



# **Concept of Operations & Lines of Effort**

**May 19, 2022**

# Concept of Operations

## Three Tiers Defined in Dec. 6, 2019 Implementation Plan

Regional  
**9-1-1**  
Consolidation

Three-tiered concept of operations to improve 9-1-1 and emergency dispatch service and provide lasting value

Increased Efficiency & Effectiveness

### 3. Full (Physical) PSAP Consolidation

Decrease total number of PSAPs. Single entity or agency formed through an IGA between members that operate one (or more) physical PSAP(s)

*Could be more than one consolidated entity or agency*

### 2. Virtual PSAP Consolidation

Independent, geographically separated PSAPs who operate as a single entity through shared technology, policies, and procedures formalized in an IGA between PSAPs

### 1. Standardized PSAP Technology

Independent, geographically separated PSAPs agree to operate some or all of the same 9-1-1 and emergency dispatch systems / technology

*Parallel Pathway: Standard, shared, integrated RMS and JMS*

Individual partners decide if and when they participate in planning or execution for each tier

### Current Situation

Independent, geographically separated PSAPs  
(8 primary, 1 secondary)

### Assessment Criteria

(9-1-1 and Emergency Dispatch)

- How does each tier improve service?
  - Improve getting the right public safety resources, to the right place, with the right information, in the shortest amount of time
  - Decrease call transfers
- How does each tier decrease technology costs?
- How does each tier decrease facilities costs?
- How does each tier decrease personnel / staffing costs?
- What does each tier do to the competitive environment?

# Lines of Effort (LOE)

## 9-1-1 Consolidation

