



Leading PSAP Consolidation Initiatives:

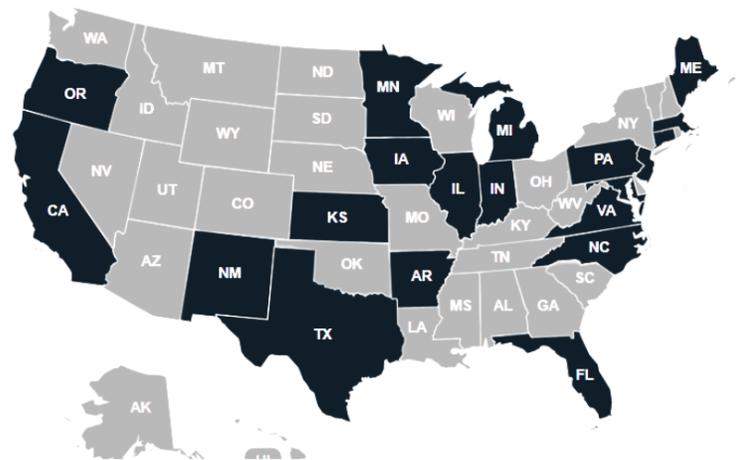
**Strategic
Considerations for
Operational
Excellence**

Introduction

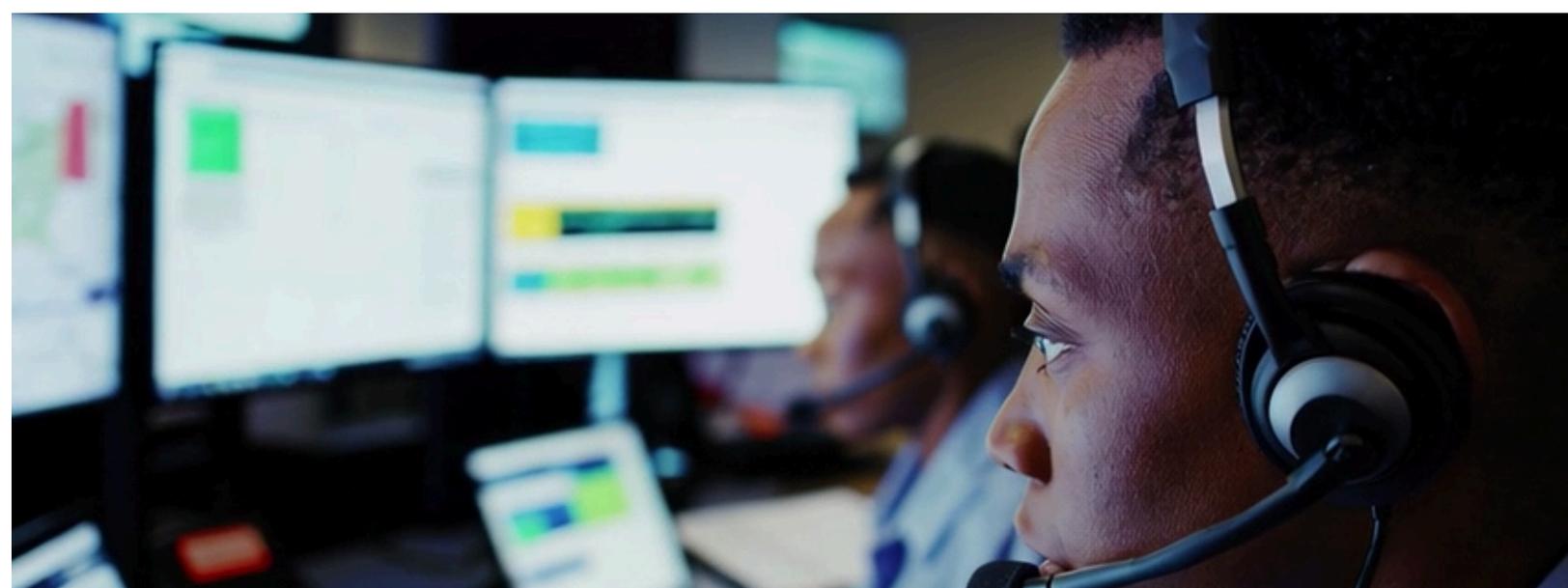
The concept of PSAP consolidation is not new. For more than a decade states have implemented projects to consolidate PSAPs into larger regional or county-wide centers, while others are in the process of introducing similar initiatives

