



# *Litchfield County Dispatch, Inc.*

111 Water Street  
Torrington, CT 06790  
Administration (860) 626-7525  
Dispatch (860) 496-0711  
lcd911.com

## **LCD Board of Director's Meeting – April 28, 2022**

Meeting was called to order at 7:00 p.m. by President Eric Epstein

Roll Call showed a quorum was present.

The Nominating Committee nominated Eric Epstein for President – Brian Allyn (North Canaan) made the motion that nominations be closed and secretary cast one ballot. Seconded by New Hartford. Motion passed.

The Nominating Committee nominated Tom Casey for Vice President – Pete Bernard (Goshen) made the motion that nominations be closed and secretary cast one ballot. Seconded by Jamie Lagassie (Winchester). Motion passed.

The Nominating Committee nominated Jon Barbagallo for Secretary. Brian Allyn (North Canaan) made the motion that nominations be closed and that the Vice President cast one ballot. Seconded by Todd Hiller (Colebrook). Motion passed.

The Nominating Committee nominated Scott Kellogg for Treasurer. Motion made by Todd Hiller (Colebrook) that nominations be closed and secretary cast one ballot. Seconded by Jamie Lagassie (Winchester). Motion passed.

A motion was made by New Hartford and seconded by Winchester to accept the minutes of the last (Special) meeting as presented. Motion passed.

**Public Comment:** Brian Hutchins will be taking over the director for Norfolk

**Correspondence:** None

### **Treasurer's Report:**

- Operating Account: \$1,537,320.35
- Projects Account: \$375,155.89

Motion made by Brian Allyn (North Canaan) and seconded by Steve Elovirta (Barkhamsted) to receive Treasurer's report. Motion passed.

### **Reports of Management:**

Updates given by Brian Mirizzi and Kevin Webb in the absence of the Executive Director. See attached.

### **COMMITTEE REPORTS:**

#### **By Law:**

**Executive Board:** union negotiations are going slowly but continuing.

**Finance:** to discuss Raymond James investments.

#### **Personnel:**

**Protocol:** Had a joint meeting with the Technology group

#### **Legislative:**

**Technology:** Committee has been active working towards a future layout and system improvements.

**OLD BUSINESS:** None

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### **NEW BUSINESS:**

George Sinnamon of Sinnamon & Associates (North Canaan) was recommended to do yearly audit once again for \$8000. Motion by Scott Kellogg (Harwinton) and seconded by Steve Elovirta (Barkhamsted) to hire as recommended. Motion passed.

Motion to adjourn the meeting was made by Jamie Lagassie (Winchester) and seconded by Brian Allyn (North Canaan) at 7:27 p.m. Motion passed.

Respectfully Submitted

A handwritten signature in black ink that reads "Jonathan Barbagallo".

Jonathan Barbagallo  
Executive Secretary



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## *2022 Communications Manager Annual Report*

It has been a very busy year at LCD since last June. Our company has continued to accomplish goals that are unmatched by any other center in Connecticut.

### *COVID*

Since January we have had seven confirmed cases. We have rapid test kits available in the center and testing has been conducted as a precautionary measure on a as needed basis.

### *Staffing/Training*

Since June of 2021, LCD has hired 3 new trainees and lost 4 employees. We currently have 2 new employees in various stages of training.

I continue to work together with union leadership to ensure the best quality candidates throughout our testing and interview process.

I have been working directly with the Training Steering Committee on continuously improving the training programs. New Frontline Daily Observation Reports/QA Reporting software has been implemented to better reflect the expectations and goals of LCD trainees.

We have also begun implementation of the "Radio Q" process through the Frontline software program to have a standard to evaluate the dispatcher's performance on Fire/EMS radio. This process is ongoing and will continue to be refined & further developed.

### *Next Year*

One of the main focus points for the coming year is to evaluate and standardize SOPs within our three police agencies in an effort to increase efficiency and our quality of service through the use of new document management software.

We will also continue to evaluate our dispatcher's positional duties. As staff size increases, it is becoming harder to maintain a high level of discipline specific training. So we'll continue to review and update our model for moving forward. This is done with input from the staff at our supervisor meetings.

Enhancing the training program for both Fire/EMS & PD Radio: The call taker training program has gotten a lot of attention this past year with multiple updates, presentations, and trainings. Our goal is to bring the Dispatch aspects up to this standard.

**Kevin S. Webb**

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# Systems Administrator Report

Thursday, April 28, 2022

## Past Year

Worked with Accucom to develop and implement a COLLECT interface that allows dispatchers to use COLLECT from our CAD and enable export to the three police CADs from a single application.

Upgraded CAD computers in the center. Regularly perform maintenance on workstations, standalone servers and our virtual cluster.

Actively working with FireTek to release a web application for responders to utilize from mobile devices. This application will allow responders to receive information from the CAD and send information to the CAD. This will allow responders to communicate with LCD without the use of the radio system.

Deployed Zello on Dispatch, Command, Torrington FD, Winsted FD, Winsted EMS and Terryville FD. Zello is a mobile application that allows subscribers to listen and talk on radio channels via a phone or tablet. Zello is available to all services.

Fire/EMS RMS providers making promises to services that they cannot deliver and several being purchased and some shut down.

Continue to work with our CAD vendor to upgrade the CAD to help the dispatchers perform their jobs faster and more efficiently.

Worked with NORCOM to configure and install a new laptop console.

Met as a part of the Communications Committee to formulate a plan to move forward with a communications plan to expand the VHF system and the CLRMN system.

## Upcoming projects for this year

Continue to develop and test with FireTek

Investigate the possibility of designing a custom LCD Fire RMS.

Look into upgrade options for our current virtual server environment.

Backup storage options for off site backups.

Continue to work with the Communications Committee on a plan for the radio system moving forward. Monitoring Cyber threat levels and will continue to monitor and mitigate threats as needed.

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