

# Cromwell Fire District

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FIRE DISTRICT OFFICE  
WATER DIVISION

FIRE DEPARTMENT  
FIRE MARSHAL'S OFFICE

## BOARD OF COMMISSIONERS

### Fire Operations Committee

Tuesday, April 16, 2019

5:30 PM

105 Coles Road  
Cromwell, CT

Present: Commissioners David Colligan (Chairman), Jason Hinnners, Johnathon Hamlin and Allan Spotts. Also attending were Fire Chief Michael Terenzio, Assistant Fire Chief Jason Brade, Assistant Chief EMS Rob McIntyre, Executive Director Julius Neto, Union President of Dispatchers Andrew Cooke, Fire Marshal Todd Gagnon, and Commissioners Charles Epstein, Robert Donohue, Roger Rukowicz and Lee Brow (President).

- I. Call to Order. The meeting was called to order at 5:35 PM, by Chairman Colligan.
- II. Approval of Agenda. A motion was made by Commissioner Hinnners, seconded by Commissioner Hamlin and unanimously approved to accept the Agenda as submitted.
- III. Approval of Meeting Minutes of March 19, 2019. A motion was made by Commissioner Hinnners, seconded by Commissioner Hamlin and unanimously approved to accept the Fire Operations Committee meeting minutes of April 16, 2019, as submitted. Commissioner Spotts abstained.
- IV. Public Comment. There were no public comments to report.
- V. New Business
  - A. "My-Side-Walk" Fire Analytics Software Presentation – Nick Kaufmann. Chief Terenzio introduced the vendor for the software who was doing a Power Point presentation while narrating the presentation on speaker phone. The two individuals were Brandon Gump and Nick Kaufmann. They planned on showing the group how their program could assist the Fire Department in their planning and how to be more effective and cost effective in their service performance.

Mr. Kaufmann began by stating that they are a data analytic and data storage selling company. They turn data into intelligence. They have been around for approximately 9 years and have worked with approximately 1,300 different towns and cities, counties and regional public entities. There are some within the State of CT.

They began by explaining how they work with fire professionals, how to get more out of the data the fire professionals have and how to take advantage of the data "My-Side-

Walk” has aggregated. A lot of the work they do is helping the client garner trust and understanding of their data to be able to communicate back to their stakeholders. They also work to better operationalize things the Department is already doing, but their company finds ways to do it more efficiently.

They take the data that the client is already collecting and turn it into actionable intelligence. They have already gone out and collected best practices throughout the industry so that when they begin working with a client’s data, it helps transfer that information into intelligence that makes sense to the client in order to make decisions that can be shared with stakeholders and residents. The information assists in telling the client’s story better, improves performance management and gets the dollars and forms needed to perform their job every day.

“My-Side-Walk” took the time and created a program to collect the right metrics for the Department. Fire Departments around the country are interested in the incidents, the response time tied to the incidents and the goals met. They are dependent upon hitting the goals, displaying that across time and doing it safely to see how the performance is. They have also gone through and collected best practices for cleaning data to make sure it is right every time and to show where outliers (things that were not supposed to happen) are.

They explained their dashboard. Everything on the dashboard is normal day-to-day performance of the team. Anything collected outside of that will be used for performance management. The team of “My-Side-Walk” is also made up of fire professionals. They understand the Department needs best practice and petulance around the time that is delivered. The dashboard that they create is delivered to the designated inbox on time every month. It is always on time with best practices mixed in. They want to make sure best results are delivered every time as promised. The client has the opportunity to optimize data. The company will run it through to make sure it is clean, and the Department can receive all the information it needs. The client will also be able to simplify its narrative. By presenting data on a map or across time, you can tell a data story rather than just a specific data point. Information can be accessed from any device. It is mobile friendly, and can no longer just be accessed as a PDF. Performance metrics can be accessed from anywhere. “My-Side-Walk” can incorporate industry standards in all of their products. There is no need to do research on NFPA or Best Practices. It is enough to be concerned that all performances are clean.

They work with companies all over the country. Some examples of partners they work with in Connecticut are New Britain and Hartford. They also work with places in California and the Midwest. They work with clients to help them understand performance metrics and how to operationalize them. They will use the dashboard to improve performance.

The dashboard helps track incidents over time, tracking response time and the percentage of time it takes to reach goals. They explained their data sheets and the types of data collected. Regarding the response time report, there is a whole month’s worth of data which includes response time and year-to-date time. They will break that out by category such as turnout time. They also do year to date comparisons.

They discussed goal setting. They try to give a high level of metrics to understand how many times the client is hitting their goal. The focus is hitting the 90-100% goal rate.

Every visual can be exported in order to get the raw data. Every month there will be a performance report card. Community profiles are provided and can be used by various task forces to retrieve information.

The cost of such a program for Cromwell could range between \$6,700 to \$8,400. They are updating data all the time. That is one of their functions for their clients. They discussed sending the District a sample of their dashboard as well as financial information to be used for budget planning.

- B. Fire Marshal Operations and Inspection Software – Fire Marshal Gagnon. Fire Marshal Gagnon was present to discuss the Fire Marshal software, but began by explaining the operations in the Fire Marshal's office. He explained that it is run like a Building Department within the community. They redo existing buildings with the Fire Code and parts of the Building Code. The Town of Cromwell has a staff of a Building Official, an Assistant Building Official and an Administrative Assistant. The Fire Marshal's office averages approximately 30 permits that require plan review and ongoing inspections while the building is under inspection. Once the building receives its Certificate of Occupancy, the Building Department is no longer involved, but it is still under the responsibility of the Fire Marshal. In 1994 when Mr. Gagnon first started, he had approximately 100 properties on file. Now there are approximately 845 properties in their antiquated software system. One way Mr. Gagnon keeps track of the existing properties is that he keeps a separate excel file for fire alarms, sprinkler alarms, hood cleanings and the hood suppression systems along with the annual required inspections. Inspections range from annual, bi-annual, 3 year and 4 year. They also keep track of the liquor permits that are issued.

The existing software that Mr. Gagnon has now had ceased being updated in 2009. His office has had that software since the late 90's. Mr. Gagnon stated that the IT Manager has informed him that the software only has 16 bytes and is not big enough to accommodate more data. They have looked into other software, and decided that Alpine (Red Alert) software which is the software used by Dispatch, has inspection software. They researched cost of the Alpine software. Alpine did a presentation at the West Street station. Mr. Gagnon believes his office can work with it with some customizing. Chairman Colligan established that the District already owns the license, and Mr. Gagnon is requesting that the District purchase a module. The company also has a fire investigation module. Mr. Gagnon added that they are entering new businesses into the system as they receive the information. They also update emergency contact information.

Mr. Gagnon added that back in 2006 his office had budgeted for a wide format printer. The cost was split with the Water Department. The printer lasted until 2016. At that time the District budgeted for a colored, wide format printer. The printer ended up in Bill Jarzavek's office, and is now in an area that the Fire Marshal does not have access to. He would like to see the printer moved to a more accessible area. When Mr. Gagnon had an Administrative Assistant, that person would enter planning and zoning documents, site plans and new construction drawings. Those tasks are not getting done because Mr. Gagnon has no support staff. His time is being used doing plan reviews, and construction jobs. He stated he is overwhelmed in the office. Filing is not getting done either. He spoke before this group in order to get the attention of the Commission. He stated that if he could get permission to purchase the new software, it would help in his office. The cost was approximately \$5,000 - \$6,000. That is an annual cost with a 20% annual license renewal fee. It has been a cost of \$1,000 annually in the past. The Executive

Director noted that \$8,000 was added to the budget to deal with the Red Alert inspection module. Mr. Neto did not know why there is lobbying being done for something that is already in the budget. If the Board approves the proposed budget, this item will be all set. If the proposed budget is not approved, or if it is decided to decrease that line item, that will be a decision and adjustments that need to be made by the Board. Mr. Neto added that regarding the plotter, it can be moved at any time to any place at the West Street building. There is enough staff with keys to make the equipment conducive to all staff. He added that the staff is part of one District, and they will utilize resources as one unit. Chairman Colligan asked the Executive Director to have the plotter moved to a common place at West Street where everyone can use it.

Commissioner Donohue pointed out there was \$3,000 in the Fire Marshal's current budget that has not been used. The Chairman suggested that the funds be used for one of the modules the Fire Marshal is requesting, and the funding in the proposed budget can be used for the second module. Chief Terenzio stated that the funds in the proposed budget were planned to be used for the modules. The \$3,000 is to be used for field investigation equipment used by the Fire Marshal's Office. Ass't Chief Brade added that the software will intertwine with the Fire Department and Dispatch. This will give access to emergency contact information. They discussed some of the other line items in the Fire Marshal's budget. Chairman Colligan stated that any funds remaining in an account should be spent or a P.O. issued by the end of May so that budgetary adjustments can be done during the month of June.

Commissioner Hamlin had concerns regarding data entry of information into the new modules. Chief Terenzio explained some of the re-organizing of the Fire Marshal's office. They currently have no support staff. There are two new certified inspectors in the Fire Marshal's Office. They were certified a couple of weeks ago and are shadowing the Fire Marshal's Office. The Chief is working with the Fire Marshal as to how these individuals will be integrated into the Fire Marshal's operation. There was also a discussion regarding service to the public with the Fire Marshal's office. This includes having a person available in the office and someone to answer the telephones.

The Executive Director discussed his conversations with the Chief and Fire Marshal regarding office coverage. They have not come up with a concrete plan. He did say there is money in the budget for one half of an FTE. It is up to the Fire Chief and the Fire Marshal as division heads to decide what will work for their customer base. It is not felt that a full time person is needed based on the workload previously associated with that position. Another option is to realign the phones and some of the work to the full time Administrative Assistant that is currently in the Fire Chief's office. Mr. Neto is not clear what that person's workload is. Chief Terenzio stated they have had conversations on this issue. Things need to be worked out and fine-tuned. President Brow asked about the Water Division. They also have expressed a need for some support staff. Mr. Neto stated that there is a need and they have worked out in the budget that a position could be shared financially between the Water Division and the Fire Marshal. If the Chief, Fire Marshal and Administrative Assistant can come up with a work schedule that meets the needs of the customers/citizens that would be fine. If not, there is money in the budget for half of a position. It was agreed to have the Fire Marshal's phones forwarded to the Administrative Assistant in the Fire Chief's office. If she is not there, the call rolls over to Dispatch. The Chairman suggested that the Fire Chief and Fire Marshal come up with a definite plan to be brought before the Fire Operations Committee meeting at their next meeting.

VI. Communications Report. Chairman Colligan reported that a meeting was held on March 28, 2019. The Subcommittee voted to move forward with the proposal as presented by Norcom. This issue will come before the full Board of Commissioners at a Special Board of Commissioners' meeting to vote on adding the bonding to the agenda of a Special District meeting to be brought before the public. The funds had been appropriated in the budget last year to anticipate the cost of bonding. This will be discussed under Executive Session with the Commissioners at their meeting following this meeting.

A motion was made by Commissioner Hamlin, seconded by Commissioner Hinnners and unanimously approved to accept the Communications Report as read.

VII. Firefighter/EMT Staffing, Hiring and Response Capability. There was nothing new to report.

VIII. Old Business

A. Update on Rescue 1. Chief Terenzio stated that they had received an offer of \$18,000 from one of the brokers. Everything was going as planned, and a proper Bill of Sale was drafted. He has not received a response through email or phone from the interested party. There was another party willing to pay \$25,000 - \$30,000 and wanted the CBA's to be included. They are still working on this issue. On one of the broker's sites the price was reduced by \$5,000.

B. ESO Software. Assistant Chief EMS McIntyre had to leave to be on call so Executive Director Neto was asked to discuss this issue with the Committee. Mr. Neto stated that Middlesex Hospital changed their software for patient charts. A presentation was done by the Assistant Chief to some Commissioners and EMS staff. The Assistant Chief is suggesting that the program be introduced to staff so that a working group can be formed to really vet the ESO as well as solutions including the billing company. There has been some discussion on whether or not to consider a different billing company. There needs to be some focus on developing a new process. Mr. Neto stated that it does not need to be a subcommittee but rather a working group associated with the Fire Chief's office. It was suggested that the Chief or one of his designees can bring their expertise on the subject to the working group.

A motion was made by Commissioner Hinnners, seconded by Commissioner Hamlin and unanimously approved to move the issue of assigning a working group to discuss and implement the ESO Software and its procedures to the full Board of Commissioners at their next meeting.

IX. Public Comment. There were no public comments to report.

X. Commissioners' Comments. There were no Commissioners' comments to report.

XI. Adjournment. There being no further business, a motion was made by Commissioner Hinnners, seconded by Commissioner Hamlin and unanimously approved to adjourn the meeting at 6:52 PM.

Respectfully submitted,

David Colligan, Chairman

Nancy Deegan  
Recording Secretary  
5-6-19

DRAFT