

Programming Questionnaire - POLICE

Town of New London, NH

Police Facility Study

PD Sub/Department or Function: Police Dept/Comm Center

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Lavallee Brensinger Architects is conducting a Space Programming Feasibility Study exercise, to explore the current and future space needs of the Police Department. As part of this multi-disciplinary study, an understanding of your existing operations, staffing, and current and future space needs must be established. The following pages contain a series of questions about qualitative and quantitative aspects of both your existing facilities and those you intend to occupy in the future.

This questionnaire can be filled out electronically or by hand – feel free to add blank or duplicate sheets if your answers require more room. If you have additional data that may assist you your response, feel free to provide that information as appropriate. Your participation is greatly appreciated; the LBA Planning Team will conduct follow-up interviews as necessary in the coming weeks.

General Information

Function:

Please describe the basic functions/responsibilities of this department. If necessary, please attach a one-page summary.

Provide professional law enforcement and dispatching services to all members of the community, enforce laws, protect the lives and safeguard the property of people in the community, and to promote a safe environment through effective collaboration with the public.

With which other Town and/PD of FD departments (as applicable) or groups does your group frequently interact, and in what ways?

Within New London, we regularly interact with NL Fire Dept, NL Hospital Ambulance Service, NL Highway Dept, and other Town of NL departments. We provide dispatching services (police, fire, and EMS) to the Towns of Sunapee, Newbury, Sutton, Wilmot. Additionally, we provide EMS dispatching to the Towns of Springfield and Croydon. We also regularly interact with NH State Police, and they will use our booking facility to process arrests in this area. Sometimes, the other smaller towns (Wilmot and Sutton) will use our booking facility to process arrests as well.

Please describe what interaction (if any) your PD department has with city residents and/or the public. Include typical times, frequency, spaces used, and the nature of the interaction.

Police, dispatchers, and administrative staff have constant interaction with the public, both in person and over the phone. Spaces used include 1st and 2nd lobbies (daily – to meet with or interview people), interview room next to dispatch (~1/week – to meet with or interview people in situations that require more privacy), booking area (for processing arrests (~6/month) and non-criminal fingerprinting services (average 20/month)), training room (~1/month – for trainings or meetings), police cruisers (daily – motor vehicle stops, community interactions).

Operation: Please provide security concerns/requirements, maximum number of simultaneous visitors and frequency of visitors to your department or group, and the necessity for after-hours access to the facility. Also provide information on privacy considerations and the use and storage of sensitive information and documents.

We must have security around our building, to include a perimeter for safety and privacy. We must be able to conduct law enforcement operations in a manner that protects the officers and the public. The lobby sees an average of 5 people/day for various functions (citizens, drug drop box, report pick-ups, vendors, etc.). We operate 24/7/365, so there is a need for access to the facility at all hours of the day.

The dispatch window must be of sufficient privacy to disallow members of the public to view SPOTS information, or to hear the dispatcher on the phone if the citizen is waiting in the lobby. Currently, we purchased special window shades for some offices so that the shade came down instead of just going up, because the windows are such that they are low to the ground level.

Security Considerations:

We are located literally right in the middle of a massively busy area. Groups of day campers and counselors walk mere feet away from my office windows and using our shared driveway as a sidewalk. This is in addition to the people I've had recently using our police cruiser parking spaces to stop their stroller and let multiple children out to play on the Town Green, and the family (mom, dad, toddler, and grandparent using a walker) using the driveway as a sidewalk. The lack of security around this building is a huge safety concern, as well as people using our shared driveway as a sidewalk and thoroughfare to get from Seamans Rd to the Town Green. We often must leave the PD in a hurry to respond to a call, and it is a matter of time before a catastrophe occurs. Our driveway is a shared driveway with a residential home next door to us. There are times when cruisers cannot back up to turn around in the upper parking area because the neighbors are simply parked in front of their own garage, and the cruisers must then back out the entire length of the driveway into the road.

