



TOLLAND COUNTY MUTUAL AID FIRE SERVICE INC.

56 TOLLAND GREEN P.O. BOX 6 TOLLAND CT. 06084

Proudly serving since 1950

Dispatch: 860-875-2543 Operations Director: 860-872-2421 Finance Manager: 860-871-8684 Fax: 860-872-0382

Visit us at: www.tollandcountv911.org



Board of Directors Meeting Minutes

October 10, 2012

Officers and Directors present: President D. Eaton, Vice President W. Fletcher, Dir. D. Dagon, Dir. J. Fisher, Dir. J. Barton, Finance Director J. Turner and Operations Dir. T. Millix

President D. Eaton called the meeting to order at 19:02

Correspondence: None

W. Fletcher made a motion to accept the secretary's report as written, seconded by D. Dagon. Unanimously approved

Finance Director's Report: See attached report

J. Fisher made a motion to accept the Finance Director's Report, seconded by W. Fletcher. Unanimously approved

Operations Director's Report: See attached report

Finance Committee Report: No report

Should have an assessment number for the November meeting.

The contracts with AT&T have been signed for the tower

Personnel: See attached report

A performance review was done on the Finance Director's position and a report was given. The Personnel Committee recommends the Board sign a new two year contract with the current Finance Director.

W. Fletcher made a motion to approve the Finance Director's contract, seconded by J. Barton. Unanimously approved

The Personnel Committee will start working on a review of the Operations Director's position.

Equipment and Grounds:

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The electrical is done at the Bald Hill Tower

The landscaping will be started soon

The sidewalk is falling apart and will be repaired soon

Radio Committee:

The Radio Committee meets tomorrow morning.

They are currently working on the Hebron tower

Still working on the maintenance contract with Tactical

The microwave system has been repaired and is working well now.

J. Turner recommended to the Board to replace 88 and 94 old radios.

J. Barton made a motion to replace 88, 94 and the 78 cross band radio, pending the financial decision of the Treasurer, seconded by W. Fletcher. Unanimously passed

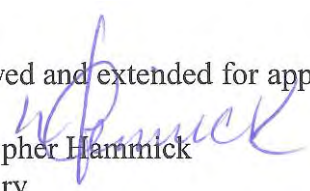
New Business: D Jellen has been posting the minutes on the website and keeping the website current. Personnel Committee will speak with her regarding the time she is spending on the website.

W. Fletcher made a motion to adjourn at 21:06, seconded by D. Dagon.

Respectfully,

Donna Jellen, Recording Secretary

Reviewed and extended for approval:


Christopher Hammick
Secretary
TCMAFS

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October 1, 2012

To: David Dagon, Personnel Director
David Eaton, President

From: Operations Director Tyler Millix

Re: Management Plan

** UNAPPROVED
BACKGROUND
MATERIAL
PROPOSAL
Cant see*

Chiefs Eaton & Dagon,

In developing a management plan for Tolland County Mutual Aid Fire Service a large amount of material was reviewed from both internal sources here at TN as well as outside sources such as other Regional 911 Center operations within the State and in some cases in other parts of the Country. Particular attention was paid to the current duties of management and anticipated increases in workload in future years. It is my opinion that this plan addresses the current operational needs and can be flexible enough to address additional workload as required as the TN operation grows. An attempt to achieve this was done by making some of the position duties redundant which allows for exposure of all the management staff to key responsibilities in the specified descriptions. Providing for redundancy not only addresses the issue of successor planning but also minimizes disruptions in service to the agencies when a key member of management takes time off.

The plan was developed by studying the current duties assigned to staff and evaluating whether these were required by law or statute, and also addressing internal policies or other type of requirements placed on TN by external sources. Projects that have been in progress were then reviewed and lastly, projects that should be initiated for the overall betterment of the service or projects that increase our service levels to the towns and departments were studied.

Once a thorough review was made of all duties both current and planned they were compared to the current job descriptions for validation. Attention was then focused on the existing descriptions and associated duties, adding in the additional workload created by new projects or requirements, and then a general labor requirement was placed on each individually. It was important to remain cognizant during the process that although there are many projects and duties that the management should perform, the overall supervision of the staff is an important component to the plan. From a financial perspective and within an organization our size, it is also nearly impossible to guarantee a person of supervisory power in the dispatch room at all times.

