



## **PROJECT NAME: Public Safety Answering Point Consolidation Study**

**Concepts To Operations** was retained by the Capitol Region Council of Governments (CRCOG) to conduct a study and provide a technical report regarding the feasibility of consolidation sixteen (16) town PSAP/Dispatch Centers into one or more shared centers. As part of this study, CTO was to recommend optimal clustering arrangements based upon public safety response patterns and agreements, as well as population, traffic flow and other community interest factors. CTO addressed the technical issues of consolidation, estimated costs for the various alternatives, as well as the political and personnel/union issues that impact upon any PSAP/Dispatch Center consolidation effort.

For this project CTO investigated four (4) consolidation models – One Consolidated PSAP/Dispatch Center, Two Consolidated PSAP/Dispatch Centers, Three Consolidated PSAP/Dispatch Centers and Four Consolidated Dispatch Centers. Based upon discussions with CRCOG and the PSAP Consolidation Study Committee, the Final Report centered on the one and two PSAP Models. The report provided data regarding the number classifications and cost of personnel to staff the centers under these two alternatives. The potential reuse of existing systems and equipment was also considered as part of this analysis.

Based upon the results of the study, CTO recommended that the Two PSAP/Dispatch Center Model be considered. The resources required for more than two PSAPs for the Capitol Region jurisdictions area were not cost effective. The Single PSAP option provides for no immediate back-up availability should the primary PSAP become inoperative.

For this project, CTO provided:

- An overview of the existing PSAP/Dispatch Center staffing and operations;
- A staffing study for the consolidation alternative;
- A nationwide survey of union/personnel issues relative to consolidation;
- Recommendations reference governance, management and funding of consolidated PSAP/Dispatch Center(s);
- Recommendations regarding facility issues for consolidated PSAP/Dispatch operations;
- Analysis and recommendations regarding technical systems/issues;
- Coverage studies for existing and proposed radio system operations; and
- An analysis of costs for years 1, 5, 10, and 15 years, both with and without implementation of a new UHF trunked radio system.