

# TOWN *of* NEW HARTFORD

ONEIDA COUNTY

## 24HR DISPATCH COMMITTEE

32 KELLOGG ROAD, NEW HARTFORD, NEW YORK 13413-2850

Telephone: 1-315-733-6666

Fax: 1-315-724-8618

### AGENDA

Meeting of January 17, 2002

7:00 PM

Approval of Minutes for November 27, 2000

Introduction of new members

Discuss Successor for Chairman Turnbull

Report of Dispatch Supervisor

New Business

Old Business

Date of Next Meeting

ADJOURN

## Town of New Hartford

**24-Hour Dispatch Committee**  
**32 Kellogg Road, New Hartford, New York 13413**  
**Telephone: 315/733-6666**

January 17, 2002  
7:00PM

PRESENT: Jeffrey Madden; Dispatch Supervisor  
David Reynolds; Chief – NHFD  
Gary Edwards – Edwards Ambulance  
Robert Glenn; Chief – NYMFD  
Rodger Reynolds; Mayor – Village of New Hartford  
George Nasser – COCVAC  
Barbara Aiello – Personnel Director

ABSENT: Terry Martin – Citizen at Large  
John Bialek; Trustee – Village of New York Mills  
Roger Cleveland – Highway Superintendent  
Steven Verminski – Chief – NYMPD  
Raymond L. Philo – Chief – New Hartford Police Department  
William Hughes – Chief – WFC

The meeting was called to order at 7:05PM by Dispatch Supervisor Jeffrey Madden.

At this time Mayor Rodger Reynolds made a motion to accept the minutes of the November 20, 2000 meeting. Second by Gary Edwards. All in favor.

Supervisor Madden introduced the new members of the Committee. Chief Robert Glenn who is replacing Ronald Roman of the New York Mills Fire Department. Also the new Town Personnel Director Barbara Aiello. S. Ross Sloan of the Police Commission has also retired and as of yet a new member has not been selected yet.

A moment of silence was observed for former Chairman James Turnbull who passed away recently.

Due to Chairman Turnbull's passing discussion was made with regards to choosing a new Chairman. The names mentioned were James Turnbull, Jr., George Nasser and Dr. Webb. James Turnbull Jr. does not reside in the Town so it was not sure if that would be a problem. George Nasser is the past Captain of Central Oneida County Ambulance Corp. Chief David Reynolds talked about former Chairman Turnbull's qualifications and that it would be difficult to replace him. He also recommended Dr. Thomas Webb, who is an eye doctor. Chief Reynolds has tried to contact him but did not have enough time before the meeting. Supervisor Madden would like to form a sub committee to approach Dr. Webb and the other candidates about becoming the Chairman.

Dispatch Supervisor Jeffrey Madden discussed the fact that he is in the process of preparing the year end report and will send out to the committee as soon as they are complete.

Supervisor Madden informed the Committee that he has addressed Chief Hughes' desire to have call sheets faxed to the Fire Company following a call. He states that a fax machine was sent up and that the Dispatch Center is currently doing that. Also that this assistance is available to any other Fire Department that would like this service. Gary Edwards advised the committee that this processing is working very efficiently and is a helpful tool for the Fire Company. Supervisor Madden explained how the logs are kept and secure in case of an emergency.

Negotiations with the Dispatch Union were finally settled in Mid December 2001. The Town Board signed the contract and the Dispatchers were very pleased with their salary increases. Chief Reynolds asked what the starting rate at the present is. The starting wage is still \$18,000 + and surprisingly it is a little bit below what the County Dispatchers will be settling with. The Dispatchers will max out at the level of \$31,000 after approximately 10 years. The part-timers will get time and a half pay for the Holidays. This should add an incentive to get part-timers to work a holiday.

There are currently 5 Full Time Dispatchers and the Committee is recommending a 6<sup>th</sup> Full Time Position be added. Letters were sent to the previous Town Board. Because a new Supervisor, Ralph Humphrey, just took office, it will be awhile before any changes will be made. Supervisor Madden would like to see 2 Dispatchers working around the clock, even on the 11:00PM to 7:00AM shift. Also with a 6<sup>th</sup> position it would help with calling in sick, vacations and holidays.

Chief Glenn stated that he is currently experiencing problems with the Center being short-staffed and is in definite favor of hiring a 6<sup>th</sup> full time position. One person can't handle this!

George Nasser asked Supervisor Madden if it is currently in the budget to hire a 6<sup>th</sup> Full Time Employee. Supervisor Madden explained that he does believe there is money within the budget to hire someone. Revenue is being brought in by charging for services to Whitesboro, Yorkville and the Village of New York Mills.

