



Lake County, Illinois

April 12, 2019

The Honorable Sandy Hart
Lake County Board Chair
18 N County Street
Waukegan, IL 60085

Dear Chair Hart,

As the Chair of the Policy Committee for the Regional 9-1-1 Consolidation Planning Project, I respectfully request that Lake County review and implement a permanent solution to the problem of dual addressing in areas of unincorporated Lake County. Dual addressing is a public safety issue for two reasons: (1) Multiple addresses complicates emergency response - the 9-1-1 system and First Responders must operate from a single, standard map to minimize response time and maximize coordination and interoperability, (2) The State of Illinois has mandated adoption of Next Generation 9-1-1 geographic information system (GIS) standards by July 1, 2020.

For the reasons listed above, the Regional 9-1-1 Consolidation Planning Project Governance Committees representing a consortium of 21 Lake County public safety entities unanimously approved a resolution requesting the County amend the 1977 addressing ordinance to establish a single address for each property in unincorporated Lake County.

To support the County's review of this issue, I have enclosed a point paper explaining the dual addressing issue, the resolution unanimously approved by the 9-1-1 Consolidation Planning Project Governance Committees, and an overview of the Regional 9-1-1 Consolidation Planning Project.

Please feel free to contact me (cherdegen@libertyville.com) or the Policy Committee Vice Chair, Anne Marrin (marrina@foxlake.org), if you have questions. The staff point of contact for this request is Mr. Jim Hawkins, Regional 9-1-1 Consolidation Planning Project Manager (jhawkins@lakecountyil.gov).

Sincerely,

A handwritten signature in blue ink that reads "Clint Herdegen".

Clint Herdegen
Chief of Police, Libertyville, Illinois
Chair, Regional 9-1-1 Consolidation Planning Project Policy Committee

Enclosures (3)

cc: Chair, Lake County Finance and Administration Committee
County Administrator

**Regional 9-1-1 Consolidation
Resolution Requesting Remedy to Dual Addressing In Unincorporated Lake County**

Resolution

WHEREAS the Regional 9-1-1 Consolidation Implementation Planning Project is focused on providing the highest quality 9-1-1 service and lasting value for the residents of participating communities in Lake County, Illinois; and,

WHEREAS public safety agency response time can be the difference between life and death; and,

WHEREAS the efficient delivery of emergency services relies heavily on accurate geographic information system (GIS) data, along with the posting of unambiguous unique, standardized addressing on properties; and,

WHEREAS the Lake County Board is responsible for assigning addresses and naming streets in unincorporated areas under Illinois Revised Statutes 55 ILCS 5/5-1067 Ch. 34, paragraph 5-1067; and,

WHEREAS the Lake County Board enacted an ordinance establishing an address standard for unincorporated Lake County on July 12, 1977; and,

WHEREAS the Lake County Board subsequently allowed several homeowners' associations to retain non-compliant addresses; and,

WHEREAS inconsistent and dual addressing has grown over subsequent years making it difficult for telecommunicators at public safety answering points and emergency response personnel to pinpoint the location when responding to a call for assistance; and,

WHEREAS the State of Illinois has mandated the adoption of Next Generation 9-1-1 (NG 9-1-1) geographic information system (GIS) standards by July 1st, 2020; and,

WHEREAS the Governance Committees of the Regional 9-1-1 Consolidation Planning Project have identified this as a critical issue that is a longstanding problem to efficient emergency response;

NOW THEREFORE, BE IT RESOLVED that the Governance Committees of the Regional 9-1-1 Consolidation Implementation Planning Project request that Lake County resolve the dual addressing issues in unincorporated areas of the County in order to minimize the time required to locate an address when responding to an emergency call.

Dated: April 4, 2019



Chair, Policy Committee
Regional 9-1-1 Consolidation Implementation Planning Project
Lake County, Illinois

POINT PAPER

April 4, 2019
Governance Committees
Regional 9-1-1 Consolidation Planning Project

Subject: Remedy Dual Addressing in Unincorporated Lake County to Improve Public Safety

Summary:

To improve public safety, the Regional 9-1-1 Consolidation Planning Project Governance Committees recommend that Lake County implement and enforce a permanent solution to dual addressing in unincorporated Lake County.

