

## ***A LETTER TO ALL TOWN OF NEW HARTFORD RESIDENTS:***

Since 1991 you've called us when you needed help; we are now calling on you for your help. You may not know us but we are the vital link between you and all of your town service agencies, both emergency and non-emergency. The Town of New Hartford Central Dispatch Center is staffed by experienced, highly qualified Public Safety Telecommunicators who were all hired off a valid civil service list. All our dispatchers have a history of longevity with very little turnover in full-time staff. We have a broad knowledge of town streets, neighborhoods and businesses, allowing us to dispatch the appropriate resources in a timely manner. This dispatch center is exclusive to the Town of New Hartford with the exception of contracting for fire dispatch with the Village of Whitesboro and the Village of Yorkville and the New York Mills Fire Department for the Whitestown end of their village.

Recently you may have heard discussions of consolidation of 911 centers. There is much misinformation being presented. The matter of consolidation has been looked into in the past and studies always showed that the Town taxpayers were receiving a better service for a smaller cost than could be obtained with consolidation. What is the rush now? Town officials are essentially leading you into a merger that will have you stepping over dollars to save pennies, if anything at all. Very little effort is being made by officials to look at actual facts & figures in making this move to consolidation. Will Oneida County be able to handle the increased workload without reducing quality of service? Absolutely not; hence, to maintain the same level of service, Oneida County must increase staffing and equipment, effectively negating any cost savings. If you are not currently paying for your own personalized service in **your** Town taxes, you, along with all our neighbors in Oneida County, will be paying through your County taxes. And your cell phone bill is proposed to be increased by 30¢ a month **per phone** with a countywide surcharge to pay for this new larger center.

We understand the current economic conditions the Town is facing. However, we believe that we provide a necessary and specialized service to the residents of New Hartford. Contrary to the figures that are being publicized, please realize that we are providing these services for a portion of your tax dollars that amounts to 18 cents per thousand per household for an ANNUAL cost of ONLY \$18.00 per year based on a \$100,000 home, which equates to less than 5 cents per day. And don't be misled by those who claim New Hartford residents are paying twice for 911. The 35¢ monthly surcharge currently on all landline phones in Oneida County pays for **all** the components of the countywide 911 system. These funds help pay for the 911 trunk lines, phones, and associated computers and database. This equipment is provided to the Utica and New Hartford Call Centers via the surcharge funds.

This center handles not only 911 calls. Over 90% of the calls we receive are on our 7-digit phone lines and are some form of an emergency including domestics, neighbor disputes, car accidents, larcenies, burglaries, fights, and alarms for both residences and businesses. We also provide 24-hour access to all town agencies including the village and town highway departments, animal control, town clerk, and codes as well as access to the fire departments and police departments for business matters. These calls are always dispatched immediately to the proper person or agency. The current plan for consolidation will have all these calls routed to answering machines that will be reviewed on the next business day.

There is also a serious danger in placing all your eggs in one basket by having only one dispatch center in the county. Should there be a major equipment failure or lightning strike rendering the center inoperable, what would serve as backup? Where would your life-threatening emergency calls be routed? This is not an inconceivable occurrence; these situations have occurred in the past.

Please help us fight to maintain the qualified, personalized service that you now receive by contacting your Town Council Person, and your County Legislators. If you have any questions regarding how to obtain information on reaching your Town council people it can be obtained at [www.newhartfordtown.com](http://www.newhartfordtown.com) under the tab Town Officials. Information regarding your County Legislators can be found at [www.ocgov.net](http://www.ocgov.net) under the government tab then board of legislators.

This ad sponsored by Joseph D. Corr Police Benevolent Association, Edwards Ambulance, Willowvale Fire Company, New Hartford Fire Department, New York Mills Fire Department, Whitesboro Fire Department, Yorkville Fire & Hose Company, and members of the New Hartford Central Dispatch Benevolent Association, Inc.