

PSAP Consolidation Committee (PCC)



PSAP Consolidation Final Report

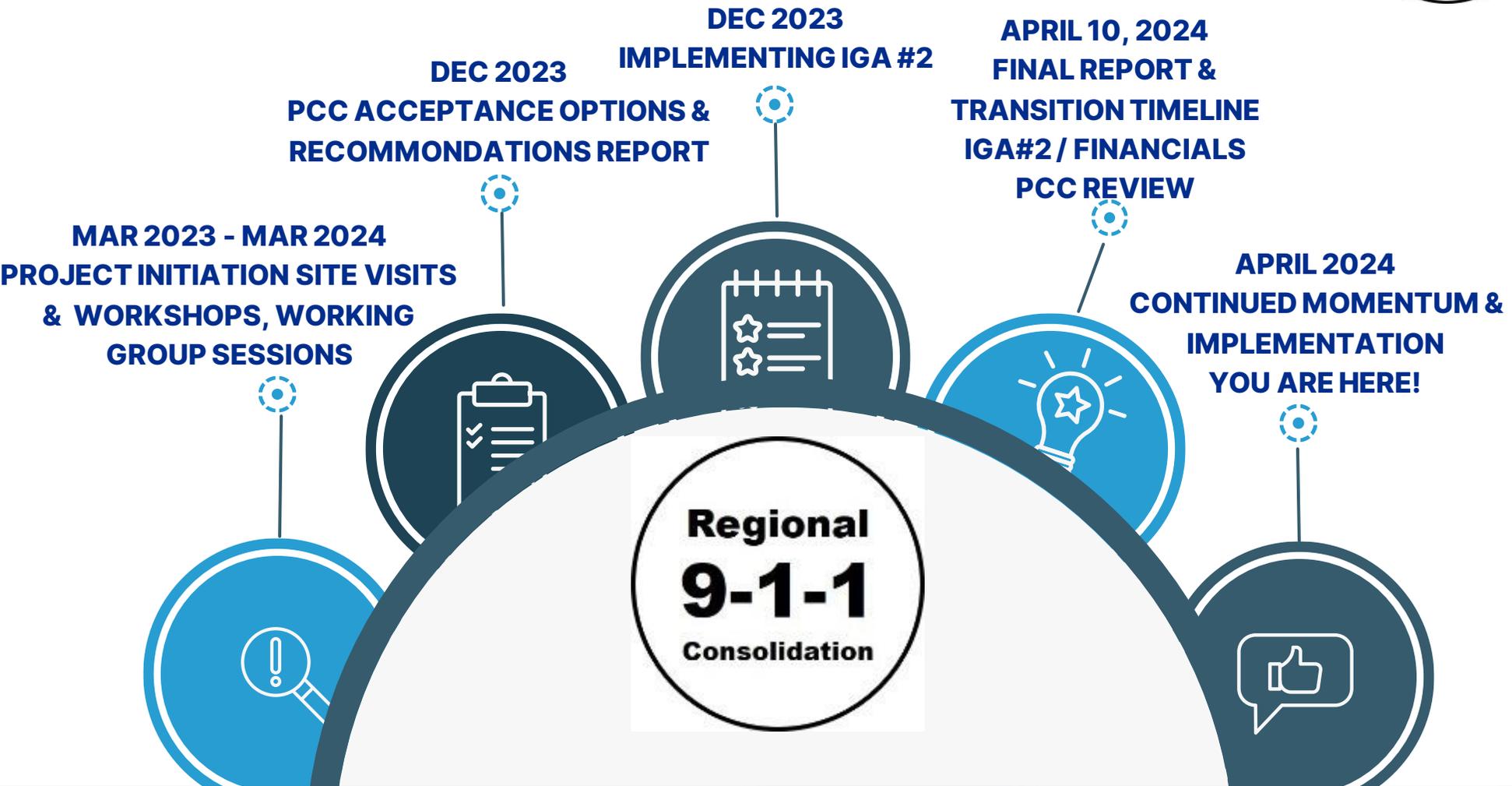
April 10, 2024

Final Report Agenda



1. Progress Report
2. Key Factors for Consolidation Success
3. Challenges & Recap Key Items
4. Highlights from the Final Report
 - LakeComm Staffing
 - Finance
5. LakeComm Best Practice Models
6. Transition Plan Detail
7. *FE* Support Summary of Deliverables
8. Questions

Roadmap & Progress Report

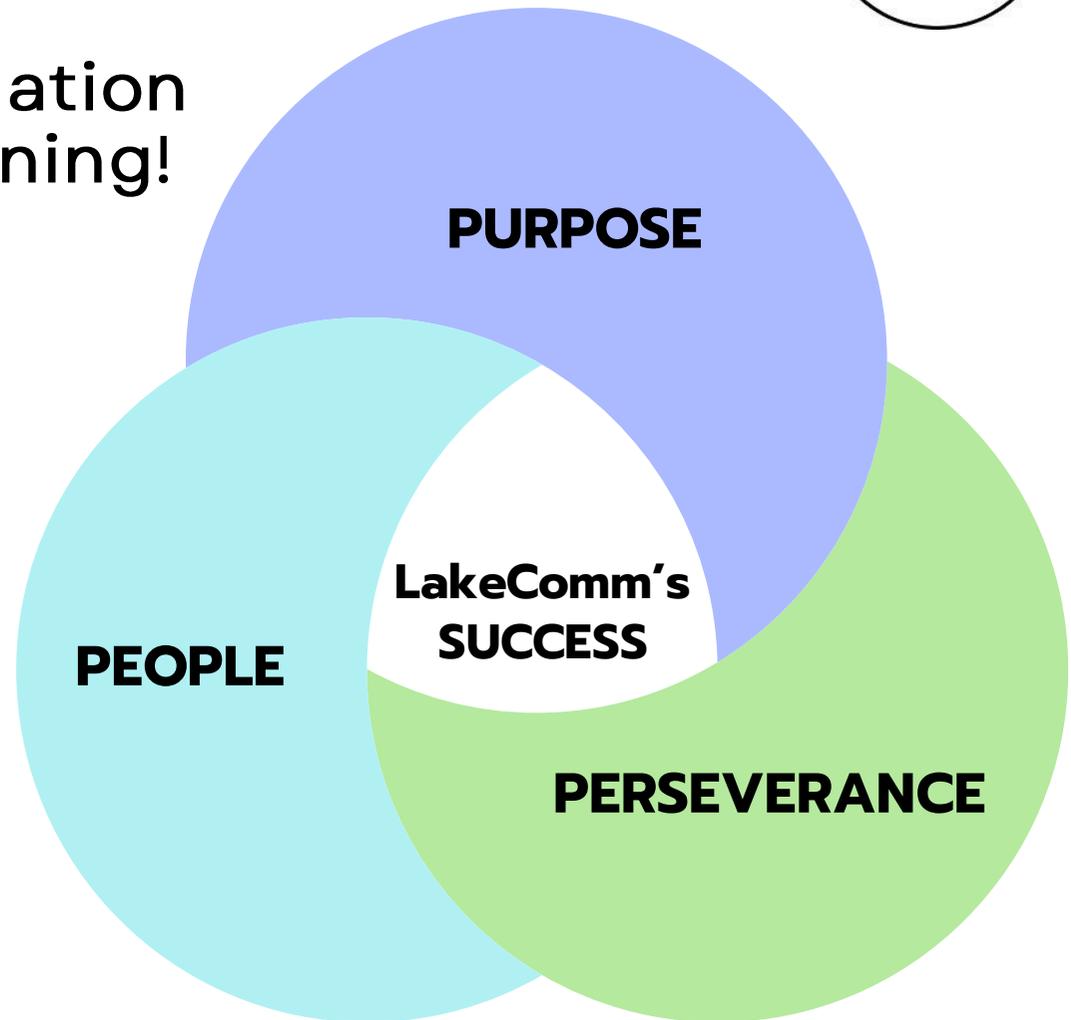


Key Factors in Consolidation Success



You've beat the consolidation odds; you're already winning!

- People-centered approach
- Remember *WHY* you're doing this; refer back to your purpose regularly
- Make intentional pit stops to assess, adjust & keep going!



