



# East Granby Fire Department

Tolland County Dispatching  
7/1/2021

# Current 911 Path

- Land Line – call is automatically transferred to our Public Safety Answering Point (PSAP) which is Granby. Granby transfers as needed to Troop H - Connecticut State Police (CSP) and dispatches Granby Ambulance Association (GAA) or East Granby Fire Department.
- Cell – 911 call goes to strongest cell tower signal ( i.e., Granby, Bloomfield, Simsbury or Troop H) depending on where you are in town

# Proposed 911 Path

- Land Line – call is automatically transferred to the new PSAP – Tolland County (TN). TN dispatches fire and transfers as needed to Troop H and GAA.
- Cell – 911 call goes to the strongest cell tower signal. Same as current system

# EGFD



- **Granby Base Technical Analysis**

1. Zetron Radio Console – 30 years old; unsupported by the manufacturer
2. EGFD/ANG radio equipment is stand alone – not integrated into the dispatch console
3. No utilization of CAD - computer aided dispatching utilizing GIS mapping and “run cards”
4. One dispatcher on duty - handles Granby PD, LAFD, Granby Ambulance and Granby Highway Department in addition to EGFD
5. Future unknown cost share – what would EGFD pay for equipment upgrades to Granby’s infrastructure



## Financial Analysis of Granby Base

- **Current Financial Arrangement**
  1. Granby Base - \$13,020 Fiscal Year 20/21
  2. Granby Base - \$12,810 Fiscal Year 19/20
- *Additional expenses in FY 19/20*
  - i. \$775 for recording receiver
  - ii. \$440 for recorder service call
  - iii. \$500 for RF sweep of low band paging antenna
  - iv. \$3210 to replace low band paging antenna
- Total Expense FY 19/20 = \$17,735

# EGFD



- **20/21 Fiscal Year FD Budget Proposal**
  1. Presented a cost savings to Board of Selectmen
  2. Tolland County Dispatch offered a proposal of \$10,400
    - “State of the Art” technology
    - Integrates EGFD/ANG radio equipment into the dispatch console
    - Direct connections to CSP Troop H
    - Direct connections to Eversource EOC with “outage map”
    - Dispatches Fire/EMS agencies exclusively
    - Mobile Command Vehicle
    - Regional Dive Team

# EGFD



- Area Fire Chief's (Task Force 52/54) have been involved in the transition process; they endorse the transition
- The Tolland County Dispatch network directly connects us to a larger network of Fire and EMS agencies
- CT State Legislature is looking at two proposed Bills-
  1. HB Proposed 6052 – An Act Concerning Public Safety Answering Points; to consolidate and modify funding to PSAP's
  2. HB Proposed 6302 – An Act Concerning The Regionalization Of Certain Public Safety Emergency Telecommunication Centers And A Study Of Consolidation: requires the Commissioner of DESPP and Chief Elected Officials in consultation with municipal public safety officials to develop a PSAP consolidation plan

