



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



March 3rd, 2015

Senator Timothy Larson, Co-Chair Public Safety & Security Committee
Representative Stephen Dargan, Co-Chair Public Safety & Security Committee
Senator Anthony Guglielmo, Ranking Member Public Safety & Security Committee
Representative Lezlye Zupkus, Ranking Member Public Safety & Security Committee

Re: Raised House Bill #6911 – AA REQUIRING VERIFICATION TO REDUCE FALSE ALARMS

Members of the Public Safety & Security Committee,

As the Executive Director of Tolland County Mutual Aid Fire Service Inc. which is one of the largest regional dispatch centers in the State I would like to comment on the subject bill on the agenda for today's public hearing.

As a dispatch center that monitors all types of alarms ranging from fire, burglar, and supervisory alarms I have grave concerns with a portion of the language of this bill. It appears that within lines 68 thru 78 the language **REQUIRES** an alarm monitoring company to make a reasonable attempt to contact the subscriber of that property upon receiving an alarm. If no contact, and if a second contact number is provided to the monitoring company, it **REQUIRES** that company to make a second attempt to contact the subscriber to determine if the alarm is false. These actions go against all efforts of the fire service for early discovery or reporting of a fire. The reason for alarm monitoring is to provide quick reporting. It has been stated that for each one minute that a fire free burns, it quadruples in intensity. This bill upon passage will require a monitoring company to expend the time to make two separate phone calls before either dispatching fire or EMS services or calling the local police agency to send the proper response.

There is a monetary price that any municipality has to endure for their fire department to respond to a false alarm of fire. However, the price of a delay could be the loss of life or property. The entire premise of alarm systems is to satisfy the need for early detection. Particularly in Eastern Connecticut where the majority of fire departments are volunteer there is already an existing inherent delay in responses due to staff not being located in the stations at all times. Upon passage, this Bill would increase the response times exponentially due to the dispatch center being required to make numerous attempts to call the location or a person on record. Additionally, during times of increased activity in the center it must be understood that 911 takes precedence over all activities in the center and when increased 911 call volume is occurring requiring the center to make numerous attempts to verify an actual alarm only further increases the response time to the location.

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



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I would urge the Committee to review this proposed Bill very carefully and not require the dispatch centers to be forced to make any attempts to confirm the validity of an alarm prior to sending the appropriate services particularly in the event of a fire or medical alarm.

Respectfully,

Tyler F. Millix

Tyler F. Millix, Executive Director
Tolland County Mutual Aid Fire Service Inc.

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