

TOWN OF HEBRON

TOWN COUNCIL

REGULAR MEETING

AUGUST 6, 2026

<https://transcripts.gotomeeting.com/#/s/6c07dbb35569ec660924c2c12bf55dfc13bc5267683627a1feaf5011c878d22b>

Office of Emergency Management

Paul Bancroft, Emergency Management Director (EMD)



Statutory requirements

According to Connecticut General Statutes § 28-7 (part of Chapter 517 covering Civil Preparedness and Emergency Services):

“Each town or city of the state shall establish a local organization for civil preparedness. Each local civil preparedness organization must include an emergency management director [EMD] who is appointed by the town's chief executive officer (such as the First Selectman, Mayor, or Town Manager).”

Per Connecticut General Statutes § 28-7,
Key Responsibilities of the EMD:

- State Liaison: The director serves as the primary communication link between local municipal leadership and state or federal disaster support agencies.
- Emergency Operations Center (EOC): They manage and mobilize local equipment and personnel from the town's EOC during natural disasters or major incidents.
- Emergency Operations Plan (LEOP): The director must write, maintain, and biennially submit a local emergency operations plan to the Connecticut Division of Emergency Management and Homeland Security (DEMHS) for state approval.

EMD Certifications

- IS-100.c: Intro to Incident Command System
- IS-120.c: Intro to Exercises
- IS-200.b: ICS for Single Resources and Initial Action Incident
- IS-230.d: Fundamentals of Emergency Management
- IS-235.c: Emergency Planning
- IS-240.b: Leadership and Influence
- IS-241.b: Decision Making and Problem Solving
- IS-242.b: Effective Communication
- IS-244.b: Developing and Managing Volunteers
- IS-559: Local Damage Assessment
- IS-700.b: Intro to National Incident Management System
- IS-800.c: Intro to National Response Framework
- IS-2200: Basic Emergency Operations Center Functions
- Firefighter I
- Emergency Medical Technician
- SARTECH III
- Emergency Medical Service Instructor (ret.)





Mission



- Support emergency services, town government, and the public during:
 - Emergencies
 - Planned events
 - Disasters

Emergency Response





Emergency Management Director (EMD)

- CT Division of Emergency Management and Homeland Security (DEMHS) Point of Contact
- Eversource Single Point of Contact
- Commands volunteer CERT team
- 24/7 job



IMPORTANT MESSAGE: The SEOC and Regional Offices are returning to Monitoring or Enhanced Monitoring. Please contact your regional coordinator for any assistance.

MESSAGING/MGMT ▾

SYS/FACILITIES ▾

NUCRAD ▾

ESF/REGIONAL

MY ACTIVITY LOG

MY COMMUNITY

MY RES REQUESTS

State and Regional Operations

State Operations

State of Connecticut Governor Ned Lamont

SEOC Activ Level: **MONITORING**

WebEOC

State of Emergency (CT Governor):

None at this time

Emergency Declaration (Pres/Stafford Act):

None at this time

DEMHS Regions (Routine | 24-hr Pager Emergency Numbers)

DEMHS R1: **MONITORING** (860-250-2478 | 860-250-2478)

DEMHS **MONITORING** (860-250-2478 | 860-250-

DEMHS Point of Contact

- Relay town situational status to DEMHS. (Examples: storms, COVID, 2026 fatal incident on Main St.)
- Request state resources as needed. (Examples: food/water, N95 masks, COVID test kits)
- Deploy/command Community Emergency Response Team (CERT)
- Request/command Medical Reserve Corps (MRC) resources.



Event Status

All

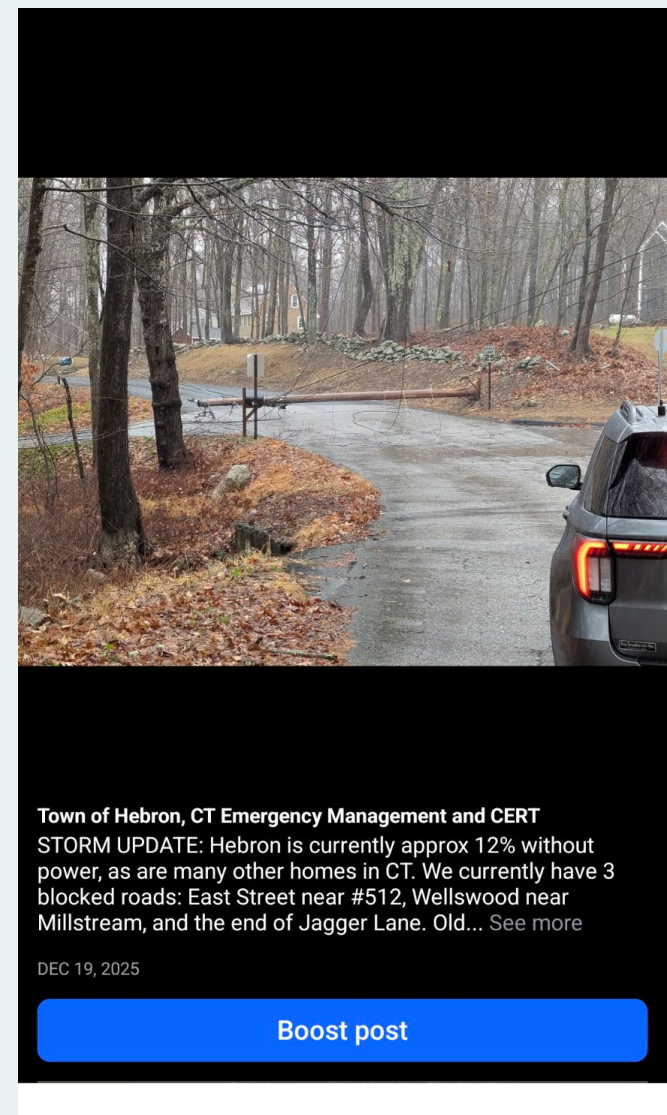
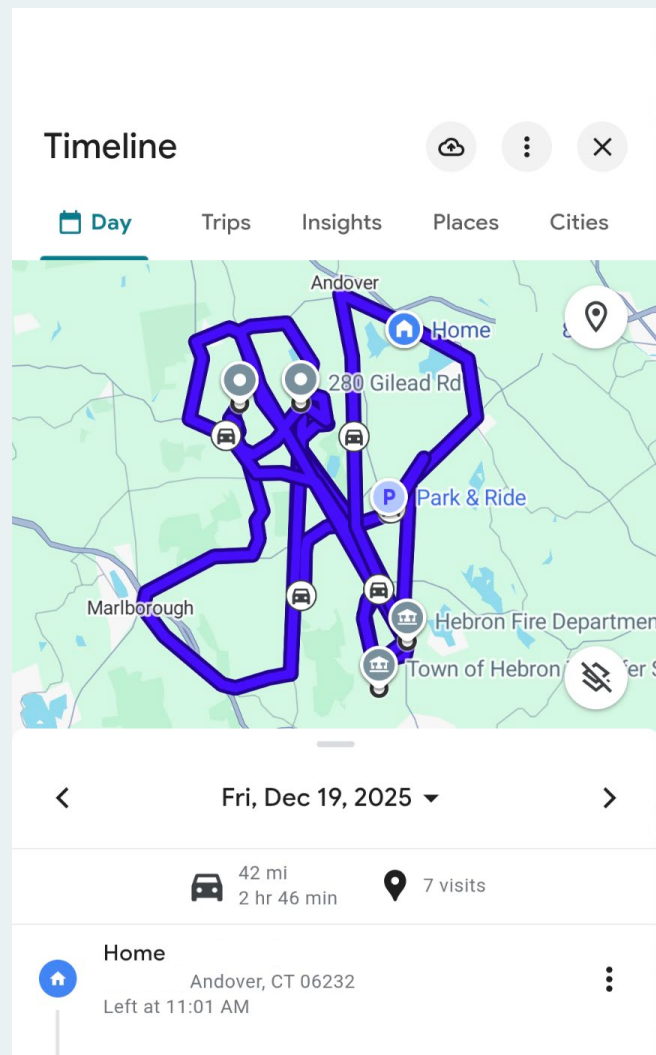
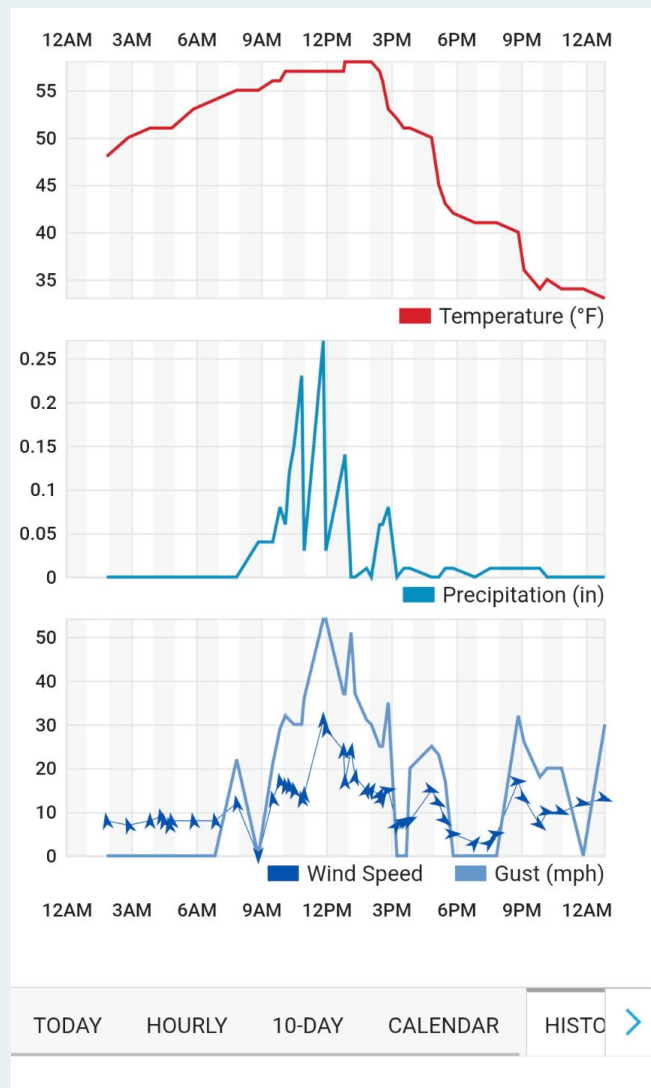
EXPORT ALL