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However, it is strongly felt that interaction between management and labor is crucial to a positive relationship. The plan as developed takes into account both the desire to have a supervisory position that remains a forty hour a week telecommunicator, and provides for the efficient administration of the affairs of the center as a whole utilizing an Operations Director and an Executive Director. The provision that exists now will remain for both the Executive Director as well as the Operations Director that states during times of increased activity both positions may be required to report to the center to perform dispatching or coordination functions.

The following job descriptions are the final product of the overall study and again, the result of reviewing the current and future administrative needs of TN.

As always, your thoughts are welcomed.

Tyler F. Millix

Tyler F. Millix, Operations Director

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Executive Director

Pre-Employment Requirements

- High School diploma or equivalent. College courses or degree is preferred but not necessary
- Possess administrative and management skills
- Three satisfactory references
- Background investigation
- Pre-employment drug screening

Position requirements

- Possess CT State Telecommunicator Certification
- Possess or obtain APCO Communications Supervisor certification
- Possess or obtain APCO Communications Training Officer certification
- Possess or obtain APCO Leadership Certificate Program
- Possess or obtain APCO Customer Service in Today's Public Safety Communications Certification
- Possess or obtain APCO Public Safety Communications Staffing and Employee Retention Certification
- Basic computer skills, ability to learn advanced computer skills
- Effective oral and written communication abilities
- Working knowledge of Tolland County policies, procedures, and programs
- Ability to function under stressful situations

Position Duties

The Executive Director is responsible to the President of Tolland County Mutual Aid Fire Service. Major duties include but are not limited to the following:

- Perform administrative tasks pertaining to the overall administration of the affairs of Tolland County Mutual Aid Fire Service
- Supervise day to day operations of the center and subordinate staff including but not limited to the Operations Director, the Senior Telecommunicator, the Information Technology Specialist and any other employees of the Service as designated by the President
- Evaluates and administers discipline of all employees in cooperation with the Personnel Committee
- Report monthly to the Board of Directors all activities of the management and support staff of the Center including reviews of major events within the past month

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- Facilitate bi-weekly meetings with management and support staff to develop goals for the center and to obtain updates on outstanding projects.
- Assist in recruitment, interviewing, and hiring of prospective employees
- Performs all tasks as the DAPM (Drug and Alcohol Program Manager)
- Monitor and evaluate management and support staff performance and provide yearly reviews in cooperation with the Personnel Committee.
- Engage in actual call taking and dispatching activities when required
- Maintain and project professional attitude and appearance with the public, dispatch center, and member agencies
- Represent Tolland County and actively participate in meetings, or conferences at the National, Regional, and local level for the betterment of the organization.
- Attend and participate in both Region III and Region IV ESF-2 Meetings
- Accept other supervisory tasks as assigned by the President
- Evaluates incidents and reports findings to the Board of Directors for the purposes of improvement in communications between the center and agencies
- Manage and present classes or lectures as requested by member agencies or municipalities
- Endeavor to increase the customer base of the center in both dispatching services and alarms
- Constant evaluation of dispatching components including but not limited to CAD, radio consoles, dispatching furniture, call recorders for proper inclusion into the Capital Plan
- Maintain working knowledge of latest technological trends relating to PSAP and communications centers operations and management
- Perform communications assistance and coordination at the scenes of large scale events
- Perform other duties as required by the President or Board of Directors
- Obtains peer input from subordinates and supervisors
- Meets with staff with Operations Director to present appraisal on a yearly basis
- Promote and ensure positive relationships with other emergency service entities and local legislators

- **Manage in cooperation with the Operations Director the Tolland County Mutual Aid Fire Service Training Program**
 1. Assures all telecommunicators are properly trained
 2. Assures that ongoing training requirements are met and training is consistent
 3. Coordinates training of new employees
 4. Assists in the development of the Training Program in cooperation with the Operations Director
 5. Coordinates training sessions as needed for all staff

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- **Manage in cooperation with the Operations Director the Tolland County Mutual Aid Fire Service Inc. Quality Assurance Program.**
 1. Coordinates and performs EMD reviews in accordance with Powerphone Quality Assurance Program
 2. Maintains records demonstrating the State of Connecticut requirements are met for Quality Assurance reviews
 3. Compiles and maintains complete records of employees in regard to QA reviews
 4. Provides feedback in both verbal and written form to all staff of performance related matters

