



# **PSAP Consolidation Update**

**November 8, 2023**

# Consolidation Planning Project

## Purpose



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)

# Concept of Operations

## Three Tiers Defined in Dec. 6, 2019 Implementation Plan

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

Increased Efficiency & Effectiveness

### 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?

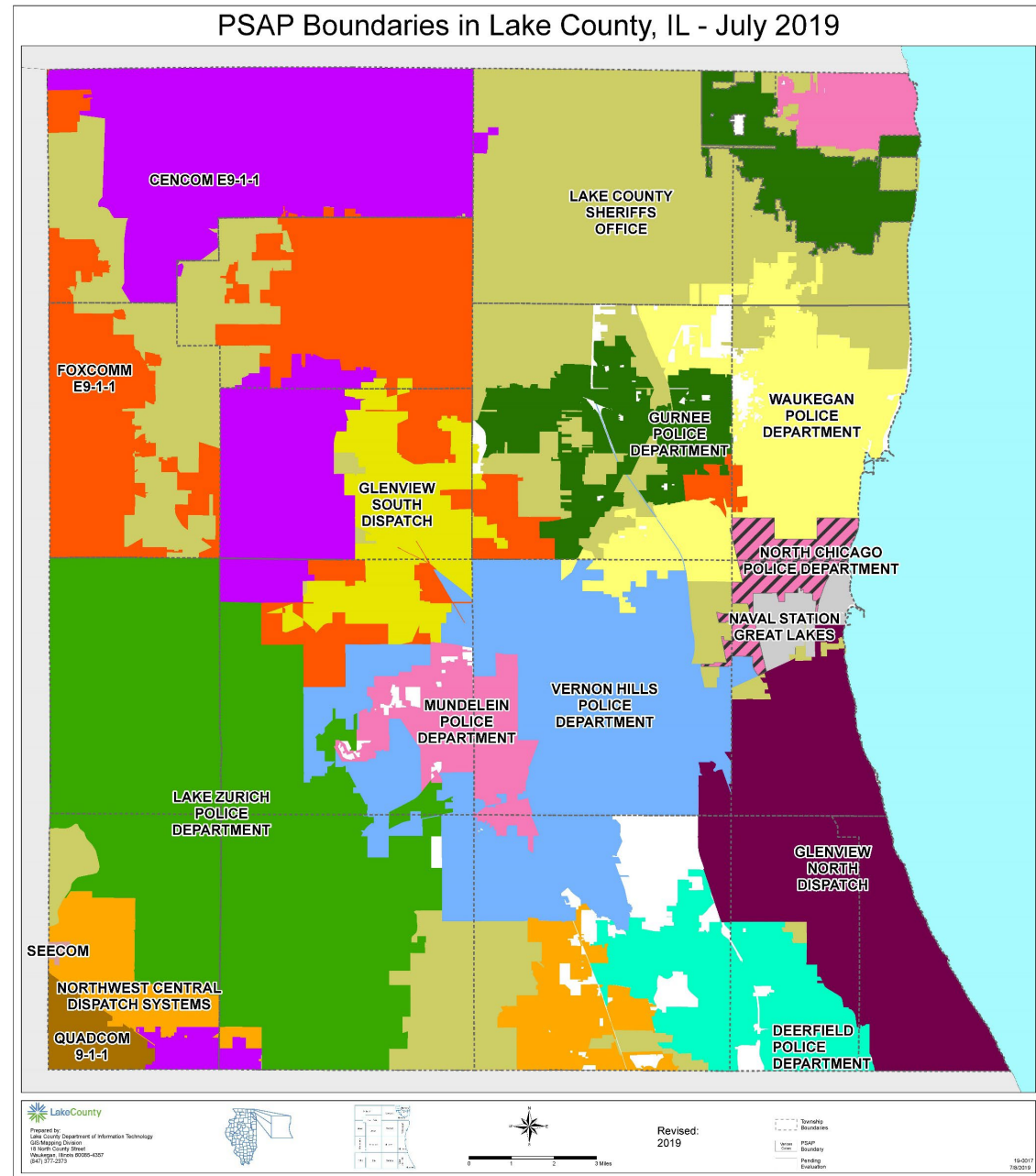
# Current Environment

## 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

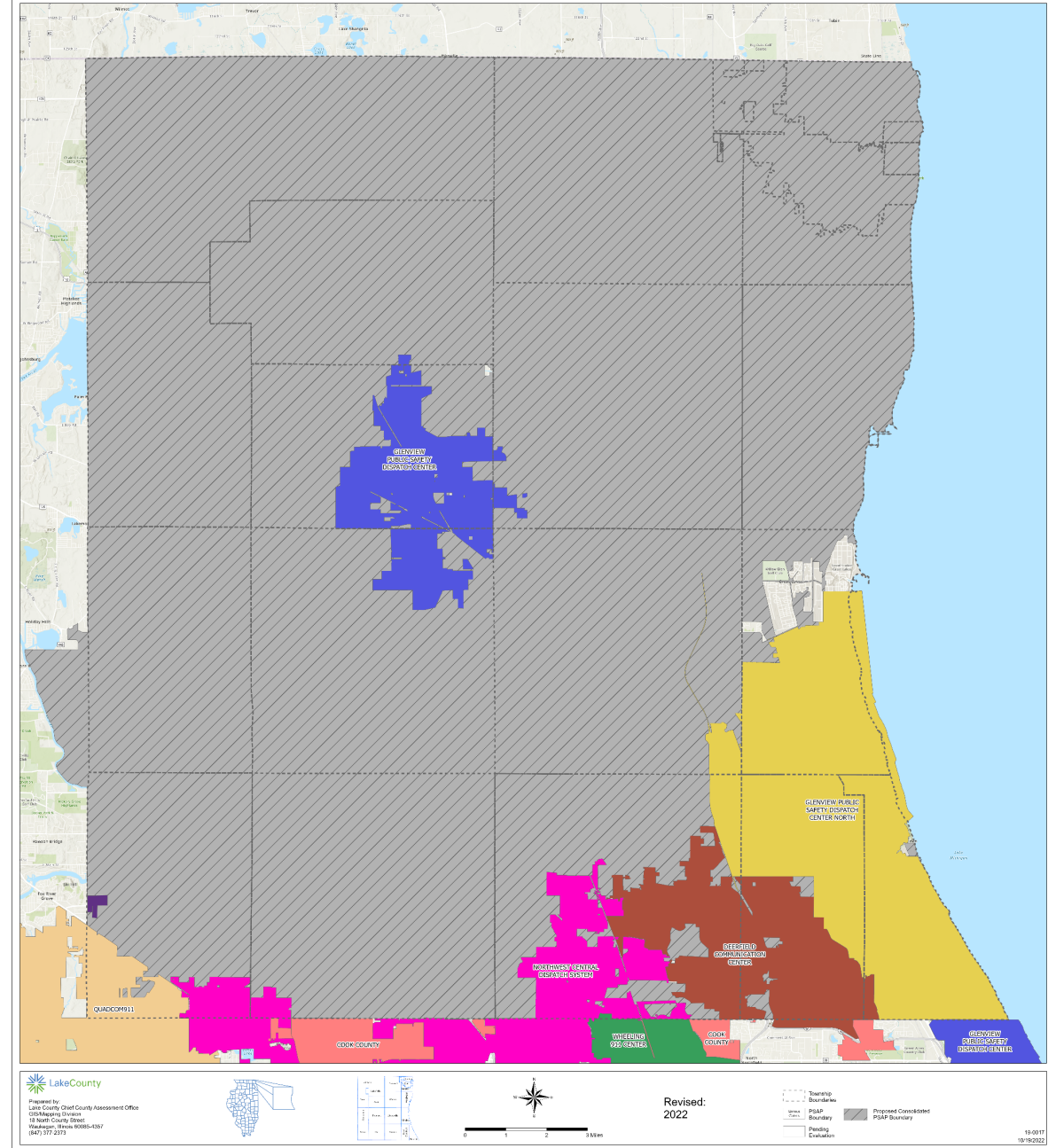
**Regional**  
**9-1-1**  
Consolidation



