

**Town of New Hartford**

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

**AGENDA**

**Meeting of January 30, 2003**

Welcome New Members

Approve Minutes of the July 17, 2002 Meeting

Report of Dispatch Supervisor

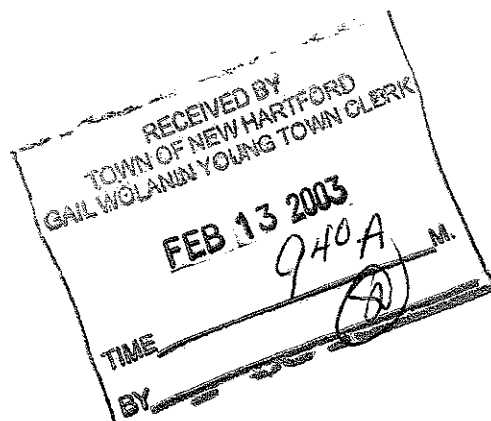
Discussion of Committee Role and Responsibilities

Review of mission, open issues and establishment of Committee Goals

Review Budget

Schedule next meeting dates

Adjourn



## Town of New Hartford

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

January 30, 2003  
7:00PM

PRESENT: Lawrence Gilroy, Chairman  
Jeffrey Madden; Dispatch Supervisor  
Gary Edwards – Edwards Ambulance  
George Nasser – COCVAC  
Raymond L. Philo; Chief – NHPD  
William Hughes; Chief – WFC  
Janet Hughes – Police Commission  
Robert Glenn; Chief – NYMFD  
Bradley Frankland; Chief – NYMPD  
Rodger Reynolds; Mayor – Village of New Hartford  
Barb Aiello – Personnel Director  
Robert Maciol; Mayor – Village of NYM  
Richard Woodland - Councilman

ABSENT: Daniel Verminski; COCVAC  
Terry Martin – Citizen at Large  
David Reynolds; Chief – NHFD  
Roger Cleveland – Highway Superintendent

The meeting was called to order at 7:15PM by Chairman Lawrence Gilroy. All new members were welcomed to the committee.

At this time Mayor Robert Maciol made a motion to approve the minutes of the July 17, 2002 meeting, second by Gary Edwards. All in favor.

Supervisor Madden distributed the year-end reports and reviewed same with the committee.

It was reported that Dispatchers Mike Talento, Dan Buley and Craig Burnop were all recently certified at the "Basic Telecommunicator" level. This 40-hour course was held at the NYS Fire Academy and is sanctioned by the Association of Public-Safety Communications Officers (APCO).

During his year-end reports, Supervisor Madden pointed out the fact that less than 20% or 1 in 5 Emergency Calls are received on 911 lines. Also, that not all 911 calls are true "life and death" emergencies.

The committee wished at this time to reflect in the minutes the Great Job the Dispatchers are doing and to raise awareness of Dispatch's vital roll.

Mr. Gilroy than spoke on the need to form a clear understanding/consensus on why we meet as a committee. The following points were listed:

1. A regular forum for key players.
2. Format for user dialogue
3. Place to ensure Dispatch is headed in right direction.
4. Stay proactively in the budget process.
5. Identify other revenue opportunities.
6. Role in resident/public education

All members agreed on the above points.

Supervisor Madden then expressed thanks to the committee for support with Dispatcher Burnop's salary issue. Recently, Dispatcher Talento resigned his full-time position and Dispatcher Burnop was elevated to full-time. Although he'd been in the town's employee for 7 year's, the current administration was questioning why he shouldn't start at the lowest level in the union contract pay scale. Dispatcher Burnop was granted 2 years seniority effective January 2003.

Mr. Gilroy than spoke on additional revenue and what our current status was.

- Cellular phone surcharges legislation?
- County receiving all grant monies?
- Federal Grants? (Homeland Security)
- User fees (10% of budget?)
- Town Budget capital improvement planning? 5-10 yrs, where is money coming from?

Chief Glenn asked about current consolidation issues with County 911. City of Rome who did consolidate now is reportedly unhappy and wishes to leave County. Utica who had signed an agreement to consolidate is now refusing to merge.

It was discussed that a recent meeting was held in the Rome Corporation Counsel's office with representatives with Rome, Utica and New Hartford. How do we get more money from county, especially concerning the 35-cent surcharges? Supervisor will keep on top of the issues and report back. He did point out that currently the county does fund many of the equipment needs of Central as it pertains to 911. It was further discussed to bring more pressure to bear on county leaders. Get the Town Board's support! Chief Philo pointed out there is a standing board resolution supporting Central Dispatch and the "multiple PSAP" concept. All agreed as a committee we should work to re-affirm that resolution and go with a regional approach.

Mission : Get message to public. Maybe utilize intern from Utica College. Supervisor Madden will continue to put information in Town Crier. Will also talk to them about town wide distribution. Mayor Maciol also will give space in the Village's quarterly newsletter. Chief Hughes suggested "flyers" for various dinners at local Fire Departments. Mayor Maciol also offered Sr. group at NY Mills. Chief Philo proposes to approach Utica College for a Public Relations intern.

Proposed meeting schedule: April  
July (tentative)  
Sept./Oct. (as needed)

Space concerns at Dispatch/Police Department. One example cited was new "Locator" computer provided by the *National Center for Missing and Exploited Children*. Currently set up in Lt.'s office as no room in dispatch center.

All members, especially new members, were advised that the Minutes of all previous meetings are available to them.

Chief Glenn spoke on his issues with 911 and his jurisdiction in 2 townships. Half his calls come through Central, other half (Whitestown) comes from County. All Village phones, regardless of township, do ring into Central. He also questioned problems that arise on his home alert, wonders if it's his problem or Central's. Jeff explained it could be either or and that he would work to rectify any problem that arises but will confer with Chief Glen before incurring any cost to NY Mills.

Nothing further to discuss.

Motion to adjourn at 8:15p.m.

Respectfully submitted.

Amy A. Topor

Secretary

24-Hour Dispatch Committee

*Amy A. Topor*

APR 17 1996  
8:40 a.  
*SW Young*