



TOLLAND COUNTY MUTUAL AID FIRE SERVICE INC.

56 TOLLAND GREEN P.O. BOX 6 TOLLAND CT. 06084

Proudly serving since 1950

Dispatch: 860-875-2543 Operations Director: 860-872-2421 Finance Manager: 860-871-8684 Fax: 860-872-0382

Visit us at: www.tollandcounty911.org



MINUTES Meeting of T.C.M.A.F.S May 15, 2013

The meeting was called to order by President David Eaton at 19:31.

In accordance with county policy the group began with the Pledge of Allegiance.

Thanks to the Bolton Fire Department for their hospitality and sponsoring this month's meeting.

Attendance:

A moment of silence was held in honor of Tom Fitzgerald.

Correspondence: None

A. Moore made a motion to accept the minutes as written seconded by D. Lucia.

Finance report: See attached report

C. Jordan made a motion to accept the Finance report as written seconded by A. Moore

Executive Director's report: See attached report

Operations Director report: See attached report

911 Committee: No report

Legislative: Today was fire service day at the Capitol. There currently is no active fire service legislation.

County Vice: Nothing new to report. The executive committee will meet tomorrow night. The hall of fame banquet went well.

Eastern Connecticut Fire School

- There are two classes coming in June. A basic pump class and a basic SCBA class.
- The construction project will start by late 2014

State Tech:

- June 1st the itac / icall system will be changed to eight-call as the icall system will be shut off
- There is a state fire coordinators meeting on June 30th. Portable radios will be swapped out.
- The Connecticut Field Operations guide has been finished. There is a PDF version on line

County Coordinator:

- There has been no coordinator call outs.
- The Dive Team has had several call outs and drills.
- Dive trailer has been look at by the dive team. Hopefully by the next county meeting the trailer will be in service. We are still looking for a home for the trailer.
- Everyone was asked to update their mass casualty incident resources

Equipment and Grounds:

- There have been issues with the sewer system. We had to make repairs to our part of the system, as we share the system with the old jail. We are in the process of upgrading the system. This will require cutting down several trees.
- The offices have been changed around at TN
- There has been some landscape work at the tower

Personnel:

Dedicated 911 and dispatching services for the following communities:

ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
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- There were three dispatcher positions that were filled.
- The management plan has almost been fully implemented. T. Millix was appointed as Executive Director and S. Haddad was appointed as Operations Director. We still need to appoint Lead Telecommunicator of Operations

Finance Committee report:

- Will start to prioritize the projects
- Two people will be needed to serve on the Finance Committee. Anyone interested please contact M. Gergler or J. Turner

Radio Committee: See attached report. Next meeting is June 6th.

TWCAA: No report

CL&P Task Force: No Report

OEMS:

- Tourniquets can now be used after training. Backboards are no longer being used for ambulatory victims, just collars.
- Next week is EMS week.

New Members: Bolton Fire Dept has three new chief officers

- Chief Dixon
- Ass't Chief Minichiello
- Dep Chief Morra

Old Business: none

New Business: none

Good and Welfare:

Chief Dixon made a motion to have past Chief James Price Jr. become an associate member of Tolland County, seconded by C. Jordan

New Equipment:

- Stafford has new ambulance
- Bolton has a new rescue
- Hebron's ambulances have new lift stretchers

A. Moore made a motion to adjourn at 20:33 seconded by W. Fletcher.

Respectfully submitted,
Donna Jellen, Recording Secretary

Revised and extended for approval


Christopher Hammick
Secretary
TCMAFS

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TCMAFS 5-15-13

FIRE DEPT REPS + MEMBERS

| NAME | DEPT | RANK |
|--------------------------|----------------------|-------------------------|
| TERRY MILLER | WILLINGTON | CHIEF |
| David Eaton | Union | Chief |
| Scott Haddad | Columbia | Asst. Chief |
| STUART Cobb | willington #1 | Asst. Chief |
| Alex Moore | Stafford Amb. | Chief |
| David Lucia | Staffordville FD | Chief |
| Michael Varney | Ellington Fire | Chief |
| Michael Gault | Mansfield | |
| Raymond Edinger | Mansfield | County vice pres. |
| Lee Thompson | Mansfield | F.F. E.M.T. |
| George M. Thompson | Mansfield | FF |
| William Sordun | Mansfield | Deputy Chief/operations |
| Raymond Elledge Jr. | North Coventry | CAPT. |
| Richard Cooper | NCFD | Engr |
| Chuck Beahn | NCFD | LT. |
| Dave Dagon | MFD | Chief |
| GREGORY MINICHELLO | BOLTON FD | ASST. CHIEF |
| Peter Morra | Bolton FD | Deputy Chief |
| Tom Arcani | Broad Brook | CHIEF |
| JAMES BARTON | Warehouse Point | CHIEF |
| MIKE LESTER | COLUMBIA | DEPUTY CHIEF |
| PETER J. STARKER | COLUMBIA | CHIEF |
| Ron Mike | Andover | Chief |
| KEN BOUTIN | COVENTRY | CHIEF |
| Fred Spens | Hebron | Chief |

TCMAFS 5-15-13

Municipal Refs

Name

John W Lerner

Michael Gergler

GERALD BANCROFT

JERRY JAMES

Curt Dowling

Ray Walker

John H. Kelly

~~John~~

DAN PHILLIPS

Town

Ellington

Mansfield

EAST WINDSOR

COLUMBIA

Andover

Bolton

Yellow

HEBRON

County Meeting Financial Report

Month of: 8-May-13

Municipal Operating Fund

| | | | |
|-----------|------------------|----|-------------|
| 3/1/2013 | starting balance | \$ | 84,024.84 |
| | Debits | \$ | (13,026.72) |
| | | \$ | (35,888.66) |
| | Deposits | \$ | 19,073.20 |
| | | \$ | 6,436.39 |
| | Interest | \$ | 2.03 |
| | | \$ | 2.13 |
| 4/30/2013 | ending balance | \$ | 60,623.21 |

State Operating Fund

| | | | |
|-----------|------------------|----|--------------|
| 3/1/2013 | starting balance | \$ | 33,932.00 |
| | Debits | \$ | (259,172.40) |
| | | \$ | (98,392.36) |
| | Deposits | \$ | 286,690.79 |
| | | \$ | 106,089.64 |
| 4/30/2013 | ending balance | \$ | 69,147.67 |

FN Support Svcs.

| | | | |
|-----------|------------------|----|-----------|
| 3/1/2013 | starting balance | \$ | 10,013.65 |
| | Debits | \$ | - |
| | Deposits | \$ | - |
| | | \$ | - |
| | Interest | \$ | 0.24 |
| | | \$ | 0.26 |
| 4/30/2013 | ending balance | \$ | 10,014.15 |

SS Total

| | |
|----|-----------------|
| \$ | 10,014.65 |
| \$ | 1,208.53 |
| \$ | 2,747.05 |
| \$ | 13,970.23 |
| \$ | (5,000.00) |
| \$ | 8,970.23 |

FN
RB
8317

Less encumbrances
Balance

RB Support Svcs.

| | | | |
|-----------|------------------|----|----------|
| 3/1/2013 | starting balance | \$ | 1,783.39 |
| | Debits | \$ | (575.00) |
| | | \$ | - |
| | Deposits | \$ | - |
| | | \$ | - |
| | Interest | \$ | 0.08 |
| | | \$ | 0.06 |
| 4/30/2013 | ending balance | \$ | 1,208.53 |



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County Radio Committee Report May 15, 2013

The last Committee Meeting was held April 11, 2013

The Committee continues to research the replacement of the Radio Console system at the Dispatch Center. At this time the Committee is favoring and IP design for the new system. Avtec and Zetron are the leading contenders at this time for the replacement equipment.

The furniture replacement has been decided and is close to being ordered. Wright Line is the selected vendor. The furniture and new flooring must be installed prior to the new console.

Now that Hebron's new crossband radio install is complete at their tower site, we should shortly have the new radios at the Bald Hill TN site installed. Included in these replacements is the new 33.78/UHF crossband radio. Again this will be the first crossband on 33.78 for the northern section of the County as currently the only one is in South Coventry. The equipment is at the vendor and is being prepared for installation.

We have had a couple of radio failures recently at the Bald Hill TN site the cause of which is still being investigated as these failures are in the newer radios.

Our next regular Committee meeting will be June 6th at TN.

Jack Fisher, Chairman



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Executive Director's Report Operations Director's Report 05-14-13

Executive Directors Report

Region III PSIC Communications Vehicle/ Training

Aside of the ESF-2 Chairs Meeting with the Deputy Commissioner, we have nothing new to report. All indications from the Region III folks are that the truck will be assigned to TN.

Hebron

The new radio has been installed and we are in the process of testing. All indications are that the system is performing as expected if not better. Testing will continue to attempt to identify weak areas in the Town. We held another training class for the Officers of the department with a few more scheduled. We will also be arranging a presentation by the County Coordinators. We anticipate one additional presentation for the entire department prior to the cutover to TN. The run cards are generally finalized, and we will be having a meeting to clarify a few issues.

