Oregon APCO/NENA
Phase II Study
PSAP Focus Group
Thursday December 8, 2011

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
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

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
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

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
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

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)
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

Project Scope Overview

• Kimball recommendation and review based on:
  – Service Level
  – Workload
  – Call volume
  – Population
  – Geography
  – Radio Coverage
  – Service availability/access
  – Political factors
Project Scope Overview

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

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

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
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

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
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<th>PSAP Feedback - Consolidation Positives</th>
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<td>• Improved level of service</td>
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<td>• Resource sharing</td>
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<td>• Potential of cost savings in the future</td>
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<td>• Streamlined delivery of service from call reception to dispatch</td>
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<td>• Agencies within the same county all working together and dispatched the same way using compatible radio systems</td>
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<td>• Potential for increased efficiency</td>
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<td>• May lead to less employee burnout - larger pool of employees</td>
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<td>• Could lead to a more comprehensive records database with more entries</td>
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<td>• There are key partnerships and cost saving opportunities that may exist with PSAP consolidation</td>
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<td>• Improved interoperability</td>
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<td>• Shared equipment (costs, maintenance, licensing)</td>
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Discussion

Additional Q & A