



PUBLIC SAFETY

*Above: Lt. Walter Solenski, who retired during 2012 after 37 years of service, was an honorary Marshal in the 300th Anniversary Parade.
Photo by Laura Stone.*

COVENTRY POLICE DEPARTMENT

1585 MAIN STREET



ANNUAL REPORT

Fiscal Year 2012-2013

Mark A. Palmer
Chief of Police



We are pleased to present this annual report that describes some of the highlights and accomplishments of the Coventry Police Department during the past fiscal year. This report also provides the Department and the community an opportunity to evaluate whether we have met the goals that were set out at the beginning of the year. Hopefully, this report will not only be informative, but also help the reader to gain an understanding of the variety of services that the Coventry Police Department provides throughout the year.

As submitted in our budget document last year, our goals for fiscal year 12/13 were;

ADMINISTRATION

- **Continue to comply with CALEA and POST accreditation standards**

We continue to comply with POST standards and prepare the appropriate reports, inspections and analysis to demonstrate compliance with the applicable standards. As a result of receiving CALEA Accreditation, we received POST Reaccreditation in March 2012 by providing evidence of continued compliance with the eight standards that are specific to the State process.



CALEA Assessors Chief William Welch and Lt. Rae Ferguson came to the department for an on-site assessment visit in June

The department had its on-site assessment visit for reaccreditation from June 23rd through June 26th 2013. Although the final determination is made by the full Commission, feedback from the assessors was all very positive. The Commission will meet in November and decide upon whether we will be awarded advanced accreditation. All agency employees worked very hard to ensure the department was prepared for this on-site visit.

- **Increase specialized training for field officers particularly in evidence collection and traffic services.**

In addition to meeting the mandated training requirements, the agency sent personnel to numerous specialized training programs. A number of officers received specialized training in the area of evidence collection, identity theft, cyber-crime and traffic services. Agency personnel completed annual firearms training as well as additional training with patrol rifles. Officer Opdenbrouw, in conjunction with the Law Enforcement Council of Southeastern CT conducted active shooter training for agency personnel. Chief Palmer attended a three day training seminar in Alexandria, VA at the National Center for Missing and Exploited Children. CSO Chipman attended the annual Animal Control Officer conference.

- **Evaluate fee structure for records and permit services**

An evaluation of fee structures for neighboring agencies has been conducted and there are no anticipated changes in the near future.

- **Continue to submit grant applications for funding costs associated with enforcement initiatives as well as equipment needs**

The department submitted and received reimbursement of over \$6,500.00 from the State Department of Transportation to cover overtime expenses for the spring and fall Click it or Ticket Campaigns as well as the Christmas/New Years, Memorial Day, Labor Day/ July 4th holiday DUI enforcement periods.

The department received approval of its grant application for \$25,433.00 from the Justice Assistance Grant. Utilizing funds from the grant, the department purchased and installed a new Livescan Fingerprint Unit, upgraded the video recording system for criminal investigations and ordered all new handguns, holsters and lighting systems.

In July, the department received a High Mobility Multi-purpose Wheeled Vehicle (HMMWV) free of charge from the US Military Surplus program. This vehicle was painted to match the color scheme of the regular patrol vehicles and has been outfitted for use during severe weather and off road activities. This vehicle was very effective during several snow storms and the hurricane.



The newly outfitted HMMWV makes its appearance in the Town's 300th Anniversary Parade

OPERATIONS

- **Provide adequate patrol coverage throughout town 24 hours a day**

Adequate patrol staffing has been provided throughout the year. On occasion, overtime was necessary, or officers were 'ordered in' to duty to cover vacant shifts. During the second quarter of 2013 the patrol force was four officers short due to two on extended medical leave and two unfilled vacant positions. Based upon the new patrol schedule that was implemented in September of 2012, it appears that the number of instances and hours that officers are 'ordered-in' to duty has increased from previous years however the overtime expenditures have decreased. Despite the overtime expenditures the department remained within the allotted budget.