911 Commission / Kimball Report

While we have had numerous conversations with OSET, they have not released any new information on the development of the method / procedure to open the issue of PSAP consolidation to the public for comment. The public comments to be solicited will revolve around the issue of reducing the number of PSAPS in Connecticut but also they will be soliciting comments on the current funding formula and possible modifications. The process will be an open one, with everyone being able to view the comments and responses. We began watching HB 6334 which appears dead as it was not taken up by Appropriations. This Bill would provide funding for a more "in depth" study of the implementation of the plan to reduce the number of PSAP's in Connecticut. It still may be funded outside of the legislative process so it bears watching. (Per the CT Firefighters Legislative Representative)

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Dispatch Furniture RFP

We have finalized the costs for the new furniture and are near the end of the process of pricing the ancillary items as discussed. Once the final pricing is obtained, a complete request will be developed and submitted to OSET for the approval of the project. Once we get the approval to move forward we can begin the procurement process.

QA / SOG Development and Review

The Quality Assurance Program as well as the training and implementation of new Standard Operating Guidelines for the dispatching staff are in progress.

Tone Alerting Modifications

Please see the attached letter on behalf of Radio Committee Chairman Jack Fisher and myself. As indicated in the letter, both the TN administration and the Radio Committee work closely to identify and modify procedures from time to time based on feedback and concerns heard from the departments.

Operations Director's Report

Monthly Activity Statistics

We received 2558 911 calls for the month resulting in 1385 actual dispatches. See attached report.

Employee / Training

Dispatcher Hatch has been transitioned into a full time position. He is a long time employee who has been filling several holes in the schedule recently. The newly hired dispatchers have all been actively training and have obtained their Emergency Medical Dispatch Certifications. All are progressing well and will be transitioned into the schedule soon.

Schedule

We will be going to the new schedule on June 3rd. This will have the midnight shift on a rotating 3 on 3 off shift, with no changes to the daytime shifts.

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IT topics / Report from Systems Administrator

The alarm computer has been updated with the latest version of software. A problem was found this month when an alarm was received on the screen but was sent into to a pending file. This update should not allow that to happen again. The pending alarms file does not alert the dispatchers to a call.

Below are action items as reported by the IT Systems Administrator:

- Coordinated between the Firehouse Software representatives, our IT support person at Fandotech, and the IT person at the Town of Mansfield in an effort to get the interface working. As of today, we believe the interface is up and running.
- Created detailed computer hardware inventory in order to determine equipment needed to remote client machines into the back room.
- Attended the annual New World Conference. We are currently running CAD version 9. Version 10 is already out but only has very slight operating improvements for us. Version 11 will be released at the end of the calendar year 2013 and it is anticipated there will be software licensing and installation costs incurred in upgrading.
- Worked with a VOIP vendor to ensure that their addressing is correct.
- Verified that cell phone paging is going out in a timely manner.
- As always, continue to program new alpha pagers and re-program some old ones as well as make cell phone paging changes and officer line-up changes.

Drug / Alcohol Program

In addition to the implementation of the new SOG's and QA program, the D/A program will also be introduced as well as an Employee Assistance Program.

Concerns / Complaints

No concerns or complaint for the period, or unresolved issues.

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Radio /Alpha Paging Issues

We are tracking down some reports of delays in the cell phone paging. We have reviewed the log files here at TN and the delay appears at this point to not be a TN equipment issue. We will continue to work with the cellular vendors to identify the problems as they arise.

The CTS unit has been performing maintenance on the microwave system throughout the state. We utilize the backup paging system during these times. The only problem we have is duplicate pages being sent when the system comes back on line. There maintenance has been completed for now.

Both 33.48 and 33.86 located at Bald Hill are out for repair. Two backup bases have been installed until they are repaired.

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Call For Service By Call Type Report

Print Date/Time: 05/07/2013 09:22
Login ID: scobb
Layer: All
Areas: All

From Date: 04/01/2013 00:00(Continuous)
To Date: 04/30/2013 23:59
Agency Type: Police, Fire, EMS

| CALL FOR SERVICE TYPE | CALLS FOR SERVICE | PERCENT OF TOTAL |
|---------------------------|-------------------|------------------|
| <New Call> | 5 | 0.36 |
| ALS | 486 | 35.09 |
| Appliance Fire | 5 | 0.36 |
| BLS | 489 | 33.86 |
| Brush Fire | 33 | 2.38 |
| Chimney Fire | 14 | 1.01 |
| CO No Symptoms | 11 | 0.79 |
| CO With Symptoms | 1 | 0.07 |
| Dumpster/Debris Fire | 4 | 0.29 |
| Fire Alarm | 42 | 3.03 |
| Fuel Spill | 1 | 0.07 |
| Hazardous Materials | 2 | 0.14 |
| Lift Assist | 55 | 3.97 |
| Natural Gas/Propane Leak | 3 | 0.22 |
| Officer Call | 53 | 3.83 |
| Outside Fire | 18 | 1.3 |
| Search and Rescue | 3 | 0.22 |
| Service Call | 14 | 1.01 |
| Smoke Detector Activation | 2 | 0.14 |
| Smoke In Building | 4 | 0.29 |
| Smoke/Odor Investigation | 17 | 1.23 |
| Standby | 22 | 1.59 |
| Structure Fire | 12 | 0.87 |
| Tree/Wires Down | 8 | 0.58 |
| Unknown Type Fire | 2 | 0.14 |
| Vehicle Accident | 85 | 6.14 |

Call For Service By Call Type Report

Print Date/Time: 05/07/2013 09:22
Login ID: scobb
Layer: All
Areas: All

From Date: 04/01/2013 00:00(Continuous)
To Date: 04/30/2013 23:59
Agency Type: Police, Fire, EMS

| CALL FOR SERVICE TYPE | CALLS FOR SERVICE | PERCENT OF TOTAL |
|---------------------------------|-------------------|------------------|
| Vehicle Accident W/O Injuries | 1 | 0.07 |
| Vehicle Accident/HeadOn | 2 | 0.14 |
| Vehicle Fire | 10 | 0.72 |
| Wires Burning/Arcing | 1 | 0.07 |
| Total Calls For Service: | 1385 | |



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May 14, 2013

To: Tolland County Chiefs

From: Executive Director Tyler Millix

Re: Tone alerting / Radio Usage

The core mission of Tolland County Mutual Aid Fire Service is to answer and process 911 calls and to provide efficient emergency radio communications at all times. This is achieved by established policy and procedure and through the cooperative efforts of both the dispatch center and the stakeholders of the organization; the departments we serve. The administration of TN are always interested in improving our services and as the calls for service increase throughout the County, radio usage increases as well.

One of the issues that we have identified and discussed at a recent Radio Committee Meeting is the fact that there seems to be a growing concern of the dispatching staff not hearing units calling while they are toning other calls. The present radio console that was purchased over ten years ago has an inherent limitation due to the need to cross-mute other frequencies when toning. Basically, due to the complexity of our radio systems throughout the thirteen sites we operate off of, when the staff is dispatching a call on 33.80 the other key operational channels are muted. In an effort to alleviate the amount of air time taken up on 33.80 and again, to improve the services for everyone, the Committee has developed a few solutions that can make a difference immediately along with few other solutions to be considered moving forward.

Immediate Solution to be implemented June 1st 2013

- The Dispatching staff will tone the departments on 33.80 but only state the message once. The message will then be repeated on the operational frequency. Due to the large amount of cell phones and alpha pagers deployed in the County this should not be a huge concern. This will contribute to reducing the muted condition that occurs today.
- TN will cease the use of the warbler after the tones on 33.80. Traditionally, this was used to differentiate between an emergency being broadcast and a routine message. Again, with cell phones and alpha pagers in use the warbler does not really serve a purpose. Other dispatch centers have also ceased using the warbler.

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Items for Consideration

- All departments utilizing more than one tone to activate the department are once again urged to evaluate the effectiveness of the multiple tones. If the use of more than one tone is based on tradition and does not serve a real operational purpose based on the response of your members, please review with your staff if the amount of tones can be reduced. As well as making good operational sense for all departments to evaluate the toning procedures, we must all remain aware that NFPA 1221 6.4.3 clearly defines the allotted time initial dispatch shall be completed. This allotted time includes call processing to the end of actual dispatch. A lengthy tone sequence that does not serve a real operational purpose certainly contributes to missed radio transmissions.
- Situational awareness when signing on can be a huge help as well in reducing the frustration in the field. Checking to see if TN is actively in a tone sequence will indicate that the staff cannot hear you. A habit of scanning or checking 33.80, 33.44, and 33.86 for activity prior to transmitting can certainly contribute to reduction of concerns in the field.
- We are in the process of evaluating radio console vendors to replace the aging system currently in place. One of the most important questions in our review of them will certainly be how we can avoid any cross-muting issues.

The TN administration is committed to providing stellar emergency communications to the departments and we view the member organizations as partners with us to be able to provide these services equally throughout the County. Should you as Chiefs or any of your members have any other suggestions on how to improve the radio communications do not hesitate to call or email either of us.

Tyler F. Millix

Tyler F. Millix, Executive Director
Tolland County Mutual Aid Fire Service

Jack Fisher

Jack Fisher, Radio Committee Chairman
Tolland County Mutual Aid Fire Service

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