



# **PSAP Consolidation Update**

**September 13, 2023**

# Consolidation Planning Project

## Purpose

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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

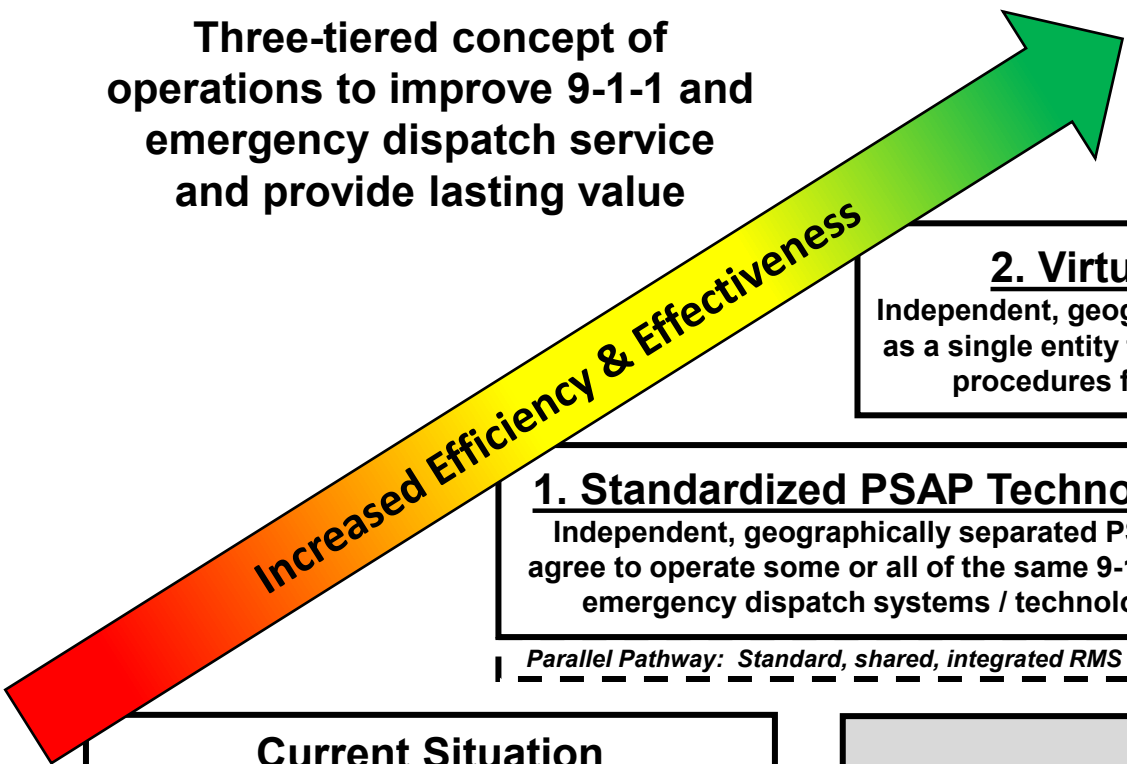
Additional Requirements  
for Consolidated 9-1-1 and Dispatch Services  
(As Decided by Governance Committees)