Municipal Hub

EVENT DESCRIPTION	ADDRESS	EVENT START TIME	EVENT STATUS	EVENT NUMBER	COMMUNITY PRIORITY	ESF RANKING
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Eversource Single Point of Contact

- Every large storm with power outages or expected power outages
- Assist FD responding to reports of damage and secure scene if necessary.
- Interface with Town Manager, FD, Public Works, Eversource Municipal Hub, Eversource Liaison, and Eversource Community Relations Specialist.
- **Prioritize power restoration: critical facilities, cul-de-sacs, etc.**
- Follow-up site visits to confirm repairs.
- Provide status updates for residents.
- Approx. 6 major storms per year with multiple day restorations.
- Many smaller storms.



Town of Hebron, CT Emergency Management and CERT
STORM UPDATE: Hebron is currently approx 12% without power, as are many other homes in CT. We currently have 3 blocked roads: East Street near #512, Wellswood near Millstream, and the end of Jagger Lane. Old... See more

DEC 19, 2025

Boost post

Dec. 19, 2025: Pop-up windstorm



Assistant Emergency Management Director

- Slawek Chrostowski
- CERT member
- Splits stipend with EMD. Currently getting \$1504/year.
- In process of completing FEMA courses to become full Deputy EMD, with larger share of stipend, when complete.



Community Emergency Response Team (CERT)

- 23 Hebron volunteers
- Provide emergency response to assist/augment first responders.
 - Structure fires
 - Search and Rescue
- 24 hour basic training course
- Monthly training
- Approx. 12 deployments per year.



Structure fires

- Dispatched with HFD.
- CERT members have been first-on-scene at two structure fires, inc. one fatality.
- Provide firefighter rehab (rest and hydration).
- Provide pet first aid, resuscitation, and transport.
- Support affected residents.



Search and Rescue

- Dispatched with HFD.
- Specialized SAR training
- Specialized SAR equipment and software

Planned Events





CERT tasks

- Traffic control
- First aid
- Safety patrols
- Build experience for true emergencies



Traffic control

- Improves pedestrian/driver safety
 - Sap Run
 - Ghost Run
 - Mutual aid to Andover and Marlborough events



First aid

- Provide initial first aid for runners and spectators
 - Solstice Run
 - Mutual aid



Safety patrols

- Hebron Harvest Fair
 - Provide highly visible safety personnel for fairgoers.
 - Lost person searches
 - Initial first aid
 - Incident reporting
 - “Eyes and ears” of first responders



Experience

- Radio use
- Equipment location and function
- Teammate capabilities
- Self-confidence

Disasters





EMD/CERT Tasks, historically

- Shelter operations (Tropical Storm Irene)
- Food/water distribution (Tropical Storms Irene and Sandy, COVID)
- Mask/PPE distribution (COVID)
- Vaccine distribution (COVID)
- Test kit distribution (COVID)



Category 3 Hurricane

It is estimated that 50% to 80% of Connecticut's trees could be snapped, uprooted, or knocked over if a Category 3 hits the state. Power could be out for over a month, possibly multiple months. Shelter and mass feeding operations would be needed.