Establishing your center as highly scalable and high-performing center will position you as a clear leader, allowing you to guide discussions and set the standard for operational excellence in the consolidation process.

Some States With or Considering PSAP Consolidation Legislation



With a focus on performance, your center can serve as the foundation, the benchmark and the model for a consolidation.



Building a Model for Consolidation-Ready

Operations:

Sustained excellence requires a structured model for data-driven decision-making and consistent performance: Here is a checklist:



Clear, Measurable Performance Model: Defined with goals and benchmarks to achieve and maintain high standards. Implement a dashboard of data that supports visibility, accountability, and growth across center performance.



Comprehensive Training Program: Including an academy or trainee program with modern methods and unbiased evaluations to ensure readiness, along with training for veteran telecommunicators with ongoing assessment to reinforce SOPs and identify gaps.



Establish a Talent Pipeline: Engaging high schools and community colleges to build a bench while improving long-term retention of trained telecommunicators.



Comprehensive QA Performance Data: Evaluating all eligible calls and radio dispatch ensures an accurate, transparent view of performance over time, training effectiveness and coaching impact. Relying on a small sample or complaint-driven events can create misleading conclusions and missed improvement opportunities.



Empowered Supervisors as Coaches and Leaders: Turnover is a challenge in centers, and leadership plays a crucial role in retention. Supervisors need data to coach proactively, rather than reacting to issues. A complete picture of performance ensures fairness and accurately assess needed improvements.



Managing Wellness and Morale: Motivate and engage to drive high performance, but supervisors need data to recognize achievements, track improvement, and provide positive reinforcement. Timely insights into high-trauma events helps them check in promptly and prevent burnout.

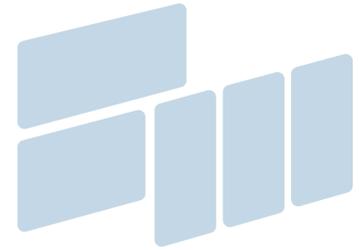


Scalable Performance Management: A structure that scales regardless of the center's size, allowing for sustainable growth and performance.

At the core of operational excellence is data.

Complete, unbiased and indisputable data allows leaders to make informed decisions, refine strategies and continually enhance performance. Data positions you as a strategic leader that knows every aspect of your operations and uses data to make meaningful adjustments toward operational excellence.

