



6.1

**Transition Manager
(and Executive Agent)
Update**

July 10, 2024

9-1-1 Consolidation Report (2013 -2017)

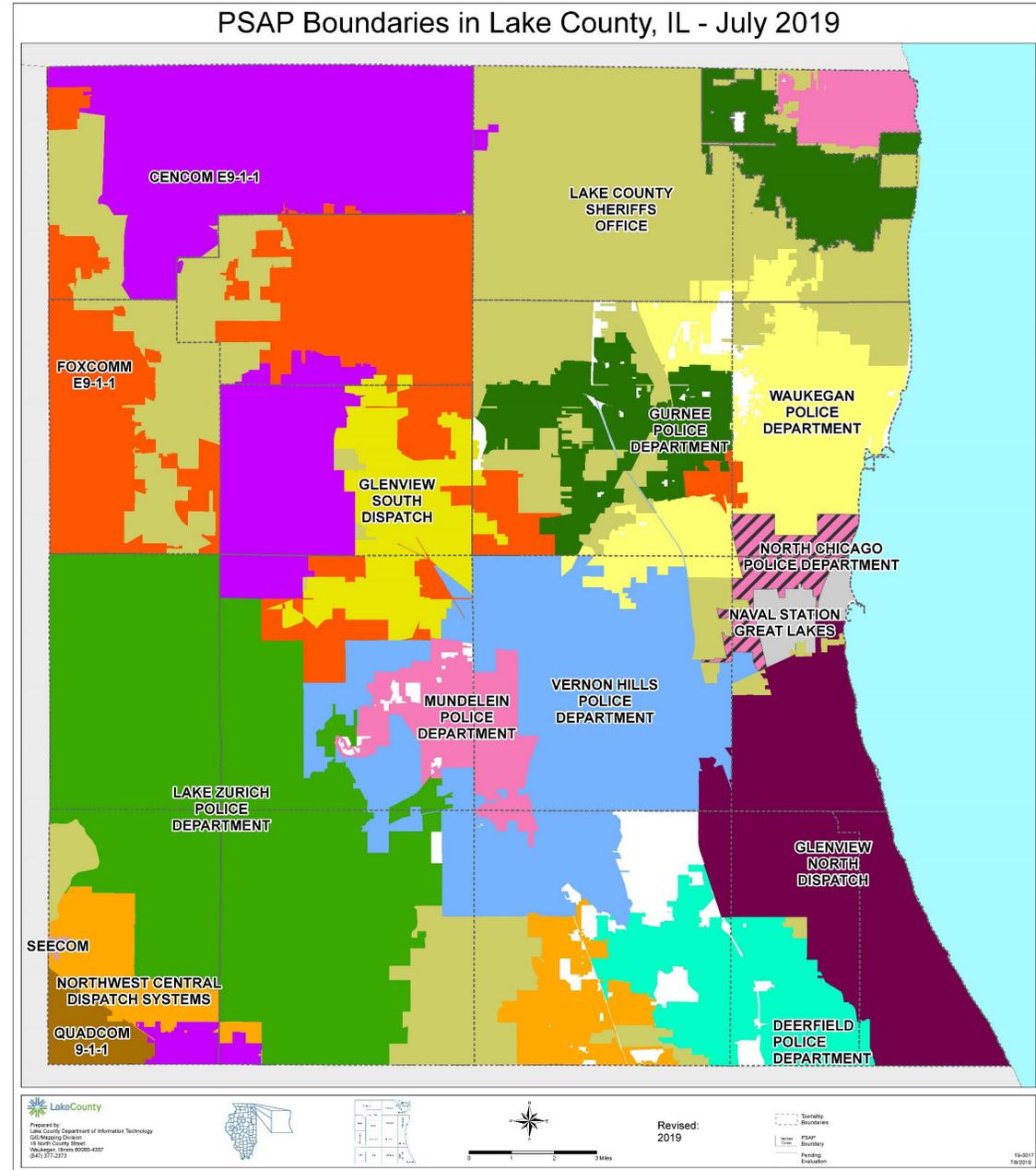
- In April 2017, Lake County and the Lake County ETSB received a report they commissioned (“9-1-1 Consolidation Report”) that concluded PSAP consolidation is a mutually beneficial path for public safety entities in Lake County
- The potential benefits of PSAP consolidation include:
 - Reduced call transferring
 - 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
 - Reductions in future capital investment
 - Elimination of duplicate technology systems and maintenance agreements
 - Operational savings

Current Environment

PSAP Boundaries

Problem: Call Transfers

- More than 12 PSAPs serving Lake County
- Wireline 9-1-1 calls follow these boundaries
- Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries



Purpose (2018 – 2022)

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

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

Additional Requirements
for Consolidated 9-1-1 and Dispatch Services
(As Decided by Governance Committees)

Lines of Effort (LOE)

9-1-1 Consolidation



1. Software - Public Safety Software Modernization Project - Lake County
2. Facility - Regional Operations and Communications (ROC) Facility
3. Agency - Lake Consolidated Emergency Communications (LakeComm)
4. JETSB - New Joint Emergency Telephone System Board

PSAP Consolidation Cmte (2022-Present)



IGA #1 –*Planning IGA (As Amended, Effective March 1, 2024)*

- Focus: (1) Maintain operations and employees, (2) with partners, draft IGA #2 (Implementing IGA)
- Participating PSAPs agree to:
 - **“(D)evelop an Implementing Intergovernmental Agreement (“Implementing IGA”) that establishes a NEW CONSOLIDATED PSAP in Lake County, Illinois to replace and consolidate the PSAPs operated by the Parties in this Agreement.”**
 - Ensure Consortium partners and new, potential partners are able and encouraged to participate
 - Contribute \$50,000 each to hire required expertise
 - Establish the PSAP Consolidation Committee
- County agrees to:
 - Act as the Executive Agent
 - Construct a purpose-built 9-1-1 and emergency dispatch center at the County’s expense as part of the Regional Operations and Communications Facility for the NEW CONSOLIDATED PSAP
- Became effective on September 1, 2022 (**Amended to 30-month duration**)

PSAP Consolidation Cmte (2022-Present)



IGA #2 – Implementing IGA

- Sets forth the mechanism for a Lake County public entity to become a full partner and receive services from the NEW CONSOLIDATED PSAP

- The Implementing IGA must:
 - Create of a new Intergovernmental Cooperative (joint governance) organization
 - Define a pathway for any public agency to become a partner
 - Include bylaws, governance, cost sharing etc.
 - Define baseline services
 - Include implementation and migration plans to transition from individual PSAPS to the newly constructed PSAP, located in Libertyville
 - Establish staffing structure and support functions
 - Provide a transition pathway for current PSAP employees to the new PSAP
 - Define technology needs and implement the new CAD system
 - Define timelines, insurance and other migration issues

- Goal: Partners / Members approve by July 1, 2024

LakeComm Founding Members

Approved LakeComm IGA



| Approved IGA: Founding Member Agencies |
|---|
| County of Lake |
| Village of Antioch |
| First Fire Protection District of Antioch |
| Beach Park Fire Protection District |
| Countryside Fire Protection District |
| Village of Fox Lake |
| Fox Lake Fire Protection District |
| Village of Gurnee |
| Greater Round Lake Fire Protection District |
| Village of Island Lake |
| Lake Villa Fire Protection District |
| Village of Lake Zurich |
| Village of Mundelein |
| City of North Chicago |
| Village of Round Lake |
| Village of Round Lake Beach |
| Village of Round Lake Park |
| Village of Vernon Hills |
| Wauconda Fire Protection District |
| City of Zion |
| Village of Lake Villa |
| Village of Wauconda |

**22 Member Agencies
approved the
LakeComm IGA on or
before July 1, 2024**

LakeComm Prospective Agencies

By Public Safety Department



Current as of 07.01.2024



- LakeComm IGA Approved
- LakeComm IGA Approval Expected
- Unknown Status of LakeComm IGA
- Decision to Not Join LakeComm

