



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 Executive Director – 860-872-2421 Finance Director – 860-871-8684

Fax – 860-872-0382



Before the
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION DIVISION OF STATEWIDE EMERGENCY
TELECOMMUNICATIONS
Middletown, Connecticut 06457

In the Matter of:

Notice of Proposed Regulatory Change related to)
DESPP regulations regarding the subsidization of) **DSET Docket No. 13-01**
Regional Emergency Communications Centers, multi-town)
Public Safety Answering Points and eligible municipalities)

Reply Comments Re: Comment # 13-01-006 - Litchfield County Dispatch

1. ***“Litchfield County Dispatch fully supports the DSET initiative to regionalize PSAPs throughout the state. We believe fewer, larger centers provide a higher level of service to Connecticut’s residents and visitors.”***

Tolland County Mutual Aid Fire Service Inc. concurs with this statement. Fewer larger centers not only reduce the amount of hardware and support both operationally and administratively from the States perspective, but also under this model it would be easier to ensure policies and procedures are uniform throughout the State’s PSAP’s and in compliance with regulations and statutes.

2. ***“The distribution of funding does now and should continue to support regionalization efforts. Funding formulas should incentivize existing regional centers to continue to solicit stand-alone PSAPs and thus achieving the DSET goal.”***
3. ***The funding provided by DSET allows regional centers such as Litchfield County Dispatch to insure adequate staffing is in place to provide a high level of service to our customers. With this in mind, we believe the funding formula should reflect the true work load of the PSAP. The work load of the PSAP is heavily influenced by the total population served, the number of services that are dispatched, and the total call volume that the center receives. As the formula is reviewed, LCD suggests that the number of “ten-digit” calls that the center receives also be included, especially where regional PSAPs answer calls and dispatch municipal police departments.***

The establishment of the current funding model was directed at increasing the number of Regional PSAP’s in the State. For those centers that have continued to grow their customer base, and by their subscribing to the State’s methodology in reducing the PSAP’s some centers have grown to be much larger than others. In accordance with the funding formula, additional monies are realized when there are additions to the member base. While some can argue that the current funding formula, as it pertains to the regional centers, is detrimental to the smaller regional centers, an argument can also be made that when municipalities are reviewing their PSAP options there are

Dedicated 911 and dispatching services for the following communities:

**ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
HEBRON - MANSFIELD - SOMERS - STAFFORD - TOLLAND - UNION - VERNON - WILLINGTON**



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 Executive Director – 860-872-2421 Finance Director – 860-871-8684

Fax – 860-872-0382



additional factors in their decision making process that are as equally important as the economic impact. High levels of service not only to the immediate users of 911, but also support functions in regard to latest CAD and GIS technologies, solid management practices and responsiveness to the stakeholders are vitally important to a municipality. The mere thought that simply answering 911 and dispatching services is the only function of a 911 PSAP is only a snapshot of the overall workload in today's larger regional centers. The fact remains that while all 911 PSAP's perform the same core function, the larger centers perform these tasks much more often and along with growth and the increase in customer base, the administrative functions become greater as well.

The continuance of the policy to reduce the amount of PSAP's in the State is an admirable one. Not only does it simply make sense, but the implementation will result in better service to the population and in a more cost effective manner. However, any plan to simply reduce funding to the large successful regional centers and to reward the smaller regionals simply because of the proclaimed inequity in funding levels does nothing to bolster the policy of PSAP reduction nor does it encourage larger PSAP operations. In fact, this will cause the regional centers who will possibly face the funding reductions to simply pass along the reduction to its individual communities, or worse yet, they will be faced with reducing their operational overhead which will most assuredly be reflected in the level of services that are currently administered and appreciated by the representative population in their areas of responsibility. If re-distributing available existing funding is the impetus behind this thought, a complete review of the total available revenues and expenditures from the 911 fund is in order. Over time numerous projects have been funded through 911 revenues that warrant a review of their effectiveness which in the end will determine if the projects are still important to continue, but also to judge whether funding them through 911 revenues is even appropriate and in compliance with State and Federal guidelines pertaining to allowed uses of a fund of this type.

Respectfully submitted,

Tyler F. Millix

Tyler F. Millix, Executive Director
Tolland County Mutual Aid Fire Service Inc.
56 Tolland Green
Tolland, CT 06084

Dedicated 911 and dispatching services for the following communities:

ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
HEBRON - MANSFIELD - SOMERS - STAFFORD - TOLLAND - UNION - VERNON - WILLINGTON