Regional 9-1-1 Consolidation

Update to Lake County L&J Committee

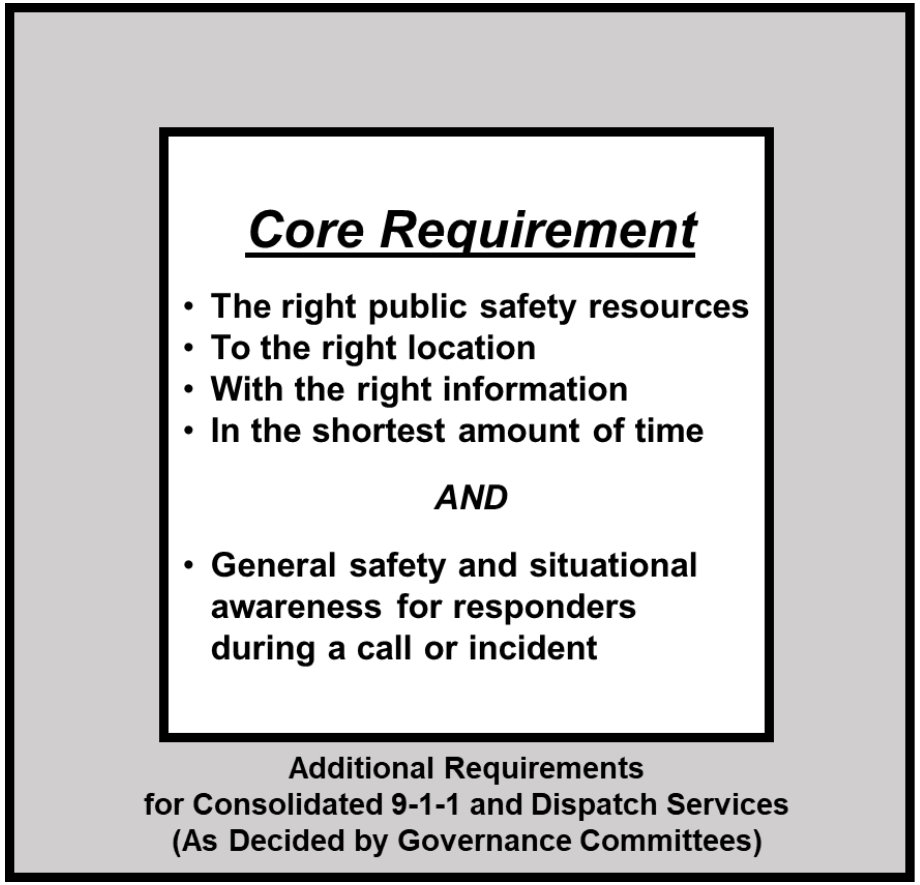
January 25, 2022

Consolidation Planning Project

Purpose

Regional 9-1-1 Consolidation

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

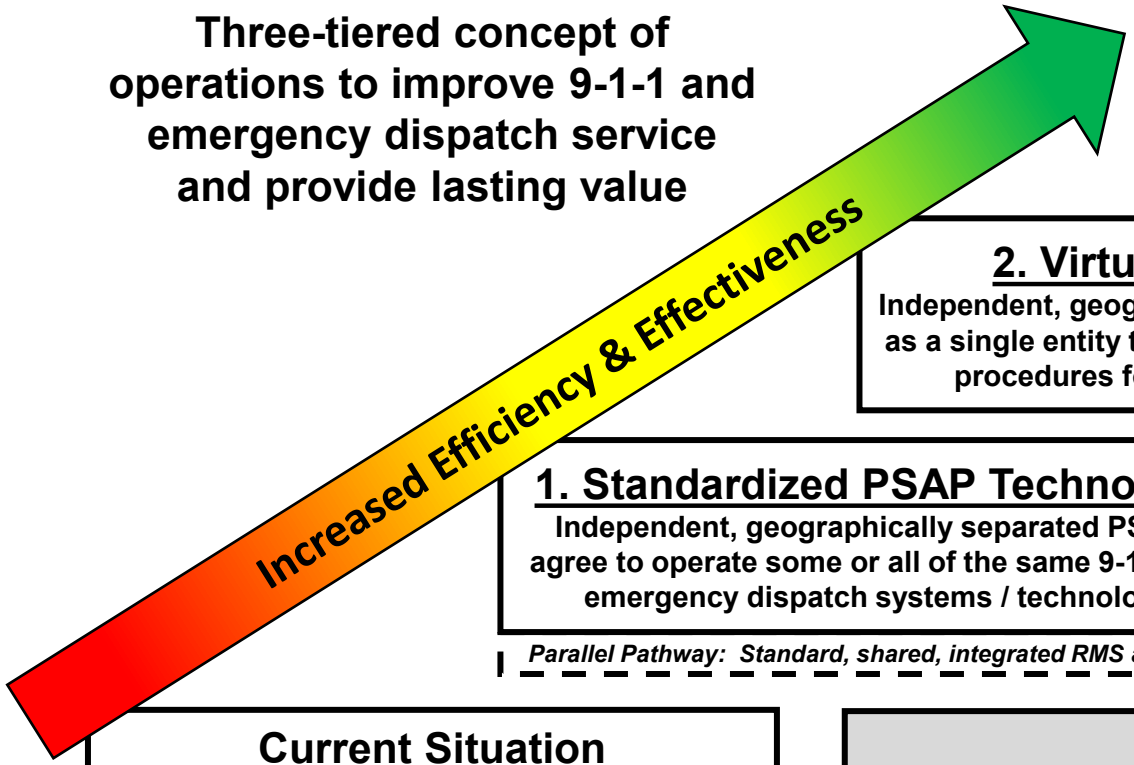


Concept of Operations

Three Tiers Defined in Dec. 6, 2019 Implementation Plan

Regional 9-1-1 Consolidation

Three-tiered concept of operations to improve 9-1-1 and emergency dispatch service and provide lasting value



3. Full (Physical) PSAP Consolidation
Decrease total number of PSAPs. Single entity or agency formed through an IGA between members that operate one (or more) physical PSAP(s)

Could be more than one consolidated entity or agency

2. Virtual PSAP Consolidation
Independent, geographically separated PSAPs who operate as a single entity through shared technology, policies, and procedures formalized in an IGA between PSAPs

1. Standardized PSAP Technology
Independent, geographically separated PSAPs agree to operate some or all of the same 9-1-1 and emergency dispatch systems / technology

Parallel Pathway: Standard, shared, integrated RMS and JMS

Individual partners decide if and when they participate in planning or execution for each tier

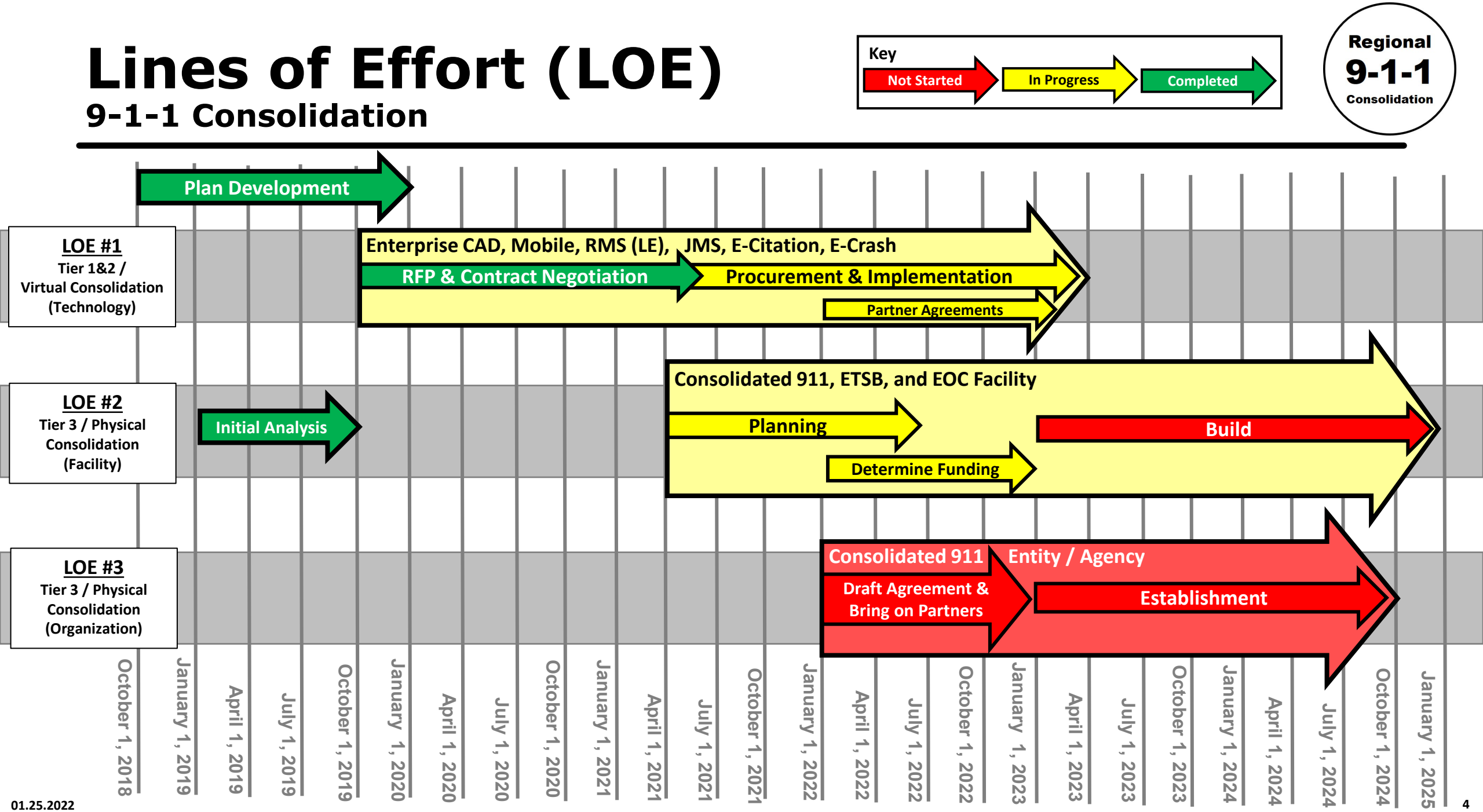
Current Situation
Independent, geographically separated PSAPs (8 primary, 1 secondary)

