

Town of New Hartford

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

AGENDA

Meeting of April 25, 2006

Welcome New Members

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
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April 25, 2006
7:00PM

PRESENT: Jeffrey Madden; Dispatch Supervisor
Gary Edwards – Edwards Ambulance
George Nasser – COCVAC
Raymond L. Philo; Chief – NHPD
William Hughes; Chief – WFC
William Freiberger; Chief - NHFD
Barb Aiello – Personnel Director
David Reynolds - Councilman
Daniel Verminski; COCVAC
Terry Martin – Citizen at Large

ABSENT: Lawrence Gilroy; Chairman
Brad Frankland; Chief – NYMPD
Robert Glenn; Chief – NYMFD
Janet Hughes – NH Police Commission
Rodger Reynolds – Citizen at Large
Robert Maciol; Mayor – V/NYM
Roger Cleveland – Highway Superintendent

In the absence of Chairman Lawrence Gilroy, Dispatch Supervisor Jeffrey Madden called the meeting to order at 7:45PM.

At this time Daniel Verminski made a motion to approve the minutes of the January 30, 2003 meeting, second by Councilman David Reynolds. All in favor.

Supervisor Madden distributed reports and reviewed same with the committee. Since the Dispatch Center has now being using a new Computer Aided Dispatch System by Pamet Supervisor Madden discussed the new format of the reports and the differences between them the the ones the Dispatch Center used to generate.

The old tabulation system was a manual one where checks were counted for each call received. Because of this the Center would register over 50,000 calls per year. Because the new system only tabulates incident, i.e. one incident might receive 10 calls regarding it but it would only be tabulated as one incident, several members of the committee expressed confusion about the numbers being lower. Terry Martin was concerned that an accurate count was not being made which is not giving the Center credit it deserves for each call being answered. David Reynolds expressed the same concerns. Supervisor Madden will get an estimate from Gaffney Communications for a "Call Counter". This would not only count the number of calls but it could be used for much more. After an estimate is received, then Supervisor Madden will approach the Town Board for its approval.

Supervisor Madden pointed out from the 2003 minutes that 3 Dispatchers, Craig Burnop, Michael Talento and Daniel Buley have been certified by APC. Also, Dispatcher Burnop has become certified as a Communications Trainer Officer as well as Instructor. And he has secured a \$2,000 Scholarship Grant to assist with training expenses. He is able to train our newly hired dispatchers as well and use on the job remedial training for the other Dispatchers. 80% of the Dispatchers at this time are trained in the use of Emergency Medical Dispatch (EMD).

Supervisor Madden would like to designate Dispatcher Burnop as the Communications Training Officer. Chief Philo made the motion to such, second by Chief Hughes, all in favor.

Supervisor Madden explained to the committee the new equipment upgrades that are being made to the Dispatch Center.

- New Voice Logging Recorder (funded by County Sur-Charge).
- New 60kw emergency generator (funded in part by Assemblyman Townsend's grant)
- New 911 phones purchased by the County.
- Third (back-up) table top console purchased in the 2005 budget,.

The audio logging machine replaced the old Dictaphone recorder. The calls can now be captured on a CD. Supervisor Madden explained that the county only keeps tapes for 90 days and that we have thus far kept all the old tapes since the Dispatch Center went live. Madden explained that he would contact Gail Wolanin Young and go over some new guidelines and policies as to what the Center would now keep, and destroy any old tapes. Chief Freiburger questioned the litigation factor is someone was looking for a tape that we did not have. After contacting Wolanin a new policy would be set into place ensuring a time frame for keeping said information.

The new Generator is installed and includes the entire Kellogg Road building being on complete generator backup.

New Phones are being installed the 1st week of June. The new phone system will have mapping component and also will improve the handling of cellular 911 phone calls the Center is currently receiving from the county.

The Dispatch Union has recently settled their contract, which will be in place until December 2009. Both the Town Board and the Union are very satisfied with the results of the agreement.

Since the Utica Fire Department has started an ambulance service, Kunkel Ambulance has been running several ads suggesting that people "request" Kunkel when they have an emergency. Because of this a policy needs to be in place as far as the Dispatch Center's decisions for sending an ambulance. Supervisor Madden is concerned about the liability issues involved with choosing one of the other and the time delays. Madden has contacted the Oneida County 911 and was told that the Center should dispatch the ambulance service listed on their 911 screen. A meeting is taking place on May 3rd, which will include a representative from the Department of Health so that a final decision would be made with regards to this.

