

Gila County 911 Administration

Executive Summary: Globe PD PSAP Transition & Closure



What? PSAP – Public Safety Answering Point

A call center responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services and dispatching those services appropriately 24 / 7 / 365.

Each political subdivision within the county that provides emergency services may request that a dispatch center be designated a primary PSAP if they receive 300 or more emergency calls per month and are able to support the technological, site and staffing requirements of 9-1-1 infrastructure.

Why? Was this project needed?

The Globe City Council's decision to close their PSAP served a number of goals for the city, including satisfying the Council's Strategic Plan and recent public safety audit.

The closure would eliminate the need to shift or raise funds to upgrade or replace the infrastructure needed to continue supporting 9-1-1 dispatching equipment for city emergency services.

How? Find the next best option.

Entering into a dispatching IGA with the Sheriff's Office fuses the City and County's commitment to providing high quality public safety services through regional coordination, use of new technologies and enhanced communication with other public safety partners.

This fusion offers opportunities to improve interoperability, standardize protocols and procedures for training and communication between emergency responders.

Who? Stakeholders and Partners

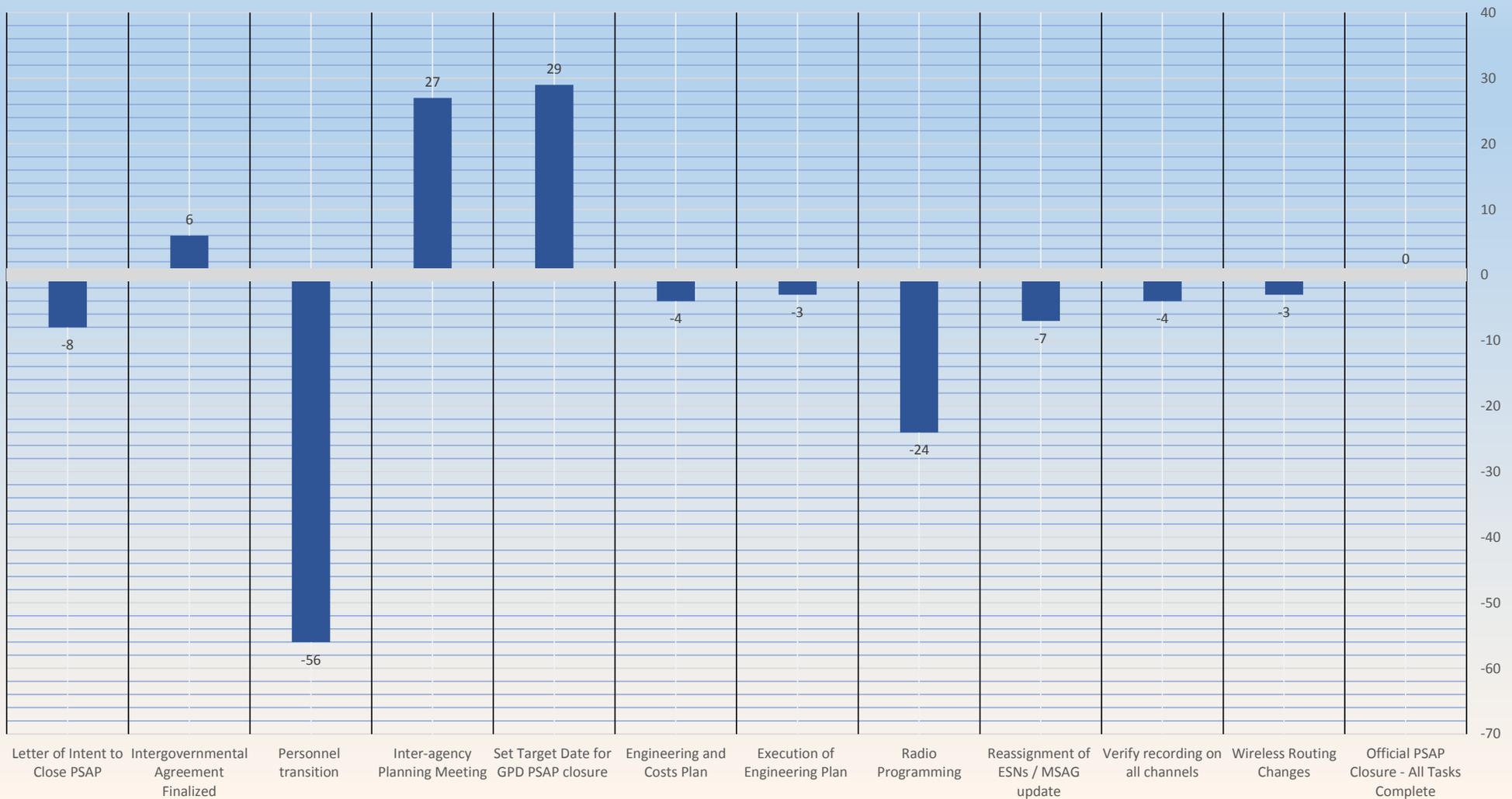
City of Globe	Gila County	Partners
City Council City Manager Police Chief Fire Chief Finance Manager	Board of Supervisors Sheriff's Office Administration 911 Dispatch GIS - 911 Rural Addressing Finance	AzDPS CenturyLink Intrado Durham Communications Verizon T-Mobile Sprint AT&T

Stakeholders and Partners came together in July to discuss tasks and timelines that were then defined as milestones.

When? Stakeholders and Partners

- Each milestone had a target completion date.
- By the end of the project, 12 general milestones were identified and tracked.
- 9 milestones (75%) were completed on, or prior to the assigned due date, including the Official PSAP Closure.
- 3 milestones (25%) were administrative in nature and did not affect infrastructure changes needed to complete the project.

Milestones Completed by Target Date



Conclusions

As of September 21, the Sheriff's Office Dispatch - Globe provides dispatch services to two (2) law enforcement agencies: Gila County and Globe Police Department, and; three (3) fire departments: Globe Fire (1 station), Tri-City Fire (4 stations) and Tonto Basin Fire (Roosevelt Sub-Station).

Conclusions

Benefits realized by responders:

- Expanded regional collaboration facilitates a Common Operating Picture
- Improved interoperability between response agencies
- Standardized Records Management

Benefits realized by the public:

- Shortened response times
- Enhanced services
- Standardized Records Management

Conclusions

Benefits realized by dispatchers:

- Shift hours reduced from 12 to 10
- Overtime minimized
- Standardized equipment
- Standardized reporting requirements
- Standardized training, protocols and procedures

Conclusions

To further strengthen the partnerships created by this consolidation, Sheriff Shepherd has founded a Users Group that will bring together representatives from each agency in a quarterly meeting where discussions affecting dispatch, patrol, policy, procedures, equipment, personnel and inter-agency planning and training can take place for continuous improvement of emergency services response to our citizens and the general public.

Thank You