Lt. Walter Solenski retired in December after thirty-six years of service to the town.



Lt. Walter Solenski receives a farewell from council chair Liz Woolf and council member Joan Lewis



Officer Russell Iger was hired in December 2012 to fill the opening for an additional officer and graduated the police academy on June 24, 2013. He has entered into the Field Training period which will last until the end of September 2013. It is anticipated that he will be a fully certified police officer by October 2013.

Officer Thomas Kuhns was hired in April to fill the vacant patrol position as a result of Lt. Solenski's retirement. Officer Kuhns is expected to graduate the Police Academy in September and complete a Field Training program that consists of a minimum of 480 hours in December 2013, at which time he will become a fully certified officer.



Officer Iger was sworn in December 2012



Officer Kuhns was sworn in April 2013

The department participated in a state-wide Emergency Management Exercise at the Town Hall Annex. This exercise tested the town's and the department's ability to respond to natural and man-made disasters and tested the town's All Hazards Plan.

- **Increase crime prevention efforts and presentations to crime watch and neighborhood groups**

Members of the department remained busy throughout the year conducting a number of presentations and tours of the department to citizens groups, schools, and youth groups. Chief Palmer continues to participate in the Coventry STEPS committee which meets on a regular basis.



Officer Michelle Hicks at Coventry Grammar School Family Fun Day



Officer Gail McDonnell speaks about home burglary and theft protection

- Collaborate with School District and Youth Services office on presenting traffic safety programs and prevention programs to school-aged youth



Members of the Department participate in the 'I-Promise' traffic safety campaign at Coventry High School

Numerous programs were presented in conjunction with the school district including:

Sgt. McDonagh, Officer Dexter, Detective Hicks and Ellen Jamaitus hosted classes and tours of the building for the Coventry High School Civics classes, in addition to teaching Police and the Law classes, law enforcement and the military classes and cyber bullying at the Middle School. Members of the agency also participated in a "No Texting and Driving" campaign at Coventry High School in addition to having a display for career day.

Officer Gail McDonnell organized and conducted a trip to York Correctional Facility in Niantic for fourteen female high school students.

Sgt. Chris Fiore conducted a trip to Osborne Correctional Institution in Somers for a group of male high school students.

Chief Palmer attended the Trike-A-Thon at the Coventry Early Childhood Center and gave safety presentations.

Chief Palmer continued to collaborate with the School District Safety Committee of school administrators to review and revise the school safety plan.

Members of the department participated in the filming of a Public Service Announcement for WFSB Channel 3 regarding school bus safety.

WFSB, members of the Coventry Police Department, Coventry High School students along with the CT Police Chiefs Association filmed a Public Service Announcement regarding the hazards of texting and driving. This PSA was shown regularly on WFSB Channel 3.

Chief Palmer participated in the Read Across America program at Coventry Grammar School.

- **Respond to all calls for service and investigate reports of criminal and suspicious activity in an efficient manner**

Officers continue to respond to calls for service and conduct appropriate investigations. Complaints have continued regarding parking issues on South St. due to the Farmer's Market. Officers continue to monitor this area and issue parking tickets as appropriate.

There continues to be an increase of calls for service from last fiscal year. This fiscal year there was a 2.78% increase in calls for police service compared with the same time period last year. The CAD Incident Analysis for the quarter is attached.

A large amount of boating activity occurred during the summer. Marine Officer Norm Meikle patrolled during the weekends and during peak times during the week. The Department of Energy and Environmental Protection spent some time on Coventry Lake using the Coventry PD patrol boat. This is a new activity that has not taken place in a number of years.

- **Aggressively enforce DUI laws and hazardous moving traffic violations**

Officers have concentrated speeding enforcement efforts in the Main Street 'Village' area as well as other areas of frequent complaints. In addition, officers have continued to target distract driving violations.

There were two Sobriety Checkpoints on Route 44 conducted during the year. One of which was done in conjunction with member agencies of the Metro Traffic Unit to coincide with UCONN 'Spring Weekend' Throughout the year additional officers were assigned to four hour shifts for roving DUI patrol.



