

**Town of Montville Public Safety Commission
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Uncasville, Connecticut 06382**

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**Town of Montville Public Safety Commission
Special Meeting Minutes
Dispatch Sub-Committee Meeting of the Public Safety Commission
Wednesday, March 17, 2010
Room 102 – Town Hall – 5:30 p.m.**

1. Call to Order

Chairman Jetmore called the Special Meeting to order at 5:30 p.m.

2. Pledge of Allegiance

3. Roll Call

Present were Commissioners Wehner, Jetmore, Allyn, Loiler (6:30 p.m.) and Butterworth. Also present were Ray Occhialiani, Fire Marshal, Sgt. Collins, Resident State Trooper, Lt. Bunnell, Montville Police Department and Candy Buebendorf, Town Council Liaison.

4. Continuation of Discussions Regarding Town of Montville Dispatch Policies Relative to the Town of Montville Police.

Chairman Jetmore resumed the discussions regarding issues between the Town of Montville Dispatchers and the Town of Montville Police in regards to certain policies.

Chairman Jetmore indicated the Union has filed a grievance regarding labor issues and until that is resolved the Commission is limited in what it can do to help. A discussion was held regarding issues of public safety and giving the residents the service they deserve.

Commissioner Wehner discussed the forty year old system the town is currently working under and stated it is outdated. He stated work has been added to the duties of the dispatchers and new technology implemented but additional staff has not been added. Most towns staff two dispatchers on each shift to handle calls and the Town of Montville only staffs one per shift. He suggested Mr. Occhialini look into a new method of operation and to draft a new schedule for staffing in order to rectify any problems long term.

A discussion was held regarding adding a second dispatcher on duty during peak hours of the day to alleviate some of the problems the dispatch center is having with properly staffing busy times of the day.

Sgt. Collins indicated the lack of personnel is a threat to public safety and discussed the duties of the dispatchers and the police regarding the answering of telephones.

Lt. Bunnell indicated the problem lies with policy and a failure to negotiate with the Union. He has worked out many of the issues with personnel in the police department and a determination needs to be made regarding where the responsibility lies for entries into the CAD system and the notification of police officers when there is a potentially dangerous situation in the field.

Ray Occhialini stated the failure to negotiate with the Union over the years is part of the problem.

A discussion was held regarding where the responsibility lies for the entries into the CAD system. There is a need to record all initial 911 calls and to issue a CAD entry procedure policy.

Ray Occhialini discussed the ninety day trial period implemented in October by the Mayor that was not followed through on.

Lt. Bunnell discussed and reviewed the job description of the dispatchers line by line regarding answering of telephones, conduct, protocol, policy, emergency call procedures and indicated he is dealing with personnel on his end.

Commissioner Wehner stated many of the items of contention have been modified and ironed out but there are limits due to the grievance filed by the Union. He discussed the need to updated and to add more police and dispatchers in order to the job properly. He suggested the Town Council be informed regarding the situation ongoing with staffing the police and dispatch center.

A discussion was held regarding the need to implement a policy for answering telephones and to determine who is responsible for CAD entries.

Commissioner Allyn stated he will get a copy of the communications manual for the Commission to review on Monday.

It was the consensus of the Commission to schedule additional meetings in order to rectify problems ongoing in the dispatch center and the police department.

Suggestions were made and discussed regarding long term solutions for a better system.

A discussion was held regarding the need for an open line of communication between the dispatch center and the police department.

A discussion was held regarding current 911 protocol and procedures.

Commissioner Wehner stated there is a need for short and long term solutions, the need to implement a new plan and how to make it happen. He suggested the Commission forward information to the Town Council to make them better understand what has to be done to make the system work efficiently for the town.

A suggestion was made to get job descriptions from surrounding towns for comparison and build off of them to make a more modernized and efficient job description that works.

A discussion was held regarding statistics and call volume for both the dispatch center and the police department.

5. Remarks from the Commissioners

Commissioner Butterworth stated there is a need to fix the system and to get the job done right.

Commissioner Wehner stated the Town needs to look at long term solutions and to modernize the forty year old system they are currently using.

Commissioner Jetmore thanked everyone for attending and looks forward to future meetings to work toward a solution to this issue.

Commissioner McNally stated he hopes the communication between the dispatchers and the police will be resolved.

Commissioner Loiler looks forward to working toward a solution to the problem.

6. Remarks from the Public

7. Adjournment

Motion made by Commissioner Wehner, seconded by Commissioner Loiler to adjourn the meeting at 7:00 p.m. Discussion: none. Voice vote: 5-0, all in favor, motion carried.

Respectfully Submitted by:

Audrey Ulmer, Recording Secretary for the Town of Montville