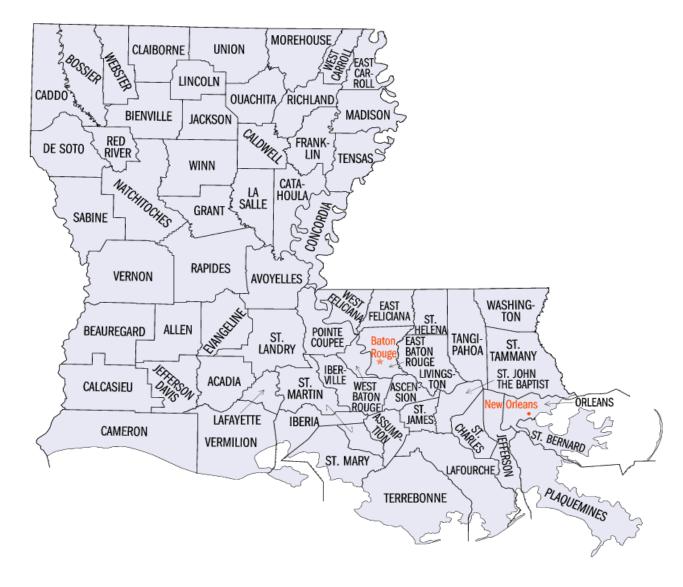


Considering An Alternative Approach to Providing Public Safety Communication Services?

How Many PSAPS are there?





Why Consider a Change?

- More Demands, Less Revenue
- Staffing Retention & Turnover
- Technology Changes & Costs
- Better Service to Customers



Why Stay the Same?

- Local Control and Authority
- Single Administrative Unit
- Greater Staff headcount (FTE/PTE)
- Better Service to Customers



What Issues are there?

- Governance Structure
- Budgetary Issues
- Infrastructure Challenges
- Interoperability dynamics
- Operational Decision- Making



Governance Structure

- Appointed, Elected, Consortium
- All Sizes Equal One Vote
- Consolidated or Co-Located
- Local Control Coalition Standard



Budgetary Issues

- More Demands, More Revenue
- Staffing Retention & Turnover
- Technology, Training Costs
- Equal cost sharing, pro-rated costs



Infrastructure Challenges

- Modify all circuits, trunks, links
- Facility Capacity Impact
- Coverage of Service Area
- Equipment Equalization



Interoperability Dynamics

- Who talks now and how, who changes
- Common Channels/Frequencies
- Codes, Signals, Plain Speech
- SOP Training Protocols



Operational Decision Making

- Standardized SOP for Events
- Redistribution of Workload
- Cross Trained Staff, New Voices!
- General and Specific Agency Needs



Decision Variables

- Saving Money Immediately!
- Staff Retention, Turnover, Training
- Technology Costs are spread out
- Better Service to Customers



Good Decisions Are Not Easy!

William A. Cade Jr., Director Office of 9-1-1 Services and Communication Center Operations APCO International – Daytona Beach, FL. cadeb@apco911.org