LakeComm PSAP Consolidation

Putting the Pieces Together

Purpose:

The *Why*
Continued Consideration / Sustainability of Existing PSAP Operations and Personnel

Governance:

Implementing IGA #2 and LakeComm J/ETSB IGA Drafted and Governance Defined

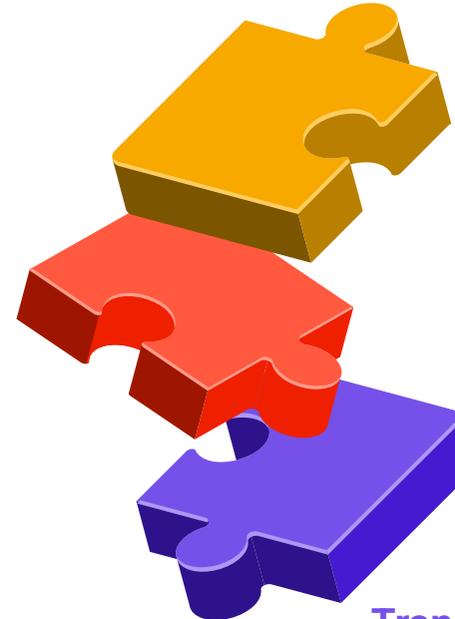


Roadmap / Transition Plan:

Month-by-Month Suggested Transition Tasks Clearly Defined (Governance, Operations, Technology, and Finance).

Cost-Sharing:

Fair & Equitable Model
Cost-Sharing Criteria for Fire/EMS/LE
Encourages **Opt-In** vs. Opt-Out
Transition Costs and Future
LakeComm Budget Defined



Buy-In / Participation:

Options and Recommendations (*PCC Acceptance*)
Final Report / Transition Timeline (Pending PCC Endorsement)
Outreach, Educate, and Socialize

Transition:

Forward Momentum

Hire an *Interim* Executive Director **ASAP**
Establish a Transition Team
Prepare to Execute the Governance IGA's

PSAP Consolidation: Challenges & Barriers



PSAP Consolidation Begins

LakeComm Hiring Plan Established
Substantial Building Completion
State 9-1-1 Approves LakeComm Consolidation Plan

Stakeholders Recommit & Opt In

Interim LakeComm Director Hired, IGA #2/New JETSB Signed, Transition Plan & Team Established, Consolidation Plan Drafted, Member Board/Executive Committee

Stakeholders Opt-Out

Creates Uncertainty of Purpose & Commitment
Cost Defined Creating Additional Caution and Doubt

You Are Here

Momentum Builds

Governance Built
Staffing Plan Takes Shape
Sustainability Plans Technology
Budget Defined
ROC Facility Build

Political Will

Shared Vision and Purpose
IGA 1 Executed and PCC Governance & COOP Established
Significant Investment in Shared Technology
Capital Investment in ROC Facility (Future LakeComm PSAP)

LakeComm Finance

LakeComm Staffing

HORIZONTAL MODEL

Separate Call-Taker, Dispatcher, and Supervisory Roles

TURNOVER

National Turnover Rate Average is 8-10 percent
Existing PSAP Turnover 12 percent
FE Recommendation: Account for Turnover in Final Staffing Numbers

RECOMMENDED VS. MINIMUM

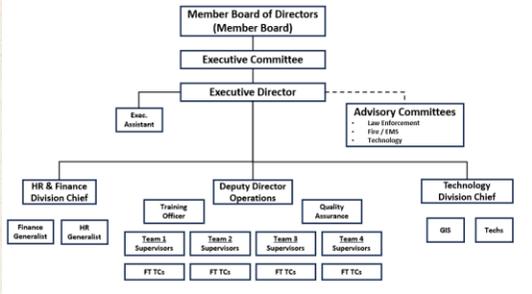
Three Staffing Models Proposed
109, 104, 99 Telecommunicators
Vertical (99 TCs) - Not Recommended by *FE*

HIRING PRIORITY

Interim Executive Director - Most Expedient and Best Path to LakeComm Transition Planning
Recruit for Permanent ED when LakeComm Established and Consolidation Plan Approved

SUSTAINABILITY

Existing Staff a Priority
Compensation Consideration that Offers Reassurance to Existing Telecommunicators
Hiring Plans
IMRF Process



**Agency Data Validated
Cost Sharing Criteria
Evaluated**



**Cost-Sharing
Models & Tools
Developed**

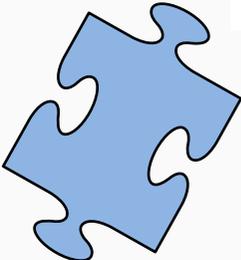


**Socialize, Finalize,
and Update IGA #2**



- **Block #1: Core Budget**
 - **\$3,600,000*** to \$4,100,000
- **Block #2: Telecommunicator and Shift Supervisor staffing options:**
 - \$14,600,000 - 109 TCs and Shift Supervisors (FE Min model)
 - **\$14,000,000*** - 104 TCs and Shift Supervisors (Mod Min model)
 - \$13,400,000 - 99 TCs and Shift Supervisors (Hybrid 99 model)

} Range for planning
- Total/gross budget estimate (full cost, 104 TCs, 116 total pers, no MDCs)
 - **\$17,600,000***



LakeComm Personnel Costs

**Agency Data Validated
Cost Sharing Criteria
Evaluated**



**Cost-Sharing
Models & Tools
Developed**

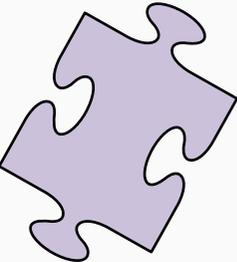


**Socialize, Finalize,
and Update IGA #2**



\$14,600,000 Total personnel cost (\$14,100,000)

- **Each team (4 teams):**
 - **Shift Supervisors: 4.5**
 - **Dispatchers (TC 2): 12.75**
 - **Call Taker (TC 1): 10**
- **Positions “On Shift”**
 - **Shift Supervisors: 3**
 - **Dispatchers (TC 2): 11**
 - **Call Taker (TC 1): 4-10 (8 Average)**



<u>Title</u>	<u>Division</u>	<u>Qty.</u>
Executive Director	Administrator	1.0
Administrative Assistant	Administrator	0.5
HR / Finance Director	Administrator	1.0
Finance Analyst	Administrator	0.0
HR Analyst	Administrator	0.5
Deputy Director / Operations Manger	Operations	1.0
QA/QI Manager	Operations	1.0
Training Manager	Operations	1.0
Shift Supervisor	Operations	18.0
Telecommunicator 2 (Dispatch + CT)	Operations	51.0
Telecommunicator 1 (Call Taker)	Operations	40.0
Alarm Board Operators (PT)	Operations	0.0
Technology Manager	Technology	1.0
GIS Coordinator	Technology	1.0
IS Technician	Technology	4.0
Total		121.0

Figure 6 - 109 Telecommunicators

Minimum Staffing Breakdown

**Agency Data Validated
Cost Sharing Criteria
Evaluated**



**Cost-Sharing
Models & Tools
Developed**



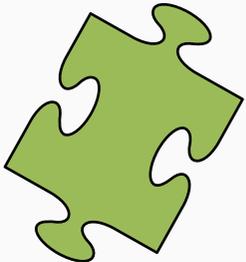
**Socialize, Finalize,
and Update IGA #2**



- \$8M to \$8.5M per year of 9-1-1 surcharge funds
- \$7.5M approved for authorized LakeComm expenses
 - \$2.1M for PSAP technology and 9-1-1 systems (Mobile Data Computers not included)
 - \$5.4M for staff and operations
- Budget:

\$17,600,000 – Total/Gross Budget
- \$7,500,000 – Surcharge Revenue

\$10,100,000



**9-1-1 Surcharge Funds – Offset
LakeComm Budget**

**Agency Data Validated
Cost Sharing Criteria
Evaluated**



**Cost-Sharing
Models & Tools
Developed**



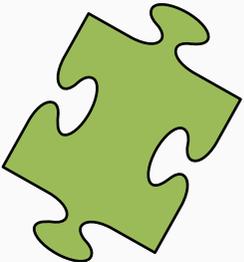
**Socialize, Finalize,
and Update IGA #2**



- Additional revenue - \$1,000,000
 - Lake County “share”
 - Additional surcharge funds for authorized expenses
 - Non-partner share of technology expenses (CAD, etc.)
 - Reserves, contingency, deferred payment for debt service
- Additional budget reductions

- Budget:
\$10,100,000
- \$1,000,000 – Additions, Revenue, offset

\$ 9,100,000 – Net Budget to be split between all agencies



**Opportunities for Additional
Offsets to the LakeComm Budget**

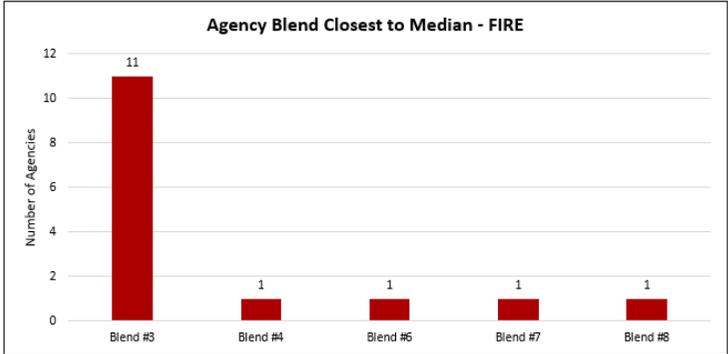
**Agency Data Validated
Cost Sharing Criteria
Evaluated**



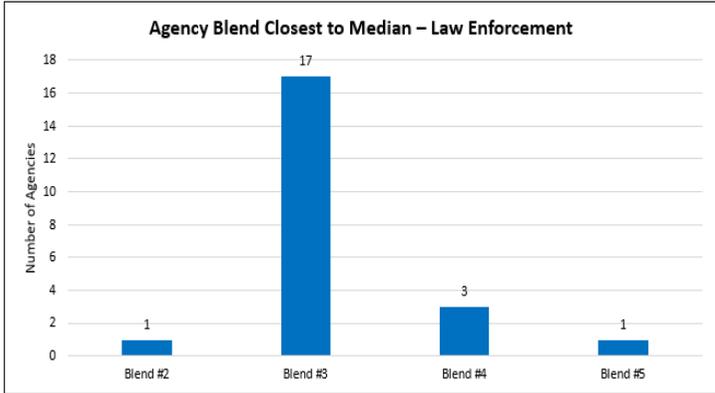
**Cost-Sharing
Models & Tools
Developed**



**Socialize, Finalize,
and Update IGA #2**



BLEND #1	Calls/Sworn - 50%, Population - 50%, EAV - 0%
BLEND #2	Calls/Sworn - 50%, Population - 0%, EAV - 50%
BLEND #3	Calls/Sworn - 39%, Population - 39%, EAV - 22%
BLEND #4	Calls/Sworn - 45%, Population - 45%, EAV - 10%
BLEND #5	Calls/Sworn - 50%, Population - 25%, EAV - 25%
BLEND #6	Calls/Sworn - 25%, Population - 50%, EAV - 25%
BLEND #7	Calls/Sworn - 60%, Population - 20%, EAV - 20%
BLEND #8	Calls/Sworn - 20%, Population - 60%, EAV - 20%
BLEND #9	Calls/Sworn - 35%, Population - 35%, EAV - 30%



BLEND #1	Calls/Sworn - 50%, Population - 50%, EAV - 0%
BLEND #2	Calls/Sworn - 50%, Population - 0%, EAV - 50%
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BLEND #8	Calls/Sworn - 20%, Population - 60%, EAV - 20%
BLEND #9	Calls/Sworn - 35%, Population - 35%, EAV - 30%

Cost-Share Breakdown

LakeComm – Best Practice Models

Roadmap To Consolidation - LakeComm Models of Success



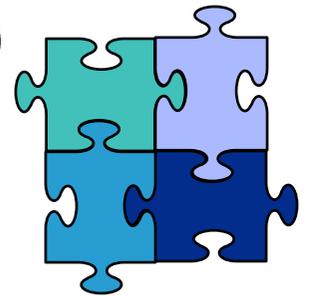
Transition – Detailed Plan

LakeComm Transition



Phased Approach:

- Phase 1 – First and Second Quarter 2024
- Phase 2 – Third and Fourth Quarters 2024 to Substantial Building Completion
- Phase 3 – Substantial Building Completion, LakeComm occupancy for installation, testing, and training
- Phase 4 – First PSAP(s) Transition to LakeComm and Go-Live (target July 1, 2025)
- Phase 5 – Post Cutover



Transition Plan & Timeline

Regional
9-1-1
Consolidation



PHASE 1 Q1/Q2 2024 EXEC DIRECTOR NOT HIRED YET

- **Hiring Exec Director (or Interim) is priority**
- Socialize IGA #2 & JETSB IGA
- Review & Decide Recommendations
- Establish HR for LakeComm
- Establish Transition Team
- Technology Transition & Implementation
- ROC Facility Outfitting
- **LakeComm cost sharing model socialized / finalized.**



PHASE 2 Q3/Q4 2024 TO SUBSTANTIAL BUILDING COMPLETION

- **Execute IGA #2 JETSB IGA**
- Review & Decide Recommendations
- **Establish Governance Boards**
- **Transition Plan** Developed & Approved
- Talk Group Consolidation Planning
- **LakeComm Transition Team Implemented**
- 5 Year Strategic Plan
- Prepare / Submit Consolidation Plan
- Staffing Plan/ Recruiting
- SOP Drafts
- Finalize Technology Transition



PHASE 3 Q1/Q2 2025 PRE-CUTOVER

- **Building Occupancy**
- **LakeComm set up**
- **Testing & Training**
- Cutover Activities
- Member Board & Exec Committee Actions
- **PSAP Consolidation Plan Approval**
- Staff recruiting, hiring & training
- ROC Facility Testing & Acceptance
- Each **PSAP Cutover Plan** developed
- **Go/No Go Decision** for LakeComm Cutover - Operations & Technology
- ROC Facility Occupancy



PHASE 4 CUTOVER

- Board Member & Exec Committee Actions
- **First PSAPs Go Live**
- **System Review & Issues Reporting**
- Prep for Go Live #2



POST CUT OVER

- Continued issue reporting, review and resolution
- Shared learning from findings

