



# **NEW LONDON COMMUNICATIONS CENTER**

**CHIEF EMILY COBB**



# OUTLINE

Introduction

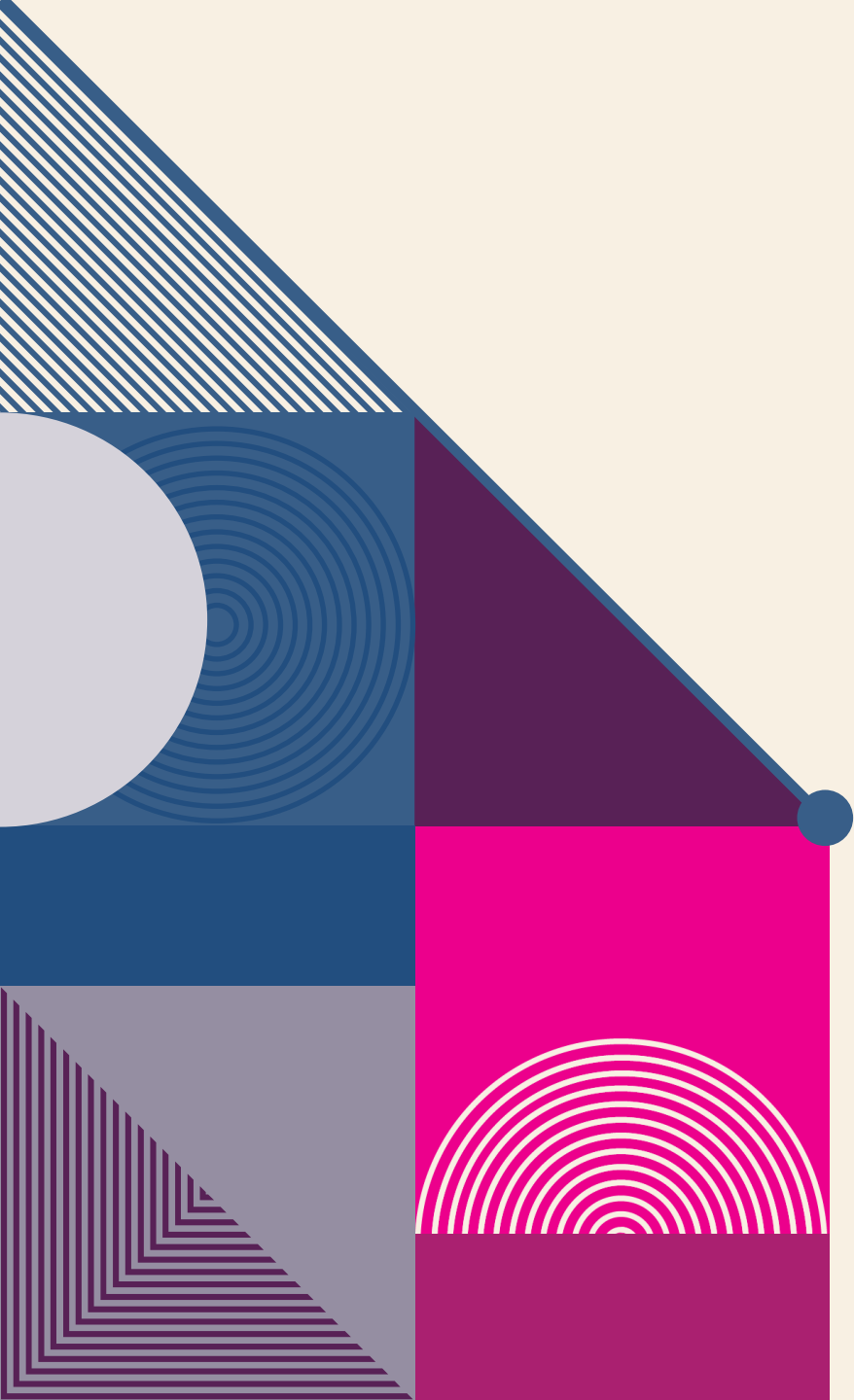
History of Dispatch Physical Locations

Technology/Equipment Enhancements