Chief Reynolds would like to invite Supervisor Ralph Humphrey to sit down with the committee and give him some background on the Dispatch Center. This way he might better understand where we were and what we have grown to. A motion was made by Chief Reynolds to invite Ralph Humphreys to a meeting. Second by George Nasser. All in favor.

Chief Reynolds asked Supervisor Madden if the Dispatchers have completed their 40 hours of certification. Supervisor Madden advised that they are not currently certified. They are having scheduling problems because they don't have enough people to cover the shifts while dispatchers are training. Also this is one of the first things on his agenda for 2002 and he will try and get to it in the first few months. Chief Reynolds is concerned about the liability problems with non-certified dispatchers. Supervisor Madden will try and get them certified as soon as he can.

Chief Reynolds is still experiencing problems with the County 911 Center not transferring calls appropriately. He has spoken to Fred VanName and apparently a memo was sent out to the County Dispatchers and some are complying and some are not. Gary Edwards suggested that maybe one console with the County and Supervisor Madden stated he also spoke with VanName and a system has currently been in place to roll the call over. However, this is not currently being done. Supervisor Madden will recontact Joseph Jones and ensure that this is continually being done. Discussion ensued on how to get the calls in the most efficient ways.

Mayor Reynolds feels that maybe we need to be more aggressive in the hiring of the 6<sup>th</sup> position. If problems are arising maybe the committee needs to be more vocal with the Town Board with regards to the needs of the Center. George Nasser again asked if the current position can be handled by the budget. Supervisor Madden believes that it can be. George Nasser suggests that the Town Board be invited to the Center to show where the problems arise. Chief Reynolds states again he is concerned about the liability issued with the Dispatchers not being certified that this should be relayed to the to the Town Board. The Committee Members would like Supervisor Madden "draw" up a schedule of the training program showing the inconsistencies and present this to the Town Board.

New Business

Supervisor Madden would like the Dispatch Center being dedicated to Chairman Turnbull. He has spoken with Councilman David Butler and he agrees with this idea. The Committee agreed and states that this is something that will be looked into. Mayor Reynolds made the motion for Supervisor Madden to bring this matter up to the Town Board. Gary Edwards second. All in favor. Supervisor Madden will correspond with Councilman Butler in regards to this.

Gary Edwards – representing Chief William Hughes brought up an incident that occurred on November 16, 2001 on Roberts Road. Apparently there was a truck/pole rollover MVA where the Fire Police were not utilized. The police were tied up for over 2 hours. Chief Hughes did not know if they should have been asked by the police for the fire police. But he was concerned with the police being tied up waiting for NiMo. Supervisor Madden responded that since it was a property damage accident and that the police were on the scene they need to make the decision. It would not be the dispatchers responsibility to decide who responds. He explained the FASNY rules and regulations regarding fire police and will talk to Chief Philo and the dispatchers about this situation.

With no new business discussion was made with regards to the next meeting. The date of the next meeting would March 27, 2002 at 7:30PM and Supervisor Humphrey will be invited to attend. Within the next month Chief Philo and Supervisor Madden will tour the building. Gary Edwards would be in favor of Dr. Webb. A subcommittee consisting of Chief Reynolds, Chief Philo, Gary Edwards and Chief Hughes to speak with Dr. Webb before this next meeting.

A motion was made to adjourn the meeting was made by Chief Reynolds. Second by George Nasser. All in favor. The meeting was adjourned at 8:25PM.

*Amy A. Lopez*  
*Secretary*  
*24 Hour Dispatch Committee*

RECEIVED BY	
TOWN OF NEW HARTFORD	
CH. WELAND YOUNG TOWN CLERK	
JUL 18 2002	
TIME	10:30A
BY	my

**Town of New Hartford**

**24-Hour Dispatch Committee  
32 Kellogg Road, New Hartford, New York 13413  
Telephone: 315/733-6666**

**AGENDA**

Meeting of July 17, 2002

Introduction of New Members

Approve Minutes of January 17, 2002

Elect New Dispatch Committee Chairman

Report of Dispatch Supervisor

Old Business

New Business

Adjourn

RECEIVED BY TOWN OF NEW HARTFORD GAIL WOLANIN YOUNG TOWN CLERK	
JUL 18 2002	
TIME	10:30 AM
BY	MJ

## Town of New Hartford

**24-Hour Dispatch Committee**  
**32 Kellogg Road, New Hartford, New York 13413**  
**Telephone: 315/733-6666**

July 17, 2002  
7:30PM

PRESENT: Jeffrey Madden; Dispatch Supervisor  
David Reynolds; Chief – NHFD  
Gary Edwards – Edwards Ambulance  
George Nasser – COCVAC  
Terry Martin – Citizen at Large  
Steven Verminski – Chief – NYMPD  
Raymond L. Philo; Chief – NH PD  
William Hughes; Chief – WFC  
Lawrence Gilroy  
Janet Hughes – Police Commission  
Daniel Verminski; COCVAC

ABSENT: John Bialek; Trustee – Village of New York Mills  
Roger Cleveland – Highway Superintendent

The meeting was called to order at 7:35PM by Dispatch Supervisor Jeffrey Madden.