In addition to the foot traffic swirling around our building, we are located close to a very busy intersection with extremely poor sight lines at our means of ingress and egress. There are many times where we have to inch slowly out of our driveways due to the cars parked along Seamans Rd that we cannot see around.

There is no secure parking for police cruisers or employee vehicles. All employees must park their personal vehicle in the same area that the public uses on a daily basis, and during busy events held at Whipple Hall (voting, for example), employees sometimes have to find alternative places to park their vehicles so that more people can use the parking lot.

There is no perimeter around the building to provide a buffer for privacy or security. When a person comes to the lobby to turn themselves in on a warrant, for example, the officer may handcuff them and physically walk them around the outside of the building to the booking area. That walk is not only humiliating for the arrestee, but also fraught with danger for the officer and the arrestee (decisions of arrestee while in custody, allies of the arrestee being in the area, walking the arrestee on uneven, sloping surfaces while they're handcuffed behind their back).

The radio tower is completely exposed to the public. A barrier was put in place several years ago to mitigate the damage if someone were to drive their vehicle into the tower, but otherwise there is no perimeter around it and zero security measures to ensure no one tampers with it.

The lobby is not secure in terms of ballistic protection, save for the dispatch window wall in the 1st lobby. The dispatch windows facing Seamans Road do not provide ballistic protection. There are multiple windows around the building that do not provide ballistic protection, and are not sufficiently high enough to disallow a person to peer into the station. The windows are on the ground level and would be very easy to penetrate.

The sally port faces the public parking area and Main Street. The door is feet away from the Town Green. The secure transfer or release of arrestees is a major concern, with the sally port being so open to the public.

The radio communications room is located in the same room as the sprinkler riser.

Evidence and the evidence room is also a security concern. Currently, we do not have a secure place to store oversized pieces of evidence that would eventually be transferred to the evidence room.

Privacy Considerations:

There is a lack of privacy in multiple areas of this department. The dispatch center is located directly next to the Recreation Department, which required us to put up sound panels and a white noise machine outside the door. The dispatch center is not sound-proofed so people in the lobby can hear what is going on in dispatch.

The location of administrative staff offices force upon us a lack of privacy when meeting citizens or employees.

There is no dedicated lactation room for nursing mothers.

There are no public bathrooms available when using the training room.

The interview room next to dispatch provides minimal privacy. It is difficult to interview a person in that room due to it's location and noise level from the hallway, proximity to offices and the dispatch center.

Simultaneous Visitors/Frequency:

The lobby sees an average of 5 people/day.

The fitness room occasionally has multiple people in it.

The officer's workspace has multiple people in it/moving through it. For example, two police administrative staff met with an Associate Dean from Colby-Sawyer College recently and the officer who was working that day was typing reports at his desk. Our meeting was interruptive to his work. The location of the Det. Lt.'s office forces him to constantly walk through the officer's workspace to get out of his office. The workspace is used as a hallway, food table, conference room, officer workspace, and training room.

Office spaces are a consideration, to allow for larger/different type of furniture to be in them. For example, a small conference table in Chief's office.

Working hours/Shifts?

Administrative Staff (Chief, Administrative Assistant, Patrol Lt: M-F, 8 hour dayshifts (hours of shift may differ, but typically 8-4pm).

Det. Lt. works 4–10 hour days, generally (M, Tu, Th, F).

Patrol Officers (Sergeant and 4 patrol officers): Work period of 14 days (34 hours in 1st week, 46 hours in week 2nd week).

K9 Officer: Set schedule of primarily evening shifts in latter half of week.

Dispatchers: 40 hour work weeks, typically 2-8 hour shifts and 2-12 hour shifts in week.

Briefly describe the roles of any specialized technologies in your workplace. Do you anticipate adding any major new technologies in the next five (5) years?

We have body worn cameras, cruiser cameras, Mobile Data Terminals (MDTs/computers in cruisers), radars, Tasers, electric bicycles, security cameras, all the dispatching equipment.