Background:

- In July 1977, Lake County adopted an ordinance mandating standard addressing and its use for tax records, but granted exemptions for mailing addresses to several homeowners' associations.
- Based on that decision, approximately 3,000 properties in unincorporated Lake County have two addresses: A County assigned standard 5-digit address and a local mailing address.
- Currently, both addresses are listed ("stacked") in geographic information system (GIS) products used throughout the County.
- In Spring of 2018, 21 Lake County public safety entities (PSE's) agreed through an Inter-governmental Agreement (IGA) to participate in the Regional 9-1-1 Consolidation Implementation Planning Project.
- The IGA establishes an interim two-tier governance structure (Governance Committees) to serve as the decision-making body on behalf of all participating partners.
- The approved governance structure is comprised of a Policy Committee (elected officials, city managers) and an Operations Committee (public safety professionals).
- The 9-1-1 Consolidation Project goal is to build a partner approved implementation plan and pathway for consolidation (and improvement) of 9-1-1 and dispatch services among participating entities.
- The 9-1-1 Consolidation Project established a GIS Working Group to develop recommendations for improving GIS accuracy, effectiveness, and information sharing and prepare for future initiatives.
- The 9-1-1 Consolidation Project Governance Committees unanimously approved a resolution requesting the County establish a single address for each property in unincorporated Lake County.

Discussion:

- Dual addressing is a public safety issue for two reasons:
 - The 9-1-1 system and First Responders must operate from a single, standard map to minimize response time and maximize coordination and interoperability.
 - The State of Illinois has mandated adoption of Next Generation 9-1-1 (NG 9-1-1) GIS standards by July 1st, 2020.
- Challenges, such as differing addresses between 9-1-1 databases, GIS layers, and telephone systems databases make it difficult to identify a property or location when emergency services are needed.
- With the impending implementation of NG 9-1-1 and its reliance on unambiguous and accurate GIS information, conflicting attributes such as dual addressing will continue to induce errors into 9-1-1 systems and responses.
- The approximately 3,000 properties with dual addresses are primarily located in homeowners' association areas that were granted an exemption from the County's standard address system by the County Board over 40 years ago. The affected areas are shown in Figure 1.
- The addresses in Figure 1 do not meet the County's standard, but some areas may meet established GIS and public safety standards (sequential order, odd numbered addresses on one side of a road centerline, even numbered addresses on the opposite side, no duplicate addresses, etc.).

Recommendations:

1. Lake County amend the 1977 addressing ordinance to establish a single address for each property in unincorporated Lake County.
2. Lake County ensure each address / series of addresses in unincorporated Lake County follows established and NG 9-1-1 compliant GIS and public safety standards (sequential order, odd numbered addresses on one side of a road centerline, even numbered addresses on the opposite side of the road centerline, no duplicate addresses, approved address posted and visible, etc.).