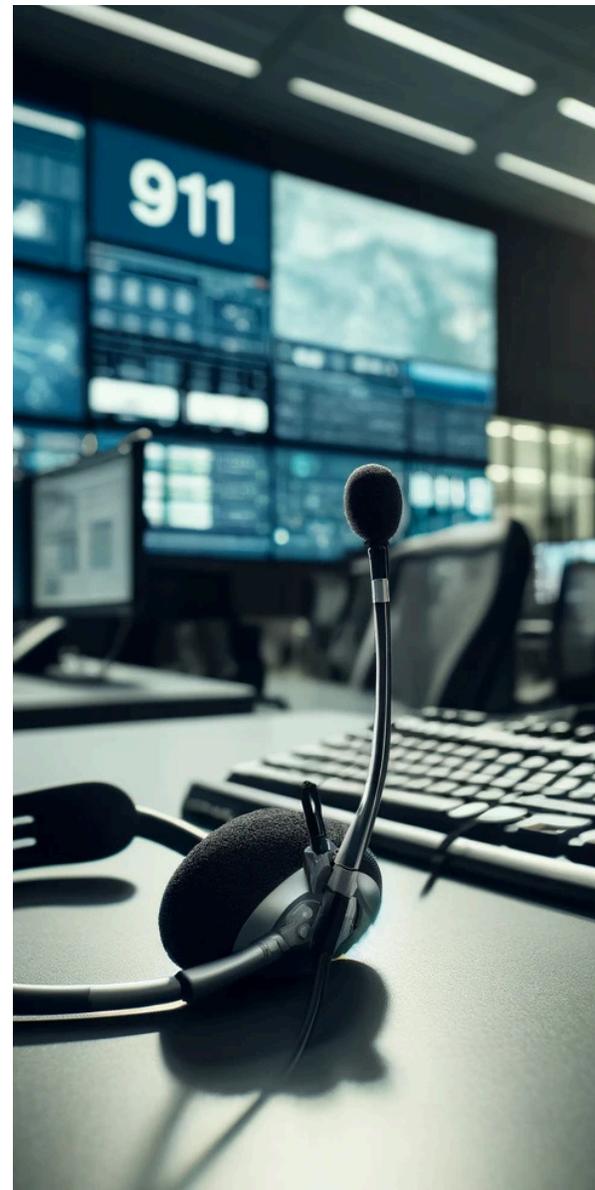
CommsCoach: Powering PSAPs on the Path to Consolidation Leadership



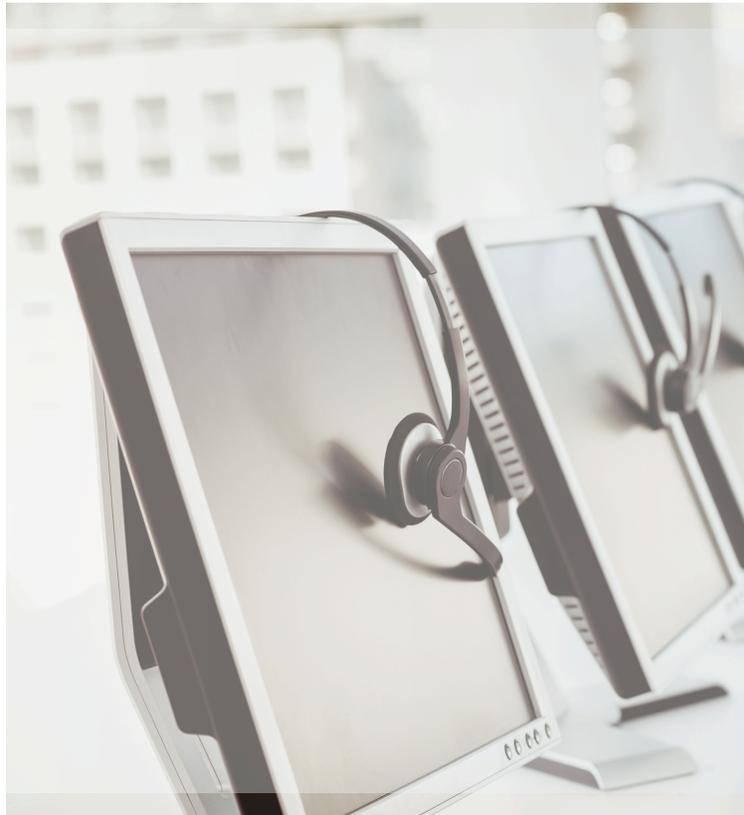
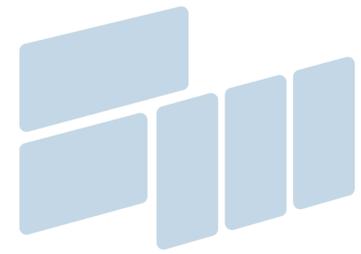
CommsCoach is your strategic partner in achieving operational excellence, helping your center not just participate in consolidation discussions, but drive them. With a proven track record of helping over 100 PSAPs elevate their performance, CommsCoach equips directors with the **data and tools** they need to optimize operational performance. Use dashboards and performance reports to showcase excellence to stakeholders, other agency leaders, and regional decision-makers, reinforcing your center's readiness to lead consolidation.

Data: A Comprehensive View of Performance

- Evaluate **100% of eligible calls** and **radio transmissions** for a complete and objective assessment.
- Measure performance against **benchmarks, best practices, SOPs**, and agency-specific criteria.
- Identify gaps, **pinpointing areas** for training and improvement.
- Track improvement trends and recognize **positive performance milestones** after feedback and additional training.
- Motivate telecommunicators by providing **positive performance and attainment**.
- **Automatically scale** evaluations to reflect staffing increases without sacrificing quality.



Training: Real-World Preparation and Evaluation

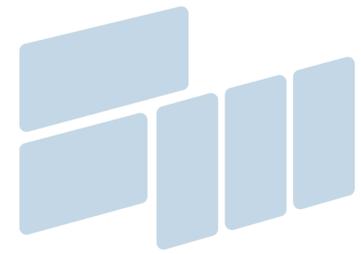


- Create a library of simulated calls to mimic **real-world conditions** with agitated callers and noisy environments.
- Cover **every call type**, ensuring comprehensive preparation.
- **Identify training gaps** on an individual and team basis to focus on areas that need the most improvement.
- Simplify **consolidation projects** with proven training programs and support.

Supervising: Efficient and Effective Management

- **Real-time, actionable insights** to guide quick responses and long-term coaching strategies.
- Comprehensive information to focus coaching and mentoring activities to **maximize performance impact**.
- **Timely feedback triggers**, enabling coaching while calls are still fresh.
- **Complete performance picture**, fostering a balance between constructive feedback and positive reinforcement.
- Pre-designed feedback responses to **ensure consistent and effective coaching**

Retention: Keeping Teams Healthy, Motivated and Engaged



- Use positive performance data to **boost morale and encourage engagement**.
- Provide **transparent performance metrics and accomplishments** to foster a culture of continuous improvement.
- Track **high-trauma call** data to ensure that supervisors can proactively manage stress levels, reducing burnout and absenteeism.
- Use **positive reinforcement** and structured processes to ease transitions in consolidation projects, accelerating cohesion with existing teams.

CommsCoach: A Foundation for Operational Excellence

CommsCoach is more than just AI powered software, it is a strategic solution designed to help PSAP leaders build a high-performing, scalable and transparent model for the level of operational excellence that enables them to lead consolidation initiatives.

Leaders who leverage CommsCoach can *track and showcase their goals and achievements* with complete transparency, instilling confidence in their center's performance and reinforcing their ability to lead a growing and thriving future-ready organization.

Conclusion:

Strategic Leadership

The landscape of PSAP consolidation is evolving, and operational excellence is the key to ensuring your center remains an integral part of the future. By implementing structured training, real-time performance monitoring, and data-driven decision-making, your PSAP can set the benchmark for success. CommsCoach empowers leaders with the tools to not only meet but exceed industry standards, fostering a culture of continuous improvement, retention, and resilience.

Centers that proactively adopt these strategies will not only thrive in today's environment but also shape the future of emergency response communications.

Next Steps for PSAP Leaders

- 1 Assess Current Data & Training Status:** Identify current capabilities, gaps and opportunity for improvement.
- 2 Leverage Technology to Enhance Data Collection, Analysis and Training:** Technology is the most efficient way of providing an inscrutable record of performance including a complete assessment of calls and trends
- 3 Proactively Engage Decision Makers with Data-Driven Results:** Demonstrate your strategic approach to driving excellence in your PSAP and demonstrate the center's effectiveness with quantifiable performance scores.
- 4 Prepare for the Future of Emergency Communications:** Position your PSAP as the ultimate foundational model of PSAP operations at peak performance with industry best practices and scalable capacity for consolidation.

