



PROJECT NAME: Coos Bay PSAP Merger Consolidation

Concepts To Operations was retained by the City of Coos Bay, Oregon to provide consulting services to conduct a study and provide a technical report regarding the feasibility of consolidating two (2) PSAP/Dispatch Centers into one shared center. CTO addressed facility locations and space, technical issues of consolidation, estimated costs, political and personnel issues, union issues, staffing, organizational structure, governance structure, equipment, training and human resource obstacles.

The report provided data regarding the number, classifications and cost of personnel to staff a consolidated PSAP. The reuse of existing systems and equipment was also considered as part of this analysis.

CTO provided:

- An overview of the existing PSAP/Dispatch Center(s) staffing and operations;
- A staffing study for the consolidation alternative;
- A nationwide survey of union/personnel issues relative to consolidation;
- Comparison and recommendations on union issues, retirement, seniority, job descriptions, work schedules;
- Comparison and recommendations on policy and procedures, training and techniques;
- Recommendations reference governance, management and funding of consolidated PSAP/Dispatch Center(s);
- Recommendations for consolidated PSAP/Dispatch operations;
- Recommendations regarding facility locations and backup center;
- A facility analysis on each PSAP; and
- Analysis and recommendations regarding technical systems/issues that included:
 - ✓ Radio
 - ✓ CAD
 - ✓ RMS
 - ✓ Telephone
 - ✓ Logging Recorder
 - ✓ Redundancy