15 Fire/EMS Agencies

| PSAP | Fire Agency |
|--|---|
| CenCom ● | Antioch Fire Protection District |
| CenCom ● | Greater Round Lake Fire Protection District |
| FoxCom ● | Fox Lake Fire Protection District |
| FoxCom ● | Lake Villa Fire Protection District |
| LZ ● | Lake Zurich Fire/Rescue Department |
| LZ ● | Wauconda Fire Protection District |
| Mundelein ● | Mundelein Fire Department |
| Mundelein ● | North Chicago Fire Department |
| Mundelein ● | Winthrop Harbor Fire Department |
| NLCC-ETSB ● | Beach Park Fire Protection District |
| NLCC-ETSB ● | Gurnee/WWFPD Fire Department |
| NLCC-ETSB ● | Newport Fire Protection District |
| NLCC-ETSB ● | Zion Fire/Rescue Department |
| VH ● | Countryside Fire Protection District |
| VH ● | Libertyville Fire Department |

Approved LakeComm IGAs represent 26 individual public safety departments as well as Lake County

22 Law Enforcement Agencies

| PSAP | Police Agency |
|--|---------------------------|
| CenCom ● | Antioch Police |
| CenCom ● | Round Lake Police |
| CenCom ● | Round Lake Beach Police |
| CenCom ● | Round Lake Heights Police |
| CenCom ● | Round Lake Park Police |
| FoxCom ● | Fox Lake Police |
| FoxCom ● | Lake Villa Police |
| FoxCom ● | Lakemoor Police |
| FoxCom ● | Park City Police |
| LZ ● | Hawthorn Woods Police |
| LZ ● | Island Lake Police |
| LZ ● | Kildeer Police |
| LZ ● | Lake Zurich Police |
| LZ ● | Tower Lakes Police |
| LZ ● | Wauconda Police |
| Mundelein ● | Mundelein Police |
| Mundelein ● | North Chicago Police |
| Mundelein ● | Winthrop Harbor Police |
| NLCC-ETSB ● | Gurnee Police |
| NLCC-ETSB ● | Zion Police |
| VH ● | Libertyville Police |
| VH ● | Vernon Hills Police |

LakeComm Prospective Members

IGA Action / Consideration

- County of Lake (June 11) - LakeComm IGA and JETSB IGA* approved; direction to County Staff on ROC lease
- Greater Round Lake FPD (June 11) - LakeComm IGA approved
- First Fire Protection District of Antioch (June 11) - LakeComm IGA approved
- Beach Park FPD (June 11) - LakeComm IGA approved
- North Chicago (June 17) - LakeComm IGA approved and JETSB IGA approved
- Lake Villa (June 17) - LakeComm IGA approved
- Wauconda (June 17) - LakeComm IGA approved
- Island Lake (June 17) - LakeComm IGA approved
- Round Lake (June 17) - LakeComm IGA approved and JETSB IGA approved
- Round Lake Beach (June 17) - LakeComm IGA approved and JETSB IGA approved
- Lake Zurich (June 17) - LakeComm IGA approved
- Gurnee (June 17) - LakeComm IGA approved and JETSB IGA approved
- Zion (June 18) - LakeComm IGA approved and JETSB IGA approved
- Vernon Hills (June 18) - LakeComm IGA approved and JETSB IGA approved
- Fox Lake FPD (June 19) - LakeComm IGA approved
- Countryside FPD (June 20) - LakeComm IGA approved
- Wauconda FPD (June 20) - LakeComm IGA approved
- Lake Villa FPD (June 24) - LakeComm IGA approved
- Mundelein (June 24) - LakeComm IGA approved and JETSB IGA approved
- Fox Lake (June 25) - LakeComm IGA approved and JETSB IGA approved
- Antioch (June 26) - LakeComm IGA approved
- Round Lake Park (July 1) - LakeComm IGA approved
- *Round Lake Heights (On July 9 Board Agenda)*

IGA by 1 July 2024

2/3 Vote by Member Board

*Lake County approval of the JETSB of Lake County IGA affects the unincorporated areas and approximately 25 municipalities

Challenges

- **Collecting completed / approved documents**
- **Assignment of Member Agency representatives to the LakeComm Member Board of Directors**

Regional PSAP Consolidation Fund

- \$71,988 unencumbered of the original \$400,000
 - \$25,000 for legal support
 - \$303,012 for Federal Engineering contract