# 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



**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)

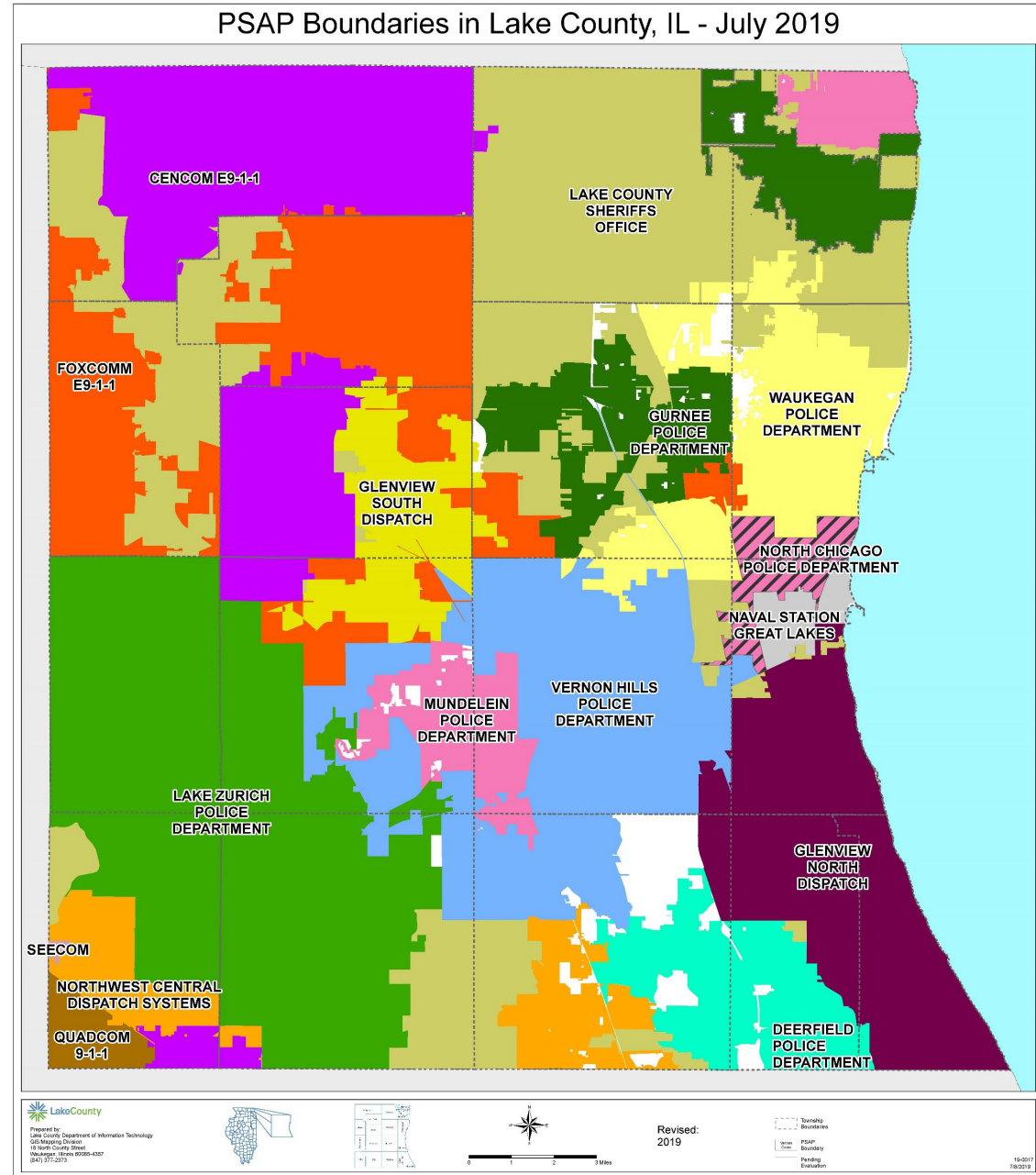
- Assessment Criteria**  
(9-1-1 and Emergency Dispatch)
- How does each tier improve service?
    - Improve getting the right public safety resources, to the right place, with the right information, in the shortest amount of time
    - Decrease call transfers
  - How does each tier decrease technology 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

