MSP PSAP Restructuring

- Background
- Options Report
- Business Plan

- Statement of Work, Technology and Migration Plan
Background

- MSP started in 1929
- 550 state troopers
- 10 districts
- 9 Mn/DOT Traffic Operations and Communications Centers (TOCCs) + RTMC
- 10 Public Safety Answering Points (PSAPs)
- Strategic Planning Process
- Key Enabling Factors
  - 800 MHz Allied Radio Matrix Emergency Response (ARMER)
  - Next Generation 9-1-1 platform
PSAP Responsibilities (MSP)

- 24-hour incident and emergency response
- 9-1-1 call taking
- Multi-agency dispatching and fleet management
- Interagency communications
- Collection and dissemination of road conditions, closures and crash reporting
- Traffic management and other communications related services
Public Safety Answering Points

- Metro
  - Oakdale
  - Golden Valley
- Duluth
- Virginia
- Thief River Falls
- Detroit Lakes
- Brainerd
- Marshall
- Mankato
- Rochester
Mn/DOT Districts

- Duluth (1)
- Thief River Falls (2)
- Brainerd (3)
- Detroit Lakes (4)
- Metro (5)
- Rochester (6)
- Mankato (7)
- Marshall (8)
Options Report

- PSAP Options & Workload Analysis
  - Analysis Criteria
    - 911 Call Volumes
    - Radio Call Volumes'
    - Record creation in CAD
    - Geographic Presence
    - Physical Location
    - Communication Center Personnel
  - Workload & Staffing Projections
    - Methodology
    - Workload & Staffing Results
Proposed New PSAP Regions

- North
- Metro
- South
Considerations

- Physical space requirements
  - Eight dispatcher consoles
  - Three supervisor offices
  - One manager office
  - One IT staff office
  - One admin assistant office
- Support space
  - Communications room
  - Break room
  - Conference room
  - Restroom/locker room
- Overall costs
Services

- Function as PSAP for 9-1-1 calls originating from wireless devices
- Provide dispatch support services for all users of the MSP data system and ARMER statewide radio system
- Serve as the National Alert Warning System (NAWAS) dissemination point for information on natural, man-made disasters and AMBER alerts
Management & Organization

- Changes in proximity, availability and relationships
- Reportability is an important consideration
- Comparable level of service
- Advantages
  - Uniform work processes/reporting/equipment
  - Even distribution of work load
  - Concentrates work force
  - Limits potential for differing levels of service
  - Focused accountability for communication function
Where MSP is Today

- Developing transition (cutover) plans
- Considering engineering and project management services that may be required
- Moving forward with Mn/DOT relative to site selection
- Identifying roles and responsibilities
- Identifying sources of funding
Conclusions

- 800 MHz ARMER statewide deployment
- Next Generation 9-1-1 (July 2009)
- Operational efficiencies
- Improved delivery of service
- Consistent equipment
- Consistent reporting statewide
Thank You!

QUESTIONS?

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