Officers speak to a driver during a sobriety checkpoint

- **Increase enforcement of distracted driving violations**

Officers have continued to target distracted driving violations during routine patrols in addition to three combined enforcement efforts for distracted driving violations and seatbelts.

Chief Palmer participated with other Connecticut Police Chiefs in a Public Service Announcements regarding safe driving and distracted driving enforcement efforts

Chief Palmer, Officer McDonnell and Ellen Jamaitus participated in the "I Promise" campaign at the Coventry High School encouraging young drivers to promise not to text and drive.

SUPPORT

- **Effectively utilize the Community Service Officer in order to make more efficient use of police officer's time**

The Community Service Officer continues to investigate and address calls of abandoned and/or junk vehicles on private property. The CSO works in conjunction with the town's Zoning Enforcement Officer to handle these types of calls.

- **Collaborate with other town agencies in investigations regarding blight complaints**

This is on-going. The Community Service Officer acts as the agency liaison to the blight committee.

- **Continue to use new technologies to enhance agency communications to citizens in order to provide useful information and to gather feedback regarding perceptions of agency effectiveness. Implement new agency website**

The department has installed an in-car CAD system. This allows officers access to our Computer Aided Dispatch and Records Management System from their vehicles. With this system, officers should have to spend less time in the building completing their reports and conducting investigation through the records system.

The department has been updating and improving the website content after the Town migrated to the Civic Plus website. The agency now provides a FAQ section, monthly arrest logs, information about reports and permits and links to other important information.

The department began utilizing the 'E-Ticketing' system. This allows officers to issue infractions and other citations electronically from their vehicles. This will eliminate the need for a supply of tickets and time preparing transmittals for Centralized Infractions Bureau. While a majority of the equipment was provided by the State of Connecticut, the department purchased two additional E-Ticketing printers to fully equip all vehicles with these units.

- **Foster more efficient administrative processes by using existing technologies and creating electronic forms and reports and minimize duplication of effort**

Through the use of Capital Improvement Plan funding, the department was able to make its Computer Aided Dispatch (CAD) and Records Management System (RMS) available in the patrol cars through the use of wireless modems and a Citrix Server. Officers are now able to access much more information from their patrol vehicles than previously.

The Department implemented Power DMS (Document Management System) during the year. This web-based system will facilitate a more efficient way to distribute policy updates, legal updates, training guides and important alerts. It will no longer be necessary to print dozens of copies of voluminous training bulletins and policy manuals.

The program also allows for the Chief to produce tests that correspond with new training material in addition to tracking when material is read. The Power DMS also allows for more efficient tracking and compliance for CALEA standards and proofs.

- **Coordinate with other law enforcement agencies participating in the regional service sharing agreement in motor vehicle and other enforcement efforts and seek grant funding to support operational goals**

Our relationship with the Metro Traffic Unit for motor vehicle enforcement and accident investigation continues to strengthen. A number of collaborative efforts have taken place throughout the year. Agency staff continues to participate in planning meetings and grant applications along with Metro Traffic. Reimbursement funds from the Department of Transportation were received for Click It or Ticket campaigns and the holiday DUI patrols.

Officers brave the frigid January temperatures to conduct a Sobriety checkpoint on Route 44



Other Agency Highlights



Officer Michelle Hicks and other members of the Department helped to host the Channel 3 Kid's Camp Law Enforcement Day. Campers got to meet police officers and see police equipment from around the State.

Chief Palmer, Sergeant Chris Fiore, Officer Michelle Hicks and Ellen Jamaitus participated in the annual Law Enforcement Day at the Channel 3 Kid's Camp. This event gives the campers, most of whom were foster children, an opportunity to see police equipment and interact with police officers in a friendly and non-threatening atmosphere.

Chief Palmer along with three other police Chiefs filmed a public service TV ad promoting back to school driver and bus safety.

