



9-1-1 Consolidation in Lake County

**Summary of Items Presented at the
November 28, 2023 L&J Committee**

January 9, 2024



Lake County Strategic Alignment



- **Lake County 2017 Strategic Plan**
 - “Regional Leadership - Advancing Regional 911 Consolidation”
 - “Continue to advance opportunities for regional 911 consolidation”
- **Lake County 2019 Strategic Plan**
 - “Regional Leadership - Advancing Regional 9-1-1 Consolidation”
 - “Advance and support regional 9-1-1 consolidation. Evaluate and pursue both physical and virtual consolidation with partners.”
- **Lake County 2023 Strategic Plan**
 - “Implement a consolidated public safety answering point (9-1-1) and emergency dispatch agency operating out of the Regional Operations and Communications Facility”

Purpose

Carried Forward from Consolidation Planning Project

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

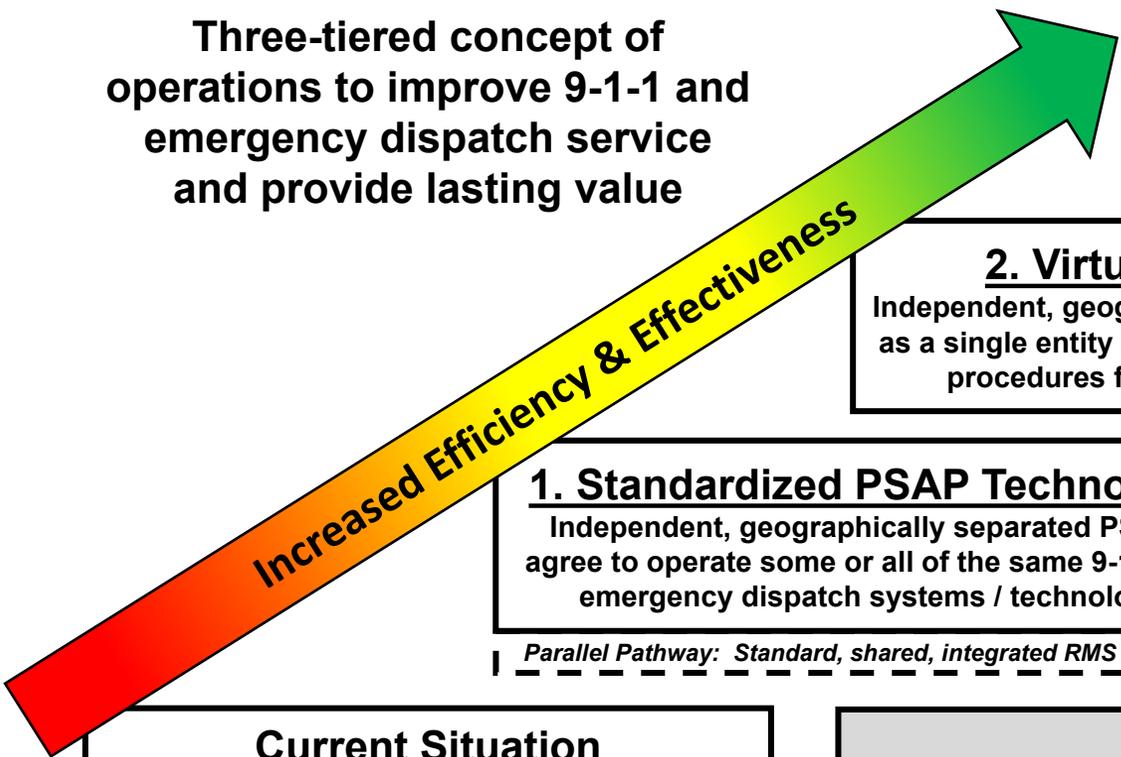
Additional Requirements
for Consolidated 9-1-1 and Dispatch Services
(As Decided by Governance Committees)

Concept of Operations

Three Tiers Defined in Dec. 6, 2019 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

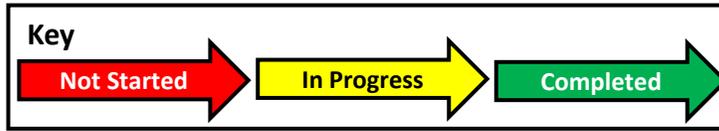
Parallel Pathway: Standard, shared, integrated RMS and JMS

