

TOWN OF WINDSOR, CONNECTICUT
Special Meeting Notice



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2. During Public Comments if you do not wish to speak you may type your comments into the Q&A feature.

AGENCY: Health & Safety Committee

DATE: June 8, 2023

TIME: 7:00 PM

PLACE: Hybrid - Virtual and In Person in Ludlow Room at Town Hall

AGENDA

1. Call to Order
2. Public Comment
3. *Update on Emergency Medical Services Study
4. *Discussion of security camera installations at park facilities
5. *Discussion of traffic enforcement activities
6. *Discussion of secondary motor vehicle violations (e.g. tinted windows, loud mufflers)
7. Staff Reports
8. Approval of Minutes
 - a) *March 1, 2023 Special meeting – public listening session
 - b) *March 1, 2023
9. Adjournment


*Backup materials

Public Act 75-312 requires notice of Special Meetings to be posted in the Town Clerk's Office not less than 24 hours prior to the time of such meeting. No other business shall be considered at this meeting than that listed on this Agenda.

Agenda Item Summary

Date: June 8, 2023

To: Members of the Health and Safety Committee

From: Peter Souza, Town Manager 

Subject: Windsor Emergency Medical Services Study Update

Background

The Windsor Volunteer Ambulance Association is a private not-for-profit entity that provides emergency medical response and transportation to the Windsor community. There are over 4,000 calls for emergency medical service (EMS) per year in the town. The ambulance association, along with the Police Department, responds to these calls. If the association does not have personnel available, an outside EMS agency is requested to respond.

The Council's Health and Safety Committee met on March 1, 2023 to discuss the overall delivery system of emergency medical services. The committee asked staff to provide information on the system and possible paths forward to the full Town Council on March 20th.

The Holdsworth Group, an EMS consulting firm has been contracted to help gather and analyze additional data relative to topics such as staffing levels, peak call times, response times, hours of utilization, as well as identifying staff coverage options and projected expenditure and revenue estimates to meet desired service levels.

The purpose of this agenda item is to provide a brief update on the status of the study.

Discussion/Analysis

As outlined in the attached memorandum from The Holdsworth Group, the study team has been undertaking a number of task concurrently. They include:

- collecting 3 years' worth of dispatch data from both the Town's dispatch center as well as the North Central CMED center. They are currently analyzing both databases.
- analyzing Windsor EMS patient care records database (HIPAA protections are in place) which will be compared against the two above databases. Any variances will help us quantify how many calls are going to mutual aid and which days and hours need additional resources.
- preliminary analysis indicate that of the calls that Windsor EMS responds to, their response times are averaging below the eight-minute American Heart Association's guideline for ambulance response times
- reviews of internal budget documents, the by-laws and operations policies of Windsor EMS, are underway

- review of capital equipment and vehicle needs has been initiated to complete a useful life span inventory and present recommendations for a multi-year capital program

The consulting team plans to have a preliminary report prepared in late July.

In regards to staffing, Windsor EMS has been conducting recruitment and selection processes for EMTs and Paramedics. Two EMTs have been hired (1 FT and 1 per diem). There are currently no full-time EMT vacancies. Recruiting for per-diem EMTs continue so to have staffing resources available to cover vacant shifts and potential promotion to any future full-time openings. Currently one full-time paramedic position is vacant. Four paramedic candidate interviews are scheduled to be completed in coming days.

Salary and wage adjustments have been made for new hires and existing staff members on April 30th as well as the first week of June to become more competitive in both recruitment and retention efforts.

Financial Impact

None

Recommendation

This item is presented for information purposes only. No action is requested of the committee.

Attachments

Memo from the Holdsworth Group



June 2, 2023

TO: Peter Souza, Town Manager
and the Windsor Health & Safety Committee

FROM: Bob Holdsworth, President, The Holdsworth Group

RE: Emergency Medical Services Study

I wanted to bring everyone up to speed on what has been accomplished thus far on the project.

We have collected 3 years' worth of dispatch data from both the Town's dispatch center as well as the North Central CMED center. There are approximately 18,000 records in each database. We are currently analyzing both databases to make sure that we account for all EMS responses within the Town as well as identifying the mutual aid agencies.

We have additionally downloaded data from the internal Windsor EMS patient care records database (HIPAA protections are in place) which we will compare against the other two databases. Any variances will help us quantify how many calls are going to mutual aid and which days and hours need additional resources.

No EMS agency will ever be able to staff to handle every 911 request that is received but if we can reduce mutual aid requests by 60% or greater, the funds derived from those calls will go back into the system and stabilize subsidy needs.

We have also looked at internal budget documents, the by-laws and operations policies of Windsor EMS and will be making recommendations for updates or additions.

On June 1st Chief Moylan and I met with the Stryker equipment representative to get pricing on capital equipment such as stretchers, ambulance power load systems, cardiac monitors, defibrillators, and external CPR compression devices. We will be completing an age vs. useful life span inventory and present recommendations for a capital program for the future as part of the final report and proforma budget.

