PSAP/Dispatch Objectives

Regional Public Safety Implementation Plans – WestCOG

WestCOG has developed Regional Public Safety Recommendations and now intends to develop Implementation Plans to put these recommendations of interest to action (for those communities that are interested). The topics include:

* PSAP/Dispatch
* Data Management
* Training Facility
* Firing Range

Below are the draft objectives and deliverables anticipated for each of these projects.

# PSAP/Dispatch

There are multiple scenarios that can be pursued for combined PSAP/Dispatch operations:

1. Virtual consolidation – All PSAPs use the same CAD/RMS system
2. Physical consolidation – Combine X PSAPs into an existing location
3. Southwest Regional Communications Center – X PSAP(s) join SWRCC
4. Future State – Long-term plan to develop a regional PSAP

Which solution(s) should we focus on?

Potential tasks include:

1. Governance model options
2. Cost sharing options
3. Strategic objectives
4. Performance metrics
5. Obtain accurate current state financial information
6. Requirements
   1. Operational requirements
   2. Technical requirements
   3. Personnel requirements
   4. Facility requirements
   5. Administrative requirements
   6. Training requirements
7. Realistic current location solutions
8. Total Cost of Ownership – Initial and recurring costs
9. Level of Effort for tasks to be completed
10. Project Plan – Next steps to combine PSAP operations

# Data Management

Data management is each public safety department utilizing the same CAD/RMS or other system.

Potential tasks include:

1. Review current CAD/RMS contracts for exact status and identify all related costs
2. Provide a detailed analysis of the two current CAD/RMS companies regarding system capacity, capabilities, roadmap, lifecycle, etc.
3. Facilitate CAD/RMS workshops including demonstrations to educate stakeholders regarding the capabilities, functionality and features of modern CAD/RMS system
4. Facilitate workshops with stakeholders regarding leveraging CAD/RMS systems for maximum operational effectiveness and time efficiency
5. Facilitate workshops regarding governance models that can be employed for shared technology systems including cost sharing options and Total Cost of Ownership
6. Facilitate workshops to develop RFP requirements for a new CAD/RMS system
7. Facilitate workshops regarding the project management required to combine CAD/RMS systems – Design, installation, configuration, interfaces, data conversion, testing, training, cutover and support
8. Complete a detailed cost benefit analysis for the towns interested in participating in a shared CAD/RMS system. Identify all potential initial and recurring costs to transition to a shared CAD/RMS system
9. Provide a project plan for next steps to transition to a shared CAD/RMS system