The department took delivery of two new patrol vehicles in September. One of these vehicles was from last fiscal year, the other from this current fiscal year.

The new SUV Police patrol vehicle. It is all-wheel drive and has a six cylinder engine.



The Police Department had significant involvement with the 300th Anniversary Parade. Several employees including Chief Palmer, Lt. Walt Solenski (who was selected as a Parade Marshal), Ellen Jamaitus, Sgt. Chris Fiore, Sgt. Anthony Ochtera, Officer

Michelle Hicks, Officer Kevin Vail, CSO John Chipman and Marine Patrol Officer Norm Meikle helped to make the parade the huge success, and fun event that it was. The department arrested two members of the Coventry Volunteer Fire Association for sexual assault after information was received about illegal activity. This was a very extensive and time-consuming investigation.

The department received recognition for its fundraising efforts for Special Olympics. The award was received by Ellen Jamaitus and Officer Opdenbrouw.

Sgt. Chris Fiore, Officer Michelle Hicks and Officer Kevin Vail were awarded certificates of commendation for their efforts in apprehending a suspect who had committed a violent sexual assault in Mansfield.

Members of the department participated in the Memorial Day Parade both in the Honor Guard and with agency vehicles.



The department donated approximately 20 unclaimed bicycles to the "Little Angles" bicycle program. These bikes will be repaired and given free to area children who are in need of a bike.

Superstorm Sandy hit during the last week of October. The department assisted with the operation of the Town Emergency Operations Center as well as being busy with numerous assists for road closures, trees and power lines down and requests for assistance from residents.



Sergeant Chris Fiore leads the Motorcycle Unit and Honor Guard at the beginning of the 300th Anniversary Parade in September 2012

In April, the agency submitted an application to the International Association of Police Chief's and the Connecticut Police Chief's Association's for the Law Enforcement Challenge Award. This application includes traffic statistics in addition to how the department conducts enforcement and educates the public on traffic laws. The department was presented the first place award for its size category at the November Law Enforcement Summit hosted by Department of Transportation.



Chief Palmer, Elen Jamaitus and Officer Jeff Spadjinske, accept the Law Enforcement Challenge award



Members of the department participated in the Special Olympics Law Enforcement Torch Run on June 7th.

Officers Gail McDonnell, Jeff Spadjinske and Michelle Hicks received an enforcement award from Mothers Against Drunk Driving (MADD) for 2012 for their enforcement efforts during the previous year. Officer McDonnell has received this award for over five years.

Sergeant Anthony Ochtera, Officer Ted Opdenbrouw, Officer Gail McDonnell and Officer Robert Dexter were issued commendations for their outstanding efforts in the area of traffic law enforcement.



Motor vehicle enforcement activity continues to be a priority for the agency. Officers on routine patrol and on special assignment details conduct speed enforcement and look for other hazardous violations. Our philosophy is to concentrate on those areas where accidents occur and on those violations which are causative factors in accidents. We

also focus on Impaired Driving by using directed patrols and conducting Sobriety Checkpoints.

Members of the department became involved in two (2) vehicle pursuits during fiscal year 2012/13. Both of these pursuits were initiated as a result of both vehicles acting suspiciously during the midnight shift. One pursuit ended when the suspect vehicle was lost after officer approached m/v on a stop and the suspect m/v fled approximately 2.5 miles, the operator was located in a wooded area behind his residence and was charged with DUI (4th offense) Engaging officer in Pursuit, Driving Under Suspension and Reckless Operation. The other one ended when the suspect finally stopped, the pursuit lasted 6/10 of a mile and reached speeds of 20-25 mph. The operator was charged with Engaging in Pursuit, Operating without a license, Failure to Drive Rights and Failure to Signal Turns. All of the pursuits received administrative review and were found to be within the law and consistent with department guidelines. Both the written policy and culture of the agency is to engage in pursuits only as a last resort and to not risk the safety of the officers or the general public for minor violations or motor vehicle infractions.

