

Town of Montville
Town Administration/Rules & Procedures Standing Committee
Meeting Minutes for Monday, September 28, 2015
5:30 p.m. – Room 102 – Montville Town Hall

1. Call to Order
Councilor Longton called the meeting to order at 5:30 p.m. after establishing a quorum.
2. Pledge of Allegiance
3. Roll Call (Councilors Longton, May, and Pollard)
Present were Councilors Longton, and Pollard. Absent was Councilor May. Also present were Lt. Leonard Bunnell and Fire Marshal Raymond Occhialini.
4. Remarks from the public relating to matters on the agenda with a three-minute limit – *none*
5. Alterations to the Agenda – *none*
6. Approval of the:
 - a. Regular Meeting Minutes of August 24, 2015
Motion made by Councilor Pollard, seconded by Councilor Longton. Voice vote, 2-0, all in favor. Motion carried.
 - b. Special Meeting Minutes of August 31, 2015
Motion made by Councilor Pollard, seconded by Councilor Longton. Voice vote, 2-0, all in favor. Motion carried.
7. Unfinished Business
 - a. Vehicle Replacement Policy
The item was tabled pending the receipt of the Policy for review.
 - b. Review of the “Town of Montville Acceptable Use Policy”
The item was tabled pending the receipt of the Policy for review.
 - c. Review of the Draft Policy and Job Description for Town Dispatchers
Due to ongoing contract negotiations, Councilor Longton was informed that they would not be able to move the Policy forward. He expressed his disappointment as he had hoped that the Policy would be on record and available during their contract negotiations.

Fire Marshal Occhialini stated that, aside from the call accounting list that he has for two of the telephone lines indicating what and when the calls were answered, there is currently no call accounting system in place. He also stated that he is currently

involved with the Townwide Telephone Committee, which will integrate the communication systems of Town Hall, Public Safety Building, Social Services, Public Works, and Senior Center. The system will have a caller assurance program, which will make all phone calls visible and, along with the Town's scheduled 911 upgrade, a full detailed record of all incoming calls from all of the telephone lines will also be available. He expressed his awareness and recognition of the need for the changes that need to be made to the system.

Lt. Bunnell expressed his dismay and questioned why these issues had not been discussed and resolved during previous Union negotiations that have been taking place over the past 30 years.

In response to Councilor Pollard, Fire Marshal Occhialini stated that all calls received via cell phone are directed to the State. Improvements are being made by the State and the Town is receiving calls in a more timely fashion. He felt that the dispatchers are responding to at least half of the telephone calls received on the police line to which Lt. Bunnell disagreed.

8. New Business

a. Review of the proposed Noise Ordinance

The item was tabled pending the receipt of the Policy for review.

9. Remarks from the Public with a three-minute limit – *none*

10. Remarks from the Committee Members

Councilor Longton expressed his frustrations regarding the Dispatchers' Policy, stating what the Committee has learned during their discussions and needs to be addressed in the upcoming contract negotiations:

- 1) There are far too many telephone calls received via the routine police line that are going unanswered when the dispatchers are not handling 911 calls. The dispatchers are not a representative of the fire, medical, or police departments and should be answering and dispatching all incoming calls for proper handling.
- 2) The public should be acknowledged upon entering the Public Safety Building by the dispatchers and directed as necessary. He has received numerous complaints regarding this matter and, as a common courtesy to the taxpayers who pay their salaries, the issue must be resolved.
- 3) There is no reason why the public should not be able to view the dispatching department. Though a significant amount of 911 calls are received and properly dispatched, dispatchers often have a significant amount of time when they are not

answering or dispatching 911 calls. In addition, during these periods, the dispatchers are not answering the local police telephone lines. He questioned what the dispatchers are doing this period and whether they should require cameras to monitor the actions of the dispatchers.

11. Adjournment

Motion made by Councilor Longton, seconded by Councilor Pollard, to adjourn the meeting at 5:48 p.m. Voice vote, 3-0, all in favor. Meeting adjourned.

Respectfully Submitted by:

Agnes Miyuki, Recording Secretary for the Town of Montville