Weekly Hours / Work Week

- Forty hours per week
- Monday thru Friday
- Schedule will require provisions for night time meetings and presentations as required

Compensation

- Salary range \$79,000 to \$85,000
- Benefit package included
- Salary based on experience

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Operations Director

Pre-Employment Requirements

- High School diploma or equivalent. College courses or degree is preferred but not necessary
- Possess administrative and management skills
- Three satisfactory references
- Background investigation
- Pre-employment drug screening

Position requirements

- Possess CT State Telecommunicator Certification
- Possess or obtain APCO Communications Supervisor certification
- Possess or obtain APCO Communications Training Officer certification
- Possess or obtain APCO Customer Service in Today's Public Safety Communications Certification
- Possess or obtain APCO Public Safety Communications Staffing and Employee Retention Certification
- Basic computer skills, ability to learn advanced computer skills
- Effective oral and written communication abilities
- Working knowledge of Tolland County policies, procedures, and programs
- Ability to function under stressful situations

Position Duties

The Operations Director is responsible to the Executive Director of Tolland County Mutual Aid Fire Service. Major duties include but are not limited to the following:

- In the absence of the Executive Director, assume overall administration of the affairs of Tolland County Mutual Aid Fire Service
- Supervise day to day operations of the center in regard to call taking, processing, and dispatching of emergency calls in a manner to ensure the safe and efficient use of personnel, materials, and equipment
- Performs necessary tasks as the DER (Designate Employer Representative. Drug and Alcohol Program)
- Prepare weekly "Hours Worked" report for submission to the payroll service and Finance Director
- Coordinate all payroll functions and employee benefits with the Finance Director
- Prepare the staffing schedule and coordinate all request for time off in accordance with the contract
- Monitor and maintain accrued time for all employees

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- Assist in recruitment, interviewing, and hiring of prospective employees
- Monitor and evaluate employees performance
- Engage in actual call taking and dispatching activities when required
- Maintain and project professional attitude and appearance with the public, dispatch center, and member agencies
- Represent Tolland County from time to time at meetings in the absence of the Director
- Accept other supervisory tasks as assigned by the Executive Director
- Evaluates incidents and reports findings to Executive Director for the purposes of improvement in communications between the center and agencies
- Perform communications assistance and coordination at the scenes of large scale events
- **Manage in cooperation with the Executive Director the Tolland County Mutual Aid Fire Service Training Program**
 1. Assures all telecommunicators are properly trained
 2. Assures that ongoing training requirements are met and training is consistent
 3. Coordinates training of new employees
 4. Assists in the development of the Training Program in cooperation with the Executive Director
 5. Coordinates training sessions as needed for all staff
- **Manage in cooperation with the Executive Director the Tolland County Mutual Aid Fire Service Inc. Quality Assurance Program.**
 1. Coordinates and performs EMD reviews in accordance with Powerphone Quality Assurance Program
 2. Maintains records demonstrating the State of Connecticut requirements for Quality Assurance reviews
 3. Compiles and maintains complete records of employees in regard to QA reviews
 4. Provides feedback in both verbal and written form to all staff of performance related matters
 5. Obtains peer input from subordinates and supervisors
 6. Presents and justifies performance appraisals to the Executive Director for all subordinate employees
 7. Meets with staff with Executive Director to present appraisal on a yearly basis

Weekly Hours / Work Week

- Forty hours per week
- Schedule to be determined by the Executive Director
- Schedule will require provisions for night time meetings and presentations as required

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Compensation

- Salary range \$60,000 to \$75,000 per year
- Benefit package included

DRAFT

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Senior Telecommunicator

Pre-Employment Requirements

- High School diploma or equivalent. College courses or degree is preferred but not necessary
- Possess administrative and management skills
- Three satisfactory references
- Background investigation
- Pre-employment drug screening

Position requirements

- Possess CT State Telecommunicator Certification
- Possess or obtain APCO Communications Supervisor Certification
- Possess or obtain APCO Customer Service in Today's Public Safety Communications Certification
- Possess or obtain APCO Communications Training Officer certification
- Possess or obtain APCO Public Safety Communications Staffing and Employee Retention Certification
- Basic computer skills, ability to learn advanced computer skills
- Effective oral and written communication abilities
- Working knowledge of Tolland County policies, procedures, and programs
- Ability to function under stressful situations