There were no use of force incidents during the fiscal year. The agency continues to conduct policy reviews and training in the area of response to aggression or resistance.

It is the policy of the Coventry Police Department to investigate all complaints of alleged employee misconduct and to equitably determine whether the allegations are valid or invalid and to take appropriate action. All allegations of departmental or officer misconduct shall be properly investigated whether such complaints are received verbally, in writing, through a third party, or anonymously.

The Coventry Police Department employs a structured disciplinary system to be followed in cases of alleged or suspected violations of department rules, orders, Town of Coventry personnel rules, or any applicable state or federal statutes by members of the department. This procedure is meant to assure prompt and thorough investigation of complaints to clear the innocent, establish guilt of wrongdoers, and facilitate fair, suitable and consistent disciplinary action. The personnel complaint procedure is explained on the department website.

There were three personnel complaints involving members of the agency during the fiscal year. All three complaints were generated internally. The first was an officer who failed to show up for an assigned shift. This was addressed with a counseling session. The second was in regards to a workplace conflict between two officers. A written reprimand was issued to one employee and the matter was resolved. The third complaint was generated from a supervisor who discovered that a dispatcher did not properly take sufficient information on a motor vehicle accident that had occurred in another jurisdiction. The employee surrendered two days of vacation time. We believe this minimal level of personnel complaints speaks highly of the professionalism and courtesy exhibited by members of the department and demonstrates a well-disciplined agency. We will continue to be diligent in ensuring the highest levels of integrity and standards of police service and to investigate all personnel complaints thoroughly and fairly.

The past fiscal year offered many challenges and opportunities for the Coventry Police Department as we continued to develop and improve our contemporary police practices and training opportunities while building and strengthening our collaborative relationships with citizens. Through these on-going efforts we strive to not only abide by the high standards of ethical conduct but also to ensure citizen satisfaction by providing responsive and effective police service. The members of the Coventry Police Department remain committed to its mission:

Professional Policing – Community Commitment





**Coventry Police Department
Incident Analysis**

7/1/2012...6/30/2013

Shift	Total
1st 1125	7713
2nd 3942	
3rd 2653	

UCR	Nature	1st	2nd	3rd	Total
		3	2	2	0
001	Marine Patrol Activity	0	20	18	38
002	Beach Association Check	1	0	1	2
029	Disabled Motor Vehicle	13	70	55	138
11A	Sex Forcible Rape	0	3	0	3
11C	Sex Assault w/ An Obj	0	1	0	1
11D	Sex Forcible Fondling	0	5	1	6
120	Robbery	0	0	1	1
13A	Assault Aggravated	1	2	0	3
13B	Assault Simple	2	3	20	25
13C	Intimidation	7	11	23	41
151	Suicide	0	3	0	3
152	Suicide Threat/Attempt	0	2	11	13
220	Burglary	4	24	10	38
23C	Larceny Shoplifting	0	6	0	6
23D	Larceny Theft From Building	0	6	1	7
23F	Larceny Theft From MV	2	7	6	15
23G	Larceny Theft of MV Parts	0	2	2	4
23H	Larceny All Other	1	38	16	55
240	MV Theft	1	1	0	2
250	Counter/Forgery	1	4	0	5
2604	Fireworks/Gunshots	7	15	47	69
2608	Abandoned MV	1	1	2	4
2609	Littering	0	5	4	9
2619	Building Check	2	3	1	6
2625	Notification	0	3	4	7
2631	Public Hazard	20	50	63	133
26A	Fraud False Pretenses	0	3	2	5
26B	Fraud Credit Card/ATM	0	5	2	7
26C	Fraud Impersonation	1	3	6	10
26E	Fraud Wire	0	3	1	4
270	Embezzlement	0	1	0	1
290	Vandalism	7	26	8	41
2914	Animal Complaint	34	235	113	382
3009	Susp Person/Activity/MV	115	279	273	667
326	Illegal Parking	0	6	5	11
332	Harassment/Harassing Phone Calls	2	33	36	71
334	Untimely Death	2	4	1	7
343	MV Accident (Injuries)	11	18	23	52
344	MV Accident Evading	7	14	13	34
346	MV Accident (No Injuries)	42	91	65	198
351	Alarm	72	184	114	370



