



PSAP Consolidation Update

March 15, 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

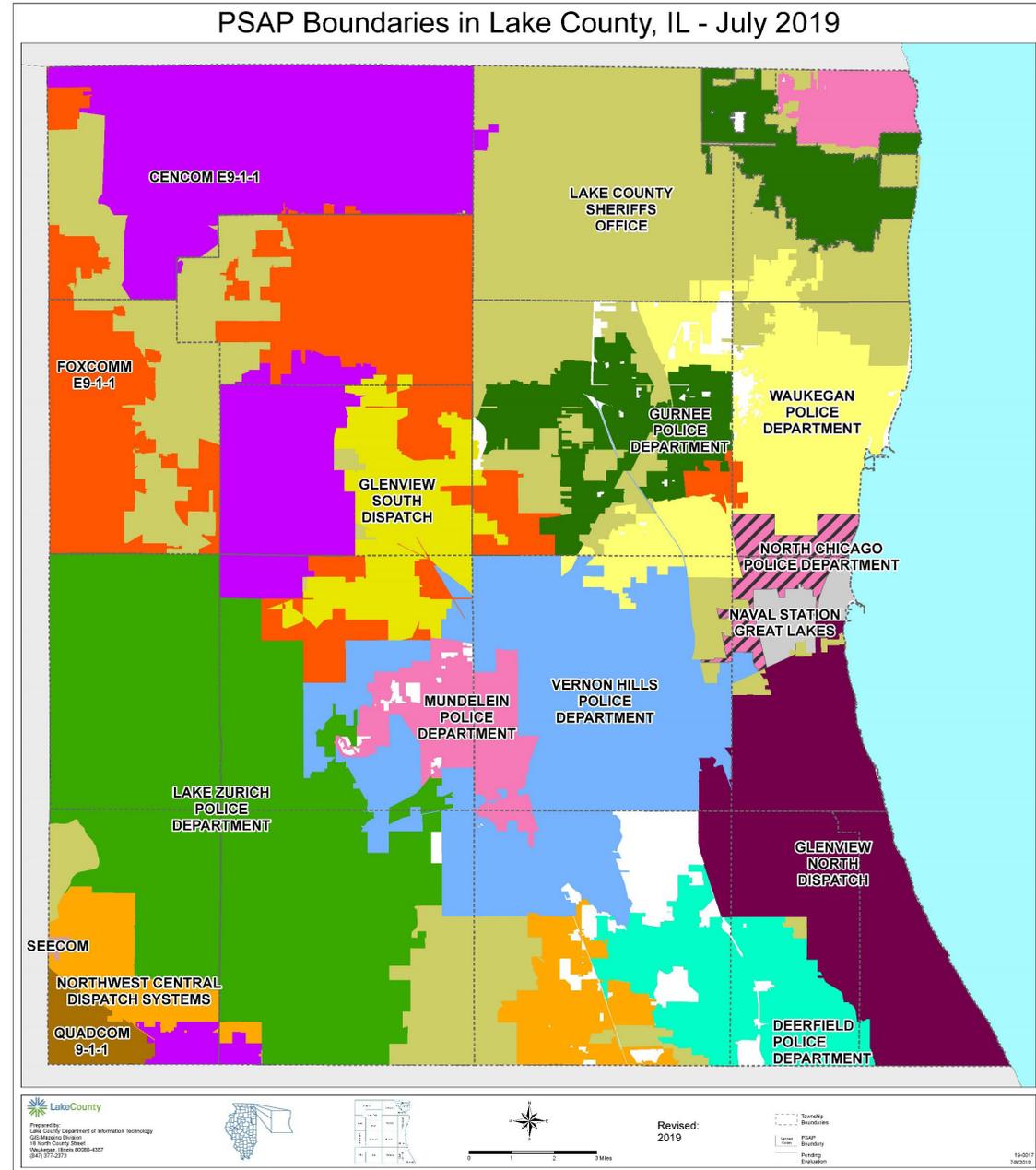
Additional Requirements
for Consolidated 9-1-1 and Dispatch Services
(As Decided by Governance Committees)

