

Northwest Employee Times

What's New at the Center?

You may have noticed several new employees lately. There is a new QA & QI Analyst, a new Administrative Assistant as well as 5 new Dispatchers. Please make sure to introduce yourself to all the new employees when you get a chance.

Meet the New QA & QI Analyst—Jeffrey Liskin

Hello all! As the New QA/QI Analyst I'm excited to have this opportunity to share with you what the organization's goals are and some of the things we're going to work on moving forward. First and foremost, we'll be bringing the call review process in terms of protocol use back inhouse. This will give us the ability to issue feedback on a more consistent basis. It also allows everyone to have direct access to the quality assurance process which gives us the ability for face to face question answering and on the spot training.

In addition to reviewing a percentage of processed calls for protocol compliance, we're also looking at developing a quality assurance process for radio transmissions. In an effort to provide the highest level of customer service to our services and citizens, this will allow us to measure our performance and make adjustments when necessary.

In order to establish a culture of continuing quality improvement, we need everyone to be involved. We don't have all of the answers and we need your help. We will be seeking input and advice from all of you and hope you'll get involved by helping us develop these processes. As the front-line staff, you are the first to know what works and what doesn't work. Just as we provide you with feedback, we need you to provide us with feedback. Without open and honest two-way communication, improvements will come to a standstill.

After having just completed the training program on the regional side, I've observed some areas for improvement and I've listened to some of the concerns and recommendations that you have. I hope to bring ideas and processes to Northwest that I've experienced in my 12 years as a Public Safety Telecommunicator. Collectively, there are many years of experience at this center both inside and outside of public safety telecommunications. I believe that with improved communication, mutual respect, employee recognition, and honest feedback, we will continue to make improvements throughout the dispatch center. I look forward to learning the Waterbury Police operation, learning from all of you, working together to make improvements, and being an added resource for whatever your needs may be.

Please feel free to reach out to me with anything you'd like to discuss. Again, I look forward to working with all of you and helping to build a culture of communication and respect.

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New Employee Announcement —Sean Cloney

Northwest is pleased to announce that five new dispatchers have joined our ranks. These five will be taking positions in both the Regional and Waterbury operations in the coming weeks. They all come prepared with field radio and EMS experience and should blend easily into our environment.

Tenecia Turner

- Tenecia comes to Northwest with years of experience in the NYPD communication center. During her tenure at NYPD, she was required to function as a Dispatcher and a Call Taker and will bring this unique experience to Northwest. Tenecia will be joining the Waterbury operation.

Walter Golembeski

- Walt comes to Northwest with more than 20 years experience in emergency communications at various dispatch centers in the state. Walt will bring his base knowledge to the Waterbury Dispatch operation.

James Schwartz

- Jim comes to Northwest with 10 years experience in emergency communications more specifically at a regional dispatch center. Jim will bring his knowledge of multitown dispatch to the Regional operation in the coming weeks.

Kyler Fausel

- Kyler comes to Northwest with rich volunteer field experience to build off of. Kyler is currently an EMR for Harwinton EMS and has an understanding of field communications. Kyler will be joining the ranks of the Regional operation.

Morgan Marzella

- Morgan comes to Northwest with both field EMS service and Military service. Prior to coming to Northwest, Morgan worked regular EMS shifts for our CMED municipalities. Morgan will bring this working knowledge of field EMS needs to our Regional operation.

As with all new employees when you see them in the halls or in the Center welcome them to the Northwest Team.

National Telecommunicators' Week—Lisa Schultz

National Public Safety Telecommunicators Week (NPSTW) is held annually the second week of April. Patricia Anderson of the Contra Costa County Sheriff's Office in California started this week-long event in 1981. In the early 1990s, the national APCO had convinced Congress that there was a need for a formal proclamation. This designated week is a time to celebrate and thank those who dedicate their lives serving the public.

Telecommunicators Week is April 14th through April 20th this year. NWCTPS has several events planned to celebrate our call takers and dispatchers such as themed days of the week, food, and the "Call Taker and Dispatcher of the Year" award. Some of the themed days of the week that are planned are Crazy

Hair and Wig Day, Sports Day, and First Responders Day. Also planned is a chili cookoff judged by special guests as well as a Potluck Taco Bar. We hope that you to take part in all planned activities and enjoy the week celebrating you.