Mass casualty incident

In the event of a mass casualty incident, CERT could be tasked with traffic control, minor injury patient care, family reunification duties, or logistics support.

Other info & Conclusion

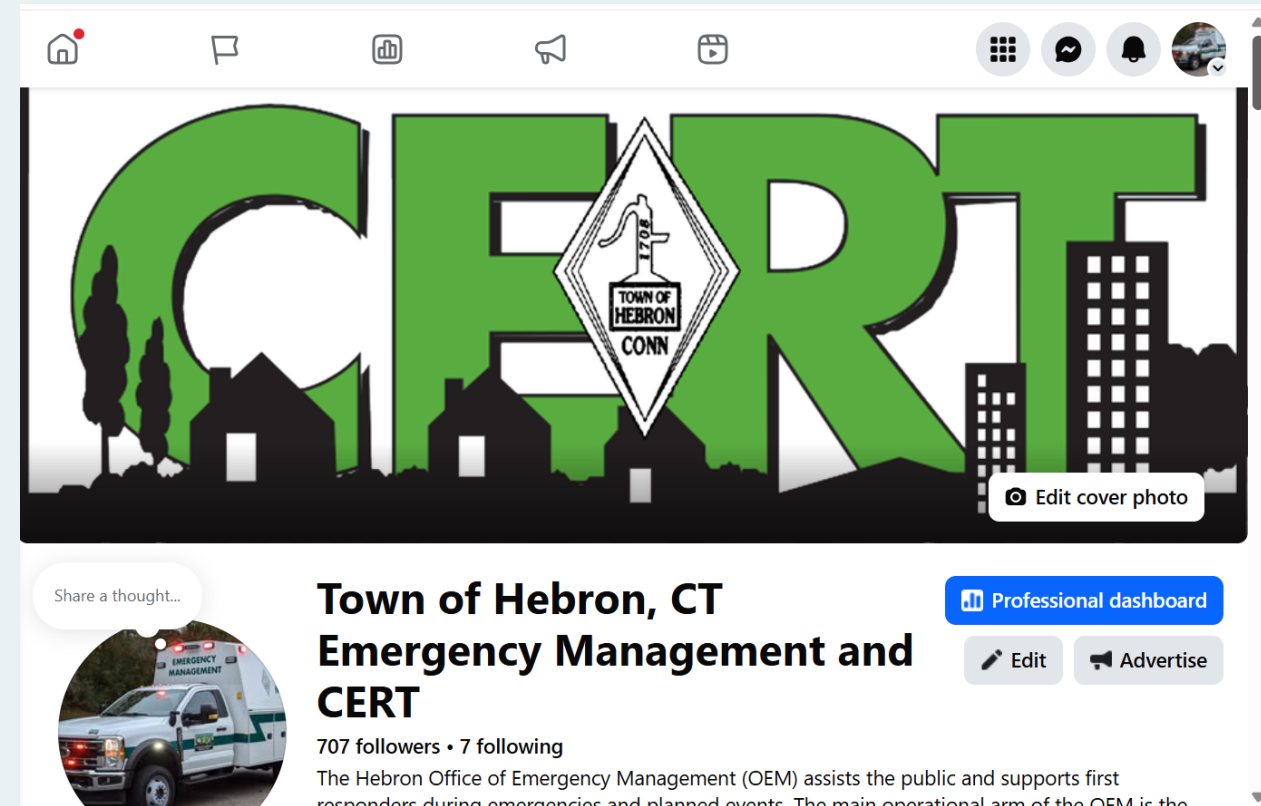
Administrative

- EMD responsible for:
- Updating the town's Local Emergency Operations Plan every 2 years.
- Filing activation paperwork for every CERT deployment.
- Planning monthly CERT training.
- Coordinating with Andover/Marlborough EMDs.
- Applying for state/federal grants.
- Quarterly DEMHS radio checks
- Quarterly Eversource meetings
- Participating in annual state EPPI disaster drill.