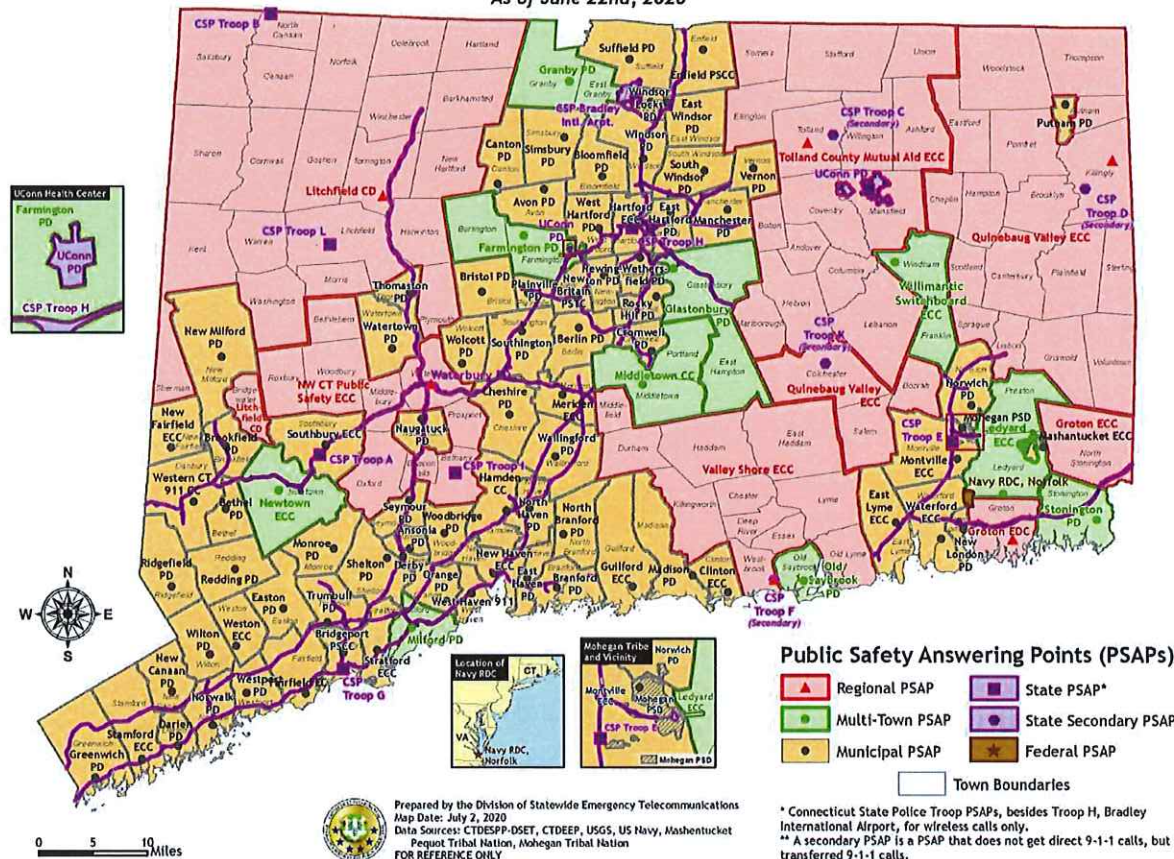




# EGFD

## Connecticut 9-1-1 Public Safety Answering Points

As of June 22nd, 2020





# Tolland Dispatch

- Tyler Millix – Executive Director
- Douglas Racicot – Operations Director
- Brief Overview
- Public Comment

# Tolland County Mutual Aid Fire Service Inc.



**Town of East Granby &  
The East Granby Volunteer  
Fire Department**

**Operational & Administrative  
Overview**

**February 18, 2021**



**Tyler E. Millix**  
Executive Director

**Douglas A. Racicot**  
Operations Director

*Proudly Serving the Residents of Connecticut Since 1950*

# TN FACTS AND STATISTICS

- Tolland County Mutual Aid Fire Service has been providing high quality regional emergency telephone answering and Fire and EMS Dispatching services since 1950.
- Provide 911 telephone and text to 911 answering services for 17 towns and provide dispatch and coordination services for 26 organizations within Tolland, Hartford, New London and Windham Counties (Estimated population of 180,000)
- Promptly answer approximately 39,000 911 calls annually
  - Approximately 14,000 911 calls may either be additional 911 calls reporting the same incident or are law enforcement incidents that are quickly transferred to the law enforcement agency having jurisdiction.
- Dispatch and coordinate approximately 28,000 Fire-Rescue and EMS calls annually
- Dispatch and/or coordinate:
  - County Search and Rescue Teams (Search and Dive)
  - Activation Point for Statewide Fire Rescue Disaster Plan & Decontamination Trailer Program
  - Maintenance and deployment of TN owned Field Communications Vehicle
- Voting Members of:
  - State of Connecticut Public Safety Interoperable Communications Executive Committee
  - Connecticut Fire Chiefs State Technical Advisory Committee
  - Managers of Emergency Communication Centers Association, Inc.
  - CMED Strategic Planning Committee

# OPERATIONAL & ADMINISTRATIVE

- Employ 8 full time / 7 part time dispatchers (State Certified and EMD Certified)
  - Staff have 201 years of combined Emergency Telecommunication experience with Tolland County Mutual Aid.
- Administrative Team consists of:
  - Executive Director (Full time 24/7 by contract)
  - Operations Director (Full time 24/7 by contract)
  - Finance Director (Part time)
  - CAD/GIS Administrator (Part time)
  - Two Lead Telecommunicators (Full time)
    - Shift Supervisors for the 7:00PM – 7:00am overnight shift, typically 7 days a week
    - CAD Administrators
    - Certified Quality Assurance Administrators for our Emergency Medical Dispatching Program
    - Responsible for maintaining the work schedule ,new employee training and continuing education and professional development
- Nine member Board of Directors elected by the membership. (The Board consists of Emergency Service Heads & Municipal Representatives)
- Various Committees Chaired by Board Members
- Board, Chiefs & Municipal Representatives meet bi monthly

# TECHNOLOGIES & SERVICES

- Utilize 26 tower sites to ensure proper communications coverage
- Sensitive to each departments communications and operational needs
- Dedicated to educational outreach for all departments we provide services for
- Provide community based educational sessions to target audiences explaining EMD, cell phone technologies, procedures when calling 911 etc.
- Encourage continuing education for all staff (conferences etc.)
- Online helpdesk ticketing system in place to submit concerns, complaints, information requests 24/7/365
- Our information technology and radio network are designed to prevent single points of failure. We have made a significant investment into these platforms to ensure we maintain a high level of availability to the people and communities we serve everyday.



## ADDITIONAL SERVICES

- We have a MOU executed with the State of Connecticut for access and use of the Connecticut Land Mobile Radio Network (CTLMRN.) We currently testing a hybrid low band, UHF, 7/800 P25 system.
- We have developed a comprehensive Tactical Fire Ground Channel Plan. Command channels and tactical fire ground channels are assigned by the Emergency Communications Center at the time of call.
- Nearest hydrants are provided to the senior officer responding for Structure Fire and Smoke in the Building Call for Service types
- Nearest landing zones are provided to departments that pre plan those locations and provide our CAD Administrator with Lat and Long information as well as known hazards.
- Ten minute timer alerts are provided to IC during critical incidents.
- Eversource is dispatched at the Time of Call for known electrical hazards. This reduces their response by approximately 10–15 minutes.
- 20 minute PAR suggestion to the IC to improve upon firefighter safety.

Subscribe to the philosophy of:

***Responsive Management      Utilizing Latest Technologies***

***Providing a Clear Vision      Value Added Services***