POINT PAPER

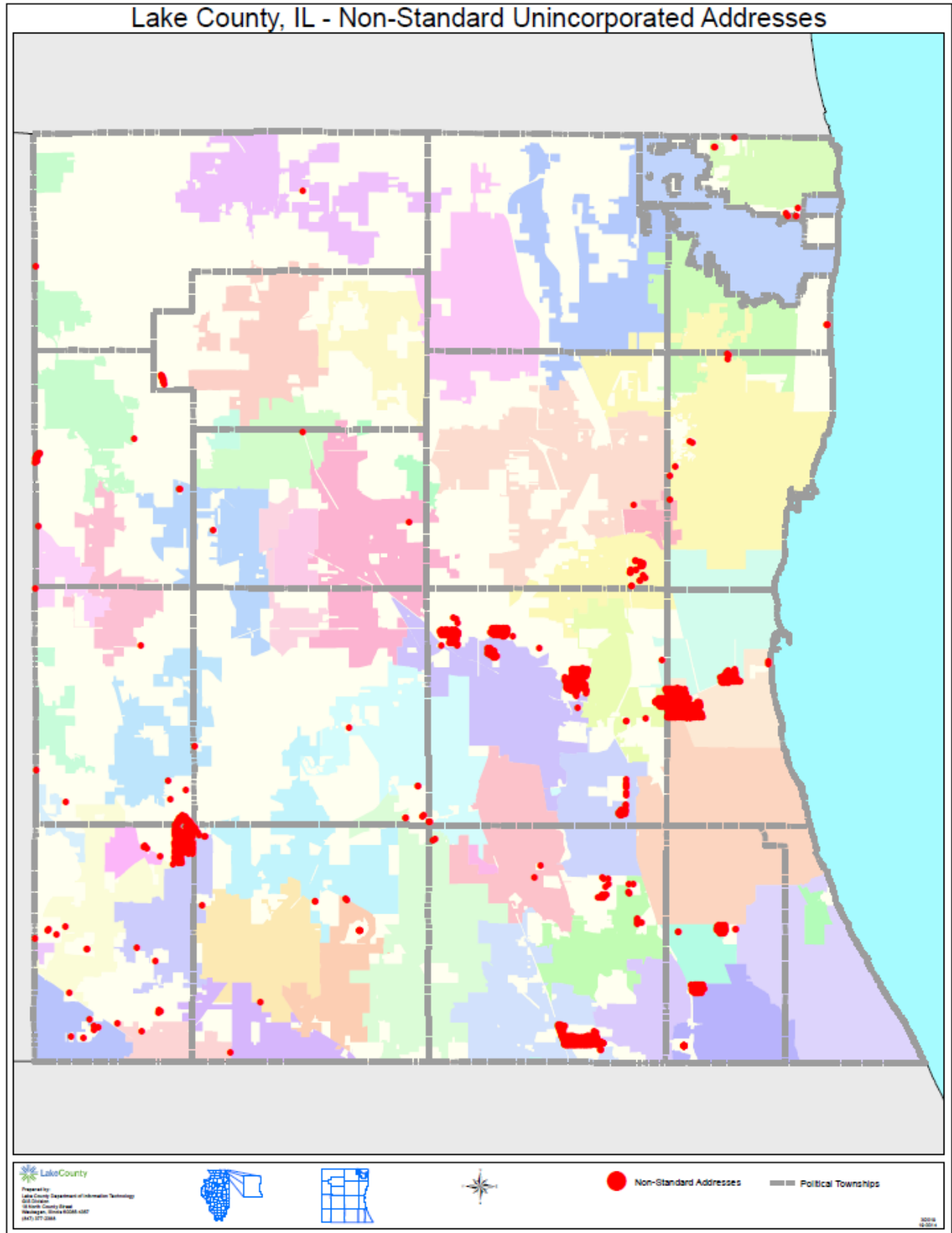


Figure 1: Non-Standard Addresses In Lake County

Regional 9-1-1 Consolidation Planning Project



Purpose

Build an implementation plan to consolidate regional 9-1-1 services in Lake County, Illinois in order to provide the highest quality 9-1-1 service and lasting value for the residents of participating communities.

Background

- Nationwide and within the State of Illinois, Public Safety Answering Points (PSAP)¹ as well as 9-1-1 Authorities, known as Emergency Telephone Service Boards in Illinois (ETSB)², are consolidating to improve delivery of services and provide greater value to the communities and agencies they support.
- Since 2013, Lake County, through the Lake County ETSB, has studied whether consolidating more than a dozen independent primary and secondary PSAPs in Lake County could enhance 9-1-1 service.
- In April 2017, Lake County and the Lake County ETSB received a report they commissioned (“9-1-1 Consolidation Report”) that concluded PSAP consolidation is a mutually beneficial path for public safety entities in Lake County. The potential benefits of PSAP consolidation include:
 - Reduced call transferring
 - Staffing improvements to provide enhanced coverage for 24/7 operations
 - More consistent and effective service delivery
 - Greater opportunities for interagency response and backup
 - Better data sharing between agencies and responders in the field
 - Enhanced interoperability and ability to share information across jurisdictions
 - Operational savings
 - Reductions in future capital investment
 - Elimination of duplicate technology systems and maintenance agreements
- An influence on 9-1-1 consolidation has been Illinois Law (50 ILCS 750/15.4a) which directs a county with a population of at least 250,000 and more than one ETSB to consolidate ETSBs such that no 9-1-1 Authority in the county serves a population of less than 25,000 residents.

Establishment

- The recommendations from the 9-1-1 Consolidation Report were shared with community and public safety representatives. Several public safety leaders agreed that a more detailed examination would be needed to determine service enhancements, operational efficiencies, and financial savings to be achieved with regional PSAP consolidation.
- In Spring of 2018, 21 Lake County public safety entities (PSE’s) agreed through an Inter-governmental Agreement (IGA) to participate in the 9-1-1 Consolidation Implementation Planning Project. The partners are committed to the next phase of 9-1-1 consolidation efforts in Lake County and find it to be in the best interests of the health, safety, and general welfare of not only the residents served by each partner, but all the residents of Lake County.

Core Requirement

- The right public safety resources
 - To the right location
 - With the right information
 - In the shortest amount of time
- AND**
- General safety and situational awareness for responders during a call or incident

¹ A **primary** Public Safety Answering Point (PSAP) is a PSAP to which 9-1-1 calls are routed directly (“9-1-1 Operator”). A **secondary** PSAP is a PSAP to which 9-1-1 calls are transferred from a primary PSAP (e.g. a separate and/or independent fire, EMS, or law enforcement dispatch center).

² Emergency Telephone System Boards (ETSB) are established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 and are appointed by the corporate authorities of any county or municipality to provide for the management and operation of a 9-1-1 system to include overseeing 9-1-1 surcharge money collected from wireless and wire-line telephones.

