

Town of Montville
Town Administration/Rules & Procedures Standing Committee
Meeting Minutes for Monday, August 24, 2015
5:30 p.m. – Room 102 – Montville Town Hall

1. Call to Order
Councilor Longton called the meeting to order at 5:33 p.m.
2. Pledge of Allegiance
3. Roll Call (Councilors Longton, May, and Pollard)
Present were Councilors Longton, May, and Pollard. Also present was Montville Police Department Lt. Leonard Bunnell.
4. Remarks from the public relating to matters on the agenda with a three-minute limit
Lt. Bunnell stated that the intent of the Dispatcher Policy is to create a policy that can be immediately instituted without placing any additional burden on the dispatchers and to engage them into aiding the Police Department when they are not already involved with a call. He provided the Councilors with the July Dispatch Log indicating the time between which the calls are received. A review of their position description does not indicate any restrictions that would preclude them from responding to non-fire/medical calls.
5. Alterations to the Agenda – *none*
6. Approval of the:
 - a. Special Meeting Minutes of July 27, 2015
Motion made by Councilor May, seconded by Councilor Pollard. Voice vote, 3-0, all in favor. Motion carried.
7. Unfinished Business
Motion made by Councilor May, seconded by Councilor Pollard, to move item 7(c) to 7(a). Voice vote, 3-0, all in favor. Motion carried.
 - a. Review of the Draft Policy and Job Description for Town Dispatchers
The following documents were reviewed and discussed:
 - 1) Handwritten Statement of Agreement Between Town of Montville and Local 1303-51 of Council 4, AFSCME, AFL-CIO, Case No. MPP-28415
 - 2) Town of Montville Emergency Dispatchers' Telephone Answering Procedure
 - 3) Dispatcher Position Description, revised 2/24/2010, 2nd revision 10/13/2010 #6
 - 4) Revised and Proposed Dispatchers Policy, dated 06/22/2015, as drafted by Lt. Bunnell

Lt. Bunnell stated that the revised and proposed Dispatchers Policy, which is based upon and further clarifies the Dispatchers' Telephone Answering Procedure, was previously

submitted to the Public Safety Commission, but no action has been taken to date. Currently, there is an Administrative Assistant who answers telephone calls from 8:00 a.m.– 4:00 p.m. and a Part-time Clerk who works 19 hours/week during those hours. In the evening, until midnight, there are currently two dispatchers working Monday through Friday. The Policy would be enforced under the authority of the Mayor.

Issues arise when a resident or concerned individual who is out of town is seeking immediate police assistance for issues that may arise with their property or otherwise. Currently, unanswered calls received by the Department are directed to the Dispatch Center then to the automated voicemail system.

The importance of stating that these changes will not require any additional manpower or hours to their current existing workload and clarifying that the Public Safety Building serves the Fire, Police, and Emergency dispatching, but currently excludes the Police was discussed.

The following revisions to the Draft Policy were proposed:

1. Purpose:
The purpose of this policy is...within the Public Safety Complex and in the field. *The Montville Town Dispatchers are there for handling emergencies and routine fire, police, and medical situations.*
- 3(a) *When the Administrative Assistant is not present at the workstation,*
Dispatchers shall greet *all* visitors via the lobby phone ~~whenever possible~~.
- 4(a) Dispatchers shall communicate with police personnel professionally and courteously *and accommodate all reasonable requests.*
- 4(d) Dispatchers, when radioed by patrol or other mobile units, will acknowledge the call and *are required to* enter into CAD any request to create an initial entry for a call for service.
- 4(e) Dispatchers, when radioed by patrol or other mobile units, will acknowledge and *are required to* enter into CAD any request for starting attendance or ending attendance.

The final draft will be placed on the Town's letterhead.

Lt. Bunnell will investigate the possibility of:

- 1) installing a software patch or similar such that unanswered calls will be noted in the CAD system, stating the date, time, telephone number, and disposition: unanswered, and;
- 2) adding an additional option to the automated voicemail system directing the caller to leave a message for the incoming Supervisor.

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Discussion ensued regarding the Front Lobby Procedure and the reasoning behind the privacy shade between the Dispatching Center and the lobby in the Public Safety Building, further isolating them from the public.

A Special Meeting was scheduled for Monday, August 31, 2015 at 5:30 p.m. to review the final draft of the *Emergency Dispatchers' Communication Procedure*. The Committee agreed to invite Fire Marshal Ray Occhialini to the meeting to discuss the Policy and other related issues.

Lt. Bunnell departed from the meeting at 6:55 p.m.

Motion made by Councilor Pollard, seconded by Councilor May, to table and discuss items 7(b) and (c) at their next regularly scheduled meeting. Voice vote, 3-0, all in favor. Motion carried.

Mayor Ronald McDaniel, passing through, informed the Committee that a grievance has been filed against the Policy and the issue will be part of the upcoming dispatchers' contract negotiations. As such, the Town Council should not act upon the issue. In addition, the system is in the process of being restructured such that the dispatchers will be unable to distinguish between routine or emergency calls. The grievance and his response will be provided to the Councilors in their mailbox.

b. Vehicle Replacement Policy

The Mayor, who has been researching the issue, stated that he was unable to locate any existing standard policy, as there are a variety of conditions, including the vehicle's condition, accidents, maintenance, and the like. He recommended the Public Works/Solid Waste Sub-Committee review the information he has gathered.

c. Review of the "Town of Montville Acceptable Use Policy"

8. New Business – *none*

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

10. Remarks from the Committee Members – *none*

11. Adjournment

Motion made by Councilor May, seconded by Councilor Pollard, to adjourn the meeting at 7:13 p.m. Voice vote, 3-0, all in favor. Meeting adjourned.

Respectfully Submitted by:

Agnes Miyuki, Recording Secretary for the Town of Montville