



CASE STUDY

STRENGTHENING PUBLIC SAFETY COMMUNICATIONS THROUGH STANDARDS & ASSESSMENT



JULY 2025

In collaboration with Sumter County, Fla.

[TSGADVISORS.COM](https://www.tsgadvisors.com)

THE QUESTION

How does adherence to industry standards and regular operational assessments impact the efficiency, interoperability, and legal defensibility of public safety communication centers?

THE ISSUE

In today's complex emergency response environment, public safety communication centers face increasing pressure to operate with **maximum efficiency, legal defensibility, and seamless interoperability**. Adherence to national and state standards—such as those established by NENA, NFPA, and APCO—is essential. These frameworks ensure agencies are aligned with best practices for governance, operations, and technology.

Regular, independent **operational assessments** help agencies benchmark against these standards, uncover compliance gaps, and guide improvement. More than a checklist exercise, these evaluations reinforce public trust, enhance funding credibility, and protect against liability by demonstrating a commitment to transparency and continuous improvement.



THE FACTS

- **Standards Define “Reasonable Practice”:** In legal settings, adherence to standards from NENA, NFPA, or APCO can be used to demonstrate a communication center met its duty of care, significantly reducing liability risk.
- **Courts Consider Standards in Litigation:** Case law frequently examines whether a PSAP acted in line with professional standards; deviation may suggest negligence, while compliance supports legal defensibility.
- **Reduced Operational Failure:** A 2021 NENA study found that agencies aligned with standards saw fewer call-handling errors, stronger training, and better coordination—critical factors during emergencies.
- **Improved Insurance and Liability Profiles:** Accredited or standards-aligned agencies often report reduced insurance premiums, reflecting insurers’ acknowledgment of decreased risk.
- **Next Gen 911 and Tech Readiness:** Regular assessments ensure centers are prepared for advancements like NG911, cybersecurity demands and evolving public expectations.
- **Benchmarking Supports Accountability:** Evaluations uncover outdated procedures, identify training needs, and highlight areas for improvement in call processing, technology, and data security.
- **Ethical and Transparent Governance:** Assessments demonstrate a proactive commitment to transparency, accountability, and service quality—strengthening public trust and funding credibility.

SUPPORTING STANDARDS AND RISK MITIGATION IN SUMTER COUNTY, FLORIDA

CLIENT: SUMTER COUNTY



THE SITUATION

Sumter County's Emergency Communications division, which supports fire and EMS operations, recognized the need for a structured, standards-based assessment. Due to their strong commitment to excellence, the agency sought a third-party evaluation to align with national and state best practices, validate their performance, support future budget and grant initiatives, and improve operational efficiency.

THE APPROACH

TSG Advisors – Public Safety conducted a comprehensive review grounded in recognized standards. The engagement included interviews with staff and stakeholders, surveys, and in-depth policy and procedure analysis. The assessment measured operations against relevant benchmarks from NENA, NFPA, and APCO, as well as Florida-specific statutes and rules. The process focused not only on compliance, but also on how well the agency's operations reflected real-world effectiveness and service quality.

KEY TAKEAWAYS

The final report delivered actionable recommendations and clear alignment indicators, providing county leadership with a strong foundation to inform resource allocation and funding decisions. The assessment validated current operational strengths and helped identify realistic paths for improvement. Actions taken as a result of the assessment are expected to strengthen the agency's legal defensibility. For Sumter County, the project served as both a risk mitigation tool and a roadmap to operational excellence—demonstrating that even without formal accreditation, a commitment to standards can drive meaningful progress.

*"TSG Advisors delivered the **most comprehensive audit** our 9-1-1 Emergency Communications Center has ever undergone. Their decades-deep public-safety expertise affirmed our compliance with industry standards, highlighted our core strengths, and most importantly, **provided clear, actionable steps to fortify areas for growth**. We genuinely value this partnership and are confident their recommendations and guidance will elevate our already exceptional center to the next level."*

Jacki Martin, ENP

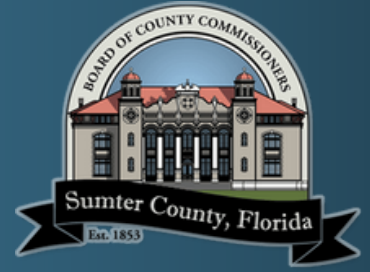
Emergency Communications
Center Manager
Board of Sumter County



*"This partnership with TSG Advisors has been a strategic investment in our commitment to public safety excellence. Their independent assessment validated our operational strengths and gave us the **clarity** and **direction** needed to stay ahead of evolving standards, strengthen our defensibility, and prioritize what matters most: serving our community with confidence. "*

Stephen Kennedy, MS, MPA, ENP

Assistant County Administrator
Board of Sumter County





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