Learn more about NPSTW at npstw.org



Employee Spotlight—Peter Miller

Our first profile looks at one of our long-time employees, Peter Miller. Pete joined Northwest in 1989 and will mark his 30th anniversary as a telecommunicator at the end of this year.

"Dispatching was a whole other world back then," Pete said, noting that the training involved sitting with a seasoned dispatcher and being shown what to do, as opposed to today's formal certification process.

"The dispatch center was on the third floor of Waterbury City Hall, above fire headquarters. It was always too hot or too cold and smelled like diesel fumes from the fire trucks, or whatever the firefighters happened to be cooking one floor below," he said.

There were no screens in the windows and squirrels would sometimes scurry into the kitchen to steal food. "One day I turned and watched a squirrel run out the window with my bagel. My co-workers thought it was really funny."

From Waterbury, Northwest moved to Prospect in late 1991, thanks to a large state grant and a cooperative effort between center manager Bob Cole and Prospect Mayor Bob Chatfield.

In those days, Northwest dispatched a handful of volunteer fire and ambulance departments. Cellphones were

still uncommon, and most 911 calls came from landline phones, leaving no guesswork as to where the caller was located.

"In many ways, dispatch life was a lot less complicated," Pete said.

There was no CAD system, and calls were logged paper. CMED calls were charted on wide yellow sheets that resembled placemats, then on blue call cards before the first computer system arrived in the early 2000s.

It's been getting busier and busier ever since, he said.

"Now it's kind of weird being so much older than my co-workers. I have a lot more in common with their parents."

Pete is an active ham radio operator (W1AMJ) and assists with ARES emergency communications in his hometown of Prospect, where he lives with his wife, Sue and their 7-year old Bichon, Stewie.

Pete previously worked in broadcast radio at three different stations and was also a newspaper reporter after graduating from the University of Connecticut.

He became interested in emergency dispatching during a brief period as an EMT and an even briefer period as a volunteer fireman.



April Anniversaries

Heather George 3yrs

Kevin Shuck 3yrs

Krista Berthel 12yrs

May Anniversaries

Anastasia Hernandez 3yrs

Betsy Rosa 3yrs

Brandon Priest 3yrs

Chris Casey 3yrs

Jillian Jarrin 3yrs

Jose Luna-Perguero 3yrs

Justin Ademoski 3yrs

Katherine Bergamo 3yrs

Lataeya Burton 3yrs

Liana St. Germaine 3yrs

Melissa Kelly 3yrs

Michael Cavaliere 3yrs

Michaelangelo Mancini II
3yrs

Nina Wilkens 3yrs

Peter Nizen 3yrs

Sarah Negretti 3yrs

Steve Andrade 3yrs

June Anniversaries

Ben Kovalsky 4y

Kaleigh Pronovost 2y

Marybeth Foster 2y

Nancy Taylor 1y

Stephen Hebb 31y

Terrence Ferrarotti 20y

Tyler O'Neill 4y

Birthdays

Peter Fegley 4/3

Da'Jour Fluitt 4/7

Tenecia Turner 4/18

Peter Nizen 4/26

Kyle Kelly 4/30

James Schwartz 5/3

Ashley DiFomato 5/5

Jason Krajcik 5/15

Sarah Negretti 5/19

Felisha Matthews 5/27

Steve Andrade 5/28

Compliance Stats—Jeffrey Liskin

Between February 17th and March 16th a total of 303 calls were reviewed.

High Compliance – 74 (24%)
 Complaint – 102 (34%)
 Partial Complaint – 41 (14%)
 Low Complaint – 27 (9%)
 Non-Compliant – 59 (19%)

If you break it down, that means 58% of our calls are compliant or above. Only 23% are partial or low and less than a quarter are non-compliant.



Areas to focus on:

- ◆ The breathing question in medical
- ◆ Scene safety questions in police and fire
- ◆ Descriptors in police
- ◆ PDIs throughout all disciplines

Everyone is doing well and with a little focus, we can reduce our non-complaint cases with ease.



Birthdays (cont.)

Brian Gallagher 6/14

Anastasia Hernandez
6/16

Joe Sosnicki 6/18

Madison Daly 6/21

Molly Walker 6/21

Robert Crean 6/25

Carl Smith 6/26

Kevin Shuck 6/30

Looking for Writers...

Have an idea for a future story and want to write for the Northwest Employee Times?

Please email Lisa Schultz at
lschultz@nowestps.org