What we have concluded thus far is that of the calls that Windsor EMS does respond to, their response times are averaging below the eight-minute American Heart Association's Chain of Survival guideline for ambulance response times.

The project is on track and once the dispatch data analysis is completed, we will begin talking to other system stakeholders. Doing it in this sequence allows us to ask better questions.

We will be talking with the Police Chief and his dispatch supervisor, the Town's Economic Development Director, to look at any future needs and others as we determine necessary.


I look forward to answering any questions that you or the Committee has during the meeting on June 8th at 19:00.

Agenda Item Summary

Date: June 8, 2023

To: Health and Safety Committee Members

Prepared By: Frank Angelillo, Director of Information Technology

Reviewed By: Peter Souza, Town Manager 

Subject: Installation of surveillance cameras and related infrastructure at Northwest Park, Welch Park and Goslee Pool

Background

Earlier in the fiscal year the Town Council asked staff to explore the cost of installing surveillance cameras at several park locations following a few incidents of vehicles being broken into at Welch Park and Northwest Park. On occasion over the years, there also has been cases of vandalism and other illegal activity at these locations as well as at Goslee Pool. Town staff and our vendor will provide an overview of the technology and potential scope of work.

Discussion/Analysis

The project scope entails installing surveillance cameras at strategic locations in each park. The overall project goal is to use the surveillance camera systems to assist in solving and deterring crimes.

There are many variables to consider in planning the project including: image quality, site lighting, access to a fiber network, future expansion and data retention. Each facility was evaluated for the number of potential cameras and mounting locations. A design goal is to provide the infrastructure and strategic camera locations to accommodate future advancements in camera quality and capabilities.

As envisioned, the cameras will send video back to the town's data storage center. The footage will be only accessible by authorized personnel. There will be a 60 day retention period of the video. The cameras will be able to be viewed remotely at the police dispatch center.

Each location of this project involves the installation of poles, underground conduit for electricity and fiber, cameras, license plate readers, and networking equipment. Welch Park and Stroh Park will also require a data circuit to send video back to the town's centralized data center. Due to the limited lighting in parks, it is recommended the cameras have enhanced infrared functionality.

Attached are aerial photos of the parks which show camera locations and their projected coverage areas.

Financial Impact

Preliminary cost estimates have been developed for each location. Please note that the project scope can be adjusted in terms of number of cameras and the enhanced infrared functions. Below is a breakdown of cost per location.

Welch

Cameras	\$71,000
Infrastructure	\$40,000

NWP

Cameras	\$59,000
Infrastructure	\$58,000

Stroh Park / Goslee

Cameras	\$38,000
Infrastructure	\$10,000

The estimated overall cost of cameras with enhanced infrared and networking equipment installed at all three locations is \$168,000. Infrastructure materials and labor for elements such as conduit, poles, fiber and power is estimated at \$108,000. A \$30,000 project contingency is recommended.

Funding source for the project could be the General Fund Unassigned Fund Balance.

Other Board Action

None

Recommendations

The Health and Safety Committee is respectively requested to provide guidance to staff as to the overall scope. If the Committee wishes to move the project forward to the Town Council for review and consideration below is a suggested motion:

“MOVE that the Health and Safety Committee recommends that the Park Facilities Camera System project be presented to the full Town Council for review and funding consideration.”

Attachments

Park Site Plans

Northwest Park – Front Lot



Northwest Park – Building Parameter



Welch Park



Goslee Pool




Agenda Item Summary

Date: June 8, 2023

To: Members of the Health & Safety Committee

Prepared By: Donald Melanson, Chief of Police

Reviewed By: Peter Souza, Town Manager 

Subject: Motor Vehicle Enforcement

Background

In 2014, the Central Connecticut State University (CCSU), in conjunction with the State Office of Policy and Management (OPM), began issuing yearly reports entitled “Traffic Stop Data Analysis and Findings.”

Upon release of the second report in May 2016 covering the 2014-2015 period, CCSU staff selected Windsor for a more in-depth analysis of its traffic stop data. The Windsor Police Department (WPD) and town staff met with CCSU staff on several occasions to review the traffic stop data in an attempt to identify and explain any disparities in Windsor’s traffic stop data. Items taken into consideration were WPD calls for service, motor vehicle accident data, officer deployment, officer assignments, and population density. The police department has continued to monitor motor vehicle stop data to identify if there are any potential patterns of racial profiling or bias from police officers.

In addition to monitoring demographic data related to MV stops, the department began looking at traffic stop data to address resident concerns regarding speeding and aggressive driving. Using this data, along with accident locations and speed data collected by the town’s Engineering Department, the department has deployed officers to specific locations where speeding occurs and other motor vehicle complaints are received.

During and shortly after the COVID-19 pandemic, traffic enforcement levels dropped substantially on a national basis, which coincided with traffic volume. As society emerged from the pandemic, there has been a visible increase in speeds and the level of aggressiveness on the roadways.

Discussion/Analysis

Motor vehicle enforcement has always been a priority at the Windsor Police Department.

Below are a few statistics from overall traffic stop information for the current fiscal year, July 1, 2022 through May 31, 2023:

- A total of 4,261 traffic stops were made from July 2022 through May 2023.
 - July - September (FY23 Q1): 1,345 MV stops
 - October – December (FY23 Q2): 832 MV stops
 - January – March (FY23 Q3): 999 MV stops
 - April – May (FY23 Q4 to date): 1,085 MV stops

- Windsor residents accounted for 33.8% of the traffic stops made to date in FY23, which is consistent with the previous fiscal year.
- Moving violations (Speeding, Red light, Distracted Driving, etc.) accounted for 73% of the MV stops made.

As reported in the past, speeding is one of the most common complaints or call for service the police department receives. All officers are expected to conduct traffic enforcement activities in addition to responding to a wide range of calls for service throughout their shift.

In FY 23 to date, the Windsor Police Department has made 40 arrests for drunk driving.

Traffic enforcement remains a priority. Our police department continues to be in the top tier in the state for MV stops per capita.

Financial Impact

None at this time

Other Board Action

None

Recommendations

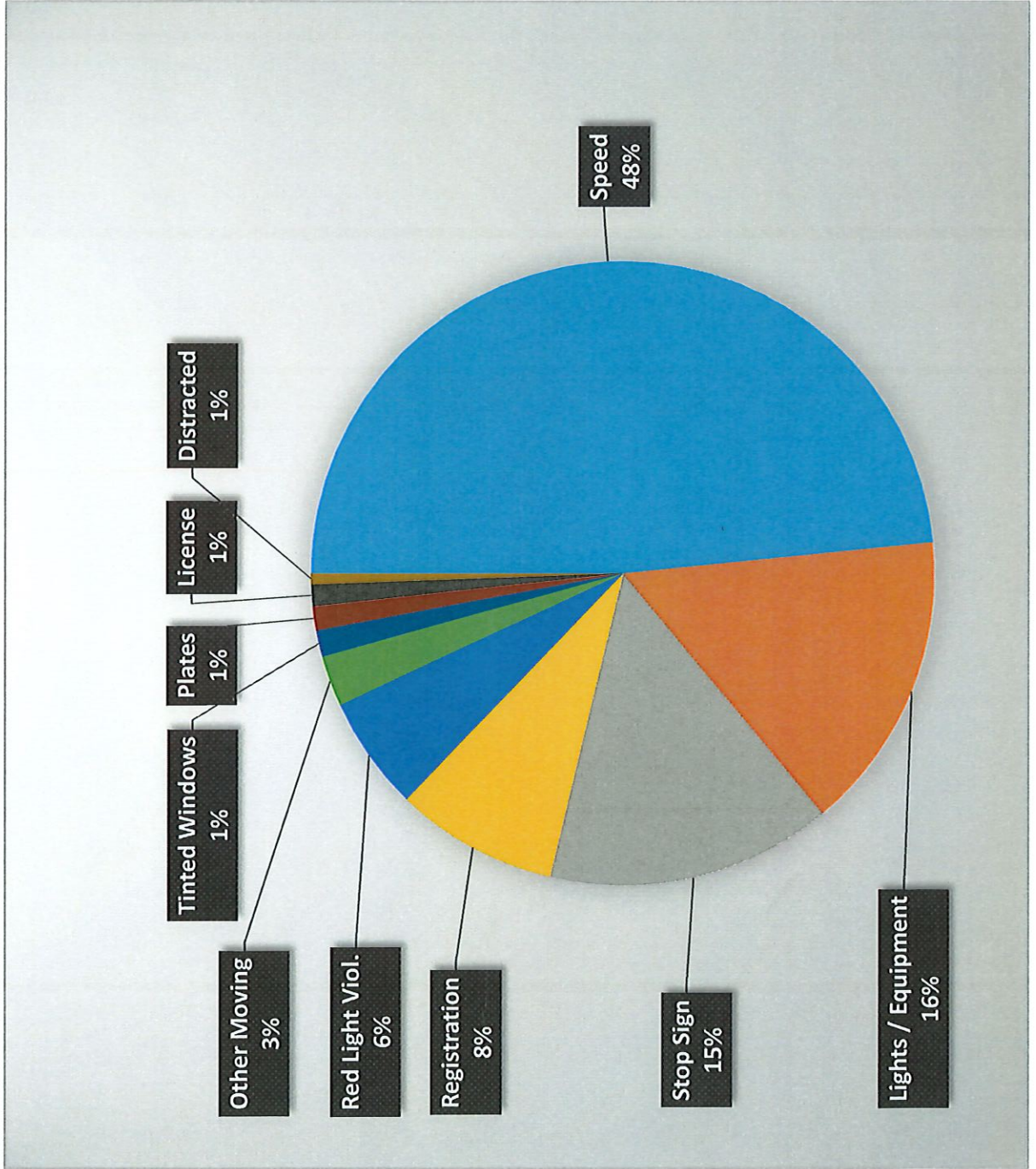
This item is presented for information purposes only. No action is requested of the committee.

Attachments

FY23 MV Stops breakdown by Violation
Traffic Stop Data Report FY23 (YTD)

FY 23 MV Stops

(through 5/30/23)



Speed	2047	48%
Lights / Equipment	656	15%
Stop Sign	628	15%
Registration	354	8%
Red Light Viol.	251	6%
Other Moving	111	3%
Tinted Windows	58	1%
Plates	52	1%
License	48	1%
Distracted	24	1%
Trespass	7	0%
Other	6	0%
Noise	6	0%
Seat Belt	5	0%
Turn Signal	4	0%
Other Equipment	2	0%
Litter	1	0%
Drugs	1	0%
Total:	4261	

Windsor Police Department
110 Addison Road, Windsor CT 06095
(860) 688-5273

Racial Profiling Traffic Stop Report

2022-07-01 00:00 Thru 2023-05-31 23:59

	Gender		Ethnicity		Resident		Custodial Arrest		Enforcement Category			Authority for Search					
	Female	Male	Hispanic	M Eastern	N/A	Municipal	CT	Yes	No	General	Blind	Spot	Chk	N/A	Consent	Invent	Other
White:	785	1242	589	45	1393	633	1847	13	2014	1586	433	8	2010	1	15	1	
Black:	779	1309	96	4	1988	762	1988	15	2073	1709	374	5	2045	1	41	1	
Indian:	11	65	1	13	62	19	68	1	75	63	13	0	76	0	0	0	
Asian:	30	41	0	8	63	27	63	0	71	60	11	0	71	0	0	0	
Unknown:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals:	1605	2657	686	70	3506	1441	3966	29	4233	3418	831	13	4202	2	56	2	

	Stop Nature		Veh Searched		Vehicle Towed		Result of Stop				Duration of Stop			Contraband				
	Invest	Violation	Equip	Yes	No	Yes	No	UAR	Mis	Infract	Verbal	Written	None	0-15	16-30	Over 30	Yes	No
White:	6	1834	187	17	2010	29	1998	2	40	100	1691	185	9	1959	51	17	3	2024
Black:	7	1808	273	43	2045	57	2031	6	73	128	1649	223	9	1956	105	27	1	2087
Indian:	0	68	8	0	76	0	76	0	0	3	66	7	0	72	4	0	0	76
Asian:	0	65	6	0	71	1	70	0	0	4	62	5	0	69	2	0	0	71
Unknown:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals:	13	3775	474	60	4202	87	4175	8	113	235	3468	420	18	4056	162	44	4	4258

Grand Totals

	Male	Female	Total
Invest	2657	1605	4262
Violation	62.3%	37.7%	100.0%

	White:	Black:	Hispanic	Indian:	Asian:	Unknown:	Total:
Invest	1438	1992	686	75	71	0	4262
Violation	34%	47%	16%	2%	2%	0%	100%

	Invest	Violation	Equip
White:	0.30%	90.48%	9.23%
Black:	0.34%	86.59%	13.07%
Indian:	0.00%	89.47%	10.53%
Asian:	0.00%	91.55%	8.45%


	Formal	Warning	None
White:	7.01%	92.55%	0.44%
Black:	9.91%	89.66%	0.43%
Indian:	3.95%	96.05%	0.00%
Asian:	5.63%	94.37%	0.00%

Agenda Item Summary

Date: June 8, 2023

To: Members of the Health & Safety Committee

Prepared By: Donald Melanson, Chief of Police

Reviewed By: Peter Souza, Town Manager 

Subject: Secondary MV Violations / Loud Mufflers

Background

In Connecticut, motor vehicle laws allow officers to conduct vehicle stops for a plethora of reasons related to moving violations, equipment violations, and registration and licensing violations. The CT General Assembly is currently discussing a raised bill titled “An Act Establishing Secondary Traffic Violations.” This bill designates certain equipment-related and administrative motor vehicle violations as secondary violations, prohibiting law enforcement officers from stopping a motor vehicle to enforce one of these violations without another primary violation. The violations deemed secondary are generally designated as infractions and include, among others: (1) window tint violations, (2) failure to have two working headlights, (3) failing to illuminate the rear license plate, (4) failure to renew a registration or driver’s license, and (5) failure to carry a driver’s license when driving.

The bill also modifies the violation for obscuring license plates, which is a primary violation. Current law requires that license plates be entirely unobscured and prohibits placing anything on a vehicle or license plates that obscures any information on the plate. The proposed legislation instead requires that plates be substantially unobscured and prohibits placing anything that obscures the plate’s numbers and letters.

In addition to these potential changes, there has been a marked increase in modifications made to vehicle muffler / exhaust systems that impact quality of life in Windsor and other communities. Loud exhaust and mufflers that “Pop”, sounding like gunfire, are becoming more common.

Discussion/Analysis

Currently, officers have the ability to stop vehicles for tinted windows, and vehicle equipment violations, such as only having one headlight. There is debate at the state legislature to make these violations secondary, meaning officers can only enforce these violations if they stop a vehicle for another “primary” violation, such as speeding or other moving violations.

The current law on vehicle tints is CGS 14-99g; Tinted or Reflectorized Windows. This statute prohibits having tints on the vehicle’s windshield, and limits the level of tint on the front driver and passenger doors. Tints on these front doors must allow 35% of light into the vehicle, called visible light transmission (VLT). Vehicles can have tint that blocks out 65% of the light. There is a +/- 3% variance, so technically the tint can block out up to 68% of light, only allowing in 32% VLT. If an officer has suspicion that a vehicle with tinted windows does not meet compliance with the law, they have the authority to stop the vehicle and test the tint level using a

device called a “tint meter.” This device sends light through the tint and glass and measures the VLT level.

The purpose for enforcing tint laws is two-fold. First, dark tints reduce a driver’s ability to see out the vehicle’s windows to see side traffic at intersections and in other situations where a driver must look out their side windows, such as changing lanes on a highway. The effects of tinted windows is much more dramatic at night, where it is already dark out. A second reason for enforcing is officer safety. Every year, across the country, several officers are killed while conducting traffic stops. They can be extremely dangerous, as an officer rarely knows who they are dealing with in the vehicle. Officers are trained to be extremely observant as they approach a vehicle, especially to monitor all vehicle occupants’ hands. With darker tints, officers are unable to see what is inside the vehicle, raising the level of anxiety and potential danger for the officer and driver alike.

FY23 year to date, police officers in Windsor have stopped 58 vehicles for tinted windows, accounting for approximately 1% of motor vehicle stops. If the officer tests the vehicle’s tint levels and finds them to be illegal, the officer can require the operator to remove the tints within 60 days and have the vehicle inspected to show compliance.

In regards to loud mufflers, officers can use CGS 14-80(a) Mechanical equipment, which states each motor vehicle and the devices on such vehicle shall be operated, equipped, constructed and adjusted to prevent unnecessary or unusual noise. They can also use subsection (b) of this statute, which states that each motor vehicle operated by an internal combustion engine shall be equipped with a muffler or mufflers designed to prevent excessive, unusual or unnecessary exhaust noise.

Although more difficult to enforce, officers can use CGS 14-80a Maximum noise levels. This statute requires officers to use a sound meter to capture the decibel level of the vehicle. Acceptable levels for most vehicles is between 72dB and 81 dB, depending on the vehicle surface and the speed of the vehicle. Although the police department has sound meters, it is not something that is kept in patrol vehicles. To use the sound meter to test vehicles would be difficult, as the officer would have to have the driver of the vehicle recreate the conditions that caused the officer to suspect the vehicle was out of compliance.

In FY 23, officers have used the first two statutes (14-80(a) and 14-80(b)) to conduct 6 motor vehicle stops. As with tinted windows, officers can require the vehicle to be inspected by the Department of Motor Vehicles to ensure compliance.

Financial Impact

None at this time

Other Board Action

None

Recommendations

This item is presented for information purposes only. No action is requested of the committee.

Attachments

None



**TOWN OF WINDSOR
HEALTH AND SAFETY COMMITTEE
SPECIAL MEETING
COMMUNITY LISTENING SESSION REGARDING HEALTH AND PUBLIC SAFETY IN TOWN
MARCH 1, 2023
HYBRID MEETING**

UNAPPROVED MINUTES

1. CALL TO ORDER

Councilor Nuchette Black-Burke, Chair of the Health & Safety Committee, called the meeting to order at 6:00 p.m. with and Councilor Lenworth Walker present.

Councilors Present: Deputy Mayor Bress, Councilor Eleveld, Councilor Naeem, and Councilor Smith.

Staff Present: Peter Souza, Town Manager; Scott W. Colby, Jr., Assistant Town Manager, Dan Savelli WVA; Dan Moylan, WVA; Andrew Power, Police Captain; Paul Goldberg, Fire Administrator were present.

2. PUBLIC COMMENT

Karen Zak stated she lives in Deerfield and her son recently had tonsil surgery and it started bleeding. She walked through her situation that occurred. She realizes there are delays at the hospital. She mentioned that she herself was an EMT/Paramedic. There should never be a day when they can't send someone. It was 12 minutes of waiting and no one had arrived. She hopes that we have the right systems in place to ensure that they are quality people to be able to respond.

Bill Morton stated that on November 6, 2022 he had some symptoms of a stroke. His wife called 9-1-1 and told dispatch the symptoms of the stroke and the dispatcher needed more information. They dispatched a police officer and were waiting for an ambulance during that time. 25 minutes later, an ambulance from East Windsor arrived. He finally gets to the hospital, and there was nothing that they could do. There were two EMS calls on his street and both ambulances were from East Windsor. He was an EMT for many years. Windsor's EMS is failing the Town of Windsor.