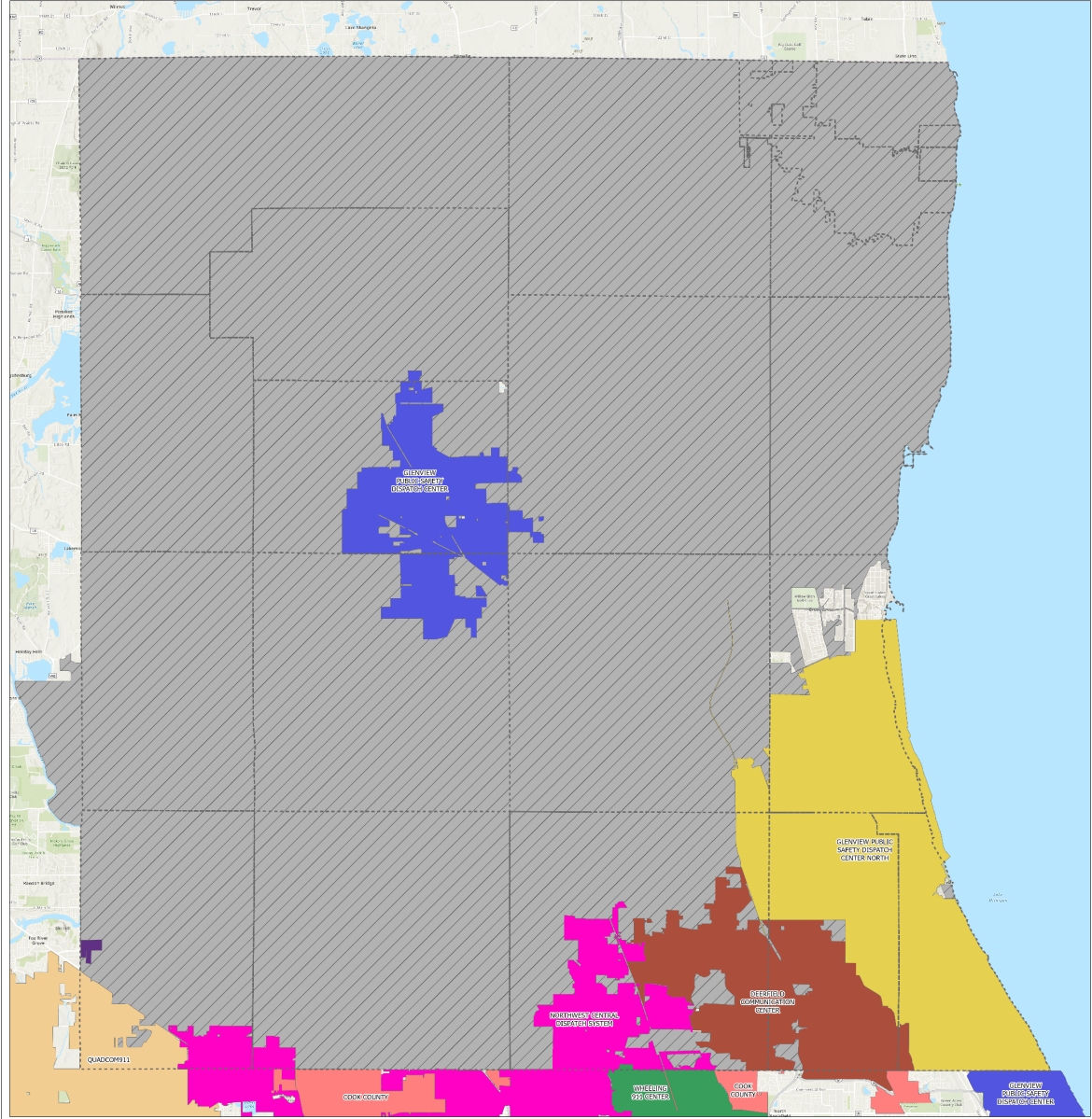
## PSAP Boundaries


### 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



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




 Prepared by:  
 Lake County Chief County Assessment Office  
 GIS Mapping Division  
 18 South County Street  
 Mokena, Illinois 60450-5087  
 (815) 377-2373


 Revised:  
 2022

Legend:  
 Township Boundary  
 PSAP Boundary  
 Pending Evaluation  
 Proposed Consolidated PSAP Boundary

