

Indiana Advisory Commission on Intergovernmental Relations
October 9th 2012
Executive Director Timothy Lee
Consolidated Communications Partnership
Of
Fort Wayne and Allen County

Consolidation

- **Organizational Structure**

- **Budgetary Structure**
 - **PSAP-(Public Safety Answering Point)**
 - **Benefits and Salary**
 - **Reduction of Expenses**
 - **Reduction in Staffing**

- **Consolidation of Resources**
 - **Software/Hardware**
 - **Personnel**
 - **Policies and Efficiencies**

SB-345

- **Budgetary**
 - **Short Term**
 - **Long Term**

Counties/Communities Collaboration

- **NE Indiana Directors Consortium**
- **Generation 911 Project**
- **Phase I-III**
- **Scales of Economy**



CONSOLIDATED COMMUNICATIONS PARTNERSHIP



SHERIFF KEN FRIES

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FIRE CHIEF AMY BIGGS

Next Generation 9-1-1

Next Generation 9-1-1 (NG9-1-1) refers to an initiative aimed at updating and eventually replacing the 9-1-1 service infrastructure in the United States and Canada and improving public emergency communications services in a wireless mobile society. In addition to providing for traditional access to 9-1-1 services via landline telephones, NG9-1-1 intends to enable the public to transmit text, images, video and data to a 9-1-1 communications center (referred to as a "Public Safety Answering Point" or "PSAP"). The initiative also envisions additional types of emergency communications and data transfer.

As the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues, the National Emergency Number Association (NENA) started identified the need for NG9-1-1 in 2000, and started development actions in 2003. Since 2006, the U.S. Department of Transportation (USDOT) has been leading its own NG9-1-1 Initiative, which is a research and development project aimed at advancing NG9-1-1.

Included in the *Middle Class Tax Relief and Job Creation Act of 2012*, (Public Law No: 112-96) were more than \$115M in funding for NG9-1-1 services and technology. Northeast Indiana is poised to make a successful run at any of the dollars that should make their way to the State because PSAPs from around the region are coalescing around a consolidated effort for NG9-1-1 upgrades.

The need for Next Generation 9-1-1

Evolving technologies and the expansion of communications via web-based phone services are forcing 9-1-1 communications centers to explore the means through which they receive communications from a newer generation of citizens. NG9-1-1 addresses the need because it integrates emerging communications technologies into the emergency 9-1-1 system. NG9-1-1 allows callers to contact first responders via wireless telephones, text and photo messages, video, and the traditional landline method. While the benefits of NG9-1-1 solutions are seemingly indisputable and essential for most operations, the cost and complexity of optimizing the system are proving to be too complicated and too expensive for the Fort Wayne – Allen County PSAP. As a result, the existing system remains substandard for future demands, and the cost of maintaining it may outweigh the cost of purchasing a new system.

The recently consolidated Fort Wayne – Allen County PSAP communication center currently utilizes software that has been operating beyond its life expectancy since late 2010. Moreover, 2014 will be the year when guarantees for available hardware support cease, per the terms of the recurring one-year lease agreement with Temecula, CA-based Cassidian Communications. With limited capabilities of aging hardware already surpassing the capabilities of more aged software, the PSAP must find a realistic and viable solution to meet the increasing and evolving demands for Emergency 9-1-1 services in Allen County. The County's predicament is not rare among Northeast Indiana counties, where 85 percent of existing PSAPs are either at end-of-life or will be so within the next two years.

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Solution

In an effort to make the needed improvement to aging infrastructure as a means of sufficiently meeting the demands of a technologically advancing society, 10 area counties have formed a consortium to pursue a regionalized NG9-1-1 project. Over the course of the past year, communications center directors from each of the counties have worked to formulate a plan that addresses structural demands through a front-end solution. Cooperatively purchasing a NG9-1-1 solution should serve to facilitate overall cost savings while eliminating redundancy and creating consistency throughout the region. For Allen County and Fort Wayne alone, there currently exists a potential savings of up to \$500,000. The entire region could realize a savings of \$2 to \$2.3 million.

To aid its efforts, the consortium intends to apply for federal grant dollars made available under the *Middle Class Tax Relief and Job Creation Act of 2012*. Inasmuch, the plan calls for:

- Obtaining a Letter of Agreement from the Board of Commissioners of each of the counties represented in the consortium; Requests for such letters have already been submitted
- Creating the necessary Request for Proposals (RFPs); RFPs will be created for each county as well as one for the entire region
- Searching and applying for additional resources (initiated)