- The IGA establishes an interim two-tier governance structure (Governance Committees) to serve as the decision-making body on behalf of all participating entities. The approved governance structure is comprised of a Policy Committee (elected officials, city managers) and an Operations Committee (public safety professionals).
- All participating PSEs have contributed to the 9-1-1 Consolidation Project Fund to cover project costs to include a local project manager and consultant services.
- The IGA between participating PSEs agrees to use Lake County as its administrative agent for entering into contracts, making payments, receiving dues or grants or other revenue, and for providing financial accounting.
- The Governance Committees (Policy and Operations Committees) conduct meetings in accordance with the Illinois Open Meetings Act, 5 ILCS 120/1 *et seq.* For administrative convenience, Governance Committees use the Lake County meeting notice and agenda system found at <https://lakecounty.legistar.com>.

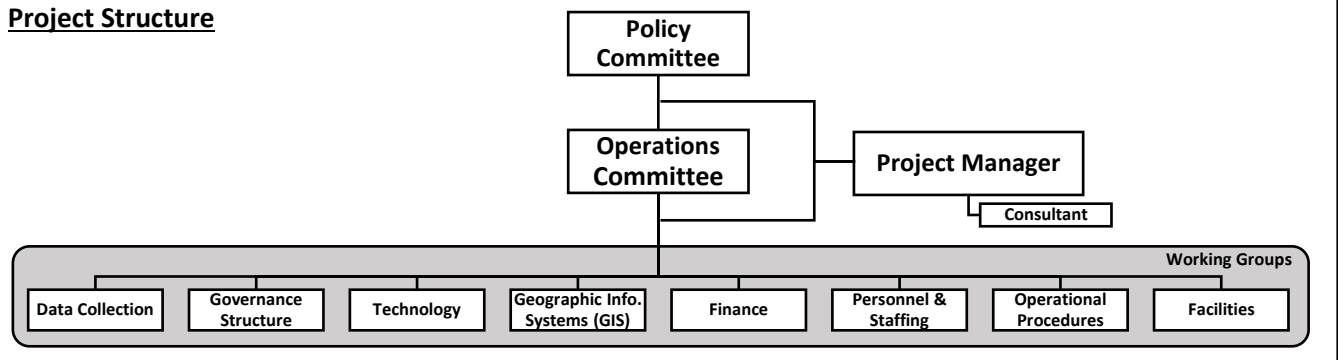
Participating Lake County Public Safety Entities (PSEs)

- | | |
|---|--|
| 1. Barrington, Village of | 12. Lincolnshire, Village of |
| 2. CenCom E9-1-1 | 13. Mundelein, Village of |
| 3. Countryside Fire Protection Dist. | 14. North Chicago, City of |
| 4. Fox Lake, Village of | 15. Northeast Lake County Consolidated ETSB (Gurnee & Zion) |
| 5. Grayslake Fire Protection Dist. | 16. Round Lake, Village of |
| 6. Greater Round Lake Fire Protection Dist. | 17. Round Lake Beach, Village of |
| 7. Gurnee, Village of | 18. Vernon Hills, Village of |
| 8. Lake County | 19. VHLL Joint ETSB [Vernon Hills, Libertyville, Lincolnshire] |
| 9. Lake County ETSB | 20. Wauconda Fire Protection Dist. |
| 10. Lake County Sheriff's Office | 21. Waukegan, City of |
| 11. Libertyville, Village of | |

Progress

- 21 PSEs are working together through regular meetings of the Policy Committee, Operations Committee, and various working groups. A consultant has been hired to support the local Project Manager in the development of the plan.
- The Data Collection Working Group is compiling data (call volume and incidents, technology, facilities, staffing, and finance data) collected from partner agencies.
- The Geographic Information System (GIS) Working Group was formed to directly address Next Generation 9-1-1 mapping standardization and requirements.
- The Personnel and Staffing Working Group is capturing benefits and standard staff functions across partner agencies.
- The Operational Procedures Working Group is compiling local and national operational standards and best practices.
- The Facilities Working Group is reviewing current facilities and proposals for future consolidated centers.
- The Governance Structure Working Group is reviewing options for management and oversight structures.
- The Finance Working Group is reviewing and normalizing current expense data from partners.
- The Technology Working Group is developing shared requirements for future systems.
- Expectation is for a 9-1-1 Consolidation Implementation Plan to be approved by the Policy Committee by early 2020.

Project Structure



Point of Contact: Mr. Jim Hawkins / Project Manager / Regional 9-1-1 Consolidation Project / jhawkins@lakecountylvil.gov / 847-421-8762