



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 27, 2023

Meeting was called to order at 6:36 p.m. by President Eric Epstein

Roll Call showed a quorum was present.

Executive Board Elections were held as the Nominating Committee presented the slate of officers as follows:

- President: Eric Epstein
- Vice President: Tom Casey
- Treasurer: Scott Kellogg
- Secretary: Jon Barbagallo

There were no nominations from the floor for any position.

- ❖ Jim Schultz (Warren) made a motion that nominations be closed for President and the Secretary cast 1 ballot. Seconded by Tom Casey (Sharon). Motion passed.
- ❖ Scott Kellogg (Harwinton) made a motion that nominations be closed for Vice President and the Secretary cast 1 ballot. Seconded by Chris Massey (Terryville). Motion passed.
- ❖ Jim Schultz (Warren) made a motion that nominations be closed for Treasurer and the Secretary cast 1 ballot. Seconded by Chris Massey (Terryville). Motion passed.
- ❖ Scott Kellogg (Harwinton) made a motion that nominations be closed for Secretary and the Vice President cast 1 ballot. Seconded by Tom Casey (Sharon). Motion passed.

A motion was made by Pat Mechare (Falls Village) and seconded by Scott Kellogg (Harwinton) to accept the minutes of the last meeting as presented. Motion passed.

Public Comment: None

Correspondence: A letter from the Town of Warren appointing Jim Schultz as Director.

Treasurer's Report:

- Operating Account: \$1,537,708
- Projects Account: \$49,831.41

Motion made by Pat Mechare (Falls Village) and seconded by Jamie Lagassie (Winchester) to receive Treasurer's report. Motion passed.

Reports of Management: Dan Soule gave report on the recent snowstorm and the Mohawk Tower experiencing a power outage due to the state's generator going down. Due to recent technologies and equipment improvements on LCD's end, the down time for LCD was very minimal. Zello App seems to be working well and is an adequate backup. CAD improvements continue to be addressed especially during busy times like storms. File backups will be improved. Communications plan will be worked on during the upcoming year.



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Kevin's report: See attached.

COMMITTEE REPORTS:

By Law:

Executive Board:

Finance:

Personnel:

Protocol:

Legislative:

OLD BUSINESS: Discussions with Town of Thomaston continue. No timeframe. Part of the plan is to regionalize police dispatching which would include the current PD's we currently dispatch for.

2021-2022 Audit was received. No significant actions needed for improvement. Scott Kellogg made the motion to receive the audit. Seconded by Tom Casey (Sharon). Motion passed. Appointment of auditor to be George Sinnamon for \$8,000. Next closest auditor quote was \$25,000. Motion made to stay with George Sinnamon. Chris Massey (Terryville) seconded. Motion passed.

Tabling staff compensation adjustment decisions for this month.

NEW BUSINESS:

The Board welcomed Chris Massey, Assistant chief in Terryville FD, as the new director for LCD for the Town of Plymouth.

The motion to adjourn the meeting was made by Jamie Lagassie (Winchester) and Dave Baldwin (Hartland) at 7:02 p.m.

Respectfully Submitted

Jonathan Barbagallo
Executive Secretary

2023 Communications Manager Annual Report

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

Training

This past year was challenging in the training division. We dealt with the absence of the training coordinator and I was responsible for all new employee on-boarding and training, new/current employee certifications and reviewing all performance concerns until mid October when Jessica Liskin was hired as our Training & Quality Assurance Coordinator.

Jessica has been an integral part of our improved level of quality service throughout the staff. Her 15 years of experience has made any training curve minimal. She has been a wonderful addition to the administrative team.

Staffing

We continue to address our staffing shortages which are prevalent in a majority of the centers across the country. I continue to work together with union leadership to ensure the best quality candidates throughout our testing and interview process.

We recently completed a recruitment video to assist in attracting candidates to LCD. <https://youtu.be/AsxQhTyj6fw>

Future Progress

As each of our PD partners work toward CALEA (Commission on Accreditation for Law Enforcement Agencies, Inc.) Accreditation, 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

We have also partnered with Falcon Consulting & On Scene First to complete a DISC Assessment (DiSC is an acronym that stands for the four main personality profiles described in the DiSC model: (D)ominance, (i)nfluence, (S)teadiness and (C)onscientiousness) and Leadership training with both administration and the staff. Our goal is to improve teamwork, communication and productivity within LCD.

2023 Training/ QA Annual Report

Since taking the Training/QA Coordinator position in October 2022;

- Implemented third-party QA reviews through Priority Dispatch QPR, which completes 18-20 EMD call reviews per week to ensure the protocol is being correctly used and provides valuable feedback to the employees in a timely fashion.
- I am working alongside Corti, an AI call review program. Their goal is to streamline the process of call reviews, increase the ability to track quality issues and let the call takers have access to their calls for self-assessment.
- Reorganized all the training files and digitized them
- Revamped the Call Taking training guideline

Goals for 2023

- Create more detailed Fire/EMS & PD Dispatch training guidelines.
- Increase outside/in-house training opportunities for staff
- EFD QA Reviews
- Radio QA
- Relaunch EPD