Eric Weiner thanked the volunteers and members of the EMS. He stated that we have dropped the ball. He had a heart attack a few years ago. He had some symptoms of it again a few weeks ago. He called for an ambulance and they were super-fast on their response time. He went to the Emergency Room for 35 hours. The healthcare system as a whole needs to be reviewed. He added he doesn't believe the information system is 'up to snuff'. We should see data and map out where calls are coming from. This is a life and death

situation. Looking back, he believes we lost track of the mission. He believes we overbuilt the facility but understaffed it with EMS. He also believes we should hold an Emergency Town Council meeting within the next 48 hours to hear the incident calls and see what is happening. Without a Freedom of Information request, there is no idea what coverage we have in town. Ultimately, that rests with the Town Council to hold more accountability on the EMS, Police, and Fire departments. More debate took place regarding pickle ball courts than the EMS concerns.

Councilor Nuchette Black-Burke spoke about a call with her mother. A Windsor ambulance was there within minutes. She stated that the town does have reciprocal agreements with other towns. She asked how we get back to a better response time.

Karen Zak stated she can't see how this will be solved with money. Why aren't fire trucks going to these scenes as well? Why is the fire department hands off for EMS calls? Why couldn't Fire have responded since they are right here?

Councilor Len Walker stated something has happened, something has changed. We need to fix it. Something is wrong with EMS times. When you dial 9-1-1, you expect someone to be there. It is a life or death situation.

Councilor Ken Smith stated that the Fire Department used to have a Fire Rescue squad once that had helped with EMS calls. He discussed a call he had with WVA and stated they were efficient in their response. He understands the concerns.

Karen Zak mentioned that at no point did the dispatcher do an EMD. Too many procedures were dropped. She mentioned that there was a post on a social media forum and the response was phenomenal. She wants that service for every single person.

Councilor Black-Burke stated there appears to be things that we need to look at. We need backup plans. Plans A, B, C, etc. We need to see what can be improved.

Karen Zak stated she knows at one time there was an arrangement with an outside provider for additional coverage, but the fees were getting too expensive. There was a plan and now there isn't.

Deputy Mayor Bress stated that she knows there is a concern with service delivery. This is a problem. Inconsistency is an issue. She sees that it is an emergency now. She knows the Town Manager is working on this. This should not happen to anyone. We need to make a commitment that there will be a solution.

Councilor Black-Burke wanted to say thank you. As a committee, we are going to be looking into this with staff. This is a needed service. She agrees there needs to be some action. This hits home and she wants to make sure that this get some action.

Lawrence Jaggon stated he is concerned with the EMS service and not receiving a call back after mentioning that he was interested in volunteering.

Leroy Smith also mentioned that he was concerned with the Police Department patrolling on I-91.

Councilor Black-Burke stated we will go through that at the 7:00 p.m. meeting.

Some points and questions that were brought up at the meeting included:

- Review of Systems
- Increase visibility of East Windsor EMS
- Updates of information systems
- What type of metrics on staffing levels and response time can be provided?
- Why are we structured the way we are – Fire Department does not go on site to support EMS.
- What has changed over the last few years to bring so many negative experiences?
- What type of transparency and accountability can we see on our systems?
- What existing backup plans exist?
- What backup plans can be introduced?
- What is the process for bringing on volunteers?

3. ADJOURNMENT

MOVED by Councilor Smith, seconded by Councilor Black-Burke, to adjourn the meeting at 7:00 p.m.

Motion Passed 2-0-0

Respectfully submitted by,

Scott Colby
Assistant Town Manager



**TOWN OF WINDSOR
HEALTH AND SAFETY COMMITTEE
SPECIAL MEETING
MARCH 1, 2023
HYBRID MEETING**

UNAPPROVED MINUTES

1. CALL TO ORDER

Councilor Nuchette Black-Burke, Chair of the Health & Safety Committee, called the meeting to order at 7:04 p.m. with and Councilor Lenworth Walker present.

Staff Present: Peter Souza, Town Manager; Scott W. Colby, Jr., Assistant Town Manager; Andrew Power, Police Captain; Dan Savelli, WVA and Dan Moylan, WVA were also present.

2. PUBLIC COMMENT

Eric Weiner, 130 Palisado Avenue, stated that he wanted to see action taken.

3. DISCUSSION OF EMERGENCY MEDICAL SERVICES

Town Manager Souza said that he appreciated the feedback of those who spoke out during the community listening session. He also thanked the EMS team that is here this evening.

Town Manager Souza stated the Windsor Volunteer Ambulance Association is a private not-for-profit entity that provides emergency medical response and transportation to the Windsor community. There are over 4,000 calls for emergency medical service (EMS) per year in the town. The ambulance association, along with the Police Department, responds to these calls. If the association does not have personnel available, an outside EMS agency is requested to respond.

Dispatchers have certain protocol that is completed for EMS responders such as the questions they are asking so that they can respond accordingly. A standard emergency medical call comprises of different elements once the call is received by the dispatcher. Upon receiving the call and gathering pertinent information a police officer is dispatched along with an EMS unit(s). Police Officers are certified as Emergency Medical Responder (EMR). EMRs can provide immediate lifesaving care to patients. EMRs have the knowledge and skills necessary to provide immediate lifesaving interventions while awaiting additional EMS resources to arrive. EMRs also can provide assistance to higher-level personnel at the scene of emergencies and during transport. Emergency Medical Responders are a vital part of the comprehensive EMS response. Under medical oversight, Emergency Medical Responders perform basic interventions with minimal equipment.