Due to the differences in the computer systems Supervisor Madden is concerned about the "time" stamps that happen with incidents. The console, 911 printers, phone and the CAD system all seem to have a different time. Madden would like to purchase some equipment to allow all of the computers to be "in sync". Terry Martin suggested that Supervisor Madden contact a "telecommunications" company to see what solutions are available to rectify this problem.

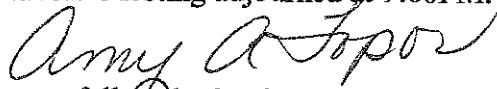
Discussion was made about the possibility of grant money being available from the surcharge monies being collected. Councilman Reynolds suggested contacting the towns newly hired grant writer to look into what grants might be available. Terry Martin wants to reach out to the local legislators asking why the County has not looked further grants from the state's cellular surcharge revenues.

Councilman Reynolds is concerned about the status of the 911 Center. He asked that the Committee do everything in it's power to let the tax payers know that the Center is a vital part of our community and it money well spent to keep our town safe. He wants to ensure that the Committee stays on top of the issues and keeps themselves informed if someone tried to consolidate the Center with the County.

Due to the fact that Chairman Gilroy was not present Terry Martin was asked to contact him to see if he was still available to Chair the Committee. If Mr. Gilroy declines the Committee would reach out to find a new Chairman.

With no further business to discuss the next meeting was scheduled for June 6, 2006 at 7PM at the Kellogg Road Community Building.

A motion to adjourn the meeting was made by Barb Aiello, second by Chief Hughes. All in favor. Meeting adjourned at 9:00PM.



Respectfully submitted.

Amy A. Topor

Secretary

24-Hour Dispatch Committee

Town of New Hartford

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

AGENDA

Meeting of September 19, 2006

Approve Minutes of April 25, 2006 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

September 19, 2006
7:30PM

PRESENT: Lawrence Gilroy; Chairman
Jeffrey Madden; Dispatch Supervisor
Gary Edwards – Edwards Ambulance
George Nasser – COCVAC
Barb Aiello – Personnel Director
David Reynolds - Councilman
Daniel Verminski; COCVAC
Terry Martin – Citizen at Large
Rodger Reynolds – Citizen at Large
Robert Maciol; Mayor – V/NYM

ABSENT: Brad Frankland; Chief – NYMPD
Robert Glenn; Chief – NYMFD
Janet Hughes – NH Police Commission
Roger Cleveland – Highway Superintendent
Raymond L. Philo; Chief – NHPD
William Hughes; Chief – WFC
William Freiburger; Chief - NHFD

Chairman Lawrence Gilroy called the meeting to order at 7:35PM.

At this time Councilman David Reynolds made a motion to approve the minutes of the April 25, 2006 meeting, second by Terry Martin. All in favor.

Supervisor Madden distributed reports and reviewed same with the committee. Since the Dispatch Center has now being using a new Computer Aided Dispatch System by Pamet Supervisor Madden discussed the new format of the reports and the differences between them the the ones the Dispatch Center used to generate.

Supervisor Madden explained to the committee the quotes he received from Northland Telephone for a call counting system being put on our phone lines. The committee then discussed the benefits of this service.

Supervisor Madden explained to the committee that only 4% of calls received at the Dispatch Center are actually from citizens dialing 911. Most people use the 7 digit phone numbers for emergency and non-emergency calls. Also that 80% of calls are actually non-emergency calls.

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.

At this time Councilman Reynolds asked Supervisor Madden what the status is of the reverse 911 being in place. After discussion it was learned that there are still several bugs in the system at the county level that needs to be ironed out.

Supervisor Madden explained that the Oneida County has stated that an oversight committee be in place to oversee the 911 systems. However, the County currently does not have one in place.

Supervisor Madden discussed the current negotiations with the 2007 budget. He informed the committee that he had put in for a new \$23,000 phone system since the current system is 10 years old. Also that he would be looking into applying for grants to see if some of this cost can be absorbed by this.

At this time discussion made made to gradually increase the user fees to the fire and police departments that are currently being provided service by the Dispatch Center. By gradually increasing this fee it would be easier on the taxpayer.

With no further business to discuss the next meeting was scheduled January 2007.

A motion to adjourn the meeting was made by Terry Marion second by Mayor Robert Maciol. All in favor. Meeting adjourned at 8:45PM.

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