

DRAFT

STATE OF CONNECTICUT STATEMENT OF WORK FOR PSAP CONSOLIDATION FEASIBILITY STUDY November 24, 2010

1. REQUIRED AGENCY

Department of Public Safety
Office of Statewide Emergency Communications
1111 Country Club Road
Middletown, CT 06457

2. PROJECT OVERVIEW

The Department of Public Safety (Department), Office of Statewide Emergency Telecommunications (OSET), is responsible for the development and maintenance of coordinated, state-wide emergency telecommunications services for public safety organizations. The Enhanced 911 Commission (Commission) was established by the Connecticut Legislature to advise OSET in the planning, design, implementation and coordination of the state-wide emergency 9-1-1 telephone system.

All 911 calls made over a telecommunications device within the State of Connecticut are directed to a Public Safety Answering Point (PSAP). There are currently 107 PSAPs as well as four (4) secondary PSAPs operating within the state. In addition, several PSAPs transfer calls to non-secondary dispatch centers. Each PSAP and secondary PSAP is staffed on a 24 hours per day, seven days a week basis.

The State of Connecticut is divided into 169 towns, each with its own form of government and its own system of public safety providers. There are no unincorporated areas within the state and there are no forms of county government.

All of the PSAPs in Connecticut are required to report their volume of calls, in detail, to OSET. Statistical analyses of 911 call volumes indicate that many of the PSAPs operated by smaller towns have fewer than 3 or 4 calls per shift. OSET and the Commission would like to study the feasibility of reducing the number of PSAPs within the state by having smaller volume PSAPs merge with each other or with larger PSAPs in their region. It is believed that such mergers could improve efficiency and safety while providing for a more economical alternative to taxpayers.

3. SCOPE OF WORK

The Department seeks to have a feasibility study conducted to determine where consolidation may be a more efficient and economical methodology for handling 911 calls within the state. The study should encompass all of the existing PSAPs and secondary PSAPs, also taking into consideration the non-secondary dispatch centers, including Coordinated Medical Emergency Direction (CMED) centers, to determine which communities might benefit by having their 911 calls answered on a regional basis, and which PSAPs would be capable of accepting the additional volume of calls from one or more of the nearby towns.

The vendor will develop a comprehensive, detailed study of the existing methodology for answering 911 calls within Connecticut, including the manner in which the state provides funding to PSAPs. The study will include specific recommendations for the consolidation of 911 services throughout the state, taking into consideration the existing regional answering points and proposals for new ones where efficiency could be improved without sacrificing public safety.

Throughout the course of the study the vendor will meet with and provide status reports to OSET and its duly authorized representatives. At the conclusion of the study a Final Feasibility Report will be submitted incorporating feedback received from OSET, the Commission and any Committee appointed by them to work with the vendor on this project.

The work program shall include but not be limited to the following tasks:

TASK 1. PROJECT SCOPING AND ASSESSMENT

The object of this task is to conduct an assessment of the current PSAPs in Connecticut and to identify future needs.

1. An initial meeting will be held with the vendor and OSET to review the scope of the study, the schedule and the goals to be accomplished.
2. The vendor will conduct on-site visits to the 107 existing PSAPs to observe operations, facilities and equipment.
3. The vendor will collect information from each PSAP including:
 - a. Types and number of personnel working each shift as well as job descriptions.
 - b. Current technology and radio systems being utilized.
 - c. Total number of incoming emergency and administrative telephone calls, radio messages and other incidents handled.
4. The vendor will assemble information on population density for the areas served by each PSAP as well as regional growth patterns.

TASK 2. SUGGEST AND EVALUATE CONSOLIDATION PROPOSALS

The objectives of this task are to propose specific locations where PSAP consolidations make sense from an efficiency and economic point of view. The vendor will provide specific reasons for suggesting each consolidation proposal and analyze the costs and savings for each.