Under Connecticut law medical transports are required to be completed by a certified EMS organization and that any ambulance used shall meet the requirements for a basic level ambulance including requirements of medically necessary supplies and services.

Depending on the severity of the medical call WVA has two types of ambulances to respond.

ALS: Advanced Care for Critical Patients

The advanced life support ambulance has a paramedic on board, along with an Emergency Medical Technician. The ambulance is equipped with advanced airway support equipment, cardiac life support, cardiac monitors as well as various medications for a wide range of medical emergencies. The patients in an ALS ambulance require a higher level of medical monitoring and include those who need IV medications, advanced airway management, and those who require cardiac monitoring and/or electrical therapies

The paramedics who staff the advanced life support ambulances have a higher level of training than their EMT partners. Due to their advanced training, paramedics are allowed to start IVs, administer medications, and give injections to help stabilize the patient on the way to a nearby trauma center.

In FY 22 there were 1,750 ALS calls that required transports. For the first half of FY 23 there have been 735 ALS calls that required transports. The average response time for an ALS ambulance in FY 22 was 5 minutes 16 seconds compared to 5 minutes 52 seconds in FY 23. This is average.

BLS: Transport for Basic Patient Care

Staffed by EMTs, basic life support transport is for patients who have minor trauma injuries, psychiatric patients, and other non-emergency medical transportation.

The personnel of BLS ambulances are not allowed to do advanced procedures, which includes giving injections, administering medications, starting an IV, or any necessary medical process, including cardiac monitoring. Some exceptions do exist based on local protocols. Examples for Windsor EMS include administration of epinephrine for anaphylactic reactions and oral glucose (sugar) for diabetic patients with low blood sugar. No advanced procedures are permitted.

For the first half of FY 23 there have been 614 BLS calls that required transports. The average response time for a BLS ambulance in FY 22 was 6 minutes 44 seconds compared to 4 minutes 59 seconds in FY 23.

There are times when there are higher call volumes and simultaneous calls. These are generally unpredictable as well as is the location of the calls. While reviewing the attached 'geographic call location map' it can be seen that medical calls occur in every part of town, with more densely populated areas experiencing a greater share. When WVA is unavailable to respond to a call an outside EMS agency is contacted by emergency dispatch for assistance. Currently WVA has mutual aid arrangements with Suffield Volunteer Ambulance

Association, Inc. (SVAA) and East Windsor Ambulance Association, Inc. (EWAA), as well as with Bloomfield Volunteer Ambulance (BVA), Windsor Locks Lions Ambulance, Granby Ambulance Association (GAA), Ambulance Service of Manchester (ASM), Aetna Ambulance Service, and American Medical Response, Inc. (AMR). In FY 22 out of the 4,612 total EMS calls, 666 calls representing 14% were passed over to these surrounding agencies. For the first half of FY 23 20% of the total calls have been passed over to these agencies. This could be simultaneous calls, a full transport commits an ambulance for up to 90 minutes.

WVA currently runs one ALS ambulance twenty-four hours a day, seven days a week. A second ALS ambulance runs from 7:00 a.m. until 7:00 p.m., seven days a week. Each ambulance is staffed by two personnel qualified for that level ambulance. There have been occasions in which due to staffing vacancies an ALS ambulance has needed to be staffed as a BLS ambulance. The goal is to make that 7:00 a.m. until 7:00 p.m. ALS. They attempted having a third ambulance however they have not been able to find qualified licensed staff.

Emergency Medical Services across the state have been challenged with recruitment and retention efforts in the past several years. Presently, WVA has 5 full-time EMTs and 5 full-time paramedics. They have 5 per diem EMTs and 8 per diem paramedics. Staffing per diems can be a challenge as they work fluctuating hours based on their primary job. They currently have one full-time EMT and one full-time paramedic position vacant but they should be filled following the completion of training within the next month. When training is completed this will help reduce reliance on forced overtime and extra shifts by per diem staff.

Mr. Moylan stated that calls have been increasing which is why residents are seeing outside agencies more often. Mr. Moylan walked through staffing levels and the current full-time vacant positions in training. He discussed full-time and per-diem personnel and the challenge of per-diem staffing and their availability.

Town Manager Souza explained the structure of the volunteer fire department and how they had been EMRs at one point in time. The EMR license was not renewed because the volunteer numbers were dwindling and currently they do not have the capacity to take on this role. Communities that have full-time fire departments are continuously exploring on how to work towards this effort. Currently they do not have the finances to operate a third ambulance between the reimbursement model and staffing.

Mr. Savelli spoke to the challenge with EMS on a state and national level as a whole. There has been an entire system failure and they are trying to be creative. He said that recruiting and retention efforts have not been working. He added that many of those in the field left during the pandemic and following that along with issues on compensation and benefits. He also explained the strict regulations set forth by OEMS & DPH as it pertains to certifications required to operate within the ambulance. He also spoke to the reimbursement model for how WVA conducts its billing and that for those with Medicare they can only bill a small percentage and have to write off the remainder.