Assessment Criteria
(9-1-1 and Emergency Dispatch)

- How does each tier improve service?
  - Improve getting the right public safety resources, to the right place, with the right information, in the shortest amount of time
  - Decrease call transfers
- How does each tier decrease technology costs?
- How does each tier decrease facilities costs?
- How does each tier decrease personnel / staffing costs?
- What does each tier do to the competitive environment?

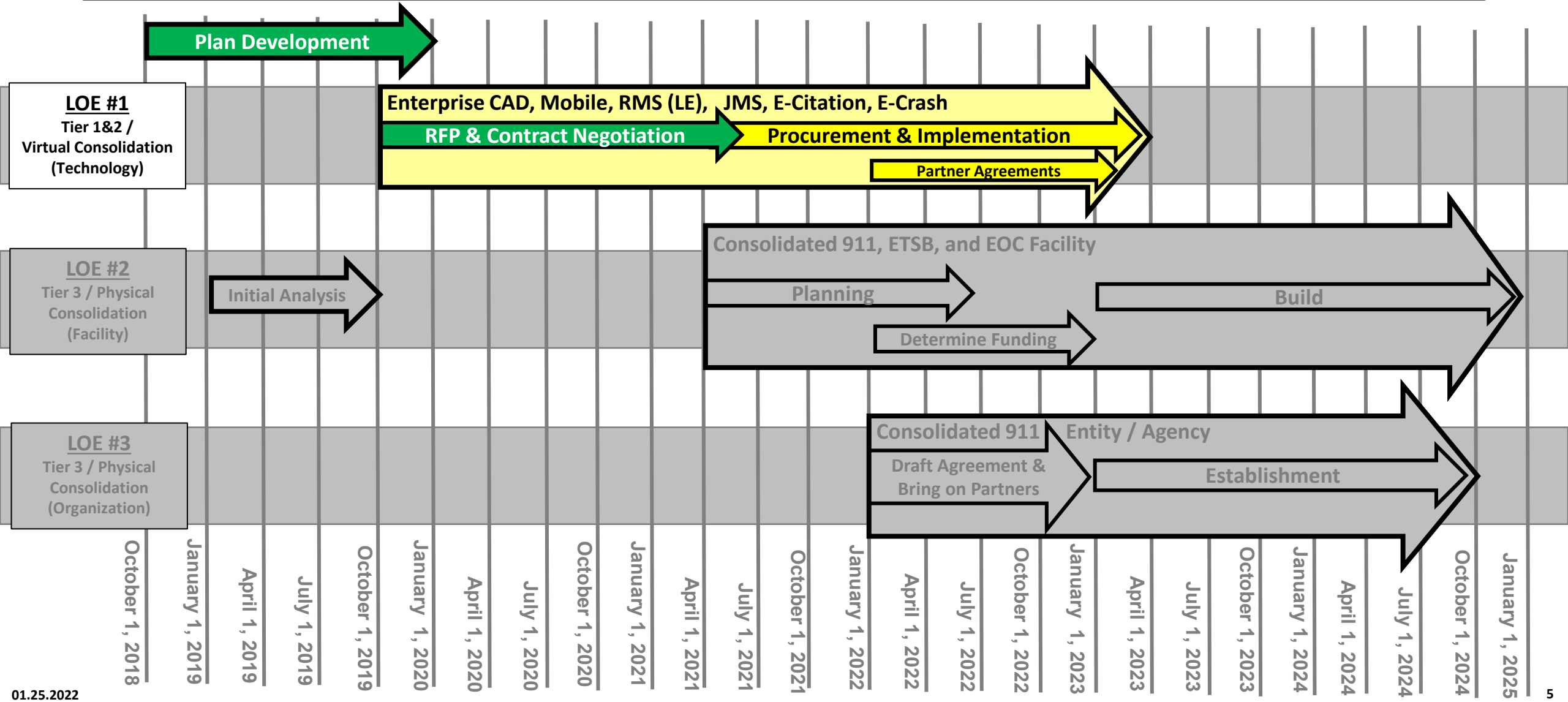
Lines of Effort (LOE)

9-1-1 Consolidation



Lines of Effort (LOE)

9-1-1 Consolidation



Consortium
Standard Technology Procurement

Regional 9-1-1 Consolidation

- Expanded mission to include coordinating the procurement of a <u>shared, scalable, integrated, enterprise family of public safety systems</u>
  - Computer aided dispatch (CAD)
  - Mobile messaging
  - Records management systems (RMS) – Law Enforcement
  - Jail management system (JMS)
  - E-Citation and E-Crash

Contracts
General

Regional 9-1-1 Consolidation

- Consortium committed to the process - Lake County the administrative agent
- April 2020, issued a Request for Proposal (RFP) to contract for a scalable, shared, integrated, enterprise family of systems
- RFP extended to 47 vendors - proposals received from nine vendors (June 2020)
- In accordance with evaluation criteria, Consortium's selection team determined that the proposal submitted by Tyler Technologies, Public Safety Division, Troy, Michigan is the most qualified and favorable proposal for the 9-1-1 Consortium
- Resolutions authorizing two contracts with Tyler Technologies, Public Safety Division, Troy Michigan for licensing, software and implementation services for the replacement of CAD, Mobile, RMS, JMS, E-Citation, and E-Crash software
- Both contracts approved by Lake County Board on May 11, 2021

Contract (Sheriff's Office)
RMS, JMS, E-Citation, E-Crash

Regional 9-1-1 Consolidation

- Lake County Sheriff's Office is the Consortium's executive agent for this scalable, shared, integrated, enterprise RMS, JMS, E-Citation, and E-Crash software
- Joint resolution authorizing a contract with Tyler Technologies, Public Safety Division, Troy, Michigan, in the amount of $2,831,209 for the replacement of the Lake County Sheriff's Office RMS, JMS, E-Citation, and E-Crash software
- Includes the software, professional services, implementation services, and training
- Software maintenance and third-party hardware, software and services are estimated in the annual amount of $426,336 for years two through five with an annual increase not to exceed three percent and not to exceed four percent for years six through 10
- Funds allocated in FY2020 budget (carried over to FY2022)

High-Level Implementation Timeline * *(as of 1/2022)*

Started | Not Started | Go-Live

Phase / Stage	May – Aug 2021	Sep – Dec 2021	Jan – Mar 2022	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	July – Sep 2023	Oct 2023 <
Initiate & Plan										
Assess & Define										
Prepare Solution (Configuration + Training)	Custom Enhancements		Software install + readiness review							
Production Readiness										
Production (Go-Live)									Proposed Go-Live * May 2023	
Implementation Close										
Post Go-Live Support & System Optimization										

Timeline not yet finalized and adopted with full team. Continue working through iterations of the Project Plan as resources from Tyler are scheduled.

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Way Ahead – RMS Implementation

Regional 9-1-1 Consolidation

- Work with partners to finalize the IGA for RMS
- Formally bring RMS partners onboard with signed IGAs
- Each partner determines and finalizes data conversion plan
- IGAs will be come through the L&J Committee on way to the Lake County Board
- Separate IGA being drafted for e-citation and e-crash
- Monitor and report on implementation progress

Questions