



# *Litchfield County Dispatch, Inc.*

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

## **LCD Annual Membership Meeting – April 25, 2024**

Meeting was called to order at 6:32 p.m. by President Epstein via Google Meets Video.

Roll Call was taken.

**Correspondence:** None received

**Minutes from last membership meeting:** Motion by Winsted and Seconded by North Canaan to receive report. Motion passed.

**Public Comment:** None:

**Elections:** Will be held immediately after during Board of Directors meeting

**Management Report:** Kevin Webb gave the report that is attached. Brian Mirizzi gave the report that is attached. Dan Soule gave the report that is attached.

**New Business:** None

Motion made by Tom Casey (Sharon) and seconded by Brian Allyn (North Canaan) to adjourn meeting at 6:51 p.m. Motion passed.

Respectfully Submitted

Jonathan Barbagallo  
Executive Secretary



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## *2024 Annual Report: Director of Operations*

### Introduction:

Over the past year, we have faced various challenges and successes, all contributing to our continuous improvement and commitment to serving our services and the community.

### Addressing Staffing Shortages:

Again this year, we encountered significant staffing shortages due to various factors, such as attrition and a lack of qualified candidates. To address this, we implemented several strategies:

1. We intensified our recruitment efforts through targeted advertising and are in the process of implementing 9-1-1 specific candidate assessment testing.
2. We continue to improve our cross-training program to ensure operational resilience.
3. We are exploring flexible scheduling options to accommodate personal obligations and minimize mandatory overtime.

### Collaboration with Consulting Agencies:

1. To increase efficiency and employee satisfaction, we continue collaborating with Falcon Public Safety and OnScene First to evaluate our processes and implement solutions that establish clear administrative and staff expectations.
2. Training and Development: We are continuing to develop training programs that focus on enhancing technical skills and stress resilience.

### Employee Well-being:

We have prioritized initiatives to foster a positive work environment and support employee well-being. As a part of this, we have begun a partnership with Challenging Minds in Torrington to implement mental health support services and stress management resources for the staff.

### Conclusion:

In conclusion, the past year has been marked by challenges and achievements as we navigated staffing shortages and enhanced operational effectiveness. We've emerged stronger through strategic initiatives and collaboration and remain committed to serving our community.

Thank you to our telecommunicators for their sacrifices, hard work and dedication.



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We have received 4 grants this year for the New Virtual Server, GIS Data Set, 2 Backup Servers and 24-hour dispatch chairs for a total of \$116,000

The 911 laptops which can be used from locations outside the dispatch center have been ordered by the state and we will be testing one..

Prepared Live start up. Live video

Challenge with CT Paid Leave completed with Union

Challenged the state to confirm accurate 911 call counts to assure we receive the correct funding. Efforts amounted in \$51,000 additional spread over the next 3 years

Automated dispatch

MECCA working with Tech Schools on program to prepare students to be 911 dispatchers

Nexgen

Premium Rapid SOS. Giving dispatchers advanced mapping with layer selection, Hydrants, AED, Response zones etc

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Daniel Soule  
Executive Director  
Litchfield County Dispatch Inc.  
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## Systems Administrator Report

Thursday, April 25, 2024

### Past Year

Regularly perform maintenance on workstations, standalone servers, networking equipment and the virtual cluster.

FireTek has reached new heights in its development journey. We officially start testing sending response data from the application to the CAD next week. With the help of the Communications/Tech Committee we have been able to evolve FireTek's functionalities to assist Fire and EMS services at all stages.

Zello continues to be a fluid and useful application for services. LCD currently utilizes 16 channels on our network and 9 external channels that are hosted remotely. Once Response is live there will also be a patched Zello channel for services to utilize.

Regular security and feature updates to the CAD enable Dispatchers and Call Takers to perform their jobs faster and more efficiently.

With the integration of state-of-the-art equipment, we've ushered in a new era of efficiency by replacing our virtual server cluster. This upgrade represents a leap forward in reliability, scalability, and performance. Our revamped infrastructure ensures smoother operations, minimized downtime, and heightened security measures, enabling our team to focus on innovation and service delivery with peace of mind. By investing in cutting-edge technology, we're poised to meet the evolving demands of our users and exceed their expectations, paving the way for continued success and growth.

In collaboration with NORCOM, we've successfully implemented and configured the new VHF Response radio channel, bolstering our emergency communication capabilities. We have a tentative go live date of October 2024.

Continue to monitor and mitigate security threats from inside and outside the Center.

We've upgraded our backup storage infrastructure both on-site and off-site with significantly larger capacity, ensuring robust data protection and disaster recovery capabilities. This expansion allows us to store more data securely, accommodating the growing volume of critical information generated by LCD.

### Upcoming projects for this year

Continue to develop and test with FireTek and the Tech/Communications Committee. Once the testing phase is complete we will start releasing this to departments in a rollout plan not simultaneously.

Continue our collaboration with the Tech/Communications Committee to fine-tune FireTek's functionalities and streamline automated voice dispatch capabilities. This ongoing partnership ensures that FireTek meets the specific needs and preferences of our emergency response teams and automated dispatch takes a large burden off the dispatchers.

### 2

Upgrade and replace our off-site CAD server and Active Directory (AD) server at LCD. This strategic move enhances our data resilience and system reliability, ensuring uninterrupted access to critical resources and services. By modernizing our infrastructure, we're bolstering our disaster recovery capabilities and fortifying our data protection measures. This upgrade not only strengthens our resilience against potential disruptions but also lays the foundation for future scalability and innovation.

Actively monitoring cyber threat levels and will continue to mitigate threats as needed.

As the FireTek development nears completion, we are exploring the potential development of an LCD RMS application specifically designed for the fire services.