
File #: 19-1149, **Version:** 1

Concept of Operations: Approve three-tiered concept of operations for further development and detailed planning.

- Three-tiered construct provides options that best balance Consortium and individual agency's consolidation goals to improve 9-1-1 and emergency dispatch services as well as build lasting value for participating communities.
 - Tier 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.
 - Tier 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.
 - Tier 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)
- Each tier has unique requirements and decision making structure.
- Tiers can be mutually exclusive - each individual partner decides if and when they participate in planning or execution for each tier.
- Concept of operations has been reviewed and recommended by the following working groups: Governance Structure, Staffing & Personnel, Operational Procedures, Finance, Facilities, and Technology.
- The Operations Committee unanimously recommended approval.
- Project Manager will use the approved concept of operations as a framework for developing a detailed implementation plan.
- Attached presentation supports items 6.1 through 6.3.