


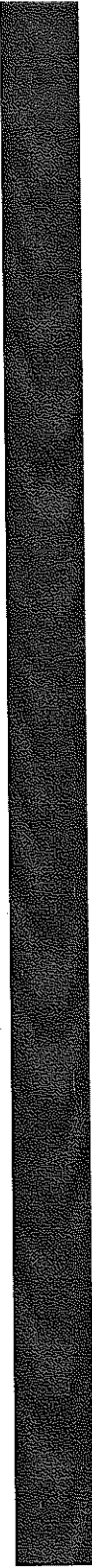
Public Safety

Answering Points


Consolidation: Barriers & Benefits

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- **Safety First**
 - Improved Quality of Service
 - Increased Number of Dispatchers – Higher Availability for Peak Hours
 - Focus on Dispatch rather than other Duties
 - Consistency and Improved Quality of Training/Cross Training
 - Enhanced Interagency Information Sharing & Communication
 - More Efficient Dispatch Collaboration for Fire and EMS


PSAP Consolidation - Benefits

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- **Long-term Savings** - Software and Technology Upgrades Shared by Towns
 - Potential for Short-term Savings
 - **Upfront Costs to Regionalize may Postpone Savings for Several Years**
 - Software Upgrades to Address Interoperability
 - Training on New Systems
 - Additional Staff if Communities want to Avoid Dark Stations


PSAP Consolidation - Benefits

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- Mandated Consolidation may force rushed implementation, creating transition problems
 - Dark Stations – No presence during off hours
 - Local Knowledge - Perception that regional dispatchers will be less familiar with local roads, public safety issues
 - Police Dispatcher Relations – Consolidation may undermine trust that develops between police and dispatchers


PSAP Consolidation - Barriers

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- Lack of Initial Start-up Funding
 - Software Compatibility – Information must be seamlessly shared between Computer Aided Dispatch (CAD) software and Record Management System (RMS)
 - Loss of Local Control
 - Liability Issues – How are liability costs apportioned among towns
 - Lack of Community Support


PSAP Consolidation - Barriers

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- Personnel/Labor Issues
 - How will consolidation affect Dispatcher staffing levels
 - In some communities, Dispatchers provide a wide range of services
 - Equalization of Labor Issues – In communities with paid staff, established local departments
 - Existing Labor Contracts
 - Different Retirement Systems
 - Privatization Issues


PSAP Consolidation – Barriers

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- Time and Planning Necessary
 - Identify Viable Partners
 - Quantify the Costs, Risks and Benefits with Each Option
 - Determine Realistic Timeframe for Consolidation
 - Build Community and Stakeholder Support

PSAP Consolidation – Barriers

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- Communities Undertaking PSAP Consolidation Studies in CT and other States Conclude:
 - Consolidation does not undermine Public Safety and may enhance Public Safety
 - Consolidation is Appropriate
 - Key Driver for towns is Cost Avoidance related to Technology/Equipment Upgrades
 - Time and Planning can Overcome Transition Issues

PSAP Consolidation – Surmountable Problems

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- HB-6970, Consolidation of PSAPs
 - Eliminates the enhanced subsidy for towns with > 40,000 residents
 - Requires by July 1, 2018, PSAPS serving 40,000 or fewer people to:
 - Be part of a regional emergency telecommunications center or multitown PSAP; and
 - Reimburse DESPP for certain equipment and training costs (Funds will be used to subsidize regionalized PSAPs on per capita basis.)
 - Allows 2 or more towns to apply to OPM for a grant to fund operating costs associated with PSAP Consolidation

PSAP Consolidation – Pending Legislation



- Does HB-6970 help towns overcome barriers to consolidation?
- Short Timeframe for Consolidation, given transition issues
- Big Stick Approach – Reimburse state for Equipment and Training Costs
- Transition Costs – Grant Opportunity
- Other Issues?

PSAP Consolidation – Pending Legislation