Current Environment

PSAP Boundaries

Problem: Call Transfers

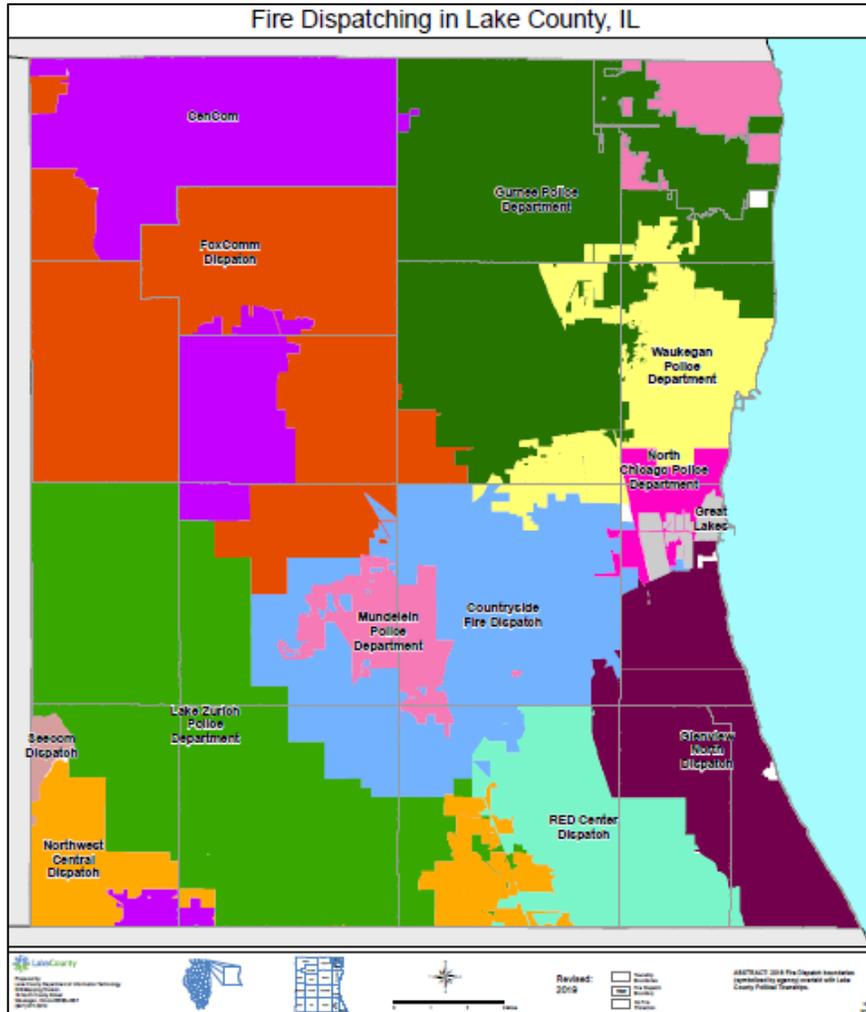
- More than 12 PSAPs serving Lake County
- Wireline 9-1-1 calls follow these boundaries
- Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries



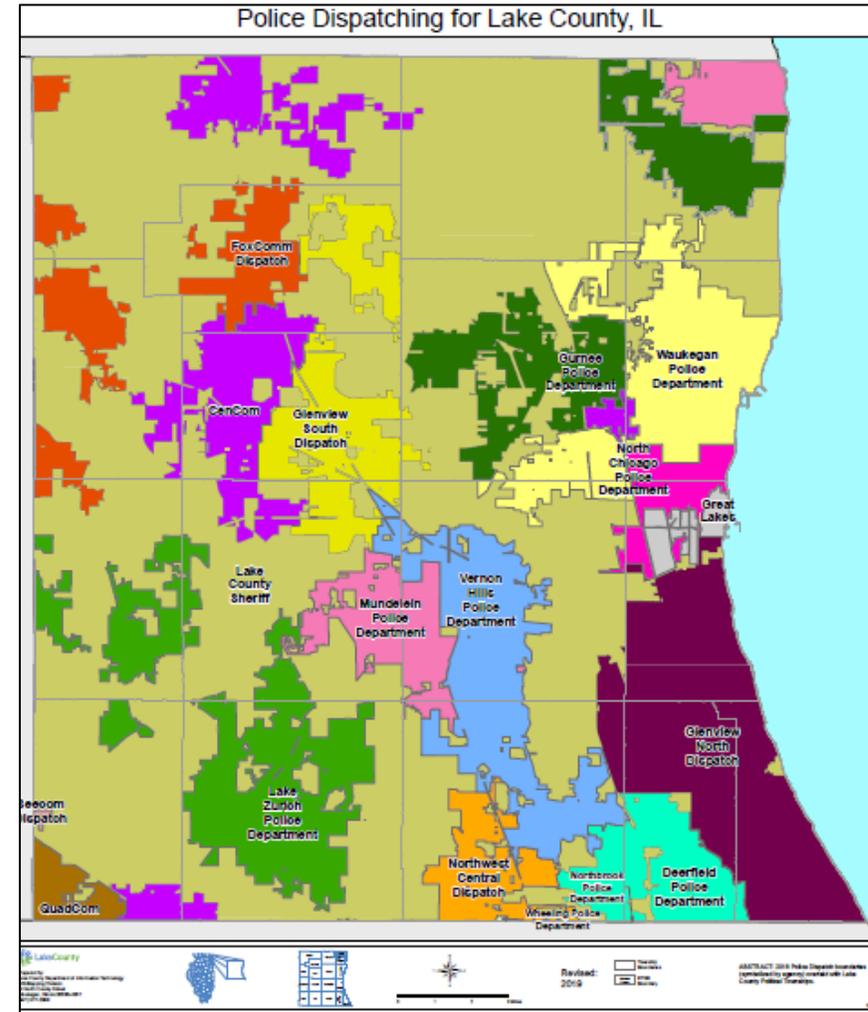
Current Environment

Dispatch Boundaries

Problem: Call Transfers



Fire / EMS Dispatch Agencies (>12)



Law Enforcement Dispatch Agencies (>12)

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)

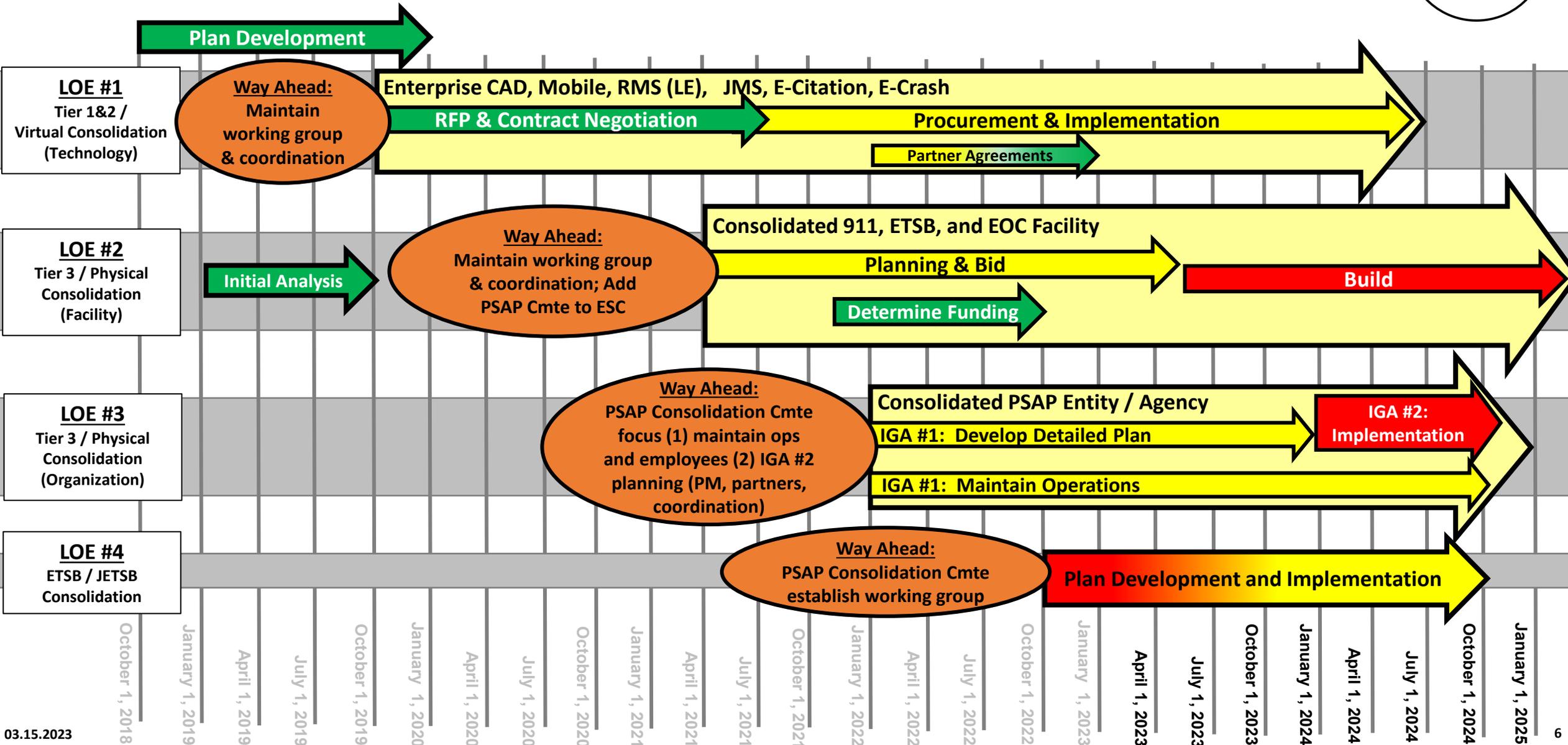
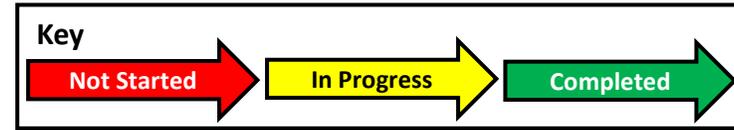
Assessment Criteria

(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?

Lines of Effort (LOE)

9-1-1 Consolidation



PSAP Consolidation Committee (PCC)

Update



- **IGA #1 signed**
- **PCC funds received (\$400,000)**
- **PCC regular meetings scheduled**
- **PCC Working Groups established**
- **Lead Planner / Project Manager hired (Federal Engineering)**

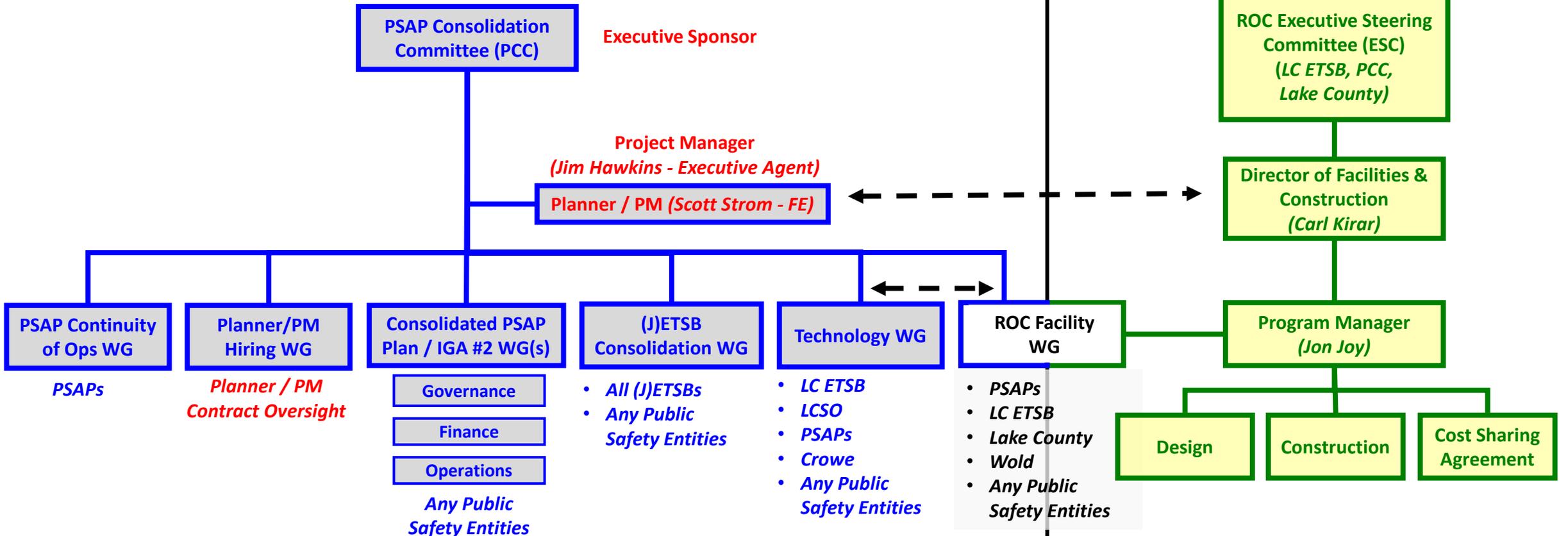
Organization & Collaboration

Updated 03.15.2023



PSAP Consolidation

ROC Facility Construