



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



Board of Directors Meeting Minutes January 9, 2013

Officers and Directors present: President D. Eaton, Secretary C. Hammick, Treasurer M. Gergler, Dir. D. Dagon, Dir. J. Littell, Dir. J. Fisher, Dir. J. Barton, Finance Director J. Turner and Operations Dir. T. Millix

President D. Eaton called the meeting to order at 19:00

Correspondence: None

J. Fisher made a motion to accept the Secretary's report as written, seconded. Unanimously passed

Finance Director's Report: See attached report
The President moved the Finance Director's report be filed.

Operations Director's Report: See attached report.
Finance Committee Report: No report

Personnel: See attached report
The Personnel Committee recommended the Board adopt the Management Plan presented in November with modifications. Discussion:

M. Gergler made a motion to adopt the Management Plan by March 1, 2013, seconded by J. Fisher. Unanimously passed

Equipment and Grounds:

- Storm doors have been installed
- The snow blower had a flat tire and was repaired

Radio Committee: See attached report

Unfinished business: None

New Business: We will have a speaker at the county meeting.

- President Eaton formed a NEW committee :_Planning Committee, comprised off T Millix, J. Fisher, D. Dagon, M. Gergler, J. Turner, Chris Hammick- Charged with general discussions and planning issues of future expansion, renovation, service needs and objectives, proactive options of the organization.
- Senator Gugliemo and Representative Bachiochi will be at the County meeting to present the divers and dispatchers that were involved with Hurricane Sandy awards.
- One of the regional task force is going to get a command board.

M. Gergler made a motion to adjourn at 20:38, seconded by J. Littell.

Dedicated 911 and dispatching services for the following communities:

ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
MANSFIELD - SOMERS - STAFFORD - TOLLAND - UNION - VERNON - WILLINGTON



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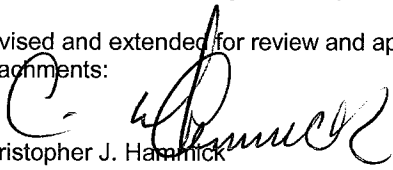
Dispatch: 860-875-2543 Operations Director: 860-872-2421 Finance Manager: 860-871-8684 Fax: 860-872-0382

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Respectfully submitted,
Donna Jellen, Recording Secretary

Revised and extended for review and approval
Attachments:


Christopher J. Hammick
Secretary
TCMAFS

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Fax – 860-872-0382



BOARD OF DIRECTORS

Attendance Roster

2012

TCMAFS OFFICERS

		Present	Absent	Late
PRESIDENT	DAVID EATON Union FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
VICE PRESIDENT*	WAYNE FLETCHER Ashford FD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> _____
SECRETARY*	CHRISTOPHER HAMMICK Vernon FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
TREASURER	MICHAEL GERGLER Mansfield FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

BOARD MEMBERS AT LARGE

DIRECTOR	JOHN FISHER Vernon FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
DIRECTOR*	CURT DOWLING Andover FD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> _____
DIRECTOR	DAVID DAGON Mansfield FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
DIRECTOR*	JOHN LITTELL Tolland FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
DIRECTOR	JAMES BARTON Warehouse Point FD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

TCMAFS EXECUTIVE OFFICERS

FINANCE DIRECTOR	JOHN TURNER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
OPERATIONS DIRECTOR	TYLER MILLIX	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

GUESTS 1. Donna Jable 2. _____ 3. _____

* = POSITION TO BE ELECTED 2013

MEETING DATE JAN 9, 2013

Rev 1/2012

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 MANSFIELD - SOMERS - STAFFORD - TOLLAND - UNION - VERNON - WILLINGTON

Report Date: 1-Jan-13

First Niagara - Municipal Operating Fund 8317

Operating Funds

1-Dec-12	Balance	\$	94,361.98	Small Bus. Checking
	Debits	\$	(18,463.38)	
	Deposits	\$	47,785.42	
	Interest	\$	2.99	0.03 APYE
31-Dec-12	Balance	\$	123,687.01	

First Niagara - State Operating Fund 6052

Operating Funds

1-Dec-12	Balance	\$	22,402.20	Non Profit Now Checking
	Debits	\$	(220,467.72)	
	Deposits	\$	258,475.00	
	Interest	\$	-	0.000 APYE
31-Dec-12	Balance	\$	60,409.48	

First Niagara - Money Mkt. Savings 9270

Obligations & Encumbered Funds

1-Dec-12	Balance	\$	20,369.34	Prem. Bus. Money Mkt. Savings
	Debits	\$	-	w/ Overdraft Protection for 8317
	Deposits	\$	-	
	Interest	\$	0.52	0.03 APYE
31-Dec-12	Balance	\$	20,369.86	

First Niagara - Prem. Bus. Money Mkt. Savings 5929

Obligations & Encumbered Funds

1-Dec-12	Balance	\$	449,279.78	Premium Bus. Money Mkt. Savings
	Debits	\$	(50,000.00)	from 8317
	Deposits	\$	-	
	Interest	\$	102.98	0.30 APYE
31-Dec-12	Balance	\$	399,382.76	

First Niagara - Prem. Bus. Money Mkt. Savings 6409

State Funds Money Mkt.

1-Dec-12	Balance	\$	15,028.37	Premium Bus. Money Mkt. Savings
	Debits	\$	-	from 6052
	Deposits	\$	125,000.00	w/ Overdraft Protection for 6052
	Interest	\$	7.07	0.08 APYE
31-Dec-12	Balance	\$	140,035.44	

First Niagara - Support Svcs. 6060

Support Services Funds

1-Dec-12	Balance	\$	10,012.91	Comm. Money Mkt. Savings
	Debits	\$	-	
	Deposits	\$	-	
	Interest	\$	0.25	0.03 APYE
31-Dec-12	Balance	\$	10,013.16	

First Niagara - Firehouse Prgm. 6391

Firehouse Interface

1-Dec-12	Balance	\$	5,946.71	non-profit checking
	Debits	\$	-	
	Deposits	\$	2,500.00	
	Interest	\$	-	0.00 APYE
31-Dec-12	Balance	\$	8,446.71	

New Financial Format Report March 1, 2012

Rockville Bank - 9177 (TF)

Funds from Tower Fund

1-Dec-12	Balance	\$	25,998.82	Checking
	Debits	\$	(6,400.00)	
	Deposits	\$	2,834.50	
	Interest	\$	0.99	0.05 APYE
31-Dec-12	Balance	\$	22,434.31	

Rockville Bank - 8616 (TF)

Funds from Tower Fund

1-Dec-12	Balance	\$	261,077.66	Sig. Money Mkt. Started 1-3-11
	Debits	\$	-	from 9177
	Deposits	\$	-	
	Interest	\$	41.37	0.20 APYE
31-Dec-12	Balance	\$	261,119.03	

Rockville Bank - 5870 SS

Support Services Funds

1-Dec-12	Balance	\$	1,783.18	Checking
	Debits	\$	-	
	Deposits	\$	-	
	Interest	\$	0.07	0.00 APYE
31-Dec-12	Balance	\$	1,783.25	

Savings Institute Bank & Trust

Obligations & Encumbered Funds

1-Dec-12	Balance	\$	151,064.21	Money Market w/ checking
	Debits	\$	-	
	Deposits	\$	-	
	Interest	\$	31.99	0.25 APYE
31-Dec-12	Balance	\$	151,096.20	

Summary of Account Balances

1-Jan-13	For BOD January 2013			
FN 8317	Municipal Operating Fund	\$	123,687.01	checking
FN 6052	State Operating Fund	\$	60,409.48	checking
FN 9270	Obligations & Encumbered Funds	\$	20,369.86	MM savings
FN 5929	Obligations & Encumbered Funds	\$	399,382.76	MM savings
FN 6060	Support Services	\$	10,013.16	MM savings
FN 6391	Firehouse Checking Acct.	\$	8,446.71	checking
FN 6409	State Funds Money Mkt.	\$	140,035.44	MM savings
	FN Total	\$	762,344.42	
RB 9177	Tower Funds	\$	22,434.31	checking
RB 8616	Tower Funds	\$	261,119.03	MM savings
RB 5870	Support Services	\$	1,783.25	checking
	RB Total	\$	285,336.59	
SIB&T 1841	Obligations & Encumbered Funds	\$	151,096.20	MM savings
	SIB&T Total	\$	151,096.20	
Total all accounts, all banks:		\$	1,198,777.21	

Corporate Financial Obligations			Date:	7-Jan-13
Accrued Employee Liability	7-Jan-13	\$	63,599.20	<i>Listed @ 100% obligation.</i>
Accrued Liability - Retirement	30-Jun-11	\$	92,401.00	<i>Listed @ 100% obligation. Built into operating budget.</i>
Loan Balance	19-Nov-12	\$	270,255.00	<i>Listed @ 100% obligation. Built into operating budget.</i>
	Total:	\$	426,255.20	
Encumbered Operating Expenses				
Operating Reserve Fund	2 months	\$	230,000.00	<i>est. \$115,000.00 per month avg.</i>
Vehicle Replacement		\$	24,000.00	<i>\$6,000.00 added annually, 2012-13 added 7-1-12</i>
* Emergency Event Fund		\$	10,000.00	
	Total:	\$	264,000.00	
Encumbered Project Expenses Authorized				
Coventry Tower Radio Upgrades		\$	55,000.00	<i>State Tech. - In Progress</i>
Radio replacement & Narrow				<i>Radio replacement BH - ordered and</i>
Banding Project 453.275		\$	20,000.00	<i>Narrow banding expenses.</i>
VHF Paging 153.125	5 units - 3 complete	\$	24,500.00	<i>Placed on hold - Dec. 7, 2011</i>
Radio review for Tactical Contract		\$	10,000.00	<i>Authorized June 2012</i>
Board Rm Training center		\$	5,800.00	<i>Authorized June 2012</i>
IT - Plotter		\$	5,700.00	<i>Authorized July 2012</i>
Hebron Radio Up-grade		\$	50,000.00	<i>Authorized July 2012</i>
Bald Hill Lo Band		\$	27,000.00	<i>Authorized Nov. 2012</i>
EW 153.125		\$	5,000.00	<i>Authorized Nov. 2012</i>
Bald Hill Roof		\$	6,400.00	<i>Authorized Sept. 2012</i>
	Total:	\$	209,400.00	
Encumbered Project Expenses Pending Estimated full project costs.				
Dispatch Console Upgrade		\$	275,000.00	
Dispatch Furniture & Floor Replacement		\$	70,000.00	<i>Committee moving forward</i>
UHF Radio Replacement 453.275		\$	63,000.00	<i>System build out</i>
Infrastructure Maint. (Radio & Tower)		\$	10,000.00	<i>non scheduled maint.</i>
UHF Radio Replacement 453.375		\$	12,000.00	<i>Gates Hill - placed on hold 12-7-11</i>
	Total:	\$	430,000.00	
Sum of all obligations and encumbered expenses:			Total:	\$ 1,329,655.20

Project Description	TN Project #	Est. full cost	Est. Reimbursement	Date of request	OSET Approval date	final papers sent for payment to OSET	payment received - check #	STATUS
Client computer upgrades (3) & New World upgrade Board Room - Training Station		\$ 13,361.94	\$ 3,680.97	3-Apr-12	pending partial approval?	5-Sep-12	NW reimbursement of \$3,000.00 Ch. #13943825 10-17-12 2nd check rec'd 1-8-13 366037. ok. #14002395	CLOSED
Plotter		\$ 5,713.10	\$ 2,866.65	3-Aug-12	10-Oct-12			OPEN
Bald Hill Lo Band radio replacements		\$ 5,768.25	\$ 2,884.12	5-Sep-12	10-Oct-12	13-Nov-12		OPEN
Hebron Radio Up-grades	12-10-013-0	\$ 12,665.40	\$ 6,332.70	10-Dec-12				
Bald Hill Roof Project		\$ 50,831.60	\$ 25,415.80	13-Dec-12				
East Windsor / BBFD 153.125		\$ 6,400.00	\$ 3,200.00	6-Nov-12				
Bald Hill Lo Band radio replacements 33.78		\$ 14,788.60	\$ 7,394.30	10-Dec-12	pending submission			
Final submitted to OSET, Amount pending for reimbursement: Jan. 8, 2013			\$ 2,884.12					
Request submitted and pending approval of project.			\$ 42,342.80					

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Request submitted and pending approval of project.			\$ 42,342.80					

Reimbursements - State of Connecticut

Training Funds 2012-13

8-Jan-13

Funds Available \$ -

Amount	Activity	Date Submitted	Date Paid	Amount Paid	Check #	Status
#1. \$ 1,919.46	APCO Int. - Thompson	25-Sep-12	8-Jan-13	1919.46	14003295	CLOSED
#2 \$ 3,875.74	COMT July 16-20, 2012	27-Sep-12				OPEN
#3 \$ 433.21	COMT Oct. 9, 2012	15-Oct-12				OPEN
#4 \$ 857.51	Atlantic -APCO Stamford	23-Nov-12				OPEN
#5 \$ 460.00	APCO dues	23-Nov-12				OPEN

\$ 5,626.46 Balance pending payment by OSET.

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01/09/13

Cash Basis

TOLLAND COUNTY MUTUAL AID

Profit & Loss Budget vs. Actual

July 2012 through June 2013

	Jul '12 - Jun 13	Budget	\$ Over Budget	% of Budget
Income				
911 Fund (OSET)	583,242.81	777,657.08	-194,414.27	75.0%
Administrative Paging Fees	75.00	2,250.00	-2,175.00	3.3%
Alarm Fees	34,125.00	53,000.00	-18,875.00	64.4%
Capital Expense Reimbursement	26,748.88	50,000.00	-23,253.12	53.5%
Charitable Donations	50.00	56,040.00	-14,010.00	75.0%
CMED	42,030.00	2,500.00	5,000.00	300.0%
Firehouse Interface	7,500.00	2,300.00	-1,195.85	48.0%
Interest	1,104.15			
Program Income		422,005.00	-17,713.64	95.8%
Member Assessments	404,291.36	20,025.00	10.37	100.1%
Membership Dues	20,035.37	10,500.00	-437.46	95.8%
Support Services	10,062.54			
Total Program Income	434,389.27	452,530.00	-18,140.73	96.0%
Tower Rental - Cell	21,411.53	28,014.00	-6,602.47	76.4%
Training Reimbursement	4,097.46	5,000.00	-902.54	81.9%
Uncategorized Income	0.00	0.00	0.00	0.0%
Total Income	1,164,772.10	1,429,291.08	-274,518.98	80.8%
Expense				
ADMINISTRATION				
Administrative Paging (QV)	2,550.00	2,250.00	300.00	113.3%
Business Expenses				
FCC - Lic.	430.00	1,000.00	-570.00	43.0%
Business Expenses - Other	494.16	850.00	-355.84	58.1%
Total Business Expenses	924.16	1,850.00	-925.84	50.0%
Contract Services				
Accounting Fees	7,490.00	8,000.00	-510.00	93.6%
Consultant Services	2,185.00	1,000.00	1,185.00	218.5%
Legal Fees	3,571.10	1,062.00	2,509.10	336.3%
Total Contract Services	13,246.10	10,062.00	3,184.10	131.6%
Copier Lease	1,640.50	2,778.00	-1,137.50	59.1%
Good & Welfare	235.59	500.00	-264.41	47.1%
Insurance				
Apparatus & Portable Equipment	1,209.50	1,600.00	-390.50	75.6%
Package (Property, Liability)	14,831.22	19,500.00	-4,668.78	76.1%
Umbrella	1,117.00	1,500.00	-383.00	74.5%
Total Insurance	17,157.72	22,600.00	-5,442.28	75.9%
Membership dues	0.00	500.00	-500.00	0.0%
Mortgage	17,778.66	35,640.00	-17,861.34	49.9%
Office Supplies	1,174.08	2,500.00	-1,325.92	47.0%
Postage	345.50	500.00	-154.50	69.1%
Sales Tax	643.00			
Total ADMINISTRATION	55,695.31	79,180.00	-23,484.69	70.3%

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01/09/13

Cash Basis

TOLLAND COUNTY MUTUAL AID Profit & Loss Budget vs. Actual July 2012 through June 2013

	Jul '12 - Jun 13	Budget	\$ Over Budget	% of Budget
Building & Grounds Expenses				
Diesel Fuel for Generator	0.00	450.00	-450.00	0.0%
FPT - Sprinklers/Alarm	626.00	1,200.00	-574.00	52.2%
Janitorial Services	3,510.00	7,635.00	-4,125.00	46.0%
Lawn Care	2,991.00	4,800.00	-1,809.00	62.3%
Maintenance & Repair	10,308.11	13,800.00	-3,491.89	74.7%
Pest Control	300.00	500.00	-200.00	60.0%
Security System	0.00	200.00	-200.00	0.0%
Snow Removal	0.00	1,250.00	-1,250.00	0.0%
Supplies	684.99	1,300.00	-615.01	52.7%
Utilities				
Cell Phones	1,414.13	3,200.00	-1,785.87	44.2%
Electricity				
Electricity - Bald Hill	7,647.62	14,500.00	-6,852.38	52.7%
Electricity - Tolland Green	6,817.23	14,500.00	-7,682.77	47.0%
Total Electricity	14,464.85	29,000.00	-14,535.15	49.9%
Heating Oil	2,247.87	6,000.00	-3,752.13	37.5%
Internet & Cable TV	1,119.66	2,280.00	-1,160.34	49.1%
Internet Bald Hill	494.00	1,044.00	-550.00	47.3%
Propane	1,467.87	1,700.00	-232.13	86.3%
Telephone	7,968.58	13,500.00	-5,531.42	59.0%
Trash Collection	655.20	1,128.00	-472.80	58.1%
Water	370.96	500.00	-129.04	74.2%
Water - Fire Protection	275.81	500.00	-224.19	50.1%
Water Cooler	251.25	400.00	-148.75	62.8%
Total Utilities	30,730.18	59,302.00	-28,571.82	51.8%
Building & Grounds Expenses - Other	101.36	90,437.00	-41,185.36	54.5%
OPERATIONS				
Capital Purchases	8,173.25	60,000.00	-51,826.75	13.6%
Computer Expenses	3,496.09	12,550.00	-9,053.91	27.9%
Equipment Repairs	26,677.56	30,000.00	-3,322.44	88.9%
FEMA/PISIC Deployment				
Deployment Expenses	395.63			
Mileage related to deployment	107.34			
Total FEMA/PISIC Deployment	502.97			
Lease				
Storage (off-site)	756.60	1,560.00	-803.40	48.5%
Tower Space	3,500.00	4,800.00	-1,300.00	72.9%
Total Lease	4,256.60	6,360.00	-2,103.40	66.9%

TOLLAND COUNTY MUTUAL AID
Profit & Loss Budget vs. Actual
 July 2012 through June 2013

	Jul '12 - Jun 13	Budget	\$ Over Budget	% of Budget
Maintenance Contracts				
Computers (Fuss & O'Neill)	22,151.79	30,000.00	-7,848.21	73.8%
Firehouse Interface	960.00			
Generator	1,112.83	1,200.00	-87.37	92.7%
Mapping Software (ESRI)	0.00	1,500.00	-1,500.00	0.0%
New World Systems (CAD)	3,872.00	21,000.00	-17,128.00	18.4%
Powerphone	4,350.00	4,350.00	0.00	100.0%
QY Alpha Paging	3,465.00	115.00	3,350.00	103.4%
Recorder	3,494.00	3,350.00	144.00	104.3%
Telephone	0.00	1,200.00	-1,200.00	0.0%
Total Maintenance Contracts	39,405.42	65,950.00	-26,544.58	59.8%
Support Services				
SS - Motor Vehicle Exp.	3,184.00	2,000.00	1,184.00	159.2%
SS New Equipment	0.00	4,000.00	-4,000.00	0.0%
SS Repair & Maint	194.95	2,000.00	-1,805.05	9.7%
SS Training	0.00	2,500.00	-2,500.00	0.0%
Total Support Services	3,378.95	10,500.00	-7,121.05	32.2%
Training				
Travel	2,699.09	5,200.00	-2,500.91	51.9%
Vehicle	86.47	250.00	-163.53	34.6%
Fuel	2,329.52	5,200.00	-2,870.48	44.8%
Maintenance & Repairs	1,257.83	1,500.00	-242.17	83.9%
Total Vehicle	3,587.35	6,700.00	-3,112.65	53.5%
Website	128.70	1,000.00	-871.30	12.9%
Total OPERATIONS	92,392.45	198,510.00	-106,117.55	48.5%
PERSONNEL				
CAD Maintenance	0.00	0.00	0.00	0.0%
Employee Medical Testing	276.50			
Finance Director	0.00	0.00	0.00	0.0%
Health Insurance				
Dental & Life Insurance	8,665.22	14,441.00	-5,775.78	60.0%
Medical Insurance	67,878.41	145,700.00	-77,821.59	46.6%
Total Health Insurance	76,543.63	160,141.00	-83,597.37	47.8%
Payroll Fees	1,315.90	3,000.00	-1,684.10	43.9%
Payroll Taxes	124,973.95	230,259.00	-105,285.05	54.3%
Retirement	51,197.21	91,000.00	-39,802.79	56.3%
Secretary	600.00	1,400.00	-800.00	42.9%
Uniforms	690.69	2,500.00	-1,809.31	27.6%
Wages	303,339.70	539,000.00	-235,660.30	56.3%
Worker's Compensation Insurance	2,621.22	3,350.00	-728.78	78.2%
Total PERSONNEL	561,558.80	1,030,650.00	-469,091.20	54.5%
Total Expense	758,896.20	1,998,777.00	-639,878.80	54.3%
Net Income	395,873.90	30,514.08	365,359.82	1,297.3%

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01/04/13

Cash Basis

TOLLAND COUNTY MUTUAL AID
Profit & Loss Detail
 December 1, 2012 through January 4, 2013

Type	Date	Num	Name	Memo	Cir	Split	Original Amount	Paid Amount	Balance
Income									
911 Fund (OSET)									
Invoice	12/12/2012	OSET...	STATE OF CONN ...	Regional Fun...		Accounts Rec...	777,657.08	194,414.27	194,414.27
Total 911 Fund (OSET)							777,657.08	194,414.27	194,414.27
Alarm Fees									
Invoice	12/3/2012	636-1...	Town of Tolland - P...	ANNUAL FE...		Accounts Rec...	250.00	250.00	250.00
Invoice	12/3/2012	617-1...	Town of Tolland - P...	ANNUAL FE...		Accounts Rec...	250.00	250.00	500.00
Invoice	12/5/2012	698-1...	VERNON SENIOR ...	ANNUAL FE...		Accounts Rec...	250.00	250.00	750.00
Invoice	12/7/2012	622-1...	MORRISON & JOH...	ANNUAL FE...		Accounts Rec...	250.00	250.00	1,000.00
Invoice	12/7/2012	531-1...	SWIFT	ANNUAL FE...		Accounts Rec...	250.00	250.00	1,250.00
Invoice	12/10/2012	568-1...	ROSE COMMONS	ANNUAL FE...		Accounts Rec...	250.00	250.00	1,500.00
Invoice	12/10/2012	505-1...	STAFFORD SAVIN...	ANNUAL FE...		Accounts Rec...	250.00	250.00	1,750.00
Invoice	12/12/2012	562-1...	HARKINS, JOHN	Quarterly fee ...		Accounts Rec...	62.50	62.50	1,812.50
Invoice	12/14/2012	903-1...	Petty, Michelle & Dale	ANNUAL FE...		Accounts Rec...	250.00	250.00	2,062.50
Invoice	12/17/2012	872-1...	EASTMAN	ANNUAL FE...		Accounts Rec...	250.00	250.00	2,312.50
Invoice	12/17/2012	871-1...	BOLTON RESIDEN...	ANNUAL FE...		Accounts Rec...	250.00	250.00	2,562.50
Invoice	12/17/2012	874-1...	PITKAT CONGRE...	ANNUAL FE...		Accounts Rec...	250.00	250.00	2,812.50
Invoice	12/17/2012	875-1...	VERNON HOUSIN...	ANNUAL FE...		Accounts Rec...	250.00	250.00	3,062.50
Invoice	12/20/2012	822-1...	VERNON PUBLIC ...	ANNUAL FE...		Accounts Rec...	250.00	250.00	3,312.50
Invoice	12/20/2012	848-1...	WORLD WIDE/OL...	ANNUAL FE...		Accounts Rec...	250.00	250.00	3,562.50
Invoice	12/21/2012	521-1...	STAR HILL ATHEL...	ANNUAL FE...		Accounts Rec...	250.00	250.00	3,812.50
Invoice	12/21/2012	725-1...	FLORENCE MILLS ...	ANNUAL FE...		Accounts Rec...	250.00	250.00	4,062.50
Invoice	12/26/2012	578-1...	ADAMS	ANNUAL FE...		Accounts Rec...	250.00	250.00	4,312.50
Invoice	12/26/2012	764-1...	ELLINGTON DIRE...	ANNUAL FE...		Accounts Rec...	250.00	250.00	4,562.50
Invoice	12/31/2012	543-1...	SANDBERG, Angel...	ANNUAL FE...		Accounts Rec...	250.00	250.00	4,812.50
Invoice	1/2/2013	584-1...	BAKERS COUNTR...	ANNUAL FE...		Accounts Rec...	250.00	250.00	5,062.50
Total Alarm Fees							5,062.50	5,062.50	5,062.50
CMED									
Invoice	12/12/2012	CME...	STATE OF CONN ...	CMED fundin...		Accounts Rec...	56,040.00	14,010.00	14,010.00
Total CMED							56,040.00	14,010.00	14,010.00
Firehouse Interface									
Invoice	12/4/2012	FH-7...	MANSFIELD FIRE ...	Initial compa...		Accounts Rec...	2,500.00	1,250.00	1,250.00
Invoice	12/15/2012	FH-3...	BROAD BROOK FI...	Initial compa...		Accounts Rec...	2,500.00	1,250.00	2,500.00
Total Firehouse Interface							2,500.00	2,500.00	2,500.00
Program Income									
Member Assessments									
Invoice	12/10/2012	TOL ...	TOLLAND FIRE DE...	ANNUAL FE...		Accounts Rec...	43,749.40	14,583.14	14,583.14
Invoice	12/12/2012	ELL 4...	ELLINGTON 911 C...	ANNUAL FE...		Accounts Rec...	45,469.10	22,734.55	37,317.69
Total Member Assessments							37,317.69	37,317.69	37,317.69

TOLLAND COUNTY MUTUAL AID
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Membership Dues									
Invoice	12/7/2012	AMR ...	AMERICAN MEDIC...	ANNUAL ME...		Accounts Rec...	5,500.00	5,500.00	5,500.00
Invoice	12/10/2012	TOL ...	TOLLAND FIRE DE...	ANNUAL ME...		Accounts Rec...	8.34	5,508.34	5,508.34
Total Membership Dues									
Support Services									
Invoice	12/10/2012	TOL ...	TOLLAND FIRE DE...	ANNUAL FE...		Accounts Rec...	750.00	250.00	250.00
Total Support Services									
Total Program Income									
Tower Rental - Cell									
Invoice	12/3/2012	ATT 7...	AT&T Wireless	130 Bald Hill ...		Accounts Rec...	28,014.00	2,834.50	2,834.50
Invoice	1/3/2013	ATT 7...	AT&T Wireless	130 Bald Hill ...		Accounts Rec...	28,014.00	2,904.53	5,739.03
Total Tower Rental - Cell									
Total Income									
Expense									
ADMINISTRATION									
Business Expenses									
Check	12/21/2012	19194	Cardmember Servic...	CT Sec. of St...		FN Municipal ...	50.00	50.00	50.00
Total Business Expenses									
Contract Services									
Legal Fees									
Check	12/11/2012	19182	Siegel, O'Connor, O...	Inv. # 132458		FN Municipal ...	31.00	31.00	31.00
Total Legal Fees									
Total Contract Services									
Copier Lease									
Check	12/8/2012	19179	CIT TECHNOLOGY...	Copier Lease...		FN Municipal ...	211.41	211.41	211.41
Total Copier Lease									
Insurance									
Apparatus & Portable Equipment									
Check	1/3/2013	19215	WILCOX & REYNO...	Inv. # 23848		FN Municipal ...	826.00	826.00	826.00
Total Apparatus & Portable Equipment									
Package (Property, Liability)									
Check	1/3/2013	19215	WILCOX & REYNO...	Inv. # 23847		FN Municipal ...	9,710.50	9,710.50	9,710.50
Total Package (Property, Liability)									

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Check	1/3/2013	19215	WILCOX & REYNO...	Inv. #23849		FN Municipal ...	748.50	748.50	748.50
Total Umbrella									
Total Insurance									
Mortgage									
Check	12/26/2012	19205	First Niagara Bank, ...	Statement D...		FN Municipal ...	2,963.11	2,963.11	2,963.11
Total Mortgage									
Office Supplies									
Check	12/13/2012	19189	W.B.MASON	Invoice # 108...		FN Municipal ...	109.98	109.98	109.98
Check	12/21/2012	19192	W.B.MASON	Invoice # 108...		FN Municipal ...	86.98	86.98	196.96
Check	12/21/2012	19192	W.B.MASON	Invoice # 108...		FN Municipal ...	82.97	82.97	279.93
Check	12/21/2012	19198	W.B.MASON	Invoice # 108...		FN Municipal ...	91.98	91.98	371.91
Check	12/28/2012	19206	CBS	Inv. #840435 ...		FN Municipal ...	31.57	31.57	403.48
Total Office Supplies									
Postage									
Check	12/21/2012	19194	Cardmember Servic...	USPS 11/23 ...		FN Municipal ...	63.20	63.20	63.20
Check	12/26/2012	19201	John W. Turner	Postage Vou...		FN Municipal ...	15.15	15.15	78.35
Total Postage									
Total ADMINISTRATION									
Building & Grounds Expenses									
Janitorial Services									
Check	12/3/2012	19171	ALL-BRITE & CO, I...	November 20...		FN Municipal ...	585.00	585.00	585.00
Check	12/31/2012	19207	ALL-BRITE & CO, I...	December 20...		FN Municipal ...	585.00	585.00	1,170.00
Total Janitorial Services									
Lawn Care									
Check	12/12/2012	19187	CARLSON PROPE...	Inv. # 1524 M...		FN Municipal ...	867.00	867.00	867.00
Total Lawn Care									
Maintenance & Repair									
Check	12/8/2012	123	Economy Home Im...	Roof repair T...		RB Tower Ck ...	6,400.00	6,400.00	6,400.00
Check	12/21/2012	19192	W.B.MASON	Invoice # 108...		FN Municipal ...	121.61	121.61	6,521.61
Check	12/21/2012	19194	Cardmember Servic...	CT Flags No...		FN Municipal ...	49.75	49.75	6,571.36
Total Maintenance & Repair									
Pest Control									
Check	12/26/2012	19204	WILLINGTON PES...	Invoice #125...		FN Municipal ...	50.00	50.00	50.00
Total Pest Control									

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Supplies									
Check	12/8/2012	19180	STAR HARDWARE	Inv. #139655,...		FN Municipal ...	116.21	116.21	116.21
Check	12/11/2012	19185	W.B.MASON	Invoice # 108...		FN Municipal ...	99.98	99.98	216.19
Total Supplies									
Utilities									
Cell Phones									
Check	12/3/2012	19173	Verizon Wireless	Acct # 78651,...		FN Municipal ...	254.27	254.27	254.27
Check	1/1/2013	19210	Verizon Wireless	Acct # 78651,...		FN Municipal ...	250.79	250.79	505.06
Total Cell Phones									
Electricity									
Electricity - Bald Hill									
Check	12/21/2012	19193	CONNECTICUT LI...	Bald Hill usu...		FN Municipal ...	507.88	507.88	507.88
Check	12/21/2012	19197	Glacial Energy	Acct # 51731,...		FN Municipal ...	705.43	705.43	1,213.31
Total Electricity - Bald Hill									
Electricity - Tolland Green									
Check	12/21/2012	19193	CONNECTICUT LI...	Green usuag...		FN Municipal ...	497.69	497.69	497.69
Check	12/21/2012	19197	Glacial Energy	Acct. # 5120,...		FN Municipal ...	699.08	699.08	1,196.77
Total Electricity - Tolland Green									
Total Electricity									
Heating Oil									
Check	12/26/2012	19200	GOTTIER FUEL C...	Del Ticket Inv...		FN Municipal ...	908.72	908.72	908.72
Total Heating Oil									
Internet & Cable TV									
Check	12/5/2012	19176	COMCAST	Tolland Gree...		FN Municipal ...	186.61	186.61	186.61
Check	1/1/2013	19211	COMCAST	TG Internet ...		FN Municipal ...	186.61	186.61	373.22
Total Internet & Cable TV									
Internet Bald Hill									
Check	12/11/2012	19183	COMCAST	BH Internet ...		FN Municipal ...	82.34	82.34	82.34
Total Internet Bald Hill									
Propane									
Check	12/11/2012	19184	SUPERIOR ENERGY	Tank rental bi...		FN Municipal ...	10.00	10.00	10.00
Total Propane									
Telephone									
Check	12/5/2012	19174	AT&T	Billing Date: ...		FN Municipal ...	13.74	13.74	13.74
Check	12/8/2012	19181	AT&T	Billing Date: ...		FN Municipal ...	1,358.76	1,358.76	1,372.50
Check	12/31/2012	19208	AT&T	Billing Date: ...		FN Municipal ...	13.74	13.74	1,386.24
Total Telephone									

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Type	Date	Num	Name	Memo	Clr	Split	Original Amount	Paid Amount	Balance
Trash Collection									
Check	12/5/2012	19177	WILLIMANTIC WA...	Invoice #125...		FN Municipal ...	93.60	93.60	93.60
Check	1/2/2013	19213	WILLIMANTIC WA...	Invoice #126...		FN Municipal ...	93.60	93.60	187.20
Total Trash Collection									
Water									
Check	1/2/2013	19214	CONNECTICUT W...	Acct. #00078...		FN Municipal ...	142.80	142.80	142.80
Total Water									
Water Cooler									
Check	12/12/2012	19186	VILLAGE SPRING...	Inv. # 102422...		FN Municipal ...	39.50	39.50	39.50
Total Water Cooler									
Total Utilities									
Total Building & Grounds Expenses									
OPERATIONS									
Computer Expenses									
Check	12/13/2012	19190	First Niagara Bank, ...	Misc Apple		FN Municipal ...	29.22	29.22	29.22
Total Computer Expenses									
Equipment Repairs									
Check	12/13/2012	19188	COMMUNICATION...	Inv. #. 32457 ...		FN Municipal ...	925.00	925.00	925.00
Check	12/13/2012	19190	First Niagara Bank, ...	Wireless Zon...		FN Municipal ...	47.85	47.85	972.85
Total Equipment Repairs									
FEMA/PISIC Deployment Expenses									
Check	12/5/2012	19178	Jeffrey J. Ruest	Food for EM...		FN Municipal ...	350.63	350.63	350.63
Total Deployment Expenses									
Total FEMA/PISIC Deployment									
Lease									
Storage (off-site)									
Check	12/26/2012	19202	Hockanum Transpo...	Inv. #9610 D...		FN Municipal ...	756.60	756.60	756.60
Total Storage (off-site)									
Tower Space									
Check	1/2/2013	124	STANEK ELECTR...	Inv. #42248		RB Tower Ck ...	1,800.00	1,800.00	1,800.00
Total Tower Space									
Total Lease									
								2,556.60	2,556.60

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Type	Date	Num	Name	Memo	Cir	Split	Original Amount	Paid Amount	Balance
Support Services									
SS Repair & Maint									
Check	12/31/2012	19209	TELREPCO	Inv. #125591 ...		FN Municipal ...	80.00	80.00	80.00
Total SS Repair & Maint									
Total Support Services									
Vehicle									
Fuel									
Check	12/21/2012	19191	Wright Express Fle...	Inv. #315346...		FN Municipal ...	366.31	366.31	366.31
Total Fuel									
Maintenance & Repairs									
Check	12/5/2012	19175	EXXON MOBIL	Invoice #718...		FN Municipal ...	12.74	12.74	12.74
Check	12/21/2012	19196	Franc Motors Inc.	Inv. #44541		FN Municipal ...	482.95	482.95	495.69
Total Maintenance & Repairs									
Total Vehicle									
Total OPERATIONS									
PERSONNEL									
Employee Medical Testing									
Check	12/13/2012	19190	First Niagara Bank, ...	Foley - AGB...		FN Municipal ...	200.00	200.00	200.00
Check	1/2/2013	19212	Foley Carrier Servic...	Inv. #41883		FN Municipal ...	76.50	76.50	276.50
Total Employee Medical Testing									
Health Insurance									
Dental & Life Insurance									
Check	12/22/2012	1127	ANTHEM BLUE CR...	Inv. # 323490...		State Operatin...	1,991.02	1,991.02	1,991.02
Total Dental & Life Insurance									
Medical Insurance									
Check	12/21/2012	1126	STIRLING BENEFI...	Billing date 1...		State Operatin...	9,706.46	9,706.46	9,706.46
Total Medical Insurance									
Total Health Insurance									
Payroll Fees									
Check	12/7/2012		ADP	period ending...		State Operatin...	50.73	50.73	50.73
Check	12/14/2012		ADP	period ending...		State Operatin...	50.73	50.73	101.46
Check	12/21/2012		ADP	period ending...		State Operatin...	54.48	54.48	155.94
Check	12/28/2012		ADP	period ending...		State Operatin...	47.00	47.00	202.94
Check	1/4/2013		ADP	period ending...		State Operatin...	49.49	49.49	252.43
Total Payroll Fees									
								11,697.48	11,697.48
								252.43	252.43

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Type	Date	Num	Name	Memo	Cir	Split	Original Amount	Paid Amount	Balance
Payroll Taxes									
Check	12/5/2012		ADP	period ending...		State Operatin...	4,501.15	4,501.15	4,501.15
Check	12/12/2012		ADP	period ending...		State Operatin...	4,937.73	4,937.73	9,438.88
Check	12/19/2012		ADP	period ending...		State Operatin...	7,712.76	7,712.76	17,151.64
Check	12/26/2012		ADP	period ending...		State Operatin...	4,162.31	4,162.31	21,313.95
Check	1/2/2013		ADP	period ending...		State Operatin...	5,313.11	5,313.11	26,627.06
Total Payroll Taxes									
								26,627.06	26,627.06
Retirement									
Check	12/14/2012	1125	STATE OF CONN ...	Payment for ...		State Operatin...	7,225.91	7,225.91	7,225.91
Check	12/14/2012	1125	STATE OF CONN ...	Payment for ...		State Operatin...	122.18	122.18	7,348.09
Check	1/4/2013	1128	STATE OF CONN ...	Payment for ...		State Operatin...	7,597.16	7,597.16	14,945.25
Total Retirement									
								14,945.25	14,945.25
Secretary									
Check	12/3/2012	19172	DONNA JELLEN	For Secretary...		FN Municipal ...	75.00	75.00	75.00
Check	12/21/2012	19195	DONNA JELLEN	For Secretary...		FN Municipal ...	75.00	75.00	150.00
Total Secretary									
								150.00	150.00
Uniforms									
Check	12/22/2012	19199	PAUL JACKSON CO.	Invoice # 4803		FN Municipal ...	210.00	210.00	210.00
Total Uniforms									
								210.00	210.00
Wages									
Check	12/5/2012		ADP	period ending...		State Operatin...	11,133.07	11,133.07	11,133.07
Check	12/5/2012	1123	TOLLAND COUNT...	Union Dues f...		State Operatin...	109.78	109.78	11,242.85
Check	12/11/2012	1124	Matthew Brink	Closure pay...		State Operatin...	4,087.68	4,087.68	15,330.53
Check	12/12/2012		ADP	period ending...		State Operatin...	11,991.94	11,991.94	27,322.47
Check	12/12/2012		TOLLAND COUNT...	Union Dues f...		State Operatin...	105.68	105.68	27,428.15
Check	12/19/2012		ADP	period ending...		State Operatin...	9,388.67	9,388.67	36,816.82
Check	12/20/2012		TOLLAND COUNT...	Union dues f...		FN Municipal ...	103.27	103.27	36,920.09
Check	12/26/2012		ADP	period ending...		State Operatin...	9,861.58	9,861.58	46,781.67
Check	12/26/2012		TOLLAND COUNT...	Union Dues f...		State Operatin...	99.17	99.17	46,880.84
Check	12/26/2012		ADP	period ending...		State Operatin...	9,672.82	9,672.82	56,553.66
Check	1/2/2013		TOLLAND COUNT...	period ending...		State Operatin...	99.17	99.17	56,652.83
Check	1/2/2013		TOLLAND COUNT...	Union Dues f...		State Operatin...	99.17	99.17	56,652.83
Total Wages									
								56,652.83	56,652.83
Total PERSONNEL									
								110,811.55	110,811.55
Total Expense									
								145,604.91	145,604.91
Net Income									
								119,196.92	119,196.92





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 Director – 860-871-8684

Fax – 860-872-0382



January 8, 2013

To: Tolland County Board Members

From: Operations Director Tyler Millix

Re: Operations Report

Please see the major projects and events for the past month below. If you have any questions or would like clarification on any subject prior to the meeting feel free to contact me. Below are the basic highlights and I will have specific information regarding various projects in cooperation with the Radio Committee.

Kimball Report Sub-Committee

The 911 Commission held a special meeting to discuss the report, and the Sub-Committee's findings. The Committee reported that they support a reduction in PSAP's throughout the State and PSAP's that that answer a smaller amount of 911 calls should be evaluated for inclusion into a larger PSAP. In our immediate area, none of the other PSAP's falls under this category. However, if the desire of the Commission or the State is to evaluate the PSAP's around us then we will need to be more aware of what a possible merger or acceptance of these calls will mean operationally. Another facet, and more important to us as an organization, in the study is the issue of the "inequity" of funds administered to the regional PSAP's. There is a push from the smaller organizations to increase their funding through the State 911 formula due to their loss of towns. An argument can be made that the formula allows the bigger regionals to get bigger and rewards them more for a town than it does for a smaller regional etc. Another argument can be made that why should the formula reward smaller organizations that for a multitude of reasons are losing towns? The 911 Commission has decided to work with OSET staff to evaluate the formula and see if modifications are appropriate. The regional centers were assured publicly that their involvement would be needed during this evaluation and that all the meetings would be public. We need to stay on top of this.

Region III PSIC Communications Vehicle/ Training

No movement from DEMHS on the placement of the vehicles as of yet.

Dedicated 911 and dispatching services for the following communities:

ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
MANSFIELD - SOMERS - STAFFORD - TOLLAND - UNION - VERNON - WILLINGTON



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Statewide Data Network

We have preliminarily identified some uses for the PSDN within Tolland County. Aside of the previously reported use for backup connectivity for our microwave system, we want to attempt a connection between two sites to perform radio over IP. This would be for evaluation purposes as we have identified some latency issues with the Region IV connection. Basically, there is definitely a delay in the signal and we need to see if this delay can be reduced for a more smooth transmission of voice communications. The current plan is not to put any other applications into play until after the deadline date of September 2013 is met with regard to the installation of the network. However, in the interim, submitted applications can be evaluated for technical content and appropriateness. The PSDN Governance Committee will be meeting regularly over the next nine months to develop policy and begin to work on any applications that are submitted. The Radio Committee will be working on developing some plans for the usage of this network.

Hebron

Staff has been working on the run cards for Hebron for inclusion in CAD as well as the general information required from the department and the Town. As Jack will report, the radio project is moving forward and we are waiting for a date from the tower vendor to make the modifications.

Alpha Paging Issues

After many days of troubleshooting and evaluating the alpha issues in the Vernon and Ellington areas QV installed a new transmitter at the Box Mountain site and as of now we have no outstanding paging issues in these areas or anywhere else in Tolland County.

Other

- Scott and I conducted two separate training sessions in Ellington. These sessions provided an overall review of the TN operation but we were also able to provide some specific information on the radio infrastructure and methodology behind our various systems.
- With Hebron moving to TN and the movement with the 911 PSAP community regarding PSAP consolidation, as well as the funding review there are many issues quietly on going with in our area of the State regarding regional dispatch centers. It is no secret that WW and KX are experiencing pressures from their communities. This has caused some of the towns to seek

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information from other centers for comparison purposes. In some cases, specific information is being sought from the Towns to properly evaluate if one center can provide services more efficiently and cost effectively as well. Inquiries such as these place TN in a rather precarious position. We have taken pride in the fact that we have not solicited other towns already being serviced by another regional. Other centers have embraced this idea and explain that they are being pro-active in trying to build their customer base. In these fiscally stringent times town leadership is paying more attention than ever to the bottom line in regard to dispatching services. As you know, TN's per capita rate is extremely attractive as well as the operational and management structure we have in place. TN is going to have to make some difficult decisions regarding increasing our customer base. Many years ago, a Management / Operational Audit was conducted that provided an overall snapshot of the organization. This report revealed some of the opinions of the members at the time and what they say were the strengths and weaknesses of the organization.

As we move forward this year I think that group of Board Members to serve at the discretion of the President should be formed to review the overall goals of the center and to identify where the center should be in 5-10 years. Once these goals are identified they would be released in report form to the organization. We will most assuredly be faced with the opportunity to grow. We need to make sure that if it is our desire to grow and increase our customer base that we are fully prepared to accommodate the growth operationally and administratively. This also would include a comprehensive study on our entire infrastructure.

It is my opinion that the administration has to take a proactive stance on expansion of the center and do the best we can to avoid a reactionary response when faced with possible changes. A study that takes into account all the possibilities before us will only help in prepare us for the challenges placed upon us in the future years.

Dedicated 911 and dispatching services for the following communities:

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Total Response QA Review Form

TOTAL RESPONSE

Call Handler:

Incident #:

Incident Time:

Random Review:

Call Dispatcher:

Incident Date:

Chief Complaint:

Complaint Review:

Initial Survey (credit only if answer is yes)

Call Location _____
 Incident Location (bldg, floor, apt, business name) _____
 Name of caller _____
 Call back number _____
 Incident description / Chief Complaint _____

Obtained (1pt)	Verified (1pt)	Accurate (1pt)
1	1	1
1	1	1
1	1	1
1	1	1
1	1	1
1	1	1
6	6	6

Totals: 6 6 6

Primary EMD Questions

Question 1 _____
 Question 2 _____
 Question 3 _____
 Question 4 _____
 Question 5 _____
 Question 6 _____

Yes	No	Un-necessary
1		
1		
1		
1		
1		
1		
6	0	0

Totals: 6 0 0

Dispatch Recommendation

Situation and priority assessment correct? _____
 Appropriate dispatch initiated using recommendation? _____
 Dispatch initiated within established time standard? (45 seconds) _____

Yes	No
1	
1	
1	
3	0

Totals: 3 0



Total Response QA Review Form

TOTAL RESPONSE

Pre-Arrival Instructions

Were PAIs applicable to the situation found?

Yes (*)	Not Needed	Not Available
1		

* If Yes

- PAIs offered to caller?
- PAIs accepted by caller?
- PAIs given accurately?
- PAIs given clearly and concisely?

Yes	No
1	
1	
1	
1	
4	0

Totals:

Note:4

Secondary Questions

- Question 1
- Question 2
- Question 3
- Question 4
- Question 5
- Question 6

Yes	No	Un-necessary
1		
1		
1		
1		
1		
1		
6	0	0

Totals:

Note:5

Call Handling / Call Closure

- Did the alpha page text accurately match information provided on tones?
- Was dispatch information accurate (tones / operational ch)?
- Was mutual aid properly assigned to CFS from SRN?
- Were department specific policies properly followed?
- Was the agency retone procedure properly followed?
- Were responding units acknowledged?
- Were requests/instructions from first responders properly followed?
- Was appropriate information aired to responders?
- Call Closed according to agency procedures?

Yes	No	Un-necessary
1		
1		
1		
1		
1		
1		
1		
1		
9	0	0

Totals:

Note:6



Total Response QA Review Form



PowerPhone Considerations

Categorize the overall emotional status of caller (no pts)

Hysterical	Uncooperative but Cooperative	Upset/Anxious	Composed & Cooperative

Excellent (2pts)	Satisfactory (1pt)	Unsatisfactory (1pt)
2		

Call handler exhibited courtesy, confidence and concern

Call Handler exhibited professionalism and control of the call by adapting communication skills appropriately

Call handler ascertained and ensured caller safety if and when needed

Call handler determined type of caller (party caller, child, elderly, etc) and adapted protocol questions and instruction accordingly

Totals:	8	0	0
---------	---	---	---

Note:7

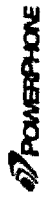
Performance Summary

- Initial Survey
- Primary Questions
- Dispatch Recommendation
- Pre-Arrival Instructions
- Secondary Questions
- Call Handling / Call Closure
- PowerPhone Considerations

Score
18
15
15
15
15
45
8
100%

Performance Score:

Note:8



Total Response QA Review Form

TOTAL
RESPONSE

Comments / Extenuating Circumstances

Reviewer: _____

Date: _____

Supervisor: _____

Date: _____



TOLLAND COUNTY MUTUAL AID FIRE SERVICE INC.

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Radio Committee Board Report January 9, 2013

Last Committee Meeting Held December 6, 2012

Open Project Status:

Hebron preparation. Bill Stanek reported that the UHF license is at the FCC but does not expect to see anything for a few more months due to the backlog caused by the narrow band requirements. The Low band license will be even longer.

Tactical Communication has indicated that all equipment is on order and the Tower work should be started in the next week or so. The electrical preparation at Hebron's Station has been completed.

Radio Call Number for Finance Director Jack Turner: The committee reviewed expressed concerns regarding using the HQ number and has made the final decision to stick with the already TN assigned call number of Station 19. As the " D 19 " numbers are used to designate Dispatchers we have decided to use Car 19 numbers to reflect TN Management.

Therefore the Board President will be assigned Car 19 and subsequent management Car's 119, 219 etc. as needed. The feeling is that it may be possible that one of the top Management officers (I.E. President or other Board Member) may not have a local department issued Car number but be required to be in radio contact with TN.

At this time the President will be Car 19, Operations Director Car 119 and Assistant Chief Dispatcher Car 219. Jack Turner was issued Car 319. That leaves the HQ numbers to the County Coordinators group, however, Tyler may wish to remain HQ52 at this time, his decision.

Narrow Band Status: At this time all of TN's radios should now be narrow banded.

Equipment Status: The new replacement low band radios, as well as the 33.78 UHF crossband and 153.125 paging radio for East Windsor, have been ordered by Tactical Communications. No estimate of the delivery date has been given.

Long Term Status of the Box Mountain Tower Site: Bill Stanek has offered a proposal regarding this site which will be presented at the January Board Meeting for further discussion.

UHF Build-out of the 453.275 UHF system: As the FCC has now issued us a new license to expand the 453.275 UHF system Bill Stanek cautioned us that we have one year to put these new sites into use so that the Construction Completion can be filed. Failure to do so could jeopardize our license.

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Tyler has been in communication with the Officers at UConn Fire who have offered us a spot on their Radio Tower on Campus with additional space in the radio equipment building.

The Committee will be looking at our options and benefits of this site and will make a Board presentation at a later date.

The Committee also discussed the secondary generator backup options for both the Dispatch Center and The Bald Hill Tower site. Our electrician, Jon Andresean attended part of the meeting to discuss our options. Both options of a trailer mounted unit versus fixed units were presented. After much discussion we are leaning to purchasing two permanent mount generators. Jon has sent us recommendations with pricing quotes for our consideration.

The Committee is also ready to escalate the replacement of the Dispatch Console Equipment. We will be looking at recommendations from the sub-committee in the near future. Hopefully we will be able to schedule some visits to sites utilizing new equipment and will let the Board know in the event any Board member would also like to attend.

Our next regular Radio Committee meeting will be February 7, 2013.

Respectfully:
Jack Fisher Chairman

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January 9, 2012

To: David Eaton, President
From: David Dagon, Chairman, Personnel Committee
Re: Management Plan

The Personnel Committee has reviewed the Management Plan proposal for Tolland County Mutual Aid Fire Service, Inc. As you may recall material from other Regional 911 Center operations and TN's operation were reviewed, current duties and assignments were evaluated, regulatory requirements placed on the Service by law or statute were identified as well as internal policies that reflect expectations placed on TN by member agencies and municipalities. Projects that are in progress were reviewed and lastly, projects that should be initiated for the overall betterment of the service or increase our service levels to the towns and departments were considered. An area of particular attention was the relationship between the Board's approval and expectation of programs and the implementation timeline.

Attached are three job descriptions and an organizational chart that have been updated based on the committee's review. The job descriptions were designed to achieve the following:

- Reflect the duties and responsibilities currently performed by TN staff.
- Anticipate full implementation of programs already approved by the Board.
- Provide a strategic overlap of certain duties and responsibilities between proposed positions to reduce disruption caused by short term position vacancies.
- Produce a management structure that encourages and promotes interaction between operational layers to insure continued quality service.
- Recognize the need to be positioned to effectively deal with new programs and increases in workload in future years.

It is the opinion of the Personnel Committee that the Management Plan addresses current operational needs, provides opportunities to enhance service quality, is flexible enough to accommodate variations in workload, and will promote a productive interaction between management and labor.

The Personnel Committee recommends adoption of the Management Plan.

Respectfully submitted,

Dave Dagon
Chairman, Personnel Committee

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Class Title: Executive Director
Group: Administration
FLSA: Exempt
Effective Date: TBD

General Description/Definition of Work

This position consists of very responsible work involving the administration of the affairs of Tolland County Mutual Aid Fire Service. Work involves responsibility for coordinating and directing the operations of the Service through assigned staff. Duties include supervision of personnel, project and program management, facilities and equipment management, purchasing, and budget preparation and administration, employee training, recruitment and public relations. This position is also responsible for making technical decisions related to communication technology. The work requires that the employee have considerable knowledge, skill and ability in emergency services communication systems, administration and managerial skills. Position reports to the President of the Tolland County Mutual Aid Fire Service, Inc.

Essential Job Functions/Typical Tasks

- As director, coordinates, plans, and directs organizational goals and objectives. Gathers, interprets and prepares data for reports and recommendations. Conducts research to prepare policy recommendations regarding management operations. Studies and standardizes procedures to improve efficiency and effectiveness of management operations.
- Supervises subordinate managerial and staff employees. Ensures safe work practices. Coordinates and maintains comprehensive and relevant staff training programs. Administers union contract language. Monitors employee performance and conducts employee evaluations. Detects and investigates concerns in dispatcher's performance, and counsels or disciplines as appropriate. Performs all tasks as the DAPM (Drug and Alcohol Program Manager)
- Assists with hiring of new personnel and employee terminations.
- Work in cooperation with the Director of Finance to insure effective and efficient use of funds budgeted for personnel, facilities, equipment, programs and projects. Coordinates procurement of equipment, materials and supplies. Prepares and monitors status of work orders.
- Serves as project manager for approved programs and projects. Evaluates the significance a particular program or project has to the operation of the Service, develops Requests for Proposals (RFP) and Requests for Qualifications (RFQ), researches the cost, investigates sources of funding, determines project related equipment needs and identifies training requirements. Authorizes final payments for projects completed.
- Act as point of contact for all vendors (Radio, CAD etc.) to arrange service, maintenance, upgrades or troubleshoot performance issues.
- Serves as the designated Drug and Alcohol Program Manager (DAPM) for the Service's Drug and Alcohol program.

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- Represents the Service in all matters requiring interaction with municipalities and emergency service organizations to which services are provided. Builds relationships and maintains cooperative support and assistance of Town CEO's, Fire Departments, Emergency Medical Services, Emergency Management Directors, and Fire Marshals. (Local and State). Maintain close relationships with other public safety agencies (other Regional Centers, Connecticut State Police) to facilitate information and asset sharing for the betterment of the service.
- Drafts correspondence on behalf of the President, including testimony to be submitted on proposed bills concerning 911 services. Acts as liaison to Connecticut State Firefighters Legislative Representative for E-911 proposed legislation. Appears at hearings to testify in person on proposed bills as well as present testimony at Connecticut Siting Counsel.
- Prepares grant applications and requests for governmental and other financial assistance for equipment, programs, and training.
- Participates on various task forces and committees (State-wide, regional, and local).
- Provide large scale command and control services when requested. Coordinates response to Task Force/Strike Team activations. Broadcasts severe weather information and reports to the center in the event of an impending weather emergency.
- Develop and implement policies and procedures in relation to the Communications Contingency Plan. Serve as point of contact for State Emergency Operations Center (EOC) for large scale incidents (fires, weather, etc...).
- Constantly evaluates new methods or technologies for telecommunication operations.
- Drafts and executes new policies and procedures.
- Responds to inquiries from employees, outside agencies and the public.
- Project and maintain responsive professional image and attitude towards existing and prospective new customers of the organization.
- Continue to look forward for possible opportunities in further enhancing services and building client base.
- Engage in call taking and dispatching activities when required.

Additional Duties

- Serves as a member of various committees. Participates in meetings, seminars and training sessions.
- Perform other tasks as required by the President or Board of Directors.
- Performs related work as required.

Physical and Mental Requirements/Work Environment:

(Required for essential duties). This list is not all-inclusive and may be supplemented as necessary.

- Must be mobile with the ability to get from one location in the office or work site(s) to other locations in and outside from the primary office or work site(s).
- Ability to sit and/or stand for prolonged periods of time.
- Ability to reach and bend, and push/pull or lift objects less than twenty (20) pounds.

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- Ability to perform manipulative skills such as writing, using a keyboard and/or calculator with accuracy.
- Ability to see and read objects closely as in reading/proof reading narrative or financial reports.
- Ability to hear normal sounds with background noise as in hearing while using a telephone.
- Ability to distinguish verbal communication and communicate through speech.
- Ability to communicate effectively in oral and written form.
- Ability to maintain files and records.
- Ability to learn and apply new information, methodologies and techniques applicable to Service activities.
- Ability to distinguish between public and confidential information and handle appropriately.
- Works in typical office setting subject to interruptions, heavy traffic flow and heavy work volume expectations. May be exposed to dust and electromagnetic radiation from computer monitors.

Knowledge, Skills, and Abilities

- Considerable knowledge of the principles and practices of Telecommunication services within the emergency services environment.
- Good knowledge of administration principles and practices as applied to personnel, budgeting and financial management.
- Considerable ability to prepare policy recommendations and reports regarding management operations, and to study and standardize procedures to improve efficiency and effectiveness of operations.
- Considerable ability to design and implement new programs, including training programs.
- Ability to communicate orally and in writing, and to establish and maintain effective working relationships with employees, fire chiefs, town officials, volunteers, vendors, public safety agencies, and the public.
- Considerable ability to handle stressful situations, make decisions under pressure and during prolonged operational periods.
- Considerable ability to assist in effectively managing change.
- Knowledge of procurement and purchasing techniques and practices.
- Detailed knowledge of Tolland County policies, procedures, and programs.
- Working knowledge of Information Technology including computer hardware, software, and networks as it relates to modern telecommunications and office practices and procedures.

Qualifications

- Bachelor's degree in public or business administration or a related field, with five years of administrative experience in a fire or emergency medical service; or any equivalent combination of education, training and experience that indicates an ability to perform the essential functions of the position.
- Possess CT State Telecommunicator Certification
- Possess or obtain APCO Communications Supervisor certification
- Possess or obtain APCO Communications Training Officer certification

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- Possess or obtain APCO Leadership Certificate Program
- Possess or obtain APCO Customer Service in Today's Public Safety Communications Certification
- Possess or obtain APCO Public Safety Communications Staffing and Employee Retention Certification

Pre-employment Requirements

- High School diploma or equivalent. College courses or degree is preferred.
- Possess proven administrative, management, and technical skills.
- Three satisfactory references
- Successful completion of a background investigation
- A negative pre-employment drug screen

Hours of Work

- Forty hours per week, Monday thru Friday. Schedule will require provisions for emergency operations and night time meetings and presentations as necessary.

Compensation

- Salary range \$79,000 to \$85,000, Competitive benefits package.

The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task and responsibility. The description does not constitute an employment agreement between the Tolland County Mutual Aid Fire Service, Inc. and the employee and is subject to change by the Service as the needs of the Service and requirements of the job change.

Approved by: _____

David Eaton, President
Tolland County Mutual Aid Fire Service, Inc.

Date: _____

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Class Title: Director of Operations
Group: Administration
FLSA: Exempt
Effective Date: TBD

General Description/Definition of Work

This position consists of very responsible work involving the management of the operations of the Tolland County Mutual Aid Fire Service by coordinating and directing the operations through assigned staff. Duties include supervision and scheduling of personnel to insure adequate staffing and quality service, program administration, facilities and equipment management, employee training, recruitment and public relations. This position is also responsible for making recommendations related to communication technology. The work requires that the employee have considerable knowledge, skill and ability in emergency services communication systems, and management. Position reports to the Executive Director.

Essential Job Functions/Typical Tasks

- In the absence of the Executive Director, assumes administration of the Tolland County Mutual Aid Fire Service.
- Supervises the day to day operations of the center in regards to call taking, processing, and dispatching of calls for service in a manner that ensures the effective and efficient use of personnel, materials, and equipment
- Prepares the staffing schedule and coordinates all requests for time off or leave in accordance with the collective bargaining agreement. Prepares and insures the accuracy of the “Hours Worked” report to the Director of Finance for submission to the payroll service. Coordinates employee benefit/payroll functions and with the Director of Finance. Maintains a record and current balance of all accrued leave time and approved leave requests for all employees and updates as requests are approved.
- Administers the collective bargaining agreement
- Assists with hiring of new personnel.
- Work in cooperation with the Director of Finance to insure efficient use of funds budgeted for personnel, facilities, equipment. Coordinates procurement of equipment, materials and supplies for assigned projects/programs.
- Monitors employee performance and conducts regular evaluations on all employees supervised. Identifies and investigates matters related to dispatcher performance and counsels or disciplines as appropriate. Updates Executive Director on a regular basis concerning employee performance and quality assurance issues.
- Serves as Designated Employer Representative (DER) for the Service’s Drug and Alcohol Program.
- Receives correspondence regarding either modification to existing alarm subscriber information or the establishment of a new alarm account from Finance Director and enters same in a timely manner. Reports to Finance Director when data entry is complete.

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- Coordinates testing of new accounts with alarm companies. Troubleshoots software issues with alarm program, troubleshoot issues with alarm receivers. Serves as point of contact for dispatching staff to mitigate other issues and errors as situations arise. Provide input to Executive Director on modifications or upgrades as required, including plans for replacement in accordance with Capital Plan
- Represents the Service in a professional manner in all matters requiring interaction with member organizations. Establishes and maintains close relationships with non-member agencies to facilitate information and asset sharing for the betterment of service delivery.
- Assures all Telecommunicators are trained to perform assigned duties and that ongoing training requirements are satisfied. Assists the Executive Director with the development and maintenance of comprehensive, relevant, and consistent staff training programs. Coordinates the scheduling and training of new and existing employees.
- In combination with the Executive Director, manages the Service's Quality Assurance (QA) Program. Coordinates and performs QA on all aspects of dispatching services, maintains a record of all QA reviews including individual employee reviews, obtains peer input from subordinates and supervisors, provides verbal and written feedback to staff on an individual basis and in the aggregate concerning performance related matters.
- Responds to inquiries from employees, outside agencies and the public. For inquiries from member services related to calls for service. Investigates concerns, evaluates circumstances and reports findings to Executive Director.
- Conducts research, interprets and prepares data for reports and recommendations regarding management operations. Studies and standardizes procedures to improve effectiveness of management operations.
- Serves as project manager for approved programs and projects. Evaluates the significance a particular program or project has to the operation of the Service, develops Requests for Proposals (RFP) and Requests for Qualifications (RFQ), researches the cost, investigates sources of funding, determines project related equipment needs and identifies training requirements. Authorizes final payments for projects completed.
- Attends meetings of various task forces and committees (State-wide, regional, and local), at the discretion of the Executive Director.
- Provide large scale command and control services when requested. Coordinates response to Task Force/Strike Team activations. Broadcasts severe weather information and reports to the center in the event of an impending weather emergency.
- Develop and implement policies and procedures in relation to the Communications Contingency Plan. Serve as point of contact for State Emergency Operations Center (EOC) for large scale incidents.
- Evaluates new methods or technologies for telecommunication operations.
- Drafts and executes approved policies and procedures.
- Projects and maintains a responsive and professional image and attitude towards existing and prospective new customers of the organization.
- Engage in call taking and dispatching activities when required.

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Additional Duties

- At the discretion of the Executive Director, serves as a member of various committees.
- Participates in meetings, seminars and training sessions.
- Perform other tasks as required by the Executive Director.
- Performs related work as required.

Physical and Mental Requirements/Work Environment:

(Required for essential duties). This list is not all-inclusive and may be supplemented as necessary.

- Must be mobile with the ability to get from one location in the office or work site(s) to other locations in and outside from the primary office or work site(s).
- Ability to sit and/or stand for prolonged periods of time.
- Ability to reach and bend, and push/pull or lift objects less than twenty (20) pounds.
- Ability to perform manipulative skills such as writing, using a keyboard and/or calculator with accuracy.
- Ability to see and read objects closely as in reading/proof reading narrative or financial reports.
- Ability to hear normal sounds with background noise as in hearing while using a telephone.
- Ability to distinguish verbal communication and communicate through speech.
- Ability to communicate effectively in oral and written form.
- Ability to maintain files and records.
- Ability to learn and apply new information, methodologies and techniques applicable to Service activities.
- Ability to distinguish between public and confidential information and handle appropriately.
- Works in typical office setting subject to interruptions, heavy traffic flow and heavy work volume expectations. May be exposed to dust and electromagnetic radiation from computer monitors.

Knowledge, Skills, and Abilities

- Considerable knowledge of the principles and practices of Telecommunication services within the emergency services environment.
- Good knowledge of administration principles and practices as applied to personnel, budgeting and financial management.
- Considerable ability to prepare policy recommendations and reports regarding management operations, and to study and standardize procedures to improve efficiency and effectiveness of operations.
- Considerable ability to design and implement new programs, including training programs.
- Ability to communicate orally and in writing, and to establish and maintain effective working relationships with employees, fire chiefs, town officials, volunteers, vendors, public safety agencies, and the public.
- Considerable ability to handle stressful situations, make decisions under pressure and during prolonged operational periods.
- Considerable ability to assist in effectively managing change.

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- Knowledge of procurement and purchasing techniques and practices.
- Detailed knowledge of Tolland County policies, procedures, and programs.
- Working knowledge of Information Technology including computer hardware, software, and networks as it relates to modern telecommunications and office practices and procedures.

Qualifications

- Associate's degree in public or business administration or a related field, with five years of administrative experience in a fire or emergency medical service; or any equivalent combination of education, training and experience that indicates an ability to perform the essential functions of the position.
- Possess CT State Telecommunicator Certification
- Possess or obtain APCO Communications Supervisor certification
- Possess or obtain APCO Communications Training Officer certification
- Possess or obtain APCO Leadership Certificate Program
- Possess or obtain APCO Customer Service in Today's Public Safety Communications Certification
- Possess or obtain APCO Public Safety Communications Staffing and Employee Retention Certification

Pre-employment Requirements

- High School diploma or equivalent. College courses or degree is preferred.
- Possess proven administrative, management, and technical skills.
- Three satisfactory references
- Successful completion of a background investigation
- A negative pre-employment drug screen

Hours of Work

- Forty hours per week, Monday thru Friday. Schedule will require provisions for emergency operations and night time meetings and presentations as necessary.

Compensation

- Salary range \$60,000 to \$75,000, Competitive benefits package.

The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task and responsibility. The description does not constitute an employment agreement between the Tolland County Mutual Aid Fire Service, Inc. and the employee and is subject to change by the Service as the needs of the Service and requirements of the job change.

Approved by: _____

David Eaton, President
Tolland County Mutual Aid Fire Service, Inc.

Date: _____

Dedicated 911 and dispatching services for the following communities:

ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
MANSFIELD - SOMERS - STAFFORD - TOLLAND - UNION - VERNON - WILLINGTON



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 Director – 860-871-8684

Fax – 860-872-0382



Class Title: Lead Telecommunicator
Group: Connecticut Independent Labor Union, Local #76
FLSA: Non-Exempt
Effective Date: TBD

General Description/Definition of Work

This position consists of responsible work involving the direction of personnel and activities of an emergency dispatch center for the Tolland County Mutual Aid Fire Service, Inc. Duties include supervision of personnel to insure quality service and adherence to the Service's policies and procedures, care of facilities and equipment, and employee training. This position may also make recommendations related to communication technology based on the practical application of technology within the communications center. The work requires that the employee have considerable knowledge, skill and ability in operating the Service's communication systems. Position reports to the Operations Director.

Essential Job Functions/Typical Tasks

- Executes basic duties of the Telecommunicator; processes 9-1-1 calls for service and dispatches emergency service organizations in a timely manner according to agency standards
- Receives, records, transmits, and relays information to and from the center, fire service vehicles, ambulances, and other agencies by the most effective means available.
- Receives information on emergency and non-emergency incidents for member communities and accurately records incident as to time, location, nature, and other pertinent details.
- Works closely with other agencies such as State Police, Local Police, etc... in the performance of duties.
- Informs and advises the operations director of any unusual or large-scale emergencies.
- Assumes control of the center in the absence of the Operations and Executive Directors.
- Receives special duties and assignments as directed by the Operations Director
- Monitors all aspects of the operational side of the center.
- Supervises, monitors and counsels other subordinate employees when necessary for adherence to policies and procedures.
- Reviews daily operations and reports issues to the Operations Director in a timely fashion
- Weekly checks of emergency generators, fuel supplies, dehumidifiers and other basic housekeeping needs within the center and order items as needed.
- Recommends through oral and written communication improvements to the Operations Director.
- Receives and analyzes input from subordinates and makes recommendations to the Operations Director related to dispatch center improvements.
- Assists in the administration of the Quality Assurance Program.
- Assists in the administration of the Training Program, including the training and mentoring of newly hired employees and the on-going training of subordinate employees.
- Provides feedback in the development of the yearly employee reviews

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- Maintains and projects professional attitude and appearance with the public, dispatch center, and member agencies.
- Represent the Service and participate in meetings when requested.
- Assists in presenting classes and lectures to member agencies or municipalities.
- Perform communications assistance and coordination at the scenes of large scale events.
- Perform other duties as required by Operations or Executive Directors.

Additional Duties

- At the discretion of the Operations Director, serves as a member of various committees.
- Participates in meetings, seminars and training sessions.
- Perform other tasks and related work as required.

Physical and Mental Requirements/Work Environment:

(Required for essential duties). This list is not all-inclusive and may be supplemented as necessary.

- This is medium work requiring the ability to reach and bend, and push/pull with the exertion of 30 pounds of force occasionally and up to 20 pounds of force constantly to move objects.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels with background noise as in hearing while using a telephone.
- Visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- Ability to perform manipulative skills effectively such as writing and using a keyboard with accuracy.
- Must be mobile with the ability to get from one location in the office or work site(s) to other locations in and outside from the primary office or work site(s).
- Works in typical office setting subject to interruptions, heavy traffic flow and heavy work volume expectations. May be exposed to dust and electromagnetic radiation from computer monitors.
- Ability to sit and/or stand for prolonged periods of time.
- Ability to maintain files and records.
- Ability to learn and apply new information, methodologies and techniques applicable to Service activities.
- Ability to distinguish between public and confidential information and handle appropriately.

Knowledge, Skills, and Abilities

- Considerable knowledge of the principles and practices of telecommunication services within the emergency services environment.
- Good knowledge of management principles and practices as applied to personnel and organizational structure.

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- Ability to recognize organizational processes and management operations that could improve efficiency and effectiveness.
- Ability to establish and maintain effective working relationships with employees, fire chiefs, town officials, volunteers, vendors, public safety agencies, and the public.
- Considerable ability to handle stressful situations, make decisions under pressure and during prolonged operational periods.
- Ability to assist in effectively managing change.
- Detailed knowledge of Tolland County policies, procedures, and programs.
- Working knowledge of Information Technology including computer hardware, software, and networks as it relates to modern telecommunications and office practices and procedures.

Qualifications

- High School diploma or equivalent. College courses or degree is preferred.
- Possess CT State Telecommunicator Certification
- Possess or obtain APCO Communications Supervisor Certification
- Possess or obtain APCO Customer Service in Today's Public Safety Communications Certification
- Possess or obtain APCO Communications Training Officer certification
- Possess or obtain APCO Public Safety Communications Staffing and Employee Retention Certification
- Basic computer skills, ability to learn advanced computer skills

Pre-employment Requirements

- Possess proven management, and technical skills.
- Three satisfactory references
- Successful completion of a background investigation
- A negative pre-employment drug screen

Hours of Work

- Forty hours per week, Monday thru Friday. Schedule will require provisions for emergency operations and night time meetings and presentations as necessary.

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