

Overview – Consideration – Secondary PSAP Consolidation with a Primary PSAP

Submitted by Jeffrey Flournoy, ESVA 9-1-1 Commission Director – June 28th, 2019

Request for Consideration

The current 9-1-1 Services Board Grant Guidelines do not allow the inclusion of secondary PSAP's with a primary PSAP for consideration of consolidation funding. Requesting to consider permitting, at least on a case-by-case basis and when the impacted PSAP's are local government in nature (cities, counties, and towns), the opportunity for funding to be available (from the grant program) for the consolidation of a secondary PSAP within a jurisdiction with the primary PSAP serving that jurisdiction.

Why This Should Be Considered

If a primary PSAP and one or more secondary PSAP's in that jurisdiction(s) achieved the needed prerequisites; the needed memorandum of agreement(s) and feasibility study, and such consolidation was expected to improve operations and service delivery to its residents and visitors, would think this meets the overall spirit of the grant program and government in-general; that being providing the best possible service to those in need of such services (with public safety, generally referencing law enforcement services, fire services, emergency medical services, and/or emergency dispatch services).

Technology is rapidly changing in public safety communications, specifically focusing on the processing of needs from the public and the dispatch of emergency services. This includes the ability to process text-to 9-1-1 calls, the future delivery of video/pictures and other technologies to 9-1-1 Center's, and the inclusion of other platforms, such as SMART 9-1-1 at 9-1-1 Centers. If a jurisdiction seeks to assure these new technologies are available to its residents and visitors, where it may not exist today (such as with secondary PSAP's), by the consolidation of secondary PSAP's with primary PSAP's, would think opportunities for funding this consolidation would be open to grant funding.

If a feasibility study demonstrated there were potential cost savings and better service opportunities available to residents and visitors (in a jurisdiction(s)) with a consolidation of its PSAP's, would think opportunities for funding this consolidation would be open to grant funding.

Overview of Eastern Shore of Virginia Operations

While it is understood not all secondary PSAP's in our state have the same relationships their primary PSAP (serving the same purpose, how governed, how interacting with the primary PSAP), the following is a brief summary the relationship between the three secondary PSAP's on the Eastern Shore of Virginia and the Eastern Shore of Virginia 9-1-1 Center (ESVA 9-1-1) – The ESVA 9-1-1 Center serves as the primary PSAP, receiving all 9-

1-1 calls for Accomack County (including the Town of Chincoteague) and Northampton County. There are three local government secondary PSAP's in our region; The Accomack County Sheriff's Office (ACSO), the Northampton County Sheriff's Office (NCSO), and the Chincoteague Police Department (CPD), each maintaining a 24/7/365 dispatch center for the dispatch of their law enforcement personnel. While Fire and EMS matters are processed and dispatched by the ESVA 9-1-1 Center, generally law enforcement matters are transferred to the appropriate secondary PSAP for processing (as a traditional telephone call, without ANI/ALI or mapping information) and dispatch. There are some notable exceptions to this practice, such as the active shooter policy (where the ESVA 9-1-1 Center is expected to maintain 9-1-1 calls related to this type of incident and dispatch the incident on the appropriate law enforcement channel) and other time-sensitive/critical incidents where both the primary PSAP (ESVA 9-1-1) and the secondary PSAP (ACSO, NCSO, or CPD) may be on a 9-1-1 call gathering information and providing instructions to callers.

Current Status – Eastern Shore of Virginia

The needed memorandum of agreements, between ESVA 9-1-1 and any of the secondary PSAP's in the region, do not exist, nor does current funding exist for the feasibility study. For this to occur there would need to be significant discussions with the involved entities (ESVA 9-1-1, ACSO, NCSO, and/or CPD). However, attempting to recognize that funding needed for any consolidation endeavor would be a paramount consideration and the reality changes to government processes (such as the guidelines of grant-funded programs) can take a period of time (for the necessary deliberations), requesting consideration as provided earlier, for this change to the current grant guidelines.

END