Towns served; Dispatch as its own Department

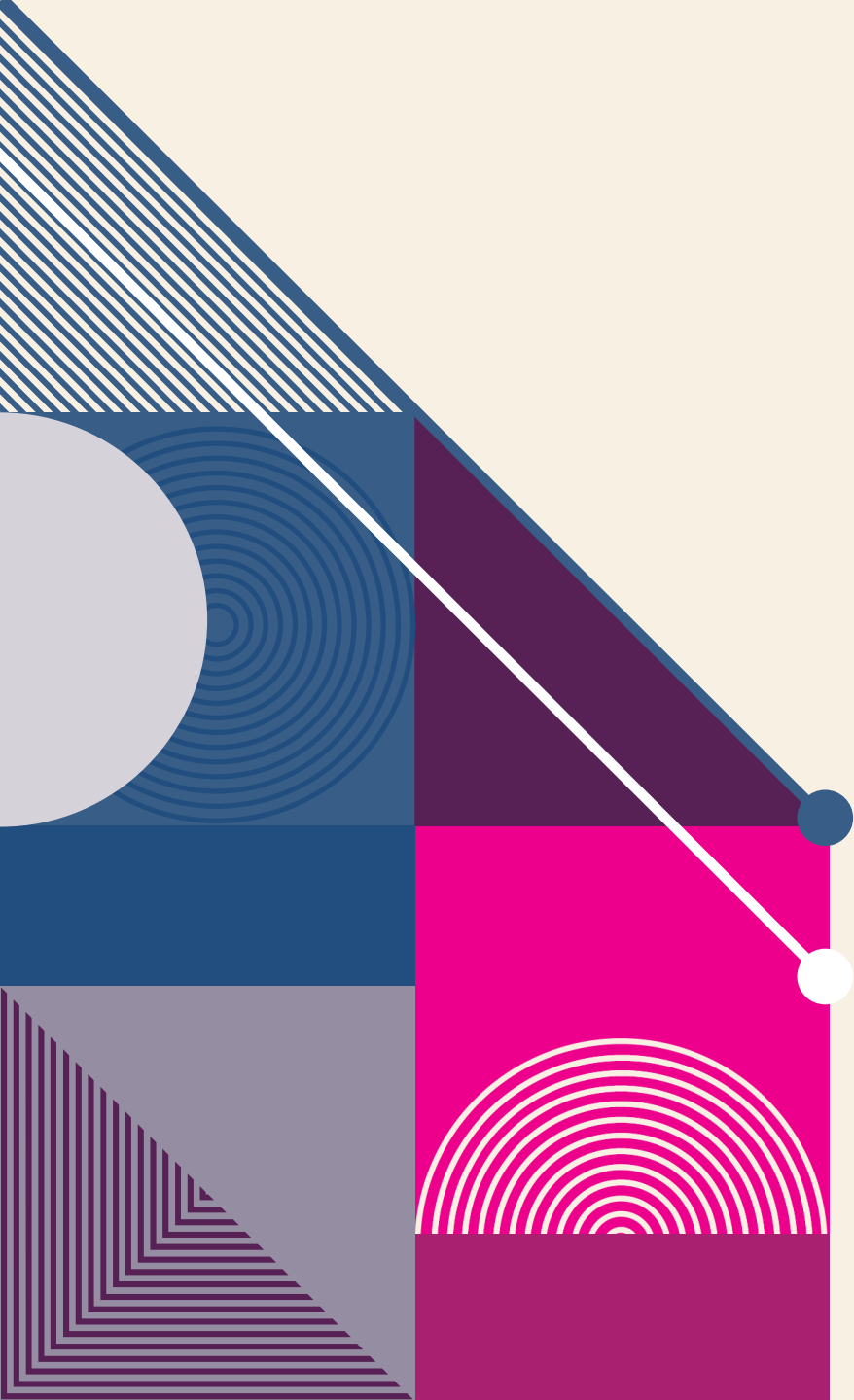
Prior Studies; Benefits and Value

Looking Ahead



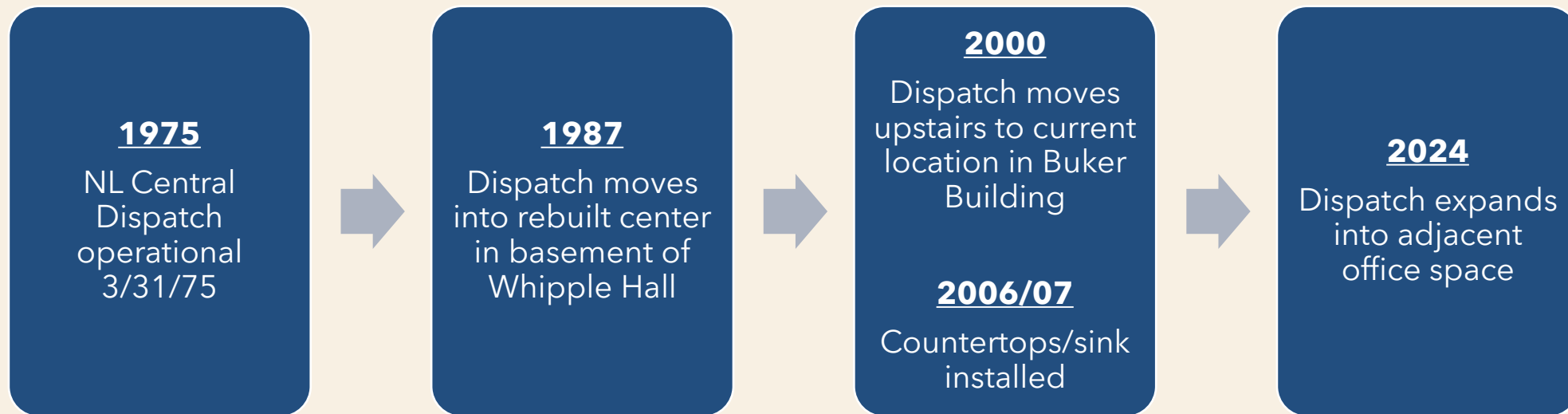
# INTRODUCTION

Information for this presentation was gathered from internal records, Town Reports, Board of Selectmen minutes, and institutional knowledge. Any omissions or inaccuracies are unintentional.