# New Consolidated PSAP

Future PSAP Boundary

PSAP Boundaries in Lake County, IL - Proposed New Consolidated PSAP



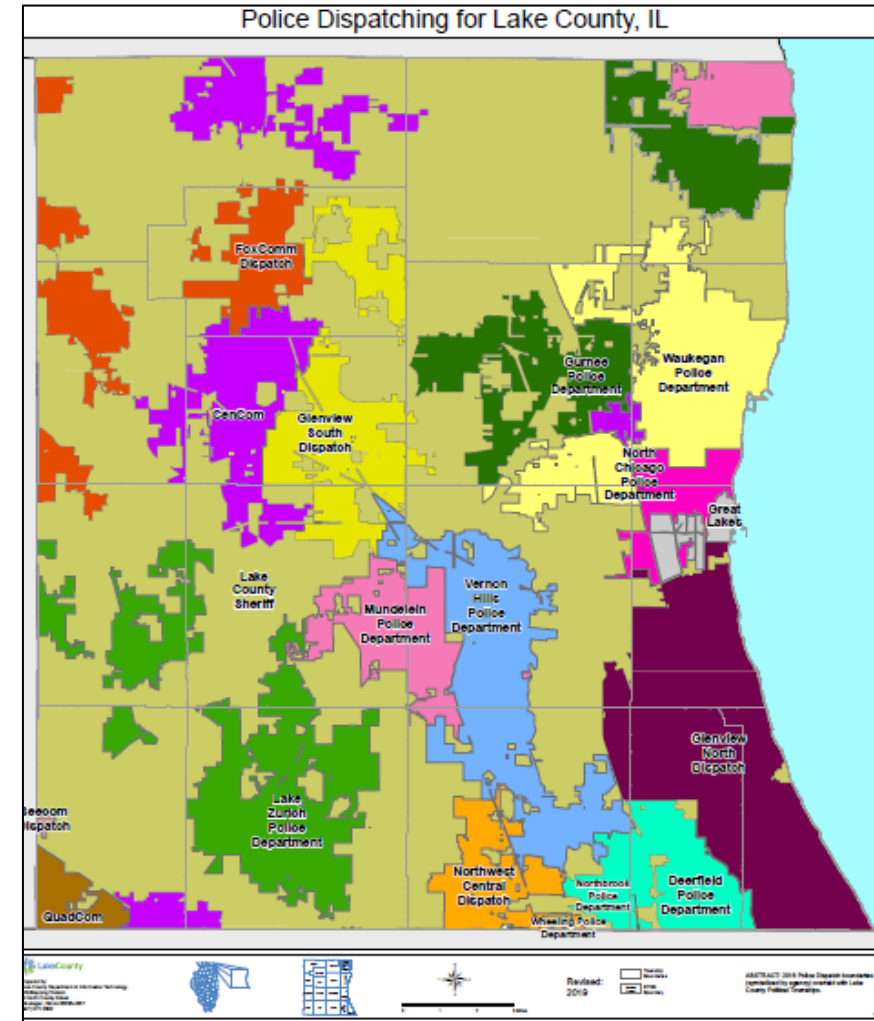
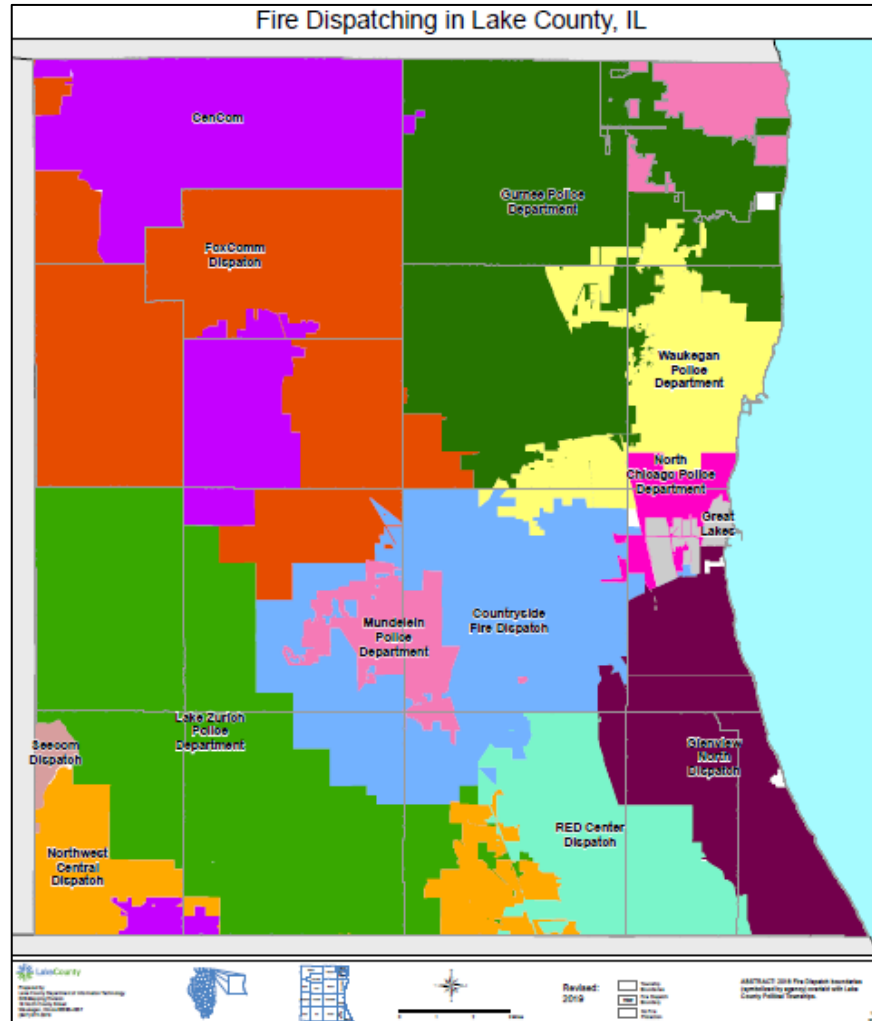
**Regional  
9-1-1  
Consolidation**