Coventry Police Department Incident Analysis

7/1/2012...6/30/2013

353	Medical	117	253	141	511
355	MV Stop	239	515	373	1127
35A	Drug/Narcotic Violation	2	3	7	12
35B	Drug Equipment Violation	0	0	3	3
367	Prowler	1	0	0	1
36A	Sex Incest	0	1	0	1
36B	Sex Statutory Rape	0	2	0	2
370	Pornography	0	2	0	2
375	Routine Assistance	43	219	153	415
377	Open Door/Window	4	5	5	14
388	Miscellaneous	28	96	73	197
396	Escort	12	22	13	47
398	Missing Person	6	8	13	27
399	Lost And Found	6	40	19	65
400	Family Matter - Non Arrest	7	26	30	63
4811	Finger Printing	1	383	4	388
4858	Fire	19	18	35	72
4873	Assist Other Agency	31	92	76	199
82	Runaway/Non NIBRS	0	0	2	2
861	Disturbance (Non-Domestic)	8	26	41	75
863	Town Ordinance Violation	0	1	0	1
866	Noise Complaint	9	2	33	44
889	Check Welfare	12	63	50	125
890	MV Erratic Operation	15	80	86	181
891	MV Lock Out	6	32	15	53
901	Runaway	0	1	0	1
90C	Disorderly Conduct	1	4	2	7
90D	DWI	14	2	22	38
90F	Family Offenses, Nonviolent	0	0	2	2
90G	Liquor Law Violation	0	0	1	1
90J	Trespass of Real Property	1	0	1	2
90Z	All Other Offenses	3	18	9	30
911	911 Hang Up Call	36	103	94	233
H109	Junk MV	0	4	0	4
Sup	Supplemental	145	729	400	1274



FIRE MARSHAL/ EMERGENCY MANAGEMENT

Noel Waite, Fire Marshal/Director EMHS

Fire Marshal

It was another busy year for the office, 186 annual inspections were conducted along with the final inspections for the opening of the New North Coventry Fire station and the renovations and addition to a local restaurant.

Ten fires were investigated including one large loss house fire. The Fire Marshal attended over sixty hours of training for new fire investigation techniques and codes and standards reviews to maintain his certifications and licenses.

Emergency Management

It was another active year for the emergency operations center and the town forces. Super storm Sandy in October and then a major snow storm in February required the opening of the EOC to help coordinate services and clean-up operations.

With the help from regional grants work continues on up grading the radio and computer equipment in the EOC. Another Emergency Management Performance Grant was obtained to help offset the cost of the Emergency Management Director's salary.

Respectfully,

Noel Waite
Fire Marshal/Emergency Management Director

NORTH COVENTRY VOLUNTEER FIRE DEPARTMENT



The North Coventry Volunteer Fire Department has been providing fire suppression and emergency medical services since 1947 to the Town of Coventry. We operate out of two fire stations; 3427 Main Street and 999 Merrow Road, Coventry CT. Our fleet of equipment includes two engine tanks, one engine, one heavy rescue, a light duty rescue, a quick response medical vehicle and a forestry truck.

During the period of July 2012 through June 2013, the North Coventry Volunteer Fire Department responded to 587 calls for emergency service, participated in 180 training classes which includes department training and offsite training (medical classes, firefighter class and officer classes) and 260 other activities. Included in this response is providing service and support to the Coventry Volunteer Fire Association for medical calls between the hours of 6am and 6pm.

The duties of the NCFD are not limited to fire suppression. They also include emergency medical services, Haz-mat operations, vehicle extrication, ice rescue and mutual aid to surrounding departments. Non-emergency activities include public relations work, fire prevention, and administrative duties. The men and women of NCFD are classified as first responders which means that they are certified to the Emergency Medical Responder or Emergency Medical Technician level. The members logged 8976 hours for all department activities.