1. The information developed in Task 1 will be used to develop the proposals for consolidation. Proposals will include:
 - a. Management considerations.
 - b. The number of call-takers, dispatchers or combined positions, including supervisors, to be utilized at proposed PSAPs.
 - c. Population density and dispatch patterns.
 - d. New construction and remodeling required for consolidation.
 - e. Interface considerations, including but not limited to radio systems, CAD, MDT, mutual aid and surrounding communities.
 - f. Costs associated with facilities, hardware, software, equipment, personnel, training and maintenance, including state supplied funding.
2. Alternative approaches will be explored with respect to the cost versus benefits to be derived. Only those options that have the potential to save operational costs over a long term period, add to convenience and efficiency and/or provide useful benefits and enhancements to existing conditions will be considered.
3. The vendor will endeavor to determine the optimum number of PSAPs required for the State of Connecticut as well as the locations best suited to provide the most effective services for the communities involved.
4. The vendor's final report will include the financial impact of reducing the number of PSAPs as it applies to individual towns to be affected, as well as the state. This impact will be determined by addressing, at a minimum:
 - a. Additional or reduced equipment needs.
 - b. New construction or remodeling of facilities.
 - c. Personnel and staffing issues.
 - d. Costs and savings projected over a ten year period.

4. REQUIRED SKILLS/EXPERIENCE

The vendor must have a minimum of five years experience in conducting complex feasibility studies within a government environment.

The vendor must appoint a lead consultant for this study who has considerable experience in working with 911 and PSAP assessments.

The vendor must supply a list of references from projects similar to this one in content and scope.

The vendor must assign only experienced consultants to this study and must submit the qualifications for each person so assigned.

The vendor must demonstrate an ability to identify the required content areas, skill sets and specific needs of this project.

5. ADMINISTRATIVE CONSIDERATIONS

Proposed Deliverables are to include but are not limited to the following:

- a. An analysis of the current 911 call answering procedures in Connecticut to include documentation of those PSAPs that appear to be underutilized or not cost effective
- b. Make specific and comprehensive suggestions for the consolidation of existing PSAPs taking into account the characteristics, demographics and geography of the towns involved.
- c. Provide a comprehensive review of the impact any proposed consolidation will have on the police, fire and EMS services of any town considered for PSAP merger.
- d. Provide an analysis of how consolidations of PSAPs would have an affect on public safety including the impact on response times and the ability to handle 911 calls in an efficient manner.
- e. Provide a review of the problems and/or advantages of merging human resources into a consolidated PSAP, to include labor relations issues, compensation and benefits, increases or decreases in the financial impact on the communities involved.

- f. Provide specific details on the number of positions to be added to proposed new or enlarged PSAPs and the positions to be deleted from closed PSAPs, including the equipment adjustments for each.
- g. Include in any discussion of financial impacts of consolidation the funding provided by the state and the requirements associated with such funding.
- h. Discuss the impact consolidation would have on ancillary duties of personnel currently working at PSAPs considered for closure, including but not limited to, answering routine telephone calls, watching over incarcerated persons, taking walk-in complaints and similar functions.
- i. Provide an analysis of the need for any additional construction that might be necessary to accommodate the needs of a new or enlarged PSAP
- j. Wherever consolidation is deemed feasible, provide proposed governance structures, possible organizational models, best plans of action for initiating change as well as estimates for operations and capital costs.
- k. Provide a cost/benefit analysis, assessing the cost effectiveness or ineffectiveness of any proposed mergers.
- l. Prepare draft reports as necessary during the course of the study and a final report at the conclusion of the study.

State Resources and Oversight:

- a. The Department will furnish to the vendor all statistical data collected or maintained in the normal course of business that might be necessary for the completion of this study.
- b. The Department, through OSET, will provide points of contact and liaisons necessary for the purposes of this study.
- c. Throughout the course of this study the lead consultant will be required to keep OSET advised of project status and OSET will monitor the performance of the assigned consultants as necessary.
- d. The Department will provide the consultants with access to any Department controlled facility, including State Police facilities, required for the successful completion of this study.

Security/Privacy Considerations:

Any person working under the authority of the vendor may be required to submit to a background investigation and/or fingerprinting by the Department prior to being allowed access to state buildings and data.

Points of Contact:

Department of Public Safety/OSET

William Youell, Director
Office of Statewide Emergency Telecommunications
1111 Country Club Road
Middletown, CT 06457
Telephone: 860-685-8108
Email: William.Youell@ct.gov

John F. Bardelli
Department of Public Safety
1111 Country Club Road
Middletown, CT, 06457
Telephone: 860-685-8506
Email: John.Bardelli@ct.gov