- Future decision on disposition of funds upon disestablishment of PCC

Transition Team

- Transition Manager
- Dedicated Deputy Transition Managers
- Transition Teams – PSAP Leadership, SMEs, and Coordinators
- Working Groups (continue what is working with some “tweaks”)
 - Operations, Procedures, & Policy Standards
 - HR & Personnel
 - Finance & Budget
 - Technology
 - Facility (ROC & Backup)
 - Contracts & Purchasing
 - LE and Fire/EMS Advisory
 - JETSB
 - COOP (Reduced Scope)
 - PSAP Directors*
- Legal support to LakeComm

Transition Plan & Timeline



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

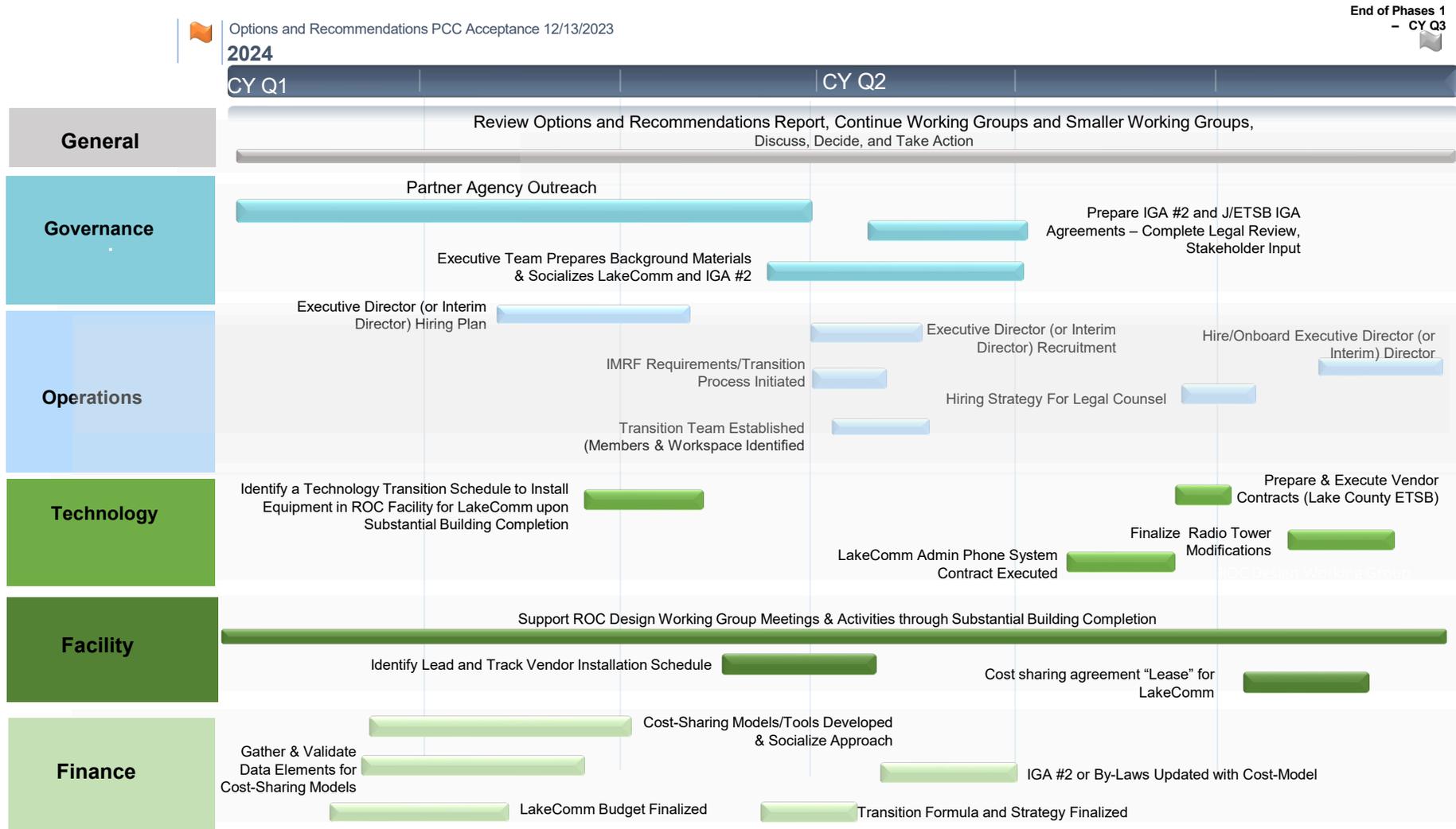


POST CUT OVER

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

LakeComm Transition – Phase 1

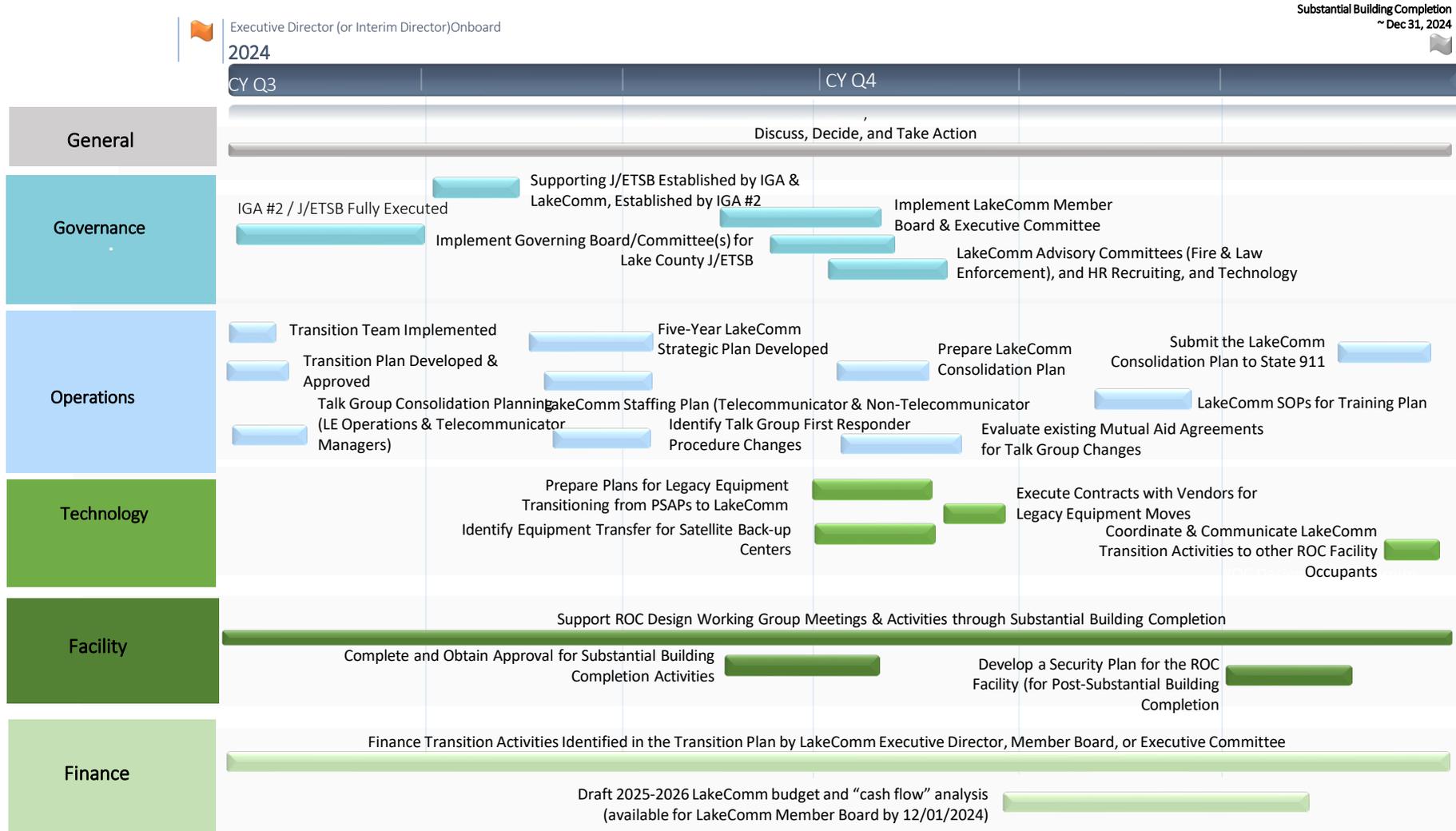
(Jan 1, 2024 – June 30, 2024)



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

LakeComm Transition – Phase 2

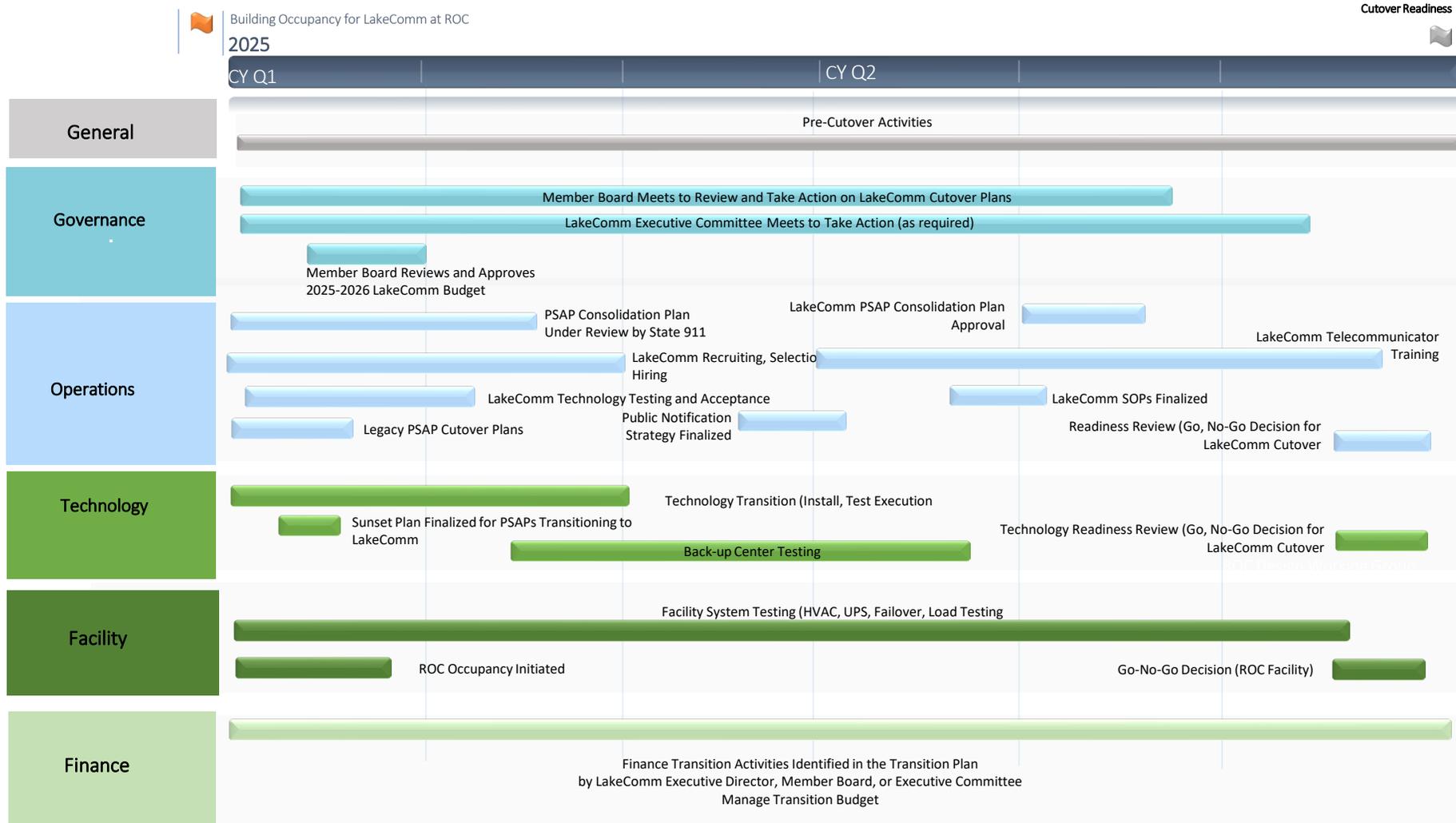
(July 1, 2024 to Substantial Building Completion)



