



Litchfield County Dispatch, Inc.

111 Water Street
Torrington, CT 06790
Administration (860) 626-7525
Dispatch (860) 496-0711
lcd911.com

LCD Board of Director's Meeting – October 30, 2025

Meeting was called to order at 7:00 p.m. by President Eric Epstein

Roll Call showed a quorum was present.

A motion was made by North Canaan and seconded by Hartland to accept the minutes of the last meeting as presented. Motion passed.

Public Comment: None

Correspondence: None

Treasurer's Report:

- Operating Account: \$ 946987.60
- Projects Account: \$ 242752.49 Raymond James: 848823.16

Motion made by North Canaan and seconded by Plymouth to receive Treasurer's report. Motion passed.

Reports of Management: Reports by Mirizzi, Webb, Soule included

COMMITTEE REPORTS:

By Law:

Executive Board:

Finance:

Personnel:

Protocol:

Legislative:

LCD Communications Technology & Operations: Jim announced that we are meeting monthly and the help desk complaints/issues are working well.

Executive Board Stipend: Job descriptions are needed before the committee can continue

OLD BUSINESS: None

NEW BUSINESS:

- 2026 meeting schedule has been sent out. Motion made by North Canaan and seconded by Harwinton to official receive the schedule
- Alarm box end of life – Dan reported that 35 alarms are in the system and that it was installed 30 years ago. Associated Security will be doing the future monitoring. LCD will end their participation in first quarter of 2026 approximately by March 30. Motion by Harwinton and second by Winchester to terminate the agreement. Motion passed unanimously to end the alarm box.



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- Response channel, Dan gave an update.
- Operations Manager position – Because Scott Kellogg applied for the position, he will no longer be active in personnel issues until further notice. There were no concerns brought forth by the Board.
- Plymouth announced that they received grant to upgrade their town's radio system.
- Rob Phillips from NWCOG – made an introduction to the group.
- Jim Schultz asked about Dispatch coverage and if there are new problems.

Motion to adjourn the meeting was made by Winchester and seconded by the Secretary at 1941 hours.

Respectfully Submitted

Jonathan Barbagallo
Executive Secretary



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Communications Manager (Director of Operations) – Board of Directors Report

Integration of Two New Operations Managers

Since assuming the Communications Manager role, our team has grown from eight to twenty-five employees. With this growth, operational demands have increased substantially, making it the right time to integrate two new Operations Managers into our structure.

These additions will provide more hands-on oversight and support across all shifts, ensuring consistent leadership, communication, and engagement. This structure also enhances mentorship, accountability, and staff development opportunities.

By delegating shift-level oversight, I will be able to dedicate more time to higher-level operational priorities such as policy development, process improvement, FOI requests, compliance oversight, and strategic planning.

Ultimately, these positions will strengthen LCD's leadership capacity, improve daily management, and support continued growth while maintaining high performance standards.

NEXGEN CAD Transition

As part of my role in the NEXGEN CAD transition, we are conducting a comprehensive evaluation and alignment of all Standard Operating Procedures (SOPs) to ensure they reflect current operational practices and support the new NEXGEN CAD platform.

This includes reviewing and standardizing PD Code Priorities (CAD Timers) to create consistent response benchmarks and improve accuracy and accountability across all call types. These updates will improve operational efficiency and ensure a smooth and effective CAD transition.

Public Relations and Core Values Plan

A new Public Relations plan is being developed to strengthen staff engagement and communication while reinforcing our core values of professionalism, accountability, and teamwork.

The plan will highlight employee achievements, enhance internal communication, and build a unified sense of purpose across all shifts. It will also serve as a foundation for improving community awareness of our mission and values through consistent, values-driven messaging.

Continued Partnership with Challenging Minds



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We continue to expand our partnership with Challenging Minds, focusing on crisis caller training and intervention skills. Staff are being equipped with advanced tools to handle high-stress interactions, improve de-escalation, and provide effective crisis support.

Ongoing development opportunities will promote mental health, resilience, and emotional well-being for both individuals and teams, strengthening the department's overall capacity and culture of support.

CALEA Communications Standards Accreditation Training

I am currently completing an eight-week *Commission on Accreditation for Law Enforcement Agencies* (CALEA) Communications Standards Accreditation course, which provides guidance on proper documentation and standardization of operational processes.

This training revealed the need to completely reevaluate and rewrite LCD's policies and procedures to align with national standards. Many of our practices have been in place for over 30 years but lack formal documentation, making this an important next step.

This initiative will cover all areas, from employee hiring and administrative processes to operational procedures and training. Achieving CALEA accreditation in the future will enhance accountability, consistency, and public trust while ensuring compliance with national standards of excellence and fostering continuous improvement.

Kevin S. Webb

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