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

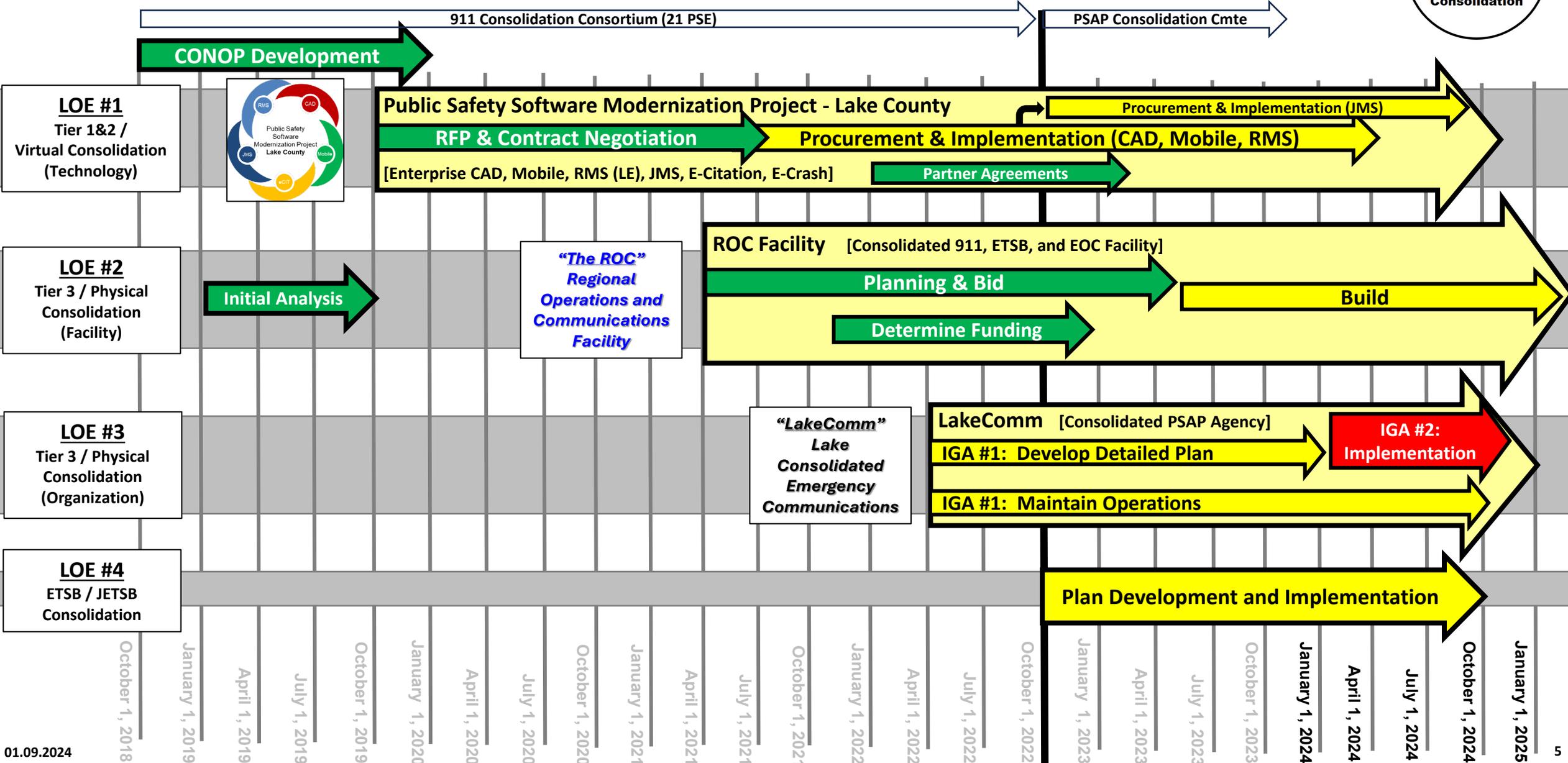
Current Situation
Independent, geographically separated PSAPs (8 primary, 1 secondary)

- 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?

Lines of Effort (LOE) 9-1-1 Consolidation



Regional 9-1-1 Consolidation



PSAP Consolidation Cmte (2022-Present)



IGA #1 –Planning IGA

Requesting Approval of
“Amendment 1”

- 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 (18-month duration)

PSAP Consolidation Cmte (2022-Present)



IGA #2 – *Implementing IGA (Being Developed)*

- 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 June 2024

Way Ahead

PSAP Consolidation Efforts

- PCC continues to coordinate and share information with partners and potential partners
- **PCC approves of Modification / Amendment to IGA #1 (Planning IGA)**
 - **12-month extension**
 - **Redefines County's role as a partner**
- PCC hires legal council with expertise in PSAP and (J)ETSB consolidation
- PCC determines transition funding plan
- PCC finalizes IGA #2 (Implementing IGA) that establishes LakeComm
 - Governance
 - By Laws
 - Shared cost formula
 - Scope of services
 - Transition steps and funding
- LakeComm established with Members signing IGA #2 (Implementing IGA)
 - Establish Governance Structure
 - Hire Executive Director
 - Establish basic business functions
 - Hire Transition Staff (HR, Finance, Training, etc.)



Way Ahead

Lake County Actions

- Continue to provide support and leadership to 9-1-1 consolidation efforts
 - Provide County representatives with feedback and guidance
- **Approve Modification / Amendment to IGA #1 (Planning IGA)**
 - **12-month extension**
 - **Redefines County's role as a partner**
- Support transition funding option(s)
- Approve the long-term cost sharing agreement(s) for LakeComm's and (J)ETSB's use of the ROC Facility
- Sign IGA #2 (Implementing IGA) as a founding member of LakeComm
 - Consolidates and standardizes 9-1-1 call answering
 - Representation on LakeComm Member Board and Executive Committee



Questions