

Small Town PSAP Consolidation Report for E9-1-1 Commission Meeting

Forty-eight small towns with a stand- alone PSAP receiving 8,000 or fewer 9-1-1 calls per year were included in this Study.

The Selectmen, Mayors, Town Managers and Public Safety Officials representing 42 small towns were directly interviewed. Six towns were not interviewed, but OSET has extensive knowledge on their position regarding consolidation (*Newtown, North Branford, Middlebury, East Lyme, Wolcott, and Plymouth*).

The towns were informed during the interviews of the benefits of consolidation and the funding available from the State.

1. Most of the towns view PSAP consolidation as potentially a good thing, but many feel that there too many issues that make consolidation risky.
 - Some see limited cost savings, or no cost savings for their town.
 - Some feel that there is no guarantee that the quality of service will improve for their residents and fear that it will actually decrease.
 - Most of the towns are satisfied with the way that their PSAPs operate, and many have expressed the opinion that if it made sense to consolidate they would be doing it already.
 - Dark Police Department not acceptable by many - directly related to the issue of telecommunicators performing multiple duties other than 9-1-1 & dispatch.
 - A State mandate is widely opposed.
2. There are towns that wish to consolidate but have preconditions that apply specifically to them.
 - Some have a building that they would like to use to host a center if they can attract willing participants.
 - Some need a guarantee of significant cost savings
 - Others would like the State to provide a facility and staff it for them.

Overall Findings

1. There were eleven towns that are in favor of PSAP consolidation without any pre-conditions. These towns see a significant cost savings in consolidation and view the need for telecommunicators to perform other duties at the police department or a dark police department as non-issues

<i>East Lyme</i>	<i>Plymouth</i>
<i>Ledyard</i>	<i>Thomaston</i>
<i>Middlebury</i>	<i>Weston</i>
<i>Newtown</i>	<i>Wilton</i>
<i>North Branford</i>	<i>Winsted</i>
<i>North Haven</i>	

2. There twenty-six towns that would consider PSAP consolidation only if certain conditions could be met.

Nine towns would consolidate only if their PSAP was the host facility:

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| Ansonia | Southbury |
| Montville | Stonington |
| Old Saybrook | Watertown |
| Redding | Wolcott |
| South Windsor | |

Seventeen towns would consolidate only if it results in a significant cost saving for the town:

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| Avon | Madison |
| Berlin | Monroe |
| Bethel | Plainville |
| Brookfield | Rocky Hill |
| Canton | Seymour |
| Clinton | Simsbury |
| East Windsor | Suffield |
| Glastonbury | Windsor Locks |
| Granby | |

3. There were eleven towns that were not in favor of PSAP consolidation.

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| Cromwell | New Fairfield ECC |
| Darien | Orange |
| Derby | Putnam |
| Easton | Ridgefield |
| Guilford | Woodbridge |
| New Canaan | |