# Current Environment

## Dispatch Boundaries

Regional  
**9-1-1**  
Consolidation

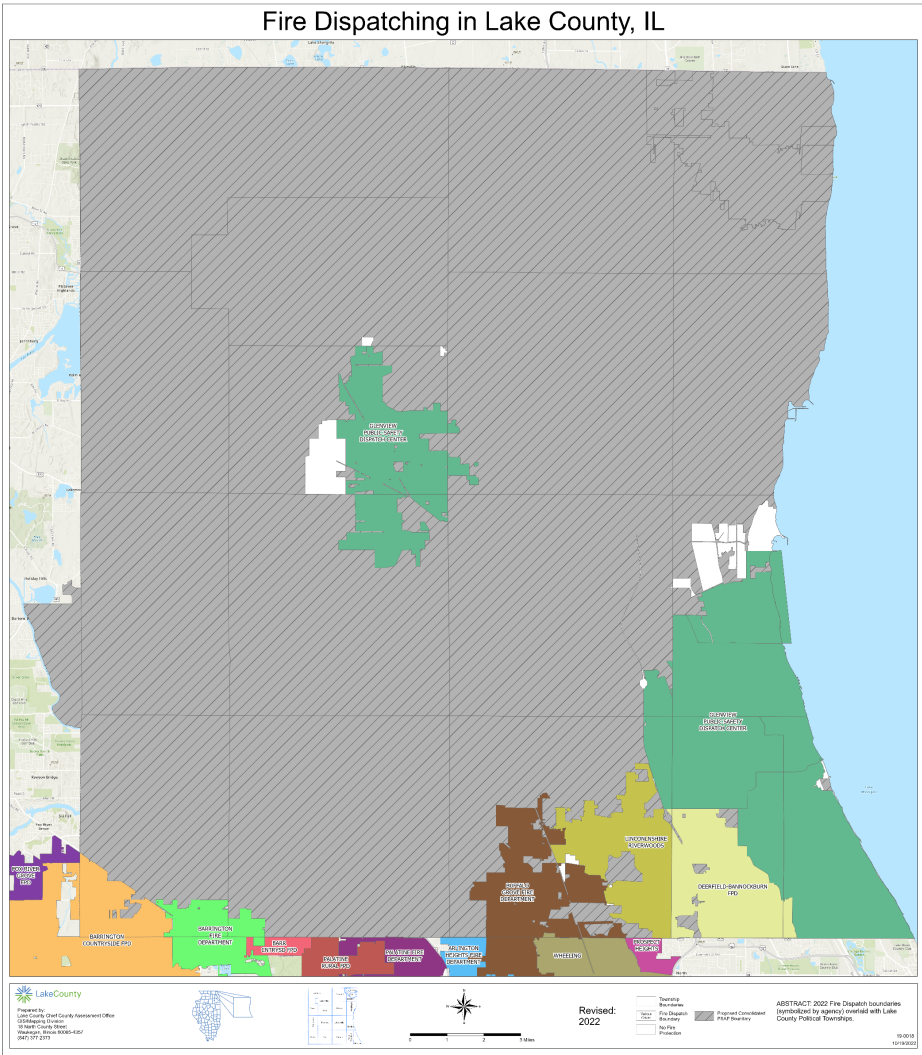
**Problem: Call Transfers**



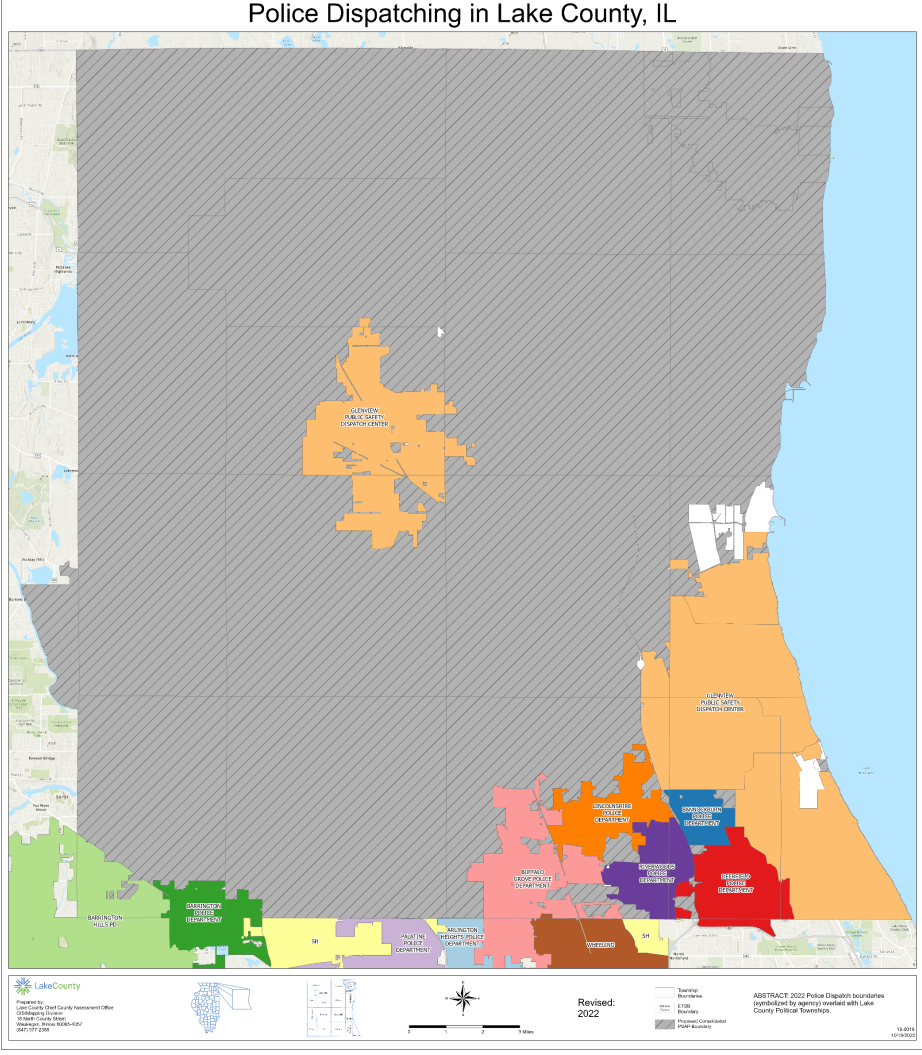


# New Consolidated PSAP

## Future Dispatch Boundaries



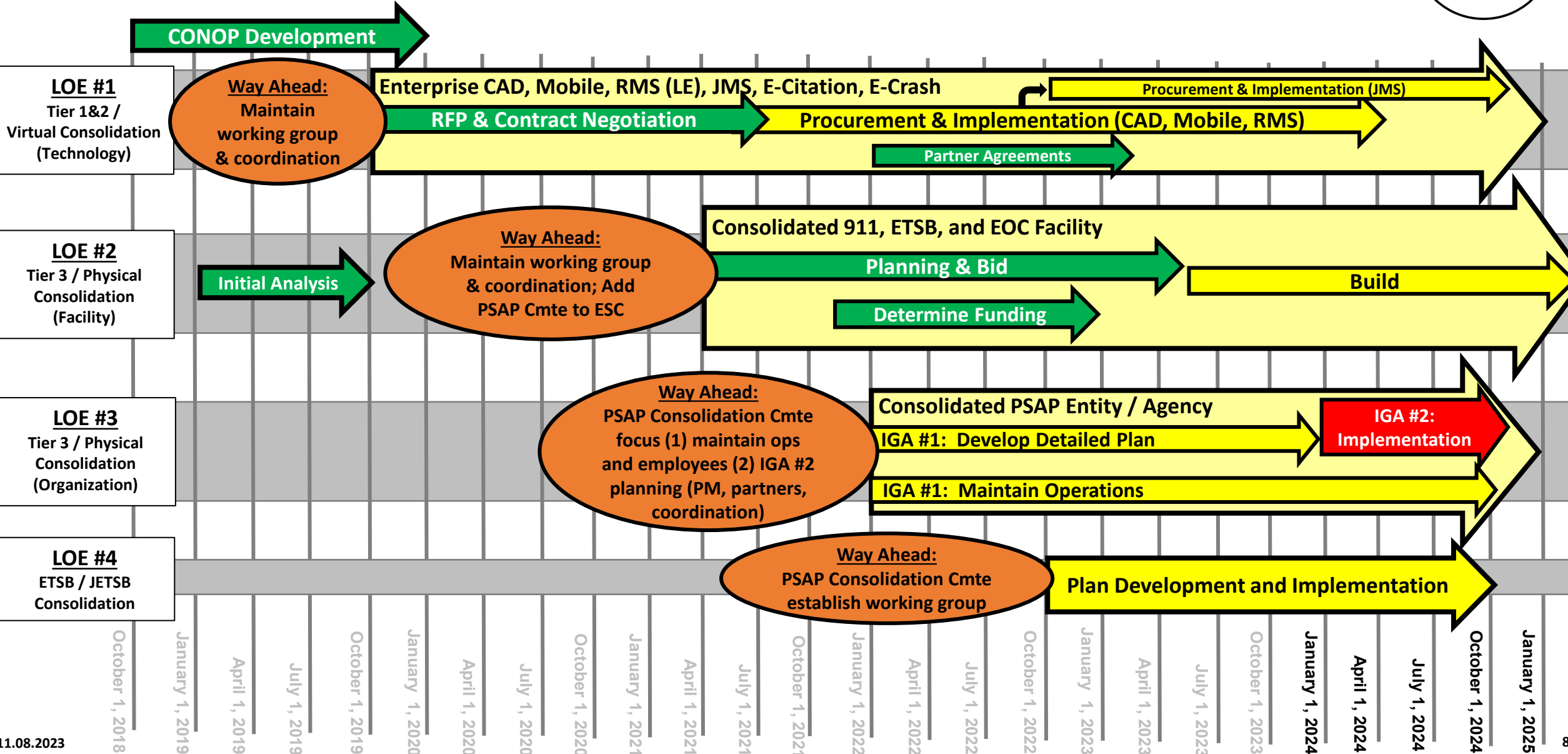
Fire / EMS Dispatch Agencies



Law Enforcement Dispatch Agencies

# Lines of Effort (LOE)

## 9-1-1 Consolidation





# PSAP Consolidation Committee (PCC)

Update – Past & Current

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- IGA #1 signed
- PCC funds received
- PCC regular meetings scheduled
- Initial PCC Working Groups established
- Lead Planner / Project Manager selected and project plan approved
- Options and recommendations review ongoing
- IGA #2 development and coordination ongoing

# Project Schedule

## Federal Engineering Project Plan (Amended June 8, 2023)

**Regional  
9-1-1  
Consolidation**



Task Name	Duration	Start	Finish
<b>Regional 9-1-1 PSAP Consolidation Project</b>	<b>238 days</b>	<b>Mon 2/20/23</b>	<b>Wed 1/31/24</b>
<b>A. Work Plan and Initiation Meeting</b>	<b>21 days</b>	<b>Mon 2/20/23</b>	<b>Mon 3/20/23</b>
Plan for and lead Project Initiation Meeting; Finalize Plan	18 days	Mon 2/20/23	Wed 3/15/23
<i>Deliverable A: Project Work Plan</i>	0 days	Mon 3/20/23	Mon 3/20/23
<b>B. Options and Recommendations</b>	<b>133 days</b>	<b>Tue 3/21/23</b>	<b>Tue 9/26/23</b>
Data Collection / Information Gathering	20 days	Tue 3/21/23	Mon 4/17/23
Analysis (11 Areas), Meetings, Working Group Discussions	90 days	Tue 4/18/23	Wed 8/23/23
Report and Timeline Development and Reviews	23 days	Thu 8/24/23	Tue 9/26/23
<i>Deliverable B: Options and Recommendations Report Presentation</i>	0 days	Tue 9/26/23	Tue 9/26/23
<b>C. Implementing IGA and Supporting Documents</b>	<b>70 days</b>	<b>Wed 9/27/23</b>	<b>Thu 1/11/24</b>
Workshops, Preparation, and Review of Implementing IGA	30 days	Wed 9/27/23	Tue 11/7/23
<i>Deliverable C1 &amp; C2: Draft 1 Implementing IGA Presentation</i>	0 days	Tue 11/7/23	Tue 11/7/23
Workshops, Preparation, and Review	25 days	Wed 11/8/23	Wed 12/13/23
<i>Deliverable C3 &amp; C4: Draft 2 Implementing IGA Presentation</i>	0 days	Wed 12/13/23	Wed 12/13/23
Revisions and Finalization	15 days	Thu 12/14/23	Thu 1/11/24
<i>Deliverable C5 &amp; C6: Final Implementing IGA Presentation</i>	0 days	Thu 1/11/24	Thu 1/11/24
<b>D. Final Report and Transition Timeline</b>	<b>14 days</b>	<b>Fri 1/12/24</b>	<b>Wed 1/31/24</b>
Compile Report and Finalize Timeline	12 days	Fri 1/12/24	Mon 1/29/24
Prepare Executive Summary and PowerPoint	2 days	Wed 1/24/24	Thu 1/25/24
<i>Deliverable D: Final Report and Transition Timeline Presentation</i>	0 days	Wed 1/31/24	Wed 1/31/24
<b>G. Library of SOPs, Guidelines, Policies for New PSAP</b>	<b>63 days</b>	<b>Wed 6/18/23</b>	<b>Tue 9/26/23</b>
Discussions, SOP/Policy Development, Document Updates	63 days	Wed 6/28/23	Tue 9/26/23
<i>Deliverable G: Discrepancies, and Recommendations Report</i>	0 days	Tue 9/26/23	Tue 9/26/23

Friday, October 20

Friday, October 20

# **PSAP Consolidation Committee (PCC)**

## **Update - Future**

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- **Today – Review and discussion on Options and Recommendations Report**
- **Today – Discussion and decision on name for the Consolidated PSAP**
- **Today – Discussion on an IGA #1 extension**
- **By 1 Dec. – Contract for legal support (pending PCC approval)**
- **TBD – Final Version of Options and Recommendations Report**
- **TBD – Discussion on funding for transition**
- **TBD – IGA #2 for partner review and approval**

# Way Ahead

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- Review, discussion, coordination, and collaboration to go from “options and recommendations” to partner decisions



# Questions