

Town of Montville  
**Town Administration/Rules & Procedures Standing Committee**  
**Special Meeting Minutes for Monday, August 31, 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 were Town Council Chairman Joseph Jaskiewicz and Lt. Leonard Bunnell (5:36 p.m.).
4. Remarks from the public relating to matters on the agenda with a three-minute limit  
Chairman Jaskiewicz expressed his concern and questioned whether the Policy, like the previous 2010 Agreement, will need to be agreed upon and signed by the Union and if they would be willing to do so.  
  
Lt. Bunnell stated that none of the documents he has reviewed that is related to the duties and functions of the dispatchers place any limitations restricting them to the handling of fire and medical calls only. The Policy he has drafted basically mirrors that of the existing handwritten, signed Statement of Agreement Between Town of Montville and Local 1303-51 of Council 4, AFSCME, AFL-CIO, Case No. MPP-28415, dated October 2010.
5. Discussion of the Emergency Dispatchers' Communication Procedure  
Councilor Longton stated that the primary reason for the revision is that the dispatchers are currently not answering the police telephone line. He recently reviewed the 911 logs, which indicated some significant periods of time between calls, and witnessed a number of calls received on the police line going unanswered, forcing the callers to leave a message. Those who are out of town at the time of a possible incident or do not live in town are unable to call and receive the local 911 dispatching service, forcing them to call the routine police telephone line. Unanswered calls on the routine telephone line are routed to the Dispatching Center. Should those calls remain unanswered, they are routed to a voicemail system. Past examples cited included a property owner who is out of town and was made aware of a possible situation on his/her property and a parent expressing concern over his/her suicidal child. Both of these examples required immediate attention which was not received as the result of the calls being unanswered and routed to the Police Department's voicemail system. He acknowledged the Mayor's feelings that the institution of the revised Policy may be an unwelcome distraction during the current negotiations for the formation

of a regional dispatch center. He added that both the Mayor and Fire Marshal Ray Occhialini were invited, but were unable to attend this evening's meeting.

In response to Chairman Jaskiewicz, Lt. Bunnell stated that the dispatchers would not require any additional training to answer the police calls received through the routine telephone line. The Policy merely expands upon their current duties by requiring dispatchers to answer any unanswered telephone calls as well as all 911 calls, forward the information to the relevant party(ies), e.g., transferring the call to the Troop and/or provide a "heads up" to the force, and enter the information into the CAD system.

Currently, the part-time Administrative Assistant assists the full-time Administrative Assistant for three to four hours during the busiest parts of the regular working hours. While, admittedly, similar to any department, company, or organization, there are periods of time when the officers are not actively working, they should be, for the most part, working on their cases. Under the current system, it is not possible to have any unanswered calls automatically entered into the system with a time/date stamp and only those calls received via the 7040 line are rolled over to the Troop. The possibility of having the calls received on the other lines rolled over to the Troop was discussed. Discussion also ensued regarding the privacy shade in the Public Safety Building Lobby, which is not included in the Policy.

While understanding that the Mayor is in negotiations and that any objections and/or a grievance is predictable, Lt. Bunnell emphasized the need for immediate action and the importance of instituting the Policy while the negotiations and grievance procedures are taking place for the safety of their residents. Lt. Bunnell added that the Town has been in discussions regarding the formation of a regional dispatch center since the concept of the Public Safety Building was introduced and he has postponed proposing the Policy for that reason. Contrary to the Mayor's statement as relayed by Councilor Longton, he felt that the policy would not be a distraction or "muddy the waters", rather the institution of the Policy would strengthen the negotiations. The Councilors agreed that a solid, clear policy would strengthen their position in the establishment of a regional dispatch center and would not be detrimental to the process. Councilor Longton added that he is sensitive to the Mayor's position and agreed that, should the Policy be passed by the Town Council, it may make his job a little more difficult, but felt that the Policy was an immediate necessity. Once the Town Council adopts the Policy, the Mayor has the responsibility to enforce that policy. Chairman Jaskiewicz stated that he would request the Town Attorney to review the document prior to the next Town Council meeting, along with the Handwritten Agreement and the Position Description.

Motion made by Councilor May, seconded by Councilor Pollard, to approve the following change to the Policy:

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1. Purpose:

The purpose of this policy...and in the field. All Town of Montville Dispatchers are for handling routine and emergency fire, police and medical *calls as described below*.

Voice vote, 3-0, all in favor. Motion carried.

Motion made by Councilor May, seconded by Councilor Pollard, to accept the Policy as amended. Voice vote, 3-0, all in favor. Motion carried.

Motion made by Councilor May, seconded by Councilor Pollard, to send the Policy to the Town Council for action. Voice vote, 3-0, all in favor. Motion carried.

6. Remarks from the Public with a three-minute limit

Lt. Bunnell thanked the Committee for recognizing the need, acting upon the Policy, and stepping up to the plate.

7. Remarks from the Committee Members

Councilor May stated that he was glad the Committee held the Special Meeting as the thought of delaying the Policy for something that the public is in need of weighed heavily upon him. The Townspeople, he felt, would benefit from the Policy and apologized for any unintentional “stepping of toes”.

Councilor Pollard concurred with Councilor May’s comments and expressed her happiness that the Policy is moving forward.

Councilor Longton also stated that he is happy the meeting was held and felt that the Policy is sorely needed. He thanked the members of the Committee for their courage and for stepping up on the issue.

8. Adjournment

Motion made by Councilor May, seconded by Councilor Pollard, to adjourn the meeting at 6:21 p.m. Voice vote, 3-0, all in favor. Meeting adjourned.

Respectfully Submitted by:

Agnes Miyuki, Recording Secretary for the Town of Montville