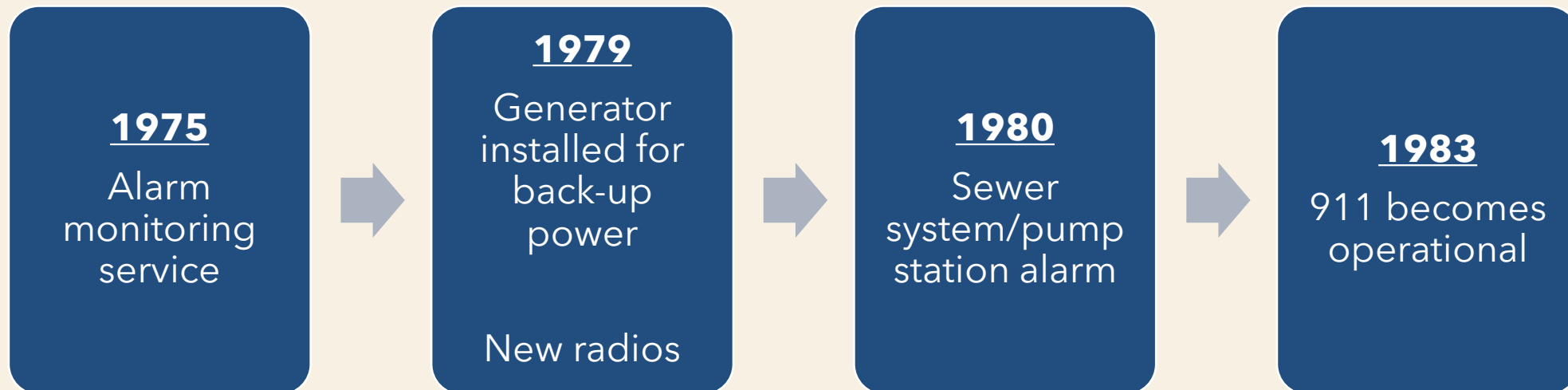


**SPECIAL THANK YOU TO**  
**JIM PERKINS,**  
**TOWN ARCHIVIST**

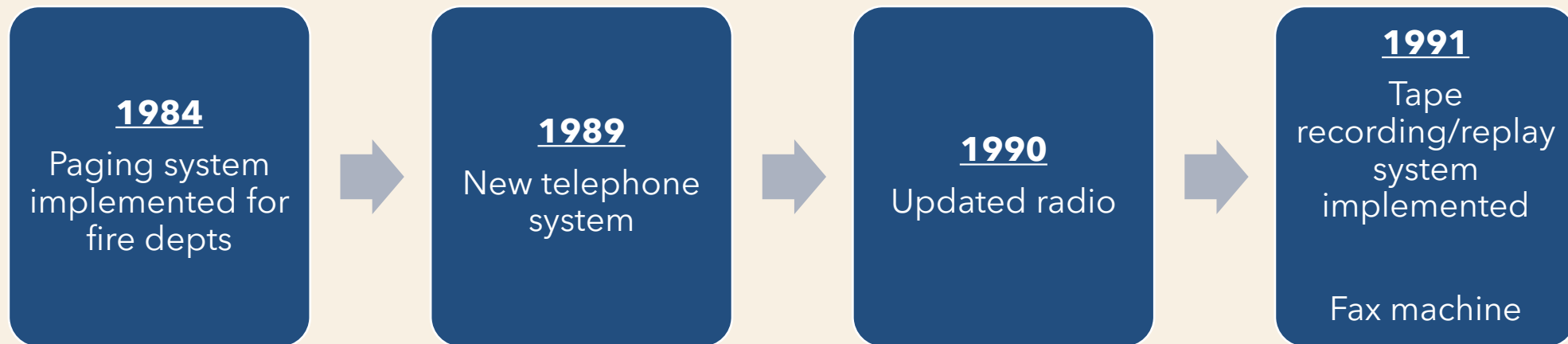
# HISTORY OF DISPATCH PHYSICAL LOCATIONS