The North Coventry Volunteer Fire Department is certified to the Mobile Intensive Care level and is therefore responsible for initiating and providing patient care and preparing the patient for transportation by the ambulance. As MIC providers, members are also responsible for the administration of epinephrine, defibrillation and aspirin.

Our membership consists of 43 dedicated men and women who respond to calls and attend mandatory training sessions required by OSHA, NFPA and the State of Connecticut.

We continually seek new membership. Please feel free to stop in and see us any Wednesday night beginning at 7:00 pm in Station 11, located at 3427 Main Street or feel free to stop by on the 4th Monday of the month for our General Business Meeting. This meeting begins at 7:00pm and is also held at Station 11.

For additional information please contact Chief Ray Eldridge Jr. at (860) 966.4035, President Peter Krawetzky at (860) 742-1606 Ext 108, or any member at station 11 at (860) 742-1606.

587 Calls for Service: July 2012 and June 2013

Medical	395
Structure Fire/Smoke in the Building	20
Hazardous Conditions	62
Service Calls	29
Good Intent	52
False Alarms	27
Severe Weather	1
Special Call for Service	1



Established
1936

Coventry Volunteer Fire Association, Inc.

1755 Main Street
P.O. Box 1
Coventry, CT 06238

William Dittrich
President

Kenneth Boutin
Fire Chief

ANNUAL REPORT

Coventry Volunteer Fire Association Inc. has served the Community for the past 78 years and continues to serve the Community today providing Emergency Medical Services and fire protection. We are all about Community Service. CVFA currently has 55 active members with diversified training who serve as Firefighters, Emergency Medical Technicians, Public Safety Divers, and Support Personnel. We also provide services and support to other Community Groups and Organizations with their events and activities.

Administration:

- Worked with the Town Manager, Town Council and Fire Marshal to improve fire protection and emergency medical services to town residents
- Improved relations with the North Coventry Fire Department (NCFD) and other Town Departments
- Strengthened Administrative and Financial Controls
- Started revising Association By-laws
- Adopted Code of Conduct
- Improved Public Relations with Town residents, community groups and organizations

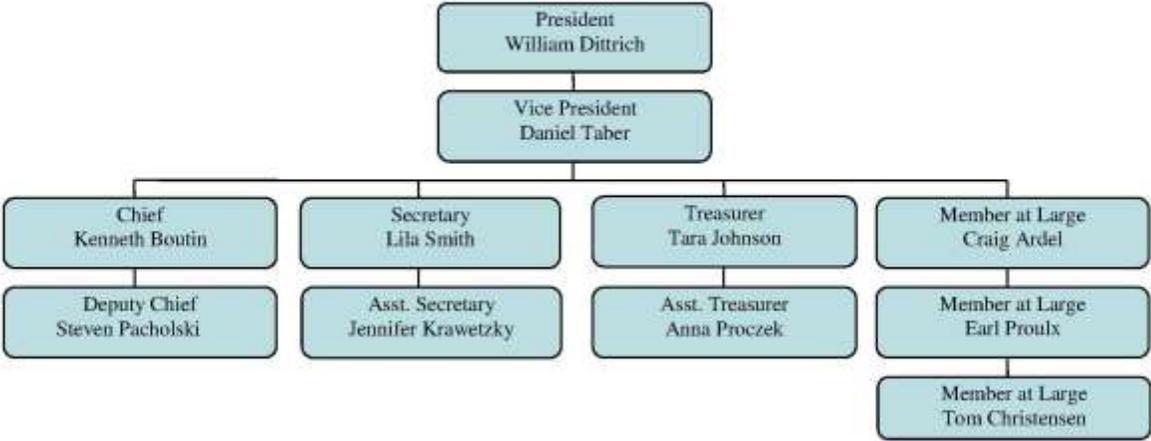
Operations:

