



Public Safety & Health Committee - Board of Representatives

Jeffrey Stella, Chair

Eric Morson, Vice Chair

COMMITTEE MINUTES

Date: Wednesday, November 30, 2022

Time: 7:30 p.m.

Place: *This meeting was held remotely.*

The Public Safety & Health Committee met as indicated above. In attendance were Chair Stella, Vice-Chair Morson and Committee Member Reps. Berns, Campbell, Garst, Pavia, Pierre-Louis, and Roqueta. Rep. Coleman was excused. Also present were Reps. Adams, Baxter, de la Cruz, Matheny, Miller, Nabel, Ley, Tomas, Walston, and Watkins; Trevor Roach, Fire Chief; Joseph Gaudett, Emergency Communications Director; and Louis DeRubeis, Director of Public Safety, Health and Welfare.

Chair Stella opened the meeting at 7:32 p.m.

Item No.	Description	Committee Action
1. PS31.033	REVIEW; Specific Incident of Unanswered Calls to 911 from Rockrimmon Road on 11/11/22 and Possible Relation to Cell Phone Coverage "Dead Zones" in North Stamford and/or Routing of Calls through Various Call Centers. 11/14/22 – Submitted by Reps. Nabel, Ley, Matheny, Mays, Morson, Goldberg, Grunberger Curtis, Stella, and Figueroa	REPORT MADE

The Committee discussed the event of 911 interruptions with Director DeRubeis, Director Gaudett and Fire Chief Roach.

¹DeRubeis:

- Morning of Saturday December 12 received calls about emergency calls to 911 and not being answered
- Contacted 911 Center and spoke with personnel and made sure there weren't any issues with calls
- Personal informed him No difficulty in calls of operations and were uninterrupted
- Reached out to Director Gaudett advised of the situation and would further investigate
- Meeting with the Administration and drafted a letter of the timeline of what happened

¹ Video Time Stamp 00:04:50

- 6 Personnel at 911 center on that evening
- 9:41 two calls came into 911 center at the same exact times
- One dispatcher picked up a call; one on break; one on a missing child call
- Unusual occurrence
- There were no operational or logistical issues

²Gaudett discussed his attached [presentation](#) in which included the following:

- 911 Center Emergency Communication Workforce
- Same working schedule as the Police Department
- 29 Full-time Public Safety dispatchers
- Proposed to the Mayor to add 2 new positions
- Call Pick-up Metrics
- Emergency Communication Quality Assurance
- Call Volume and Staffing (2022 Calls for Service)
- Investigation and Risk Mitigation
- Cellular 911 calling and Dead Zones

³The Committee followed up with a question and answer session.

Chair Stella adjourned the meeting at 9:28 p.m.

Respectfully submitted,
Chair Stella

This meeting is on [video](#)

² Video Time Stamp 00:11:50

³ Video Time Stamp 00:39:50