Public outreach

- EMD maintains the *Town of Hebron, CT Emergency Management and CERT* Facebook page.
- Preparedness information
- Incident updates
- Power restoral estimates
- 750+ followers



Multi-town approach



- Hebron CERT has automatic mutual aid agreements with Andover and Marlborough. All three teams support each other at every incident, providing adequate manpower for large events like the Solstice Run, Hebron Harvest Fair, and Search and Rescues.
- Andover and Marlborough have more, smaller, events. Hebron has the 2 largest events.



Medical Reserve Corps

- Deployed at request of EMD.
- Medical Reserve Corps (MRC) members staff first aid tent at Hebron Harvest Fair.
 - Reduces patient load for HFD.
- MRC also staffed public vaccination clinics during COVID.

Assets



- Service 410 carries CERT equipment and serves as mobile command post for large incidents. Also used by EMD for storm damage control and assessment when SUV not available.
- Built with \$115,000 ARPA grant - returned \$2,862 to the town.
- 25 year replacement recommended in 2049.

Value added services



- The non-profit AH CERT Association, which includes CERT members from all 3 towns and raises money with fundraisers and donations, purchases CERT equipment and supplies.
- This includes \$6,468 for 8 portable radios (plus their associated GPS positioning fees).

Value added services

The AH CERT Association has spent over \$18,000 to enhance public safety in the 3 towns since 2019.

- Some other equipment and supplies provided by AH CERT:
 - Upfitted the first and second Emergency Management trucks
 - Drinking water
 - Laptop and Wi-Fi hotspot
 - Ham radio/antennas
 - Annual dispatch fees
 - MegaMovers and first aid supplies
 - Stop the Bleed training kit (\$1,025)
 - Body warmers
 - Antenna repair (tree damage)
 - Portable radio repair

The Andover FD and Marlborough FD have also donated equipment, including backboards.

Cost offsets



- EMD stipend offset \$6,000 by annual DEMHS EMPG grant.
- Andover and Marlborough both have budget line items for vehicle maintenance.
- Obtained a \$17,000 DEMHS grant for EOC improvements in 2024.
- Obtained \$800 grant for CERT training in 2026.

- CERT volunteers are force enhancers for paid public safety personnel.
- In 2025, CERT volunteers contributed 674 personnel hours to public safety operations.
- FEMA values volunteer emergency workers at \$33.49/hour.
- **Savings: \$22,572 (annual across the 3 towns)**

[illegible]

Budget 2026-27

- Stipend, split between EMD and Assistant EMD:
 - \$16,000 (+4.5%) Thank you!
- Misc. Expenses:
 - \$350
- Vehicle Maintenance:
 - \$1,750
- Telephone:
 - \$2,300
 - EMD cell phone reimbursement:
 - \$660
 - Landlines (for emergency use):
 - \$1,640
 - Several of these were redundant and are being discontinued this year.

Challenges

- Misc. Expenses
 - 25-26: \$600
 - 26-27: \$350 (-42%)
 - Annual radio service fees are \$318. This account is now depleted.
 - (10) portable radio batteries will need replacing at \$120 each.
 - 5 pack collapsible traffic cones are \$150.
- Vehicle Maintenance
 - 25-26: \$2,500
 - 26-27: \$1,750 (-30%)
 - Truck goes off warranty in 2027.
 - Tires due in 2029. Cost \$400-\$450 each, ~\$2,700 for 6.

Recommendations

- *Freeze EMD stipend for 2027-28.*
- *Return Misc. Expenses and Vehicle Maintenance to 2025-26 levels for 2027-28.*
- *Establish capped vehicle maintenance fund. Roll over unused maintenance money for future use for repairs or vehicle replacement.*
- *Set up 25-year CIP for S410 replacement.*

Vehicle usage

- The Eversource SPOC role requires the EMD to be on the road during severe storms, alongside the Fire Chief and Public Works Director.
- Until July 2026, EMD was using personal vehicle. However, the town does not provide insurance coverage for vehicle damage in this higher risk environment.
- Alternately, the EMD could run S410 during storms, but this is a very expensive vehicle to operate or repair if damaged. Additionally, with a steel utility body, operation in winter conditions will accelerate corrosion.
- EMD now sharing a retired FD SUV with the Tax Assessor.
 - Emergency lighting and radios had to be replaced.
 - Initial \$300 out-of-pocket.
 - Lightbar, perimeter lighting and siren DONATED.
 - Installation labor DONATED.
 - Cost to town to refit: \$90.
- The SUV, with its back seats and cargo area, is also capable of transporting injured pets from structure fires and will respond to structure fires when available. (S410 carries pet gear but has no rear seating area suitable for animal care during transport.)



