

Litchfield County Dispatch, Inc (LCD)

- Incorporated 1988 as Non-Profit with IRS exempt status as a 501 (c) (3)
- Purpose: To receive, process and dispatch emergency calls for the membership towns.
- Board structure: LCD is governed by a volunteer board of directors with one director from each membership town, four directors from the Northwest Hills council of Governments (added in the late 90's) and executive board consisting of President, Vice-President, Treasurer and Secretary.
- LCD started receiving and dispatching calls in December of 1989 and had seven membership towns. Currently LCD has twenty membership towns eighteen in Litchfield County, one in Hartford County and one in Fairfield County. Servicing approximately 100,000 residents and covering approximately 1,000 square miles.
- We dispatch fire and EMS for all twenty towns and in 2011 we moved to our current location in Torrington and became the first regional to provide full service dispatch to a police department in Connecticut. The other nineteen towns are serviced by Connecticut State Police dispatched out of Troop L in Litchfield. Within these twenty towns we dispatch 32 fire departments, 18 EMS services, 4 Paramedic services and Torrington Police.
- Funding : LCD currently receives subsidy funding from the Department of Statewide Emergency Telecommunications and have contracts for service with each of our membership towns.

Reasons for success:

- Our only purpose is to provide high quality service to the public and membership towns while performing our duties receiving, processing and dispatching emergency calls.
- Equal representation on board of directors. (27 directors)
- The addition of council of government members to our board in the late 90's.
- Interoperability: LCD maintains and operates a countywide radio system that is connected directly the state of Connecticut public safety communications system allowing all public safety agencies.

- We are the CMED (Coordinated Medical Emergency Dispatch Centers) for the entire area we service which further enhances are Interoperability connecting use to all are hospitals.
- Continued daily quality assurance and feedback to employees to ensure level of service is maintained.
- Solid approach to maintaining state of the art equipment by fiscally responsible capital planning.

Future Consolidation:

- LCD continues to work with surrounding communities to expand or regional services with the goal of maintaining or lowering the cost of service for membership towns without sacrificing quality.
- Our current center was designed to handle twice the current work load and the property has room for expansion.

Future Hurdles:

- Almost all the towns not currently in regional centers have local police departments and my experience has shown most police chiefs are reluctant to move to a regional center. The Fire and EMS services for towns we have approached are generally in favor of the move.
- The "Dark Window" is one of the primary concerns found if a police department moved.
- COLLECT (Connecticut On-Line Law Enforcement Communication Teleprocessing system) The current system does not allow for the regional concept and would require a separate terminal for each police agency.
- Paper warrants. Connecticut still requires verification of a paper warrant. Some states have moved this to electronic warrants which would solve this issue.
- DSET is in the process of changing the subsidy formula which has stalled our efforts because with funding in question it is difficult to determine what the true fee for be for new member towns. During this process there have been times when our funding was proposed to be cut by almost 40%. The current proposal that came out last week proposes grandfathering our current level of funding until the new formula exceeds our current amount. While this is

a great relief to our current membership it will affect the addition of towns because subsidy will not rise for the foreseeable future.

Closing:

- LCD is proud to be an example of a successful consolidated regional 911 center and has every intention of continuing our goal of embracing growth and being a premier consolidated dispatch center in the state of Connecticut.