

**Town of Pepperell**  
**Goals and Objectives Form**  
*March, 2010*

**Fiscal Year 2011 brings challenges and it continues to require the need to plan for effective services.**

Please complete this form during the month of March, and review with your respective boards by April 15 to allow for publication prior to Annual Town Meeting, May 3, 2010.

**Department:** Communications Dept.

**One document for each set of Goals & Objectives**

**GOAL:** (One sentence)

To provide emergency medical dispatch (EMD) services to the Town of Pepperell.

**OBJECTIVE:** (One to three sentences)

Regionalized Dispatch Services

**Tasks or Activities** (List two-three pertinent projects, with time lines).

Ongoing data gathering with the consultant to see if it would be beneficial for Pepperell to join eight surrounding towns in regionalizing dispatch services. Final report with cost estimates to be completed by July 30, 2010.

**OBJECTIVE:** (One to three sentences)

Emergency Medical Dispatch Training

**Tasks or Activities** (List two-three pertinent projects, with time lines).

Utilizing 911 grant money to "train the trainer" and have our own people train the Dispatchers in EMD. This will provide for pre-arrival medical instructions while the emergency services are enroute, which will save lives. Completion by the end of 2010.

**OBJECTIVE:** (One to three sentences)

Addition of another Dispatcher.

**Tasks or Activities** (List two-three pertinent projects, with time lines).

To provide for two Dispatchers on duty at the same time during the day and evening shifts. This is necessary to provide EMD, while one Dispatcher is giving the pre-arrival instructions on the phone the other Dispatcher can be dispatching the units and answering other phone calls.

**GOAL:** (One sentence)

To activate and use the EMS module in our CAD system from Dispatch..

**OBJECTIVE:** (One to three sentences)

Connecting our CAD system to the ambulance computers via wireless for data communications. Having Dispatch information flow seamlessly through to the EMS module and into the billing package.

**Tasks or Activities** (List two-three pertinent projects, with time lines).

Obtaining wireless cards (no charge from Verizon) and adding the laptops to the system.  
Training the appropriate personnel in the use of the software. Complete by the end of 2010..