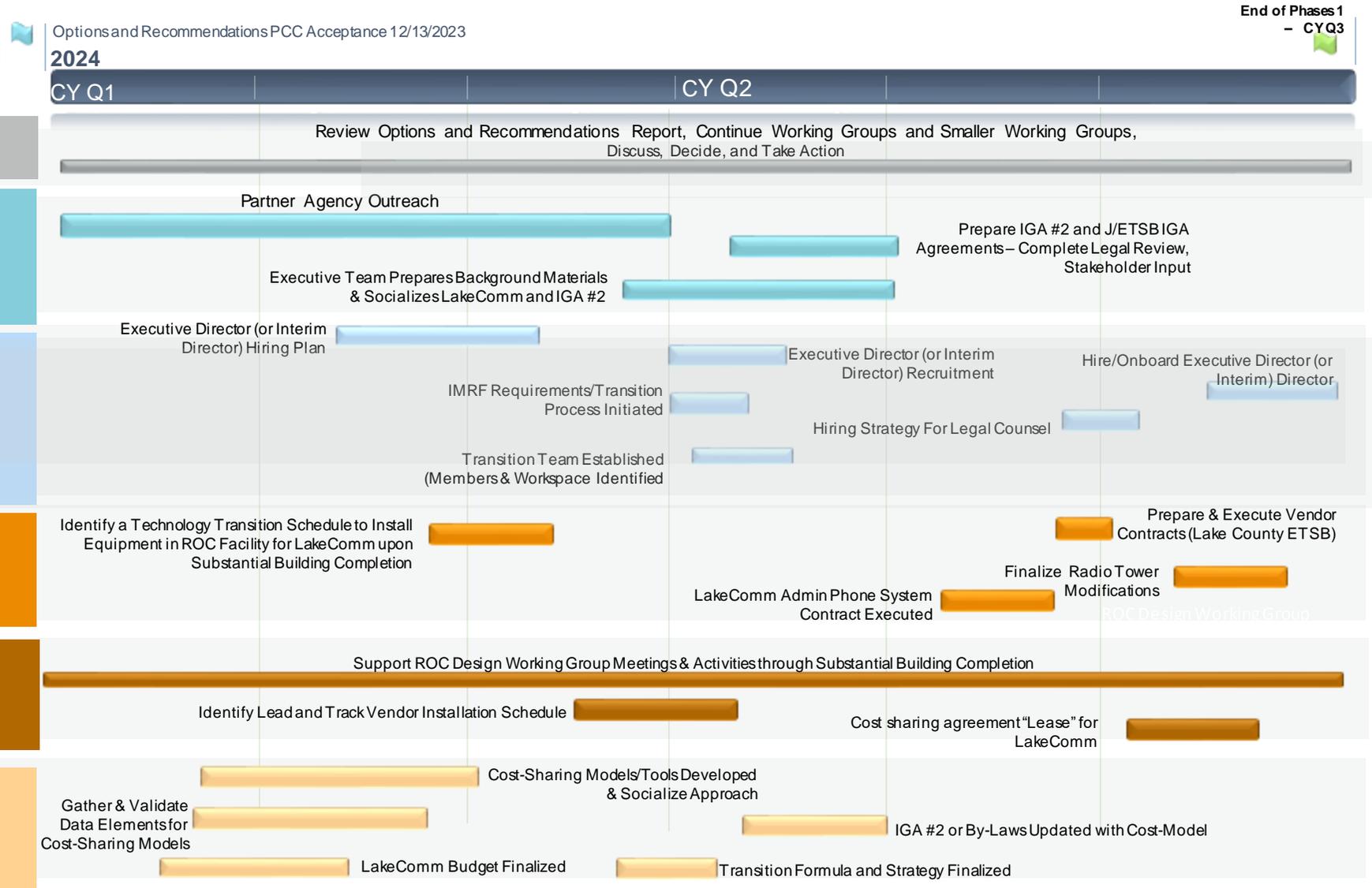
Key Transition Milestones



1. Executive Director (Interim Hired) and Onboarded
2. Enabling IGA (IGA#2) signed by participating agencies
3. Transition Team operational
4. Contracts executed for LakeComm technology installation and testing
5. J/ETSB IGA signed by Member Jurisdictions
6. LakeComm Consolidation Plan filed and approved by the State of Illinois 9-1-1
7. Member Board and Executive Committee established
8. LakeComm staff hired and trained
9. Substantial ROC Building Completion and readiness for occupancy
10. Technology for LakeComm installed and tested
11. Future LakeComm personnel hired