Challenges

- As a shared vehicle, the SUV is only available for emergency operations when not in use by the Tax Assessor.
- When the SUV is needed, the EMD must drive to the town office to pick it up and transfer personal equipment from his personal vehicle to the SUV. This will delay responses to structure fires, search and rescues, mass casualty incidents, or other sudden emergencies.
- In the event of predicted severe weather the EMD must drive to the town office and pick up the SUV before the storm (to avoid having personal vehicle out *during* the storm). However, if the storm doesn't cause damage, that becomes wasted mileage on both the personal vehicle and the SUV.

Official duty
mileage 6/19 to
7/18, 2026:
244.

(Started using
SUV on 7/5.)

Date	POV	SUV	Purpose
6/19	19		MVA w/ outage
6/19	19		Outage follow-up
6/20	20		Pickup S410: Solstice Run
6/21	20		Restock S410 charged hotspot
6/25	17		Eversource quarterly
6/25	18		CERT training at MFD
6/26	20		Add pet trauma kit to S410
6/29	17		Town office: package/mail
7/1	20		Wash S410
7/5	17		Pick up Expedition: Eversource Level 5
7/5		23	Check outages
7/18	17		Pick up Expedition: t-storms/tornado risk
7/18		17	Expedition p/u and return: no storm damage

Recommendations

- *Obtain a smaller SUV, possibly a retired police Explorer, for Tax Assessor use. Better mileage, easier to enter/exit, easier to drive.*
- *Assign existing Expedition to EMD full-time for official uses: emergencies, planned events, and training. Already equipped for emergencies.*
- *Continue to use large EM vehicle for large incident responses/CERT operations.*
- *Replace Expedition with retired FD service truck in the future.*



Auctioned Explorer:
~\$4,000 18 MPG



\$10,000 truck
14 MPG



\$100,000 truck
8 MPG

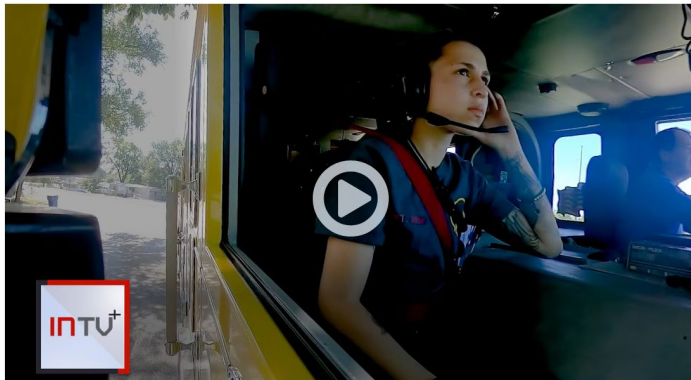
Which is most appropriate for the job at hand?

Challenges

- Recruitment:
 - Like all volunteer organizations, it's becoming increasingly difficult to recruit and, to a lesser extent, retain CERT volunteers.
 - This is why cooperation between the 3 towns is essential. Hebron can not provide enough volunteers on its own.

Volunteer firefighter shortage threatens communities nationwide

Departments struggle to recruit as number of unpaid firefighters drops to lowest level since 1991



NFPA
JOURNAL

FIRE SERVICE

Volunteer Blues

The U.S. volunteer fire service has lost nearly a quarter of its members since 2008, while call volume over that period has exploded. On the heels of a major new study on the topic, two fire service vets discuss the trend and what needs to be done to help departments adjust to a new normal.



In the past 10 years, Hebron Emergency Management has evolved from a largely planning and organizational role into an operational service with its own volunteer workforce (CERT). Emergency Management now deploys for any situation where emergency services require additional support including, but not limited to:

Pandemics

Large weather events/power outages

Structure fires

Search and Rescue

Planned events

Questions?



Thank
you

Paul Bancroft

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Facebook: Town of Hebron, CT
Emergency Management and CERT