Position Duties

The Senior Telecommunicator is responsible to the Operations Director. Major duties include but are not limited to the following:

- Executes the basic duties of the Telecommunicator
- Utilizes dispatch down time to seek overall center improvements
- Accepts special duties and assignments as directed by the Operations Director
- Monitors all aspects of the operational side of the center
- Recommends through oral and written communication improvements to the Operations Director
- Supervises, monitors and counsels other subordinate employees when necessary for adherence to policies and procedures
- Reviews daily operations and reports issues to the Operations Director in a timely fashion
- Weekly checks of both generators, fuel supplies, dehumidifiers and other basic housekeeping needs within the center and order items as needed
- Receives and analyzes input from subordinate employees and makes recommendations to the Operations Director

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- Assists in the administration of the Quality Assurance Program
- Assists in the administration of the Training Program
- Supervises and mentors newly hired employees and assists in their training
- Assists in the on-going training of subordinate employees
- Provides feedback in the development of the yearly employee reviews
- Maintains and projects professional attitude and appearance with the public, dispatch center, and member agencies
- Represent Tolland County and actively participate in meetings when requested by the Operations Director or Executive Director
- Attends and assists in presenting classes and lectures as requested by member agencies or municipalities when requested
- Perform communications assistance and coordination at the scenes of large scale events
- Perform other duties as required by Executive Director

Weekly Hours / Work Week

- Forty hours per week
- Schedule will require provisions for night time meetings and presentations as required

Compensation

- Per Union Contract (\$2.00-\$3.50 per hour over top step)

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October 10, 2012

To: Tolland County Board Members

From: Operations Director Tyler Millix

Re: Operations Report

Below are items that have been worked on over the past month, and in some cases are in progress. Should you have any questions on any topic please feel free to email for clarification or to request more in depth information. This report is rather abbreviated as other items to be discussed will fall under other sections of the agenda.

Kimball Report Sub-Committee

The sub-committee reported their findings to the Commission last week. There was not much discussion other than a basic review. The Commission will now decide on what to do with the report staying sensitive to the fact that the legislature may want some type of action in the next session.

Region III PSIC Communications Vehicle/ Training

The Deputy Commissioner is in the final phases of making a decision on where the trucks will be placed. Hartford is interested in hosting the Region III truck as well. The meeting with the ESF-2 Chairmen will be held within the next month to solicit additional input. Six of us attended a COM-T workshop held at Brainard Field yesterday and last night. A few training topics were reviewed and we then broke up into groups to work on the trucks. (Equipment placement, antenna installation, radio programming etc.)

Statewide Data Network/ IP Switch

Tactical did some preliminary work on the Telex Console. As previously reported, we will use this console as a fourth position when needed. We will be having a meeting with the State to outline our desire to utilize the PSDN for connectivity between TN Dispatch & Bald Hill. This can be used in conjunction with the microwave to provide a solid link between the two sites in the event of failure.

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Hebron

The tower and radio placement issues will be brought up under the Radio Committee Report. I have been asked to attend the next Board of Selectman Meeting to discuss the tower plan. On the 23rd Scott and I will be starting the training classes for the Fire Department. This will be the first of a few they want to schedule.

Other

- Five dispatchers attended The Atlantic APCO Conference in Stamford. It proved to be very beneficial as we were able to interact with various vendors. We will be having a CAD presentation in the near future from Tiburon which has an interesting product line and provides a subscription based service that instead of relying on hardware in the center, relies on “cloud” applications via IP. It also has provisions for proper CAD use in the event of loss of internet.
- Significant amount of time was spent on the management plan. A final draft was forwarded to the Personnel Director and President.
- The microwave issues have subsided and have survived a few significant wind events. Tactical will be visiting the Soapstone and Mansfield sites this month to perform QA checks and make adjustments as needed.
- We are tracking down alpha paging issues. Some issues involve the Genex Controller within our CAD (NWS issue) and another is a bit more perplexing as we have reports of alpha pagers not activating.
- We provided significant assistance at the Coventry Search. We coordinated the communications for the event as well command staff. I attended a de-briefing this morning with the Fire Department and the Police Department to review the incident. Moving forward, we now have established a common understanding of each other’s roles and responsibilities.

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