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

LakeComm Transition – Phase 3

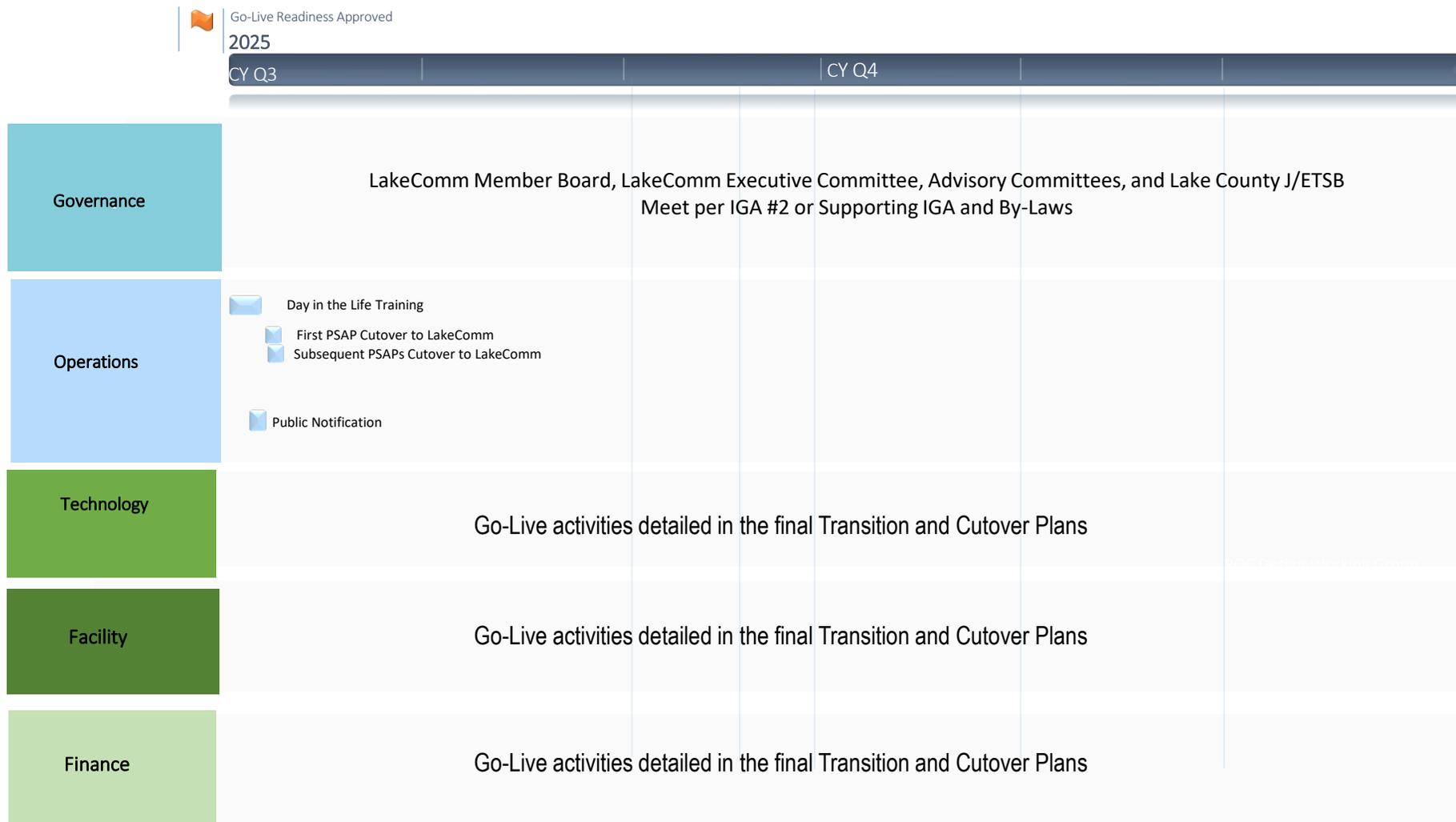
(Jan 1, 2025 to LakeComm Cutover)



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”)



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

Questions

Core Requirement

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- 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

Additional Requirements
for Consolidated 9-1-1 and Dispatch Services
(As Decided by Governance Committees)