10-0917  
 10-19-2022

# New Consolidated PSAP

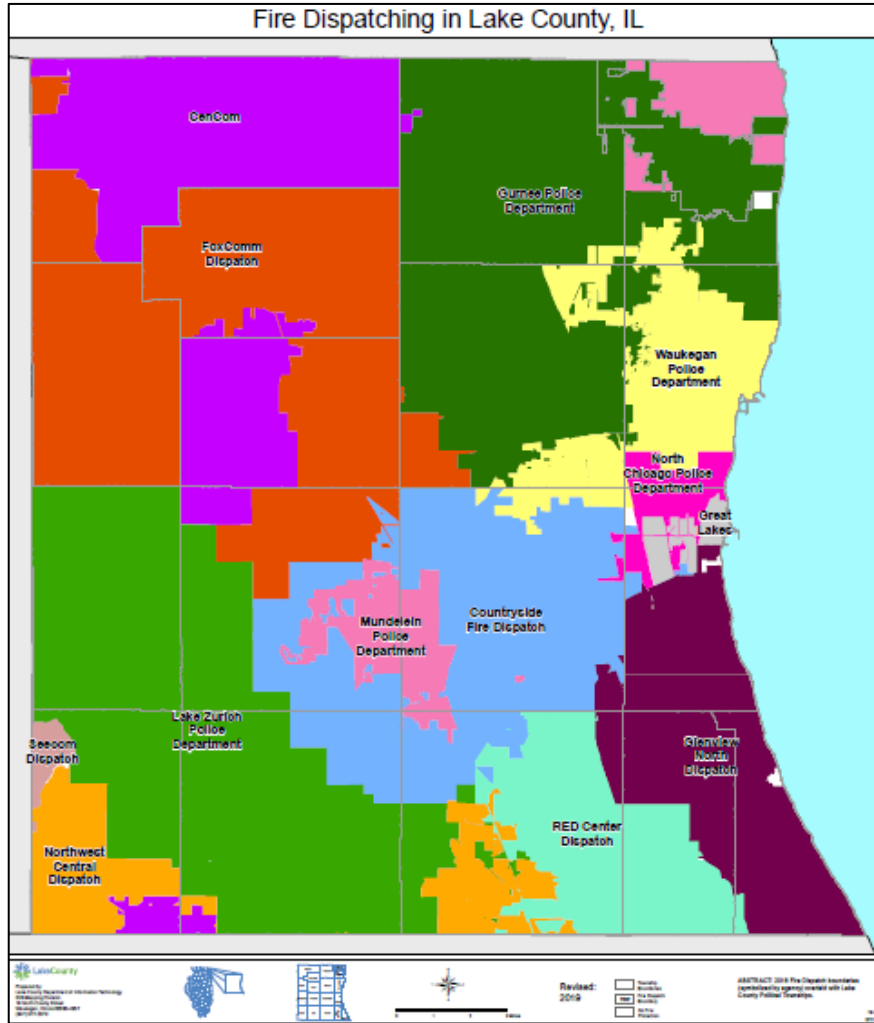
## Future PSAP Boundary

# Current Environment

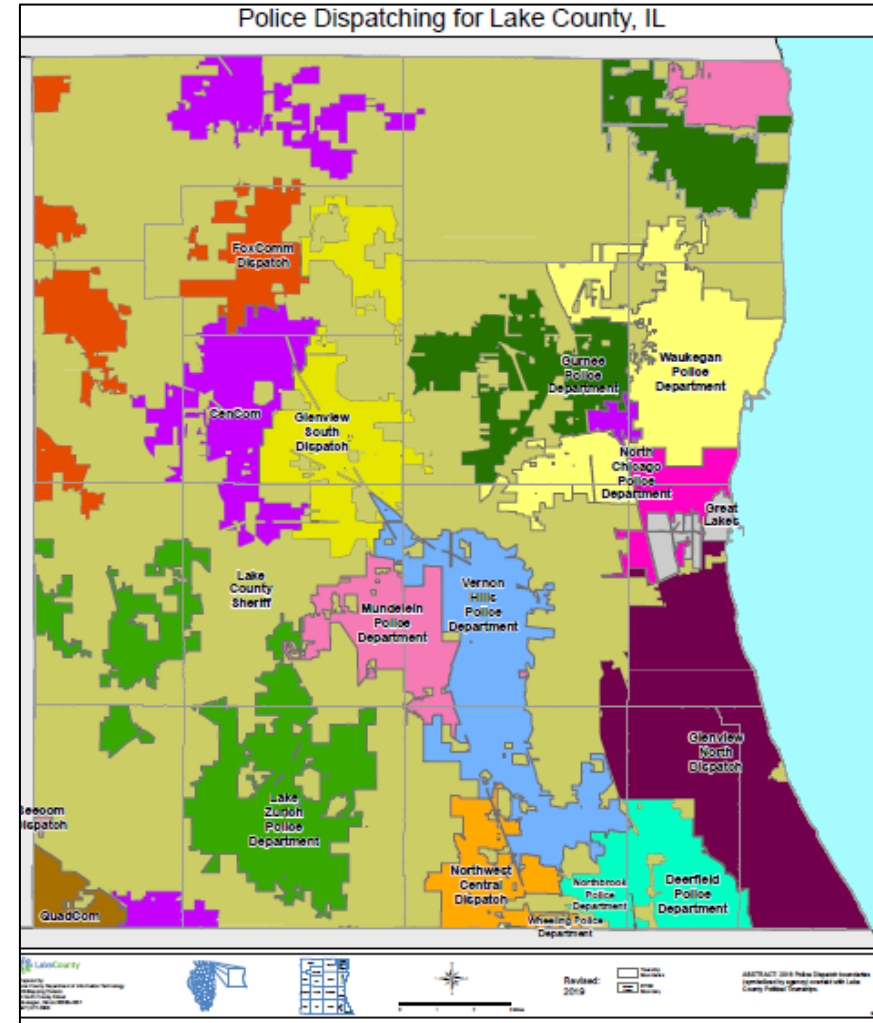
## Dispatch Boundaries

Regional  
**9-1-1**  
Consolidation

**Problem: Call Transfers**

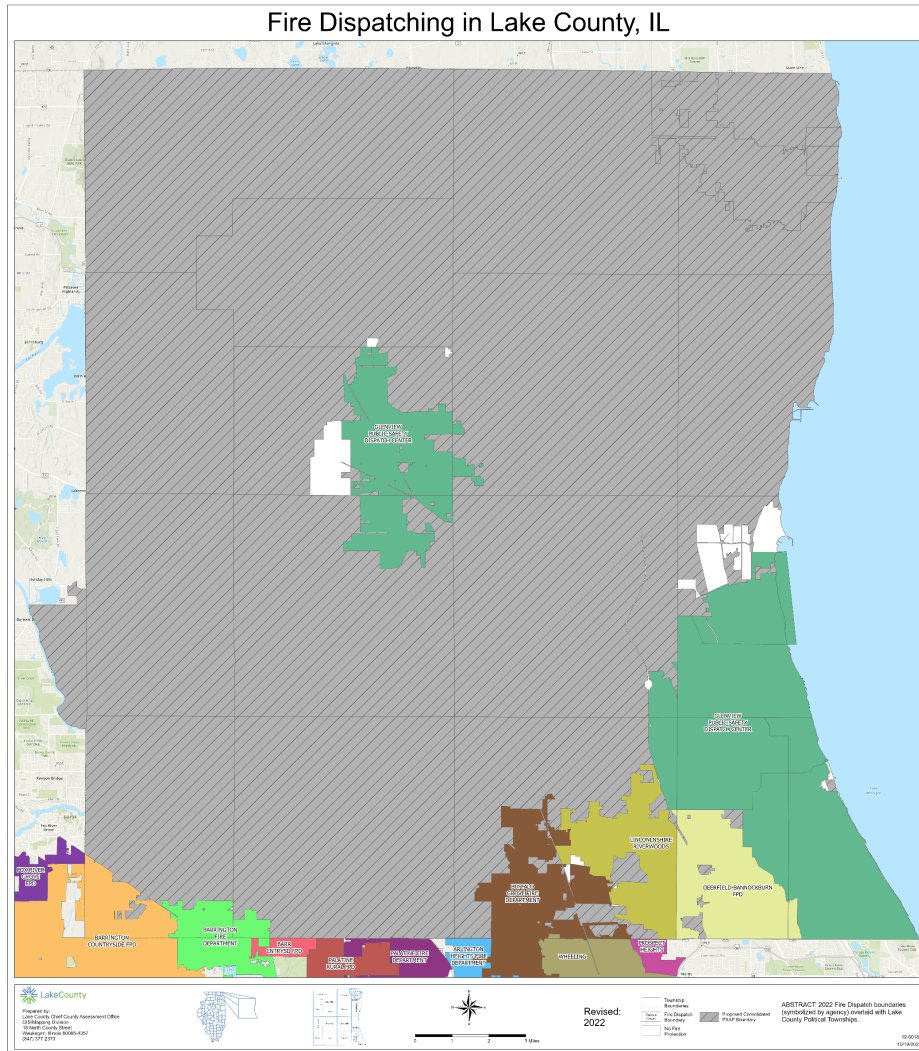


Fire / EMS Dispatch Agencies (>12)

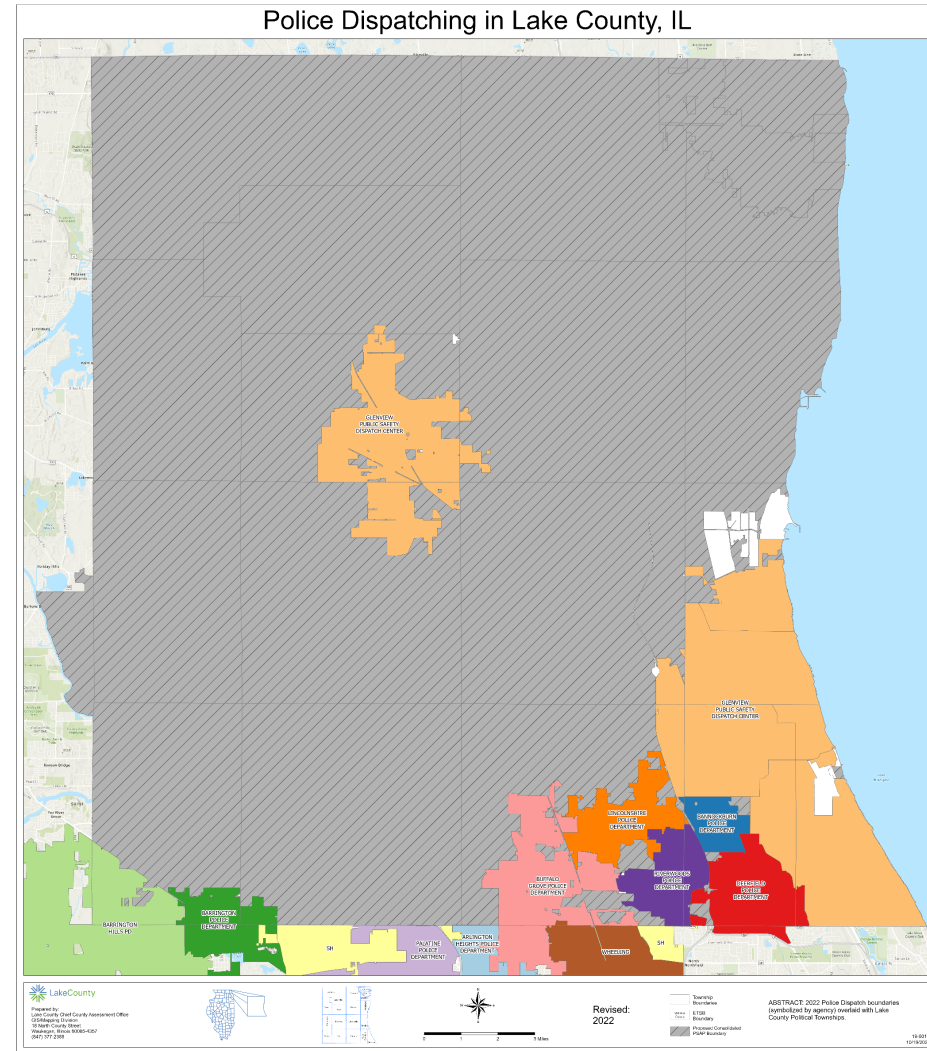


Law Enforcement Dispatch Agencies (>12)

# New Consolidated PSAP Future Dispatch Boundaries



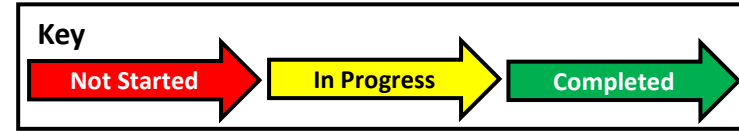
Fire / EMS Dispatch Agencies



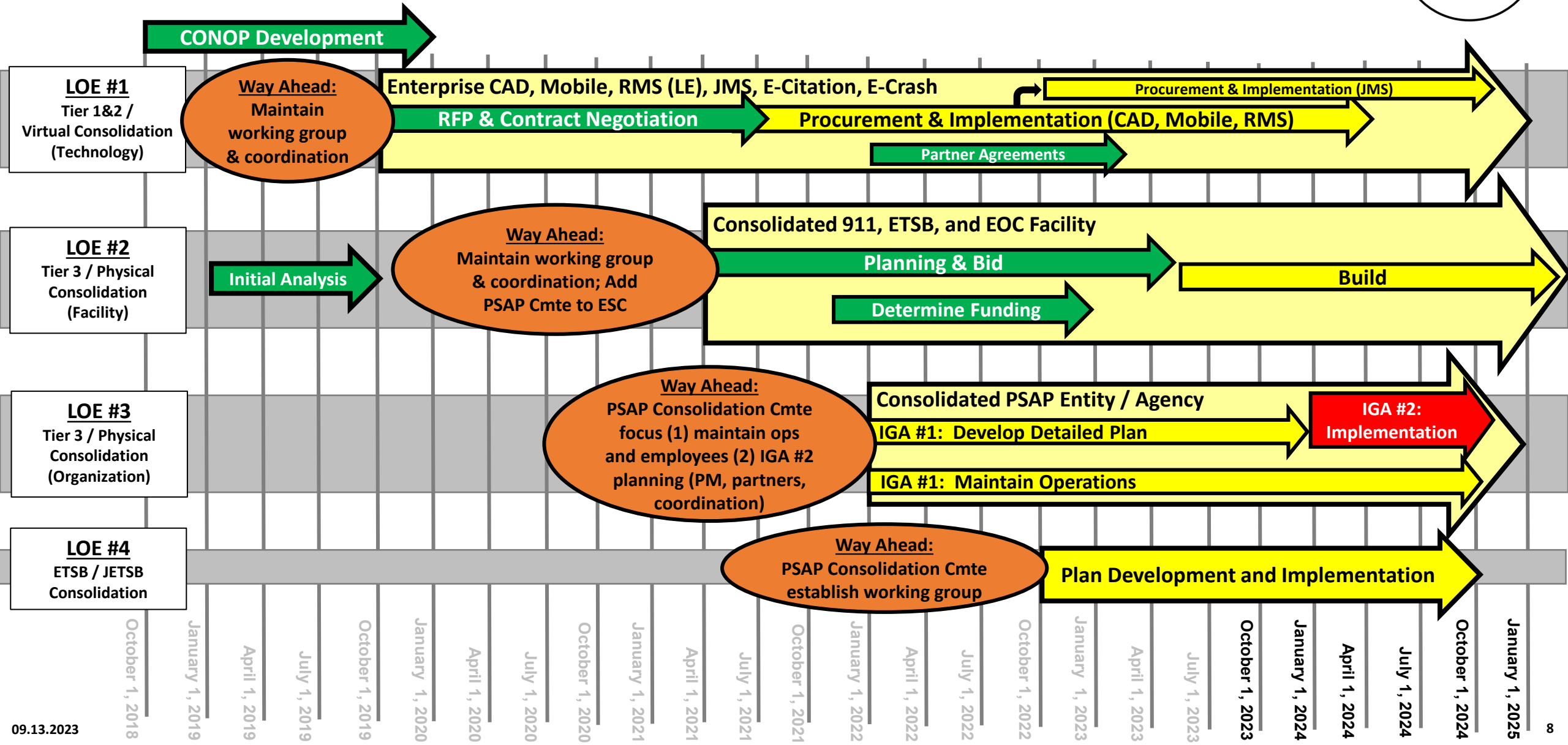
Law Enforcement Dispatch Agencies

# Lines of Effort (LOE)

## 9-1-1 Consolidation



**Regional  
9-1-1  
Consolidation**





# **PSAP Consolidation Committee (PCC)**

## **Update**

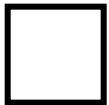
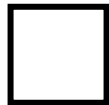
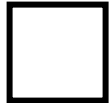
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- **IGA #1 signed**
- **PCC funds received**
- **PCC regular meetings scheduled**
- **Initial PCC Working Groups established**
- **Lead Planner / Project Manager selected and project plan approved**
- **IGA #2 research, coordination, planning ongoing**

# Project Schedule

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



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

# **PSAP Consolidation Committee (PCC)**

## **Update**

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- **Upcoming events**
  - **September 26 – Options and Recommendations Deliverable**
  - **TBD – Discussion(s) on the name of the Consolidated PSAP**

# Proposed Agency Names

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- Dispatch Lake County (DLC)
- LakeComm
- Lake County Regional Communications (LCRC)
- Lake County Regional Emergency Communications (LCREC)
- Northern Illinois Emergency Communications Center (NIECC)
- Northern Illinois Regional Dispatch (NIRD)
- Emergency Communications Center (ECC)
- Regional Operations latitude 42n longitude 87w
- ROC Comm
- Northern Illinois Communications Emergency Center (NICEC)
- Consolidated Emergency Communications of Lake County (CEC LC)
- Regional Operations Center and Communications of Lake County (ROCCOMM)
- Regional Operations and Consolidated Communications of Lake County
- Lake County Regional Operations Center and Communications
- Lake County Regional Operations and Consolidated Communications



# Questions