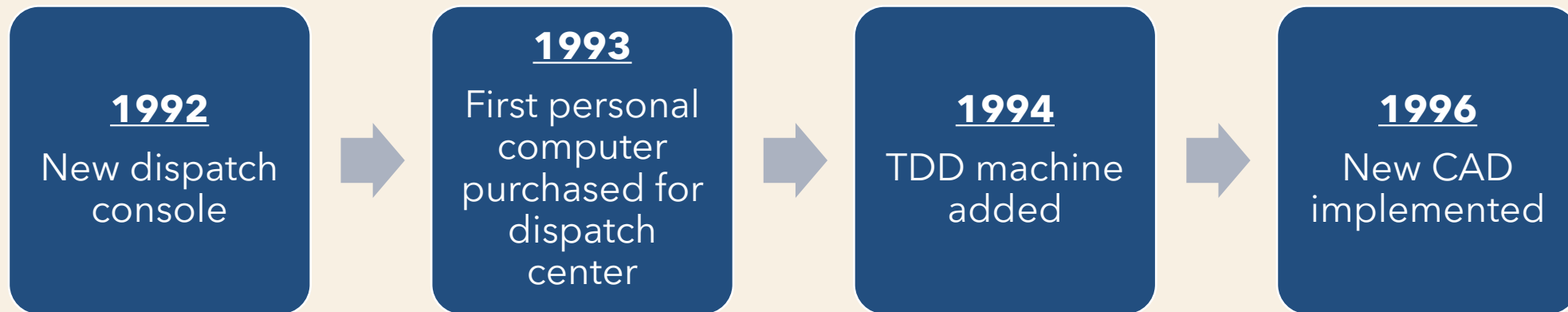
# TECHNOLOGY/EQUIPMENT ENHANCEMENTS



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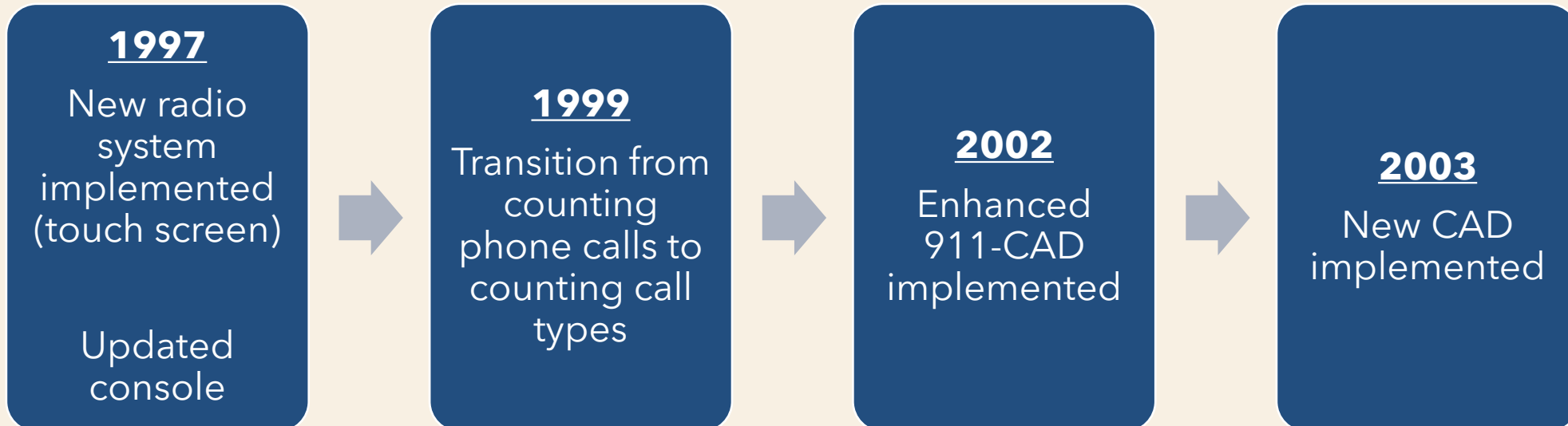


# TECHNOLOGY/EQUIPMENT ENHANCEMENTS





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**2014**

Repeater installed  
on Mt. Kearsarge

Active911 in use

New computers



**2015**

Repeater on NLPD  
tower

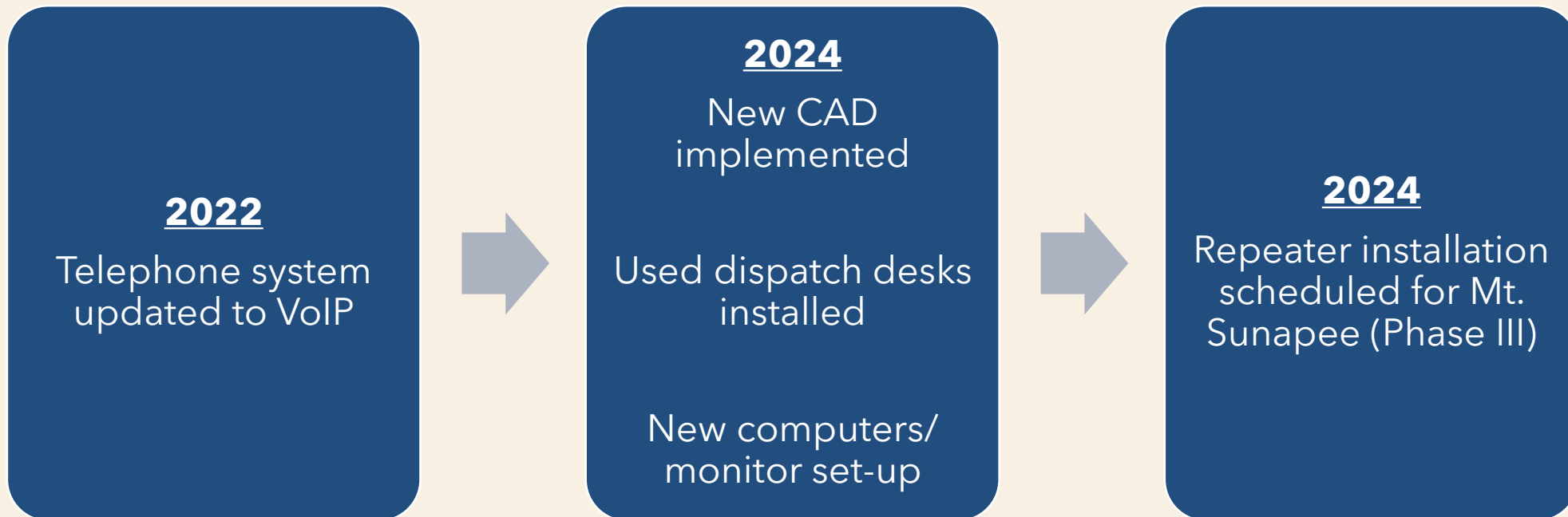
New consoles



**2016**

Upgraded radio and  
antenna tower  
system

# TECHNOLOGY/EQUIPMENT ENHANCEMENTS



# TOWNS/ENTITIES SERVED OVER THE YEARS

(Service includes Police, Fire, EMS, Highway, Water/Sewer)

## \*DENOTES CURRENTLY SERVING

New London\*

Wilmot\*

Sunapee\*

Newbury\*

Sutton\*

Bradford

Colby-Sawyer Security

Springfield

Grantham

Croydon

Andover

New London Hospital  
Ambulance\*

New London/Springfield  
Water Precinct\*





# DISPATCH AS ITS OWN DEPARTMENT

In 2013, the Communications Center became its own department after separating from the Police Department. In June 2014, the Communications Department ceased as its own department, and reintegrated back into the Police Department.

The Town of New London has never outsourced dispatching



# PRIOR STUDIES CONDUCTED

## (BOTH FORMAL AND INFORMAL) AND THEIR OUTCOMES

### Dispatch Assessment Summary, January 2014

Prepared by: Police Chief Ed Andersen, Fire Chief Jay Lyon, Communications Supervisor Heather Wood

### Public Safety Communications Study, August 2014

Prepared by: Primex<sup>3</sup>

### Equipment Needs for Dispatching, January 2015

Prepared by: Police Chief Ed Andersen and resident John Wilson



# BENEFITS AND VALUE

- Local Control
- Level of service
- Radio frequency
- Knowledgeable staff

# WORDS OF APPRECIATION

Thank you so much for teaching us about dispatching. We very much appreciate it.

~~~~~

Thanks for giving me the opportunity to come and see your police department.  
It was cool to see Dispatcher Barthol. I know his son from school.

~~~~~

I am impressed by the way you handled the multiple fire calls and  
lighting strikes simultaneously.

~~~~~

Your quick thinking and improvisation during multiple events contributed to the  
success of saving the house and prevented further injury.

~~~~~

Thank you to the dispatcher, who coordinated many of the logistics and  
outside agency response to this call of an autistic, non-verbal child.

~~~~~

Impressive, to say the least, was Dispatcher Lavin's ability to convey a sense of complete  
attention to simultaneously occurring events. The dispatcher's personal input of  
genuine concern is nothing short of remarkable.

~~~~~



# WORDS OF APPRECIATION

I want to commend their hard work and enthusiasm to make the drill a success.

~~~~~

Their professionalism was exemplary.

~~~~~

I want to show my appreciation and thanks for their commitment of time and energy to this project.

~~~~~

You took every request calmly [from officers on scene] and executed them with the utmost urgency as this was a rapidly developing call with multiple agencies involved.

~~~~~

From the call to the dispatcher to the check-in by the officer, the operation was done so efficiently.

~~~~~

I took great comfort in the professionalism, steady tone of voice, and quick action that you produced during this challenging call.

~~~~~

The dispatcher on duty courteously and professionally explained the process to me.

~~~~~

We want to thank you for checking and are so grateful for your service to us and the community.



# LOOKING AHEAD TO THE FUTURE

- Enhance service (training, education, etc.)
- Stay current in technology & best practices
- Potential for growth/additional customers
- Retain employees



**THANK YOU**