- Responded to more than 1,100 calls last year
- Started dual response with North Coventry Fire Department to all emergency calls in Town
- Increased number of daytime EMT's for Ambulance Calls
- Provided standby services for community events such as Coventry Fest, Youth Football Games, Water Ski Show, Coventry Road Race and Special Olympics Penguin Plunge.
- Trained personnel for Swift Water Rescue and Dive Team operations
- Required all Marine Operators to have a Safe Boating Certificate
- Required all Drivers to have an Emergency Vehicle Operators Course

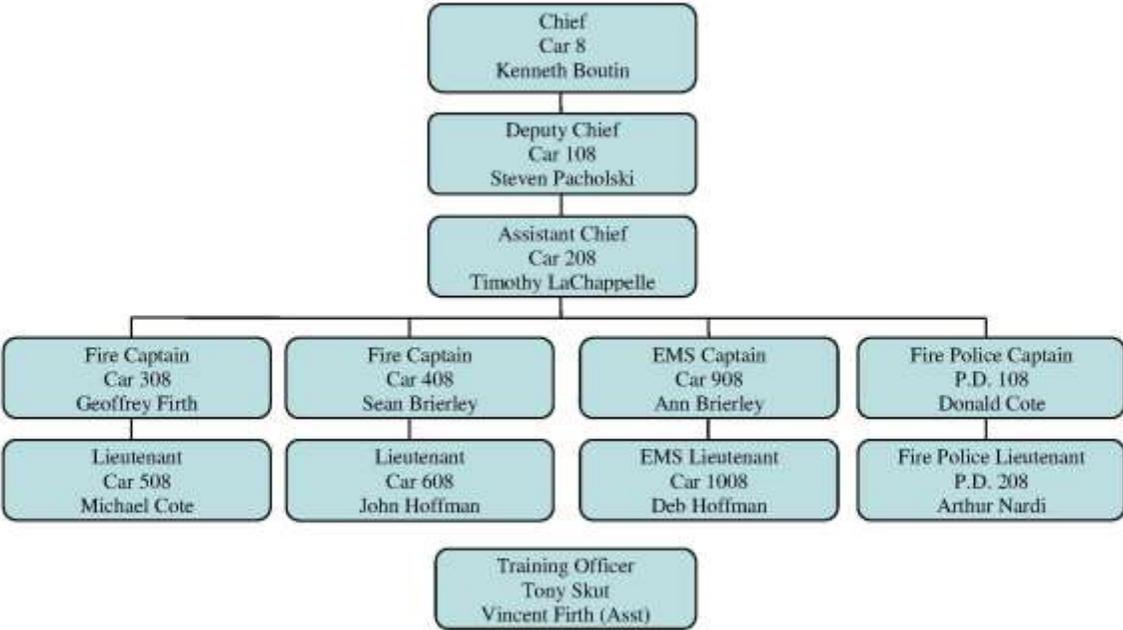
Support:

- Continued recruiting new members from the Community
- Continued CPR training for first responders and citizens in Town
- Continued training personnel as EMT's and EMR's for Ambulance staffing
- Implemented use of "Iamresponding" Fire Service Program for identification of first responders, emergency call and administrative paging and duty crew assignments.

Coventry Volunteer Fire Association Inc. Board of Directors



Coventry Volunteer Fire Association Inc. Fire and EMS Operations







CVFA provides fire protection and emergency medical services in Coventry.

CVFA operates two engine tanks, one service vehicle, one forestry truck, three ambulances, two marine units and one 4x4 first responder medical response vehicle.

Our Volunteers maintain certifications as Emergency Medical Responders or Emergency Medical Technicians and many are certified at the Firefighter 1 or 2 Level. Other members serve as Fire Police who are State certified to provide traffic control duties at emergency scenes.

Emergency Calls for past 3 Fiscal Years:

<u>Type of service</u>	<u>FY 10/11</u>	<u>FY 11/12</u>	<u>FY 12/13</u>
Medical calls	934	937	843
Fire related calls	230	265	258