LakeComm Transition – Phase 1

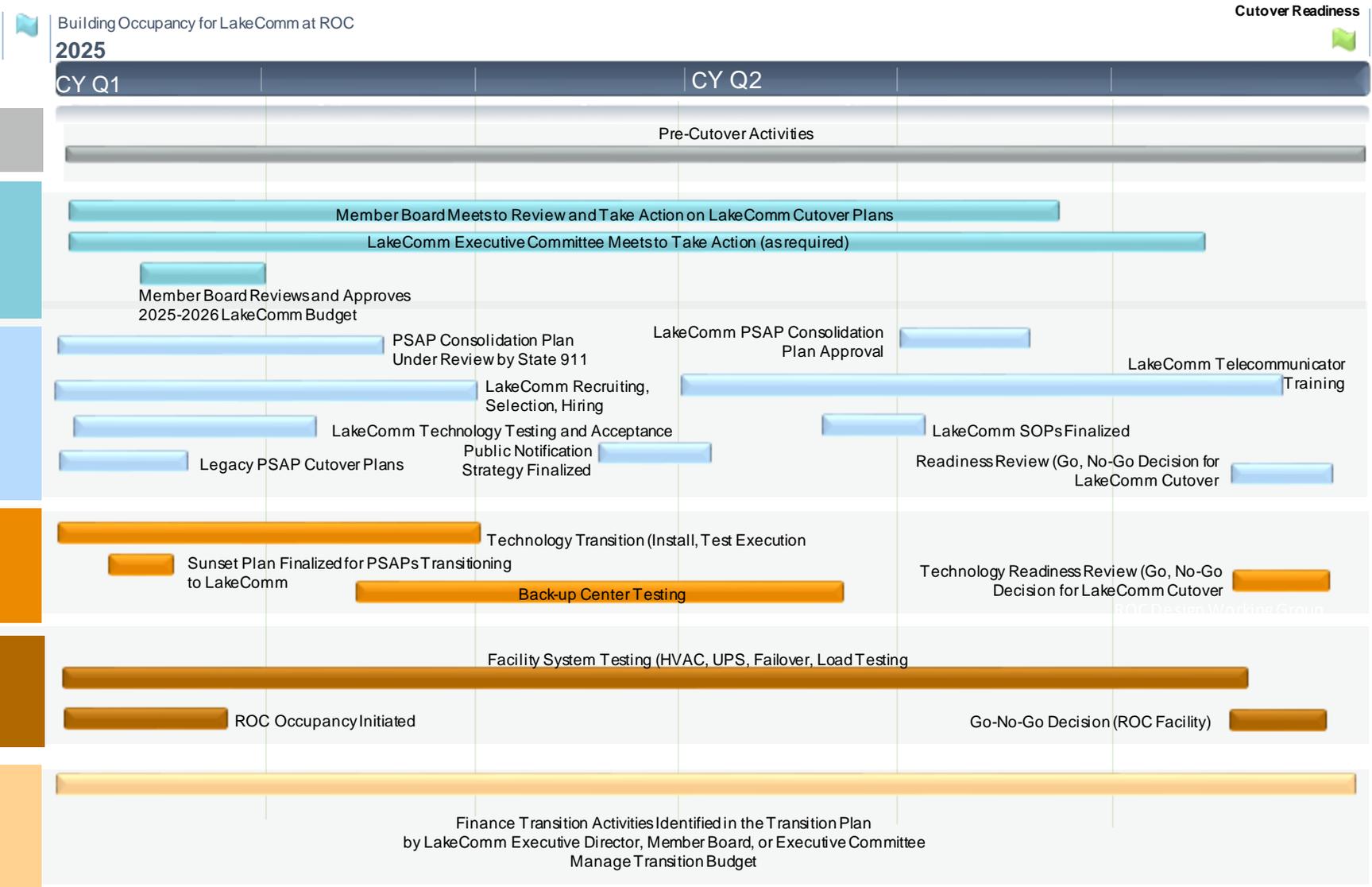
(Jan 1, 2024 – June 30, 2024)



Note: quarters are on a calendar basis, e.g., Q1 is considered, January through March

LakeComm Transition – Phase 3

(Jan 1, 2025 to LakeComm Cutover)



Note: quarters are on a calendar basis, e.g., Q1 is considered, January through March

LakeComm Transition – Phase 4

(~ July 1, 2025 to LakeComm “Live Operations”)

Go-Live Readiness Approved

2025

CY Q3

CY Q4

Governance

LakeComm Member Board, LakeComm Executive Committee, Advisory Committees, and Lake County J/ETSB Meet per IGA #2 or Supporting IGA and By-Laws

Operations

- Day in the Life Training
- First PSAP Cutover to LakeComm
- Subsequent PSAPs Cutover to LakeComm

- Public Notification

Technology

Go-Live activities detailed in the final Transition and Cutover Plans

Facility

Go-Live activities detailed in the final Transition and Cutover Plans

Finance

Go-Live activities detailed in the final Transition and Cutover Plans

Note: quarters are on a calendar basis, e.g., Q1 is considered, January through March

FE Support Summary



- **Deliverable A:** Project Work Plan and Timeline – Complete / Accepted
- **Deliverable B:** Options and Recommendations by Area – Complete / Accepted
- **Deliverable C:** Implementing IGA (IGA #2) and Supporting Detailed Documents and Plans– Complete, Endorsement Pending with PCC
- **Deliverable D:** Final Report and Transition Plan – Delivered, Executive Presentation 4/10/2024, Acceptance Pending

FE Support Summary



- **Deliverable E:** Executive Director Position Description
- **Deliverable G:** Development of the Full Library of Standard Operating Procedures, Guidelines, and Policies – Complete / Accepted