I don't have a solid plan to add any new specialized technology in the next 5 years. (However, if you'd asked me 5 years ago if we'd have body cameras today, I would've said no. Societal demands on police accountability changed rapidly in 2020, and then grant funding became available, so we purchased body worn and dashboard cameras.)

The following shouldn't be considered "specialized technology" but they are certainly critical technology:

- Electricity. Attention should be given to the electrical capabilities/capacity of the Buker Building. When work was done recently at Whipple Hall (see Location explanation in next paragraph), more electrical capacity had to be added to the existing panels because the building could not accommodate the new electrical requirements.
- Attention should be given to the phase converter system we have here. Power outages require police officers to go to the electrical room and reset the phase converter every time we lose power.
- Cabling and the ability to easily perform work on existing cables/add cables/removes cables. Buker has been cobbled together so many times that there is no easy way to “get here from there” with cabling and wires.

Location: Briefly describe your current location in the Police Station (Town Hall/Recreation Department Building). On what floor and general area of the building are you located? *(this is only applicable if you are only responding as a specific department within the PD facility)*

The Police Department is in a space called the Buker Building. The Buker Building is adjoined to Whipple Memorial Town Hall (commonly called Whipple Hall), which houses the Recreation Department and a large meeting space that is used by various Town committees and boards. Whipple Hall is the primary meeting space for the Board of Selectmen. A sizable renovation was recently completed on Whipple Hall, which included HVAC and AV equipment. Whipple Hall is on the National Register of Historic Places. The Buker Building is NOT on the National Register. However, some of the equipment that serves Whipple Hall (HVAC, electrical panels, generator) is housed in the Buker Building basement.

What other PD departments are nearby or adjacent to your facilities, and is this adjacency beneficial? *(this is only applicable if you are only responding as a specific department within the PD facility)*

n/a

Are there any PD departments or areas of the building that you would prefer were closer or further away? What is an optimal location for your department? *(this is only applicable if you are only responding as a specific department within the PD facility)*

I would like to be further away from the Recreation Department for privacy concerns, and further away from the primary meeting space in town due to parking constrictions when the space is being used.

Other:

What are the most significant shortcomings of your current space? Please list them in order of importance to you:

1. Physical location

2. Lack of security and privacy

3. Poor layout and work flow. Inefficiency of work space. Improperly sized offices and dispatch center.

How would you improve the space and operation of your department? What new features would you add? What existing features would you retain?

1. I cannot think of a way to improve this space, as it is too small for our needs.

2. New features I would add is the ability to expand for our electrical/technological needs.

3. The only existing feature I would retain is the temporary holding cell, or “trap” in the booking area.

Are there any other concerns that should be addressed by this programming study?

1. Accreditation standards and how those would work in this space. I can provide more info upon reviewing the standards.

2.

3.

Staffing Projections

Staffing: Please provide an **organizational chart** of your department or group (or sketch one on the back of this sheet). The Planning Team requests existing staffing levels and projected staff to the year 2044. Please list staff in your group or department. Add an additional page if required.

Position	Staffing Projection				Shift Hours	Full-Time	Part-Time	Comments/Office Type
	Now (+/-)	2024 (current)	2034	2044				
Chief	1	1	1	1		X		Private office
Patrol Lieutenant	1	1	1	1		X		Private office
Detective Lieutenant	1	1	1	1		X		Private office
Detective	0	0	1	1		X		Private office
Sergeant	1	1	1	1		X		Shared office (with Corporal)
Corporal	0	0	1	1		X		Shared office (with Sergeant)

K9 Officer	1	1	1	1		X		Shared office
Officers	4	4	4	5		X		Shared office
Part-Time Officers	3	3	3	3				Shared office
Communications Supervisor	1	1	1	1		X		Private office
Communications Specialist	4	4	5	5		X		Shared office/dispatch
Administrative Assistant	1	1	1	1		X		Private office
Total	18	18	21	22				

Existing Spaces – PD

Existing Space: Briefly *list all spaces utilized by your department or group* and be prepared to discuss your current facilities, where they are located, and any current space inadequacies, etc. **Provide an existing floor plan or sketch if available on a small scale plan (similar to a fire exiting plan).** Describe your existing space and its location (include existing and proposed spaces by function).

Existing Space	Size (L x W)	Number of Spaces with Department	Function/Inadequacies
Floor plan shared			

Common Shared/ Support Space Requirements

Shared Space Requirements: Please list all shared and support space requirements to enable departmental services. Please list the title of the space and the relationship/adjacency it may have to other spaces. Briefly describe the special design features or finishes required. For example: **Copy/print rooms; specialized work areas, etc.** Indicate if these functions could be shared with other departments, and list which department(s) if possible.

Shared Space Name	Number of people	Adjacency	Special Features/Furniture	Potential Sharing with outher departments?
Dispatch center	3	Records/Admin Asst	3 dispatch consoles/desks, 1 call taker	no
Patrol room	3		Separate workstations for each officer	no

Office/Workstation Requirements

Office/Workstation Requirements: Please list any office requirements for your department or group. Please list the title of the office and if it is an open (Cubicle) or closed (Private) office/workstation. Please briefly describe the filing/furniture needs, function and the amount of time each day spent in the office. See the attached diagrams of office types as a guide.

Title/Position	Office Type Open/ Closed - Private	Approx Size	Quantity			Individual filing needs and furniture for the space	Work function and time spent in the office/workstation in a typical work day	
				2024	2034			2044
Chief	Closed			1	1	1	Desk, workstation, small conf table w/ chairs, filing cabinet, bookcase	Computer 6 hrs/day, 5 days/week
Admin Asst	Closed			1	1	1	Desk, workstation, filing cabinet	Computer 8 hrs/day, 5 days/week
Patrol Lt.	Closed			1	1	1	Desk, workstation, small conf table w/ chairs, filing cabinet	Computer 5 hrs/day, 5 days/week
Detective Lt.	Closed			1	1	1	Desk, workstation, small conf table w/ chairs, filing cabinet, bookcase	Computer 6 hrs/shift

Sergeant/Corporal	Open			1	1	1	2 desks, workstations, small conf table w/ chairs, filing cabinets	Computer 3 hrs/shift
Officers	Open			1	1	1	Multiple desks/workstations, filing cabinets	
Communications Supervisor	Closed			1	1	1	Desk, workstation that doubles as dispatch console	Computer entire shift
Communications Specialists	Open						3 dispatch consoles/desks, 1 call taker position	Computer entire shift

Please add additional sheets if required

Other Departmental Space Requirements (non-office/workspace)

Departmental/Specialized Space: Please list any additional functions not yet listed in this questionnaire, which may include specialized spaces specific to this department. For example: locker rooms, labs, etc.

Shared Space Name	Number of people	Adjacency	Special Features/Furniture	Potential Sharing?
Dispatch kitchen	1	Dispatch center	Kitchen w/ appliances, fridge	no
Break room/kitchen	6		Table, kitchen w/ appliances, fridge	no
Training room	40	Kitchen, bathrooms (not locker room)	Large space to accommodate training/meetings	Yes
Armory	2			no

Soft interview room	4	Lobby		No
Hard interview room	4	Booking		no
Booking	3	Sally port, hard interview		no
Records room	2	Admin Asst/Pros	Copier/printer	no
Holding cells	3	Booking	1 juvenile, 2 adult	no
Fitness room	4	Locker rooms		Yes
Conference room	8	Admin offices		no
Lobby	4	Dispatch/ Admin Asst		Yes
Male locker room	4			No
Female locker rooms	2			No
Quartermaster room	2		Storage of extra gear and equipment	no
Lactation room	1	Female locker room	Must be separate, secured room with sink, small fridge, counter, chair, table	no
Sally port	3	Booking	Secure prisoner transfer	no
Garage	3	Sally port, booking	Separate cruiser storage, wash cruisers	no
Large evidence storage area	2	Sally port, evidence	Ability to store large items, evidence	No

