

Town of New Hartford

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

September 25, 2007
7:30PM

RECEIVED
1:30 P.M.
MAD 10 2010
TOWN OF NEW HARTFORD
TOWN CLERK

PRESENT: Lawrence Gilroy; Chairman
Jeffrey Madden; Dispatch Supervisor
Raymond L. Philo; Chief – NHPD
Gary Edwards – Edwards Ambulance
George Nasser – COCVAC
David Reynolds - Councilman
Janet Hughes – NH Police Commission
William Hughes; Chief – WFC
Rodger Reynolds – Village of New Hartford Representative
Brian Freiberger – representing NHFD

ABSENT: Brad Frankland; Chief – NYMPD
Robert Glenn; Chief – NYMFD
Roger Cleveland – Highway Superintendent
Daniel Verminski; COCVAC
William Freiberger; Chief - NHFD
Robert Maciol; Mayor – V/NYM
Terry Martin – Citizen at Large
Barb Aiello – Personnel Director

Chairman Lawrence Gilroy called the meeting to order at 7:30PM.

At this time Chief Raymond L. Philo made a motion to approve the minutes of the September 19, 2006 meeting, second by Janet Hughes. All in favor.

Supervisor Madden distributed reports and reviewed same with the committee and explained that Calls for service has increased. Chief Raymond Philo explained to the committee that the average citizen feels safe that they can walk down the street without incident even though the number of 911 calls has increased .

Chief William Hughes had several issues that he would like Supervisor Madden to address regarding the Willowvale Fire Company.

First is in regards to why the Willowvale Fire Company test does not take place at 6:30PM as planned but is late on a regular basis. Madden explained that the Dispatch Center is busy with the increased call volume but will remind the Dispatchers that the test should take place at exactly 6:30PM.

Chief Hughes then asked if he could explain to the Dispatchers to slow down when talking so that the Chief can get accurate information. He is aware that they are very busy but always seem to rush. Also several Dispatchers are not aware that Car 300 is the Chief of the Willowvale Fire Company's car number. Supervisor Madden will address this issue as well.

Also why doesn't the Fire Company get calls for motor vehicle accidents from the Dispatch Center at the time they receive the call. Madden explained that often the caller states that there is no injury but when the Officer gets on the scene someone is in fact hurt.

The last issue Chief Hughes spoke about was being sent in the wrong direction while going to a call on Grange Hill Road. Madden explained the errors within the RMS System and advised that he will have Joseph Crandall address and correct same.

Chairman Gilroy asked that Chief Hughes take note of specific incidents in the future so that they can be addressed on specifics.

Supervisor Madden now spoke with regards to Dispatcher Training. Dispatcher Craig Burnop has completed the APCO training and is now a certified trainer. As such he has begun to train in house the other Dispatchers. This is one thing that the County does not do.

Councilman David Reynolds asked if there was anything that the County 911 Center was doing that our Dispatch Center was not. The only difference Supervisor Madden explained was the APCO training. All other things appear to be equivalent.

After tabulating the amount of the budget for the Dispatch Center on the average the taxpayer pays about \$4.00 per year. Also the Center is open 24 hours a day 7 days a week to answer any questions with regards to highway, sewer, police, fire, animal control etc.

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Supervisor Madden discussed the current negotiations with the 2008 budget. He informed the committee that he had put in for a new \$10,000 for a time synchronization system in the budget.

With no further business to discuss the next meeting was scheduled January 2008..

A motion to adjourn the meeting was made by Janet Hughes second by Councilman Reynolds. All in favor. Meeting adjourned at 8:27PM.

Respectfully submitted.
Amy A. Topor
Secretary
24-Hour Dispatch Committee

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