Town Manager Souza stated that the Town provides a \$70,000 grant as part of the budget process and that \$35,000 of that is for the regional medical dispatch. He also explained funding from ARF that had been provided as well. Town Manager Souza explained that in order to operate a third ambulance, seven days a week, for twelve hours a day would cost ±\$300,000. An additional challenge would also be the staffing component.

Town Manager Souza stated we will have enough data to provide information to the Town Council prior to the budget. Councilor Black-Burke stated she would comment on this item under committee report for the next Town Council meeting.

Town Manager Souza stated we will have information and data to make a request for funding at an upcoming Town Council meeting.

4. DISCUSSION OF PROCEDURES FOR HANDLING QUALITY OF LIFE ISSUES

Town Manager Souza stated the police department responds to over 2,500 quality of life issues or calls in any given year. In addition to suspicious activity reports (classified as either, suspicious vehicle, suspicious person, or suspicious activity) and noise complaints (fireworks, loud music, truck noise, loud mufflers, etc), the police department responds to numerous other issues that are deemed quality of life. Some of these complaints include neighbor disputes, un-shoveled sidewalks, junk cars, illegal dumping, and traffic issues. In almost all cases, officers are dispatched to speak with the complainant in an effort to resolve the issue at hand. Responding officers are tasked with determining what the source of the complaint is, and whether the officer has the ability to take action to resolve the issue at hand. When it comes to suspicious activity and noise complaints, it is common that by the time the officer arrives in the areas, the issue causing the complaint is no longer present, making it difficult for the officer to take any action. When the officer is able to identify the source of the complaint, the officer's first goal is to speak with the person responsible for the issue and attempt to gain voluntary compliance. As an example, for a loud music complaint, the officer will speak with the person and ask them to turn the music down. In most cases, this usually resolves the issue without further action. In most cases officers are able to mediate or resolve the issue without further enforcement action.

Noise Complaints

For ongoing noise complaints or for complaints where voluntary compliance is not gained, the police department has sound meters available where officers can obtain sound levels to determine if there is a violation of the town's noise ordinance requirements. The town's Health Department and Planning and Zoning Department may be collaborated with for the more complex ongoing instances. The town's noise ordinance is based on state law and the town does not have the authority to be more restrictive. In FY23 through 2/20/2023, the police department responded to 230 noise complaints.

Suspicious Person / Activity

In regards to suspicious persons, vehicles, and/or activities, officers are able to conduct a limited investigation to determine if anything illegal is occurring. However, without

reasonable and articulable suspicion that a crime is or about to occur, officers have little to no ability to take action. In FY23 through 2/20/2023, the police department responded to over 632 suspicious activity complaints. Residents are encouraged to contact the police department via 911 to report suspicious activity.

Animal Compliant

Barking, roaming, and aggressive dogs are another quality of life call that the police department frequently responds to. Our animal control officer typically works Monday through Friday during the day shift. Officers respond to these calls for service when the animal control officer is not available. In FY23 through 2/20/2023, the police department responded to 261 animal complaints.

Junk Car Enforcement

In May of 2022, the Police Department hired two temporary part-time code enforcement officers to focus on junk car enforcement. The path to remove junk cars from private property requires several steps over a period of months. The department's focus has been to work with vehicle owners to remove vehicles without requiring the town to do so. To date, our code enforcement officers have successfully removed over 350 junk cars from properties throughout town. Many of these were initiated in the last quarter of FY22. In the FY 23 year to date, our code enforcement officers initiated 161 cases to remove unregistered/disabled vehicles.

Captain Power discussed the basic protocol of suspicious vehicles and persons and discussed how shift change is handled. Captain Power mentioned that calls may go as unfounded if they arrive and the issue has been remediated or the person or vehicle has left. He also stated that sometimes there will be a need to go back if the violation continues in which they have enforcement options.

Councilor Walker stated he is happy to hear them addressing the holding of calls. He also inquired about the procedure for commercial pop up parties. Captain Power walked through the steps for enforcement and actions that they have taken in the past. Along with being proactive by checking on social media.

Councilor Black-Burke thanked everyone for their comments. She had a question regarding the scheduling of dispatchers. Town Manager Souza replied they work eight hour shifts in pairs. If needed there are a handful of officers who are dispatch trained to assist. He also mentioned that are three individuals who are eligible for retirement.

5. STAFF REPORTS - None

6. APPROVAL OF MINUTES

- a) November 1, 2022



MOVED by Councilor Walker, seconded by Councilor Black-Burke to approve the unapproved minutes of the November 1, 2022 meeting as presented.

Motion Passed 2-0-0

7. ADJOURNMENT

MOVED by Councilor Walker, seconded by Councilor Black-Burke, to adjourn the meeting at 8:21 p.m.

Motion Passed 2-0-0

Respectfully submitted by,

Scott Colby
Assistant Town Manager