At this time Daniel Verminski made a motion to accept the minutes of the January 17, 2002 meeting. Second by George Nasser. All in favor.

Supervisor Madden introduced the new members of the Committee. Janet Hughes is replacing S. Ross Sloan as the Police Commission representative since Ross retirement. The Town Board had recently appointed Mr. Lawrence Gilroy to the Dispatch Committee. Since Mr. Gilroy and Terry Martin are the only two individuals that are not representing a department within the 24-Hour Dispatch Center they required that term limits be put on the appointments. With this in mind Terry Martin was given the term limit of one year expiring December 31, 2002 and Larry Gilroy was given a three year term expiring December 31, 2004.

Since the Dispatch Committee is currently without a Chairman, Steve Verminski made a motion to nominate Larry Gilroy as the new Chairman. Second by Raymond Philo. All in favor.

Dispatch Supervisor Jeffrey Madden discussed the personnel problems he is currently facing. Dispatcher Nancy Woeltje has recently been in a car accident and with all likelihood would not be back to work before the first of the year. With this, the Dispatch Center is currently running okay with the current coverage but he is attempting to get the Town Board to allow him to hire another full time dispatcher. He is also going to be hiring 5 part-time dispatchers to replace others that have resigned. The names of the new dispatchers are: Joseph David from New Hartford, Thomas Cook from Utica, John Raymond from Poland, Tiffany Getchell from Utica and Laurie Marshall from Holland Patent. Because there is a current civil service list only one of the new appointees is from New Hartford.

At this time Chief David Reynolds asked Supervisor Madden what the status was with the training of the dispatchers. Due to scheduling problems, training has been put on hold until the Dispatch Center is up to full staff.

Gary Edwards expressed concerns with the inefficiencies problems with part-time staff vs. full-time staff. Supervisor Madden advised that he will address the problems with the part-time staff.

Supervisor Madden discussed current problems with the Computer Aided Dispatch System. Because the system is 10 years old, problems have arisen with maintenance on both the software and hardware. He is in the process of putting in the 2003 budget equipment upgrades. He is also going to be requesting that a third console be purchased. This will allow for additional staffing when there are major emergencies taking place.

Members of the Committee suggested that Town Supervisor Ralph Humphreys be invited to the next meeting to discuss current issues. Chief Philo advised that he has been invited several times to tour the facility but as of yet has not taken up with the invitation. He also suggested that members get in contact with Town Councilman to discuss there concerns with them so that budget approval with be easier.



New Business

Chief Hughes advised Supervisor Madden that sometimes the Willowvale Fire Company does not receive that faxes of his call times until hours late. He requested that there be a quicker response. Supervisor Madden to address the problem.

Chief Reynolds brought up the surcharge monies issue that the County will not share any of the moneys currently collected. He feels that maybe there are other ways to collect this money i.e. Charging for dispatching county calls, etc. Also the possibility of creating state legislation to share this money is another option.

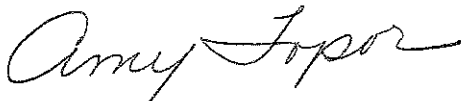
Terry Martin feels that Washington DC should be distributing money due to the September 11 disaster. Chief Philo advised him that his is currently on top of any grants that we may be able to obtain. Supervisor Madden will contact Congressman Sherwood Boehlert to see if he can be of any assistance.

Chief Reynolds asked about why the County recently sent the wrong department to two separate fire calls. Supervisor Madden to contact Fred VanNamee to discuss that situation. Chief Philo suggested that a form be developed "Misdirected Call Report" in order to keep a log of these calls. Supervisor Madden and Chief Philo to work on this form.

With no new business it was decided that the date of the next meeting would be Tuesday October 15, 2002.

At this time Chief Hughes made a motion to adjourn the meeting, second by George Nasser. All in favor. The meeting was adjourned at 8:40PM.

Respectfully submitted.



Amy Topor  
Secretary  
24-Hour Dispatch Committee