Storage Requirements

Special Storage Requirements: Please list any special storage requirements for your department or group. Please list types of materials, size of storage requirement, storage type, security requirements, and any special comments that you may have. Include all storage requirements that are currently off-site which you would like to move on-site and any storage on-site that could be stored off-site. If any storage areas could be shared with other departments, please indicate in the comments. Please address any special security requirements (especially for Evidence, Ammunition, Armory, etc.)

Material/Item	Approximate Size	Security		Offsite Possible? (Y/N)	Comments (indicate sharing potential)
		Secure	Open		
Long term evidence storage		X		N	Requires security system and ventilation
Short term evidence storage		X		N	Requires security system and ventilation
Evidence processing area		X		N	
Refrigerator storage		X		N	
Vehicle impound/processing		X		N	Requires security system and ventilation
Storage area		X		N	Storage of tires, cones, no parking signs
Ammunition		X		N	
SOU (Special Operations Unit) gear		X		N	Members of unit need large closet to store gear for call-outs

Equipment Needs

A department or individual may have a need for specialized equipment. Please list specialized equipment with any special requirements for other than standard 120-volt power supply, any problems posed by normal day-to-day operation, the need for special acoustical treatment, special air conditioning requirements, and any other remarks that could affect the equipment use, location, etc.

Equipment	Current Size (L x W x H)	Space Requirements (SF area or dimension W x L)	Comments (indicate special requirements for power, ventilation, security etc.; also note proximity to departments or groups)
Gun cleaning			Ventilation
Evidence processing			Ventilation
Armory			Dehumidifier
Offices – Chief, Lts, Sgt/Cpl			Soundproof
Paging system overhead			Pipe in radio traffic over paging system
Fitness room			Soundproof, safety button/cord, AED
Server room			Cooling
Radio room			Cooling
Dispatch center			Ability to cool/heat as needed and separate

Vehicles and Parking On Site – PD

Vehicle Space Requirements: List requirements for PD Department, Personal/Staff, and Visitor vehicle parking on the site. Indicate special requirements regarding security, access, etc. including sallyport, on-site vehicle impound lot/fenced in area.

Should any on-site vehicle fleet maintenance or fueling station be accommodated? If yes, please describe.

Vehicle Type	Quantity	Size (LxWxH)	Covered/ enclosed parking? (Y/N)	Comments
Marked cruisers	4	2 sedans, 2 Tahoes	Y	Secured, separate from public
Unmarked cruisers	2	1 Tahoe, 1 pickup	Y	Secured, separate from public
Electric bicycles	2		Y	Stored inside
Mountain bicycles	2		Y	Stored inside
Sign boards on trailers	2		Y	Stored inside, electricity hookup
Speed feedback signs	8		Y	Stored inside during winter months
Employee parking	5/day ave		N	Secured, separate from public
Visitor parking	40		N	

End of Survey

Thank you for your participation in this process

Generic Office Space Types – Samples

Please reference these sample space types below as a guide to assist with completing the office/workstation worksheet.

<p>Type A Office Closed & Open</p>	<p><i>smaller Type A</i> 12 x 16</p>
<p>Type B Office Closed & Open</p>	<p><i>Type B can range from 10 x 12, 10x 14, 12 x 12</i></p>
<p>Type C Work Space Closed & Open</p>	<p><i>Typ. C 10 x 10</i> <i>Larger Type C 12 x 12</i></p>
<p>Type D/E Work Space Open</p>	<p>8' x 8' L-Shaped 6' x 6' Task Workstation 8' x 6' Administrative Workstation 8' x 6' Administrative Workstation</p>