

August 9, 2024

Mr. Jason Husby
State 9-1-1 Coordinator
SD Department of Public Safety
118 W Capitol Avenue
Pierre, SD 57501

Re: South Dakota Emergency Services PSAP Consolidation Study

Dear Mr. Husby:

I would like to thank you for the opportunity to provide you with this interim scope of work for the services of 911 Authority to conduct a PSAP Consolidation Study for the South Dakota Department of Public Safety. I offer the following as a task order amendment to our Basic Scope of Services contract dated April 4, 2022.

Task Order

Whereas this task order will apply to the specific tasks, deliverables and fees associated with the task specific scope of work as specified herein.

Whereas additional resources will be utilized during the execution of this task order and therefor the terms and conditions pertaining to sub-contractors apply to this task order as established by contract dated

Whereas all fees and estimates of effort detailed in this addendum represent a budgetary amount and are governed by the contract dated and incorporated herein by reference.

**Task Specific Scope of Work for
South Dakota Emergency Services PSAP Consolidation Study 2024**

Background

We propose a comprehensive feasibility study to investigate the potential consolidation of multiple emergency dispatch centers (Public Safety Answering Points or PSAPs) into a single, centralized operation in the state of South Dakota. This in-depth analysis will examine the current dispatch infrastructure, response times, operational costs, and service quality to provide a clear understanding of how consolidation could streamline emergency response, optimize resource allocation, and lead to potential cost savings. The study will also identify potential challenges and risks associated with consolidation.

Our objective is to examine the many factors influencing PSAP consolidation in South Dakota, offering actionable insights and recommendations. This will empower the state to make an informed decision, grounded in evidence, regarding the feasibility and potential benefits of consolidating its emergency dispatch services, ultimately enhancing public safety and the efficiency of emergency response.

Task 1 South Dakota Emergency Services PSAP Consolidation Study

1. Current State Assessment and Data Collection

- **Inventory of PSAPs:** Identification and description of the current PSAPs in the region, including their locations, staffing levels, equipment, and technology.
- **Call Volume and Types:** Analysis of the call volume, types of emergencies handled, and peak times.

2. Needs and Requirements Analysis

- **Technology and Infrastructure:** Assessment of the current technology (hardware, software, networks) and infrastructure needs for consolidation.
- **Human Resources:** Evaluation of staffing requirements, training needs, and potential impacts on personnel.
- **Regulatory and Compliance Issues:** Examination of legal, regulatory, and compliance issues, including jurisdictional boundaries and inter-agency agreements.

3. Cost Analysis

- **Cost-Benefit Analysis:** Comparison of the costs associated with maintaining separate PSAPs versus consolidating them. This includes costs for technology upgrades, infrastructure, training, and ongoing operational expenses.
- **Funding and Budgeting:** Identification of potential funding sources, budget implications, and financial sustainability.

4. Operational Considerations

- **Facility Requirements:** Determination of the physical space needed for a consolidated PSAP, including considerations for location, security, and accessibility.
- **Technology Integration:** Planning for the integration of communication systems, computer-aided dispatch (CAD) systems, and data management.
- **Interoperability and Coordination:** Ensuring interoperability among different agencies and systems and planning for seamless coordination during emergencies.

5. Risk Assessment

- **Risk Identification:** Identification of potential risks associated with consolidation, such as data security, system failures, and service disruption.

Project Approach:

911 Authority will conduct the PSAP Consolidation Study as follows:

South Dakota Emergency Services PSAP Consolidation Study

Proposed High Level Tasks and Deliverables

- 911A would hold a kickoff meeting with the appropriate South Dakota Department of Public Safety staff to clearly define the goals and objectives of the study.
- Conduct a thorough collection of PSAP data for analysis.
- Analyze data collected for key observations, take-aways, trends.
- Provide recommendations for draft report based on analysis.
- Provide final report and recommendations to the South Dakota Department of Public Safety.

Near term schedule and activities

- August 2024, Conduct a kickoff meeting with project stakeholders
- September 2024 Data collection period from prospective PSAPs for the study
- October 2024, Analyze the data collected for the draft report
- November/December 2024, Deliver the draft report end of November in order to receive feedback in preparation of the final report delivery by the end of December.

South Dakota Emergency Services PSAP Consolidation Study Payment Milestones

Payment Milestone	Payment Date	Payment Amount
Milestone 1 – Project Kick Off	8/23/2024	\$15,000
Milestone 2 – Data Collection/Stakeholder Engagement/Input completed	9/30/2024	\$10,000
Milestone 3 – Preliminary Findings Review	10/21/2024	\$10,000
Milestone 4 – Draft Consolidation Study	11/22/2024	\$20,000
Milestone 5 – Final Consolidation Study Delivered to the Board	12/31/2024	\$15,000
	Total	\$70,000

Estimated Term of this interim Task Order:

The estimated term of this interim project will be four months, commencing August 23, 2024 and ending December 20, 2024.

If you should have any questions or comments, do not hesitate to contact me.

Warmest Regards,

Margaret C. McCamley

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