire stations once all the address, name changes, etc have been processed.
- Ron asked if we need to do any licensing for EMS, John replied no. That is all handled by the Town of Trumbull.
- John reported on the results of the presentation of the 911 feasibility study. It had numerous oppositions from the attendees. The consultants recommended either a 3 or 5 PSAP configuration for the entire state.
- The proposed 2012/2013 budget is being discussed among all 3 district commissions.
- John attended a 5 day communication technician class run by OEC/ICTAP.
- Wayne sent a letter to add John onto the RBS credit card. John then closed the credit card in Wayne's name and made any other necessary changes to our current account. John is also investigating opening a new account for Paul.
- John gave an update on the UASI radio system that is being built. It is all digital channels. John at this time will be receiving two mobile radios under this program for testing and is looking for another. John reported he had a meeting with Chief Gratrix, and Chief Bogen and Assistant Chief McGovern regarding these new radios and what needs to be done to test them.
- John will be organizing an informational meeting to bring everyone up to speed as to what the new system is all about. He will make the necessary notifications to include the emergency services to be in attendance once a date is decided with the presenter from the state.
- P159 and P160 continue to do well in their training.
- We had a Nexgen CAD demo; Paul Ruskay and John were in attendance.
- PSP for employees is all set up now with Paul being the new trustee.

NEW BUSINESS

- Annual profit sharing report from Kissel, Kneale and Tobin has been received and passed along to participating employees.
- Rick Perachio at this meeting became the Nichols Fire District representative for TRDC. Rick will fulfill Wayne's unfinished term. Tonight will be Wayne's last meeting.
- John hired a new employee, P161.
- John received new unemployment rate. It increased from 1.4% to 1.9%.
- P159, P160 and P161 attended an EMD training which John hosted at TC. All 3 TRDC attendees passed the test. Two of them are certified, one still has an outstanding paperwork needed to be submitted to receive their certificate.

- John discussed P 158's attendance in the telecommunicator course.
- John received with the board members in attendance of a letter from Chief Kiely dated 2/2/2012 regarding storage issues. John corrected the issue and the issue no longer exists.
- John received a letter from AT&T stating they are no longer supporting total phone service. The single line that we have will remain in place until such time a change request is made on that number.
- Nichols has switched to a new vendor called Spotted Dog. Spotted Dog replaces the I am responding system for them. The other two fire departments and the Hazmat team are still with the I am responding system.
- John passed out monthly stats for January and February.
- Aflac representative will be coming next week to meet with employees regarding open enrollment.
- P151 will be leaving on 3/21/2012 due to a career change.
- John asked for a copy of all the TRDC board members drivers' licenses for banking purposes. He needs to make the proper adjustments to the account due to the current changes

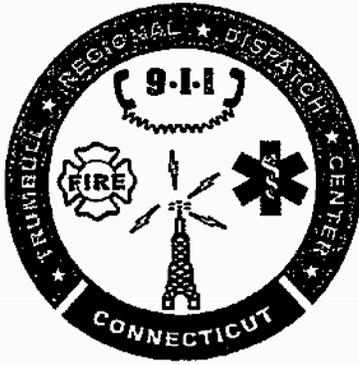
Wayne made a motion to adjourn the meeting at 22:10 hours.

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

TRDC CERTIFICATION LIST (04-06-12)

NUM	CPR/EXP	NIMS-100/EXP/NIMS-700/EXPE-911/EXP	EMD/EXP	TELCOM/EXP
F 31	YES-05/13	YES/NA	YES/NA	YES-11/12/13
F 7	YES-05/13	YES/NA	YES/NA	YES-11/3/13
F26	YES-05/13	YES/NA	YES/NA	YES-11/11/13
F24	YES-06/12	YES/NA	YES/NA	YES-5/15/12
F20	YES-05/13	YES/NA	YES/NA	YES-5/15/12
P128	YES-08/12	YES/NA	YES/NA	GF/NA
P26	YES-05/13	YES/NA	YES/NA	GF/NA
P138	YES-05/13	YES/NA	YES/NA	YES-7/1/14
P139	YES-05/13	YES/NA	YES/NA	YES-12/8/13
P153	YES-05/13	YES/NA	YES/NA	NO-NA
P156	YES-01/13	YES/NA	YES/NA	NO-NA
P158	YES-12/13	YES/NA	YES/NA	NO-NA
P159	YES-04/14	YES/NA	YES/NA	NO-NA
P160	YES-04/14	YES/NA	YES/NA	NO-NA
P161	YES-02/14	NO	YES/NA	NO-NA

GF-Grandfathered, YES-Employee reports they are, certificate copy not received yet



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

June 15, 2012

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

Dear Kevin,

This letter is to document that the Trumbull Regional Dispatch continues to perform and maintain a quality assurance program as it relates to Emergency Medical (EMS) incidents.

A program was created back in March of 2007. The program was a result of a meeting with John Pelazza, Michael Delvecchio, and myself (there may have been others but I did not have them listed in my notes from that meeting).

At that meeting the groundwork was laid out on how the program would work. The program was based on the Quality Assurance check sheets approved by Medical Priority. The meeting resulted in what was needed to perform the review, the number of incidents to be reviewed (2-3%), the documentation process along, with some other details.

The attendees of that meeting walked away with what had to be done and that the program was going to be implemented the following month. We began the quality assurance program in April of 2007.

As the center Director, I can attest that the program remained in effect until we had a staff member become certified through Medical Priority to perform quality assurance for the Medical Priority system. Medical Priority is the vendor of the system that is utilized at the center.

You should recall that once my staff member became certified, I stopped doing the quality assurance and that staff member began our new program. That new program replaced the existing program that was established back in March of 2007.

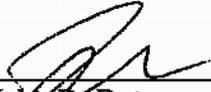
The new quality assurance program began in April of 2011 and continues to this day. The new program is limited to specific type of calls that can be subject to quality assurance.

The number of incidents reviewed for the program for the last six months are as follows;

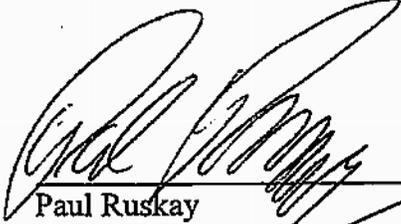
November 2011- 7
December 2011- 9
January 2012- 8
February 2012- 9
March 2012- 8
April 2012- 7

These numbers do not include other calls that are regularly reviewed by me as the Director.

Sincerely,



John R. Butz
Director



Paul Ruskay
TRDC Board Chairperson

Dist: m file
TRDC board

From: kjm999 <kjm999@aol.com>

To: pruskay <pruskay@gmail.com>

Subject: Information request TRDC

Date: Sun, May 13, 2012 2:57 pm

Paul,

On 4-16-2012 the CEDC had a meeting, during the meeting several concerns were discussed regarding EMS dispatching. As a result the CEDC request that TRDC submit to the Chairman of the CEDC prior to the regular scheduled monthly CEDC meeting a summary report of all calls for service that were Q&A by TRDC. The first report is due May 21st 2012, the report shall include,

An introduction statement identifying date range of the Q&A report

Total number of calls for service by agency

Total # of Q&A for EMS for the given date range

Type of calls that were Q&A

Was any remedial action taken

What was the time frame that a no-conforming items was identified till remedial action was taken.

Regards

Kevin Mulligan
CEDC Chairman