

PSAP Consolidation Checklist

- Fill out the “E911 Intent to Consolidate” grant application form.
- Form a local planning team to work through all of the processes below. The makeup of the team will depend on the type and scope of consolidation. Better to over extend the invitation to participate early on in discussions. There is no such thing as over-communication/coordination during consolidation.
- Work early with vendors for all of the systems supported in the PSAP on communications specifications.
- Have a network diagram for both the current facility and the consolidated facility.
- If you are going into an existing facility, consider a feasibility assessment.
- Ensure electrical and HVAC is sufficient for back room equipment if moving into an existing facility.
- Avoid holidays when considering deadlines.
- Under any type of consolidation if the State equipment needs to be moved temporarily or permanently, a [change management form](#) will need to be submitted and a tech dispatched. For PSAP, equipment, and circuit moves, 80 days’ notice is required. HSEMD will coordinate with ICN for new fiber installs or demarc if needed.
- Ensure that you have the IT support needed to run wiring and move other necessary systems. ****Do not move or make any adjustments to the State 911 equipment****
- If needed, HSEMD will contact 9-1-1 providers to inform them of the boundary and routing changes.
- In case of a physical consolidation, wireless carriers notified to update their tower routing (they have 6 months from notification date to complete).
- In the case of a physical consolidation, wireline companies in impacted jurisdictions must be contacted so they can route landline calls to the correct PSAP. They also need to be notified in order for the landline surcharge to be redirected to the appropriate E911 service board.
- In case of a physical consolidation, the local E911 service plan must be rewritten and maps redrawn and submitted to the State 9-1-1 program manager for approval.

Every PSAP is unique and there are multiple methods of consolidation. This checklist should serve as a starting point. There will most likely be different considerations for every PSAP to achieve their desired consolidation result.