Emergency Management/9-1-1 Services



Craig Mansfield
Emergency Management Director

Emergency Management (EM) coordinates resources and agencies during large scale natural and man-made emergencies, manages the Emergency Operations Center (EOC), relocates disaster victims, manages the town's shelters, reviews and keeps on file specific high-hazard facility emergency plans, writes and submits emergency management grants, is responsible for the town's Emergency Operation Plan and training and exercising that plan. EM develops and maintains emergency operations plans. These plans enable the town to respond quickly and effectively to the actual incident through training drills, site visits, and exercises. EM is also responsible for coordinating resources and emergency operations between local, State, and Federal emergency management and homeland security agencies. The town's Emergency Management Director (EMD) is the point of contact between the town, the State Department of Emergency Management and Homeland Security (DEMHS), and the Federal Department of Homeland Security. Emergency Management is also responsible for the coordination and ongoing evaluation of the 911-dispatch service for the town. The current Primary Service Answering Point (PSAP) is Valley Shore Communications (VS) in Westbrook. Emergency Management is also serving as the coordinating agency for all radio equipment being issued as part of the town-wide radio project and is responsible for managing the towns' cell phone plans.

Staffing

Position	Status	Budgeted Hours	Elected/Union/Non-Union
EMD	Annual Stipend	n/a	Non-Union
Assistant EMD	Annual Stipend	n/a	Non-Union

The department is also supported by a large number of volunteers who assist in times of need.

Fiscal Year 2024-2025 Major Service Level Accomplishments

- Activated the EOC to support several large scale weather events that affect the town of East Haddam.
- East Haddam POC for State of CT DEMHS and Eversourse.
- Serve as the conduit and coordinating agency between all town departments and Eversourse and the DEMHS during large scale events.
- Coordinated 24-25 radio fire act grant ($20K)
- Supported Chatham Health with all public health events held in East Haddam (clinics, training, ect.)
- CERT team activation to support storm response. Provided the CERT and Emergency Management volunteers training opportunities.
- Support the Board of Education with school safety/security plan updates. Attend security committee meetings.
- EMD serves as a member of the Valley Shore Communications Executive Board of Directors
- Work with Valley Shore to ensure hi quality service is provided to all emergency responders and continued to look for ways to improve service for the town.
- Manage the towns emergency notification system. Continue to support any community groups wishing to use Everbridge for notifications (i.e. food bank, schools). This year saving the schools over $10K by using Everbridge to support the school lockdown process.
- Continued education of OEM command staff through free FEMA/EMI opportunities.
- Served as the budgeting and coordinating department for all radio equipment issued, serviced, programed, etc.
- Ensured during the transition from Comcast to Cisco phone systems all essential departments/staff keep the same functionality and services would be available during power outages and long term weather events.
- Completed required update of town Emergency Operations Plans

Fiscal Year 2025-2026 Major Service Level Goals

- Support any large-scale events that affect the town of East Haddam.
- Continue to provide CERT and Emergency Management volunteers quarterly training opportunities.
- Support the Board of Education with school safety/security plan updates. Attend security committee meetings.
- Complete Bi-Annual update of EOP.
- Hold at least one initial CERT Training class.
- Continue to work with and evaluate Valley Shore Communications to ensure the best service for the town.
- Continue to support any community groups wishing to use Everbridge for notifications (i.e. food bank, schools).
- Ongoing training for OEM command staff through free FEMA/EMI opportunities.
- Radio system maintenance and support

Additional Budget Information

Increases in Budget:

1. Valley Shore Board of Directors have notified towns to budget for a 3.75% increase for 2025-26

Detailed information by line item is attached.

Expenditures by Expense Type

Name	Account ID	FY2023 Actual	FY2024 Actual	FY2025 Budgeted	FY2026 Budgeted	FY2026 Budgeted ($ Change)	FY2026 Budgeted (% Change)
Expense Objects							
Salaries & Wages							
OTHER WAGES (EMD AND DEPUTY EMD)	10542070-51590	$11,393	$11,678	$11,969	$12,268	$299	2.5%
Emergency Management Director	*10542070-51590*	*$0*	*$0*	*$9,133*	*$9,361*	*$228*	*2.5%*
Deputy Emergency Management Director	*10542070-51590*	*$0*	*$0*	*$2,836*	*$2,907*	*$71*	*2.5%*
Total Salaries & Wages:		**$11,393**	**$11,678**	**$11,969**	**$12,268**	**$299**	**2.5%**
Purchased Professional Services							
IN SERVICE (TRAINING)	10542070-53220		$0	$500	$500	$0	0%
LOCAL EMERGENCY MANAGEMENT COMMITTEE	10542070-53980		$0	$1	$1	$0	0%
Total Purchased Professional Services:			**$0**	**$501**	**$501**	**$0**	**0%**
Purchased Property Services							
REPAIRS AND MAINTENANCE	10542070-54300	$32,000	$59,144	$50,500	$50,500	$0	0%
Total Purchased Property Services:		**$32,000**	**$59,144**	**$50,500**	**$50,500**	**$0**	**0%**
Purchased Other Services							

Name	Account ID	FY2023 Actual	FY2024 Actual	FY2025 Budgeted	FY2026 Budgeted	FY2026 Budgeted ($ Change)	FY2026 Budgeted (% Change)
COMMUNICATIONS (9-1-1 SERVICE)	10542070-55300	$111,707	$112,883	$119,497	$122,629	$3,132	2.6%
TELEPHONE/CELL PHONE	10542070-55305	$1,380	$1,380	$1,740	$1,740	$0	0%
Total Purchased Other Services:		**$113,087**	**$114,263**	**$121,237**	**$124,369**	**$3,132**	**2.6%**
Supplies							
SUPPLIES	10542070-56010	$1,523	$756	$2,250	$2,250	$0	0%
Total Supplies:		**$1,523**	**$756**	**$2,250**	**$2,250**	**$0**	**0%**
Capital Assets							
EQUIPMENT	10542070-57300	$3,668	$1,641	$3,000	$3,000	$0	0%
Total Capital Assets:		**$3,668**	**$1,641**	**$3,000**	**$3,000**	**$0**	**0%**
Total Expense Objects:		**$161,671**	**$187,481**	**$189,457**	**$192,888**	**$3,431**	**1.8%**

Revenues by Source

Intergovernmental:

Emergency Management Grant: The town receives a grant from the Department of Emergency Management and Homeland Security which helps defray some of our Emergency Management costs--it offsets approximately one-half of the Emergency Management Director's and Deputy Director's stipends.

Name	Account ID	FY2023 Actual	FY2024 Actual	FY2025 Budgeted	FY2026 Budgeted	FY2026 Budgeted ($ Change)	FY2026 Budgeted (% Change)
Revenue Source							
Intergovernmental Revenues							
EMERGENCY MANAGEMENT GRANT	10542-43000	$5,000	$5,448	$5,000	$5,000	$0	0%
Total Intergovernmental Revenues:		**$5,000**	**$5,448**	**$5,000**	**$5,000**	**$0**	**0%**
Total Revenue Source:		**$5,000**	**$5,448**	**$5,000**	**$5,000**	**$0**	**0%**