



TARGETED RESULTS. EXPERTLY MANAGED.  
WE STAKE OUR REPUTATION ON IT.

A CDI Company

## Oregon APCO/NENA

Phase II Study

PSAP Focus Group

Thursday December 8, 2011



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Introductions – L.R. Kimball

- Sara Lowry, ENP – Project Manager
- Shawn Walker, PMP, ENP – Consolidation Subject Matter Expert
- Rich Hanlon, ENP – Consolidation Subject Matter Expert
- Mike Kennedy – Western Regional Manager



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Agenda

- Consolidation Overview– What does it mean in a general sense?
  - Based on project experience throughout the country
- Project Scope Overview
- PSAP Survey
  - Update on the status
  - Snapshot of some important feedback
- Consolidation – Q&A



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## What is PSAP Consolidation?

- Combining of two or more PSAPs into a single entity
- Consolidation models:
  - Full
  - Hybrid
  - Co-location
  - Virtual
- Model choice is customized to best fit the participating municipalities



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Why Consider Consolidation?

- Service level improvements not achievable without significant cost to individual PSAPs
  - Preparation for NG9-1-1
  - Reduction in 9-1-1 call transfers
  - Improved large incident management
  - Improved ability to process 9-1-1 calls during high call volume periods
- Potential for long-term cost savings at the local level



A CRI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Potential Consolidation Benefits

- Benefits nationally include:
  - An improved emergency communications system which will:
    - Align the local jurisdictions with federal interoperability initiatives
    - Improved use of funding dollars by implementing a shared services model
    - Improved management of PSAP and field resources
    - Improved victim survivability, field responder safety and reduce property damage
    - Improved emergency response during large-scale incidents and natural disasters
    - Potential for long-term local cost savings



A CRI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Potential Consolidation Benefits

- Sharing of information among user agencies is improved
- Police, Fire and EMS receive the same level of service
- Career ladder for PSAP staff
- Consistent in-service training for PSAP staff
  
- In some cases, efficiencies that are gained through consolidation are not going to be instantaneous



A CMI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Project Scope Overview

- Data Gathering/PSAP Surveys
  - 30 PSAPs completed the survey
  - 13 PSAPs started the survey but did not hit the final "submit"
  - 6 PSAPs have not started the survey
  
- PSAP Visits - 5 PSAPs – Large (1), Medium (2), Small (2)
  - BOEC (large)
  - WVCC (medium)
  - C-COM (medium)
  - Malheur County (small)
  - Ontario (small)



A CMI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Project Scope Overview

- Based upon Legislative budget note
  - A consolidation report to be presented to the legislature
  - Three scenarios
    1. One statewide call center
    2. Current environment
    3. Kimball recommended number of PSAPs and workstations
  - Good, bad and ugly for all three, to be presented



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Project Scope Overview

- Kimball recommendation and review based on:
  - Service Level
  - Workload
  - Call volume
  - Population
  - Geography
  - Radio Coverage
  - Service availability/access
  - Political factors



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Project Scope Overview

- Stakeholder Involvement
  - PSAP surveys and visits
  - Workshops (why we are here today)
  - Future report review



A CMI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Project Scope Overview

- NG9-1-1 Cost Analysis
  - Budgetary analysis of the cost to convert to a NG9-1-1 network utilizing current funding structures based on the three scenarios outlined above
    1. Single statewide call center
      - Legacy and NG9-1-1 costs
      - Call taking costs
    2. Current Environment - keeping the same amount of PSAPs in the state
      1. Legacy and NG9-1-1 costs
      2. Updated from Phase I report
    3. Suggested number of PSAPs and workstations in the state
      1. Legacy and NG9-1-1 costs
      2. Call taking costs



A CMI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## PSAP Survey

- Began processing information as surveys came in over the past two weeks
- We're sharing this information today as a snapshot of the feedback that we received
  - These facts will be used to help with the analysis
- Statistics of particular interest today:
  - PSAP staffing levels
  - Interview questions – What thoughts, positive or negative, do the PSAPs in Oregon have regarding consolidation?



A CMI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## PSAP Survey – Staffing Major Points

- Initial survey analysis shows that the majority of the PSAPs have only one or two people on duty at any point in the day
- Regional PSAPs have additional staffing to handle major emergencies
- EMD concerns



A CMI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## PSAP Feedback - Consolidation Concerns

- Degraded level of service
- Loss of ancillary duties
- Delays in dispatch time
- Loss of local control of local resources
- Loss of previous investments in radio system and other large ticket items
- Concerns of a possible unfunded mandate from the State
- Difficult and costly to establish
- Loss of dispatcher positions



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## PSAP Feedback - Consolidation Concerns

- Loss of local geographical knowledge
- Increased reliance on **private infrastructure\***
- Difficulty implementing improvements or make needed changes\*
- Meshing different cultures takes time
- Community outreach would suffer
- Loss of personal connection to the community

\*Discussion topic



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## PSAP Feedback - Consolidation Positives

- Improved level of service
- Resource sharing
- Potential of cost savings in the future
- Streamlined delivery of service from call reception to dispatch
- Agencies within the same county all working together and dispatched the same way using compatible radio systems
- Potential for increased efficiency
- May lead to less employee burnout - larger pool of employees



A CRI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## PSAP Feedback - Consolidation Positives

- Could lead to a more comprehensive records database with more entries
- There are key partnerships and cost saving opportunities that may exist with PSAP consolidation
- Improved interoperability
- Shared equipment (costs, maintenance, licensing)



A CRI Company

ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
 AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
 FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

## Discussion

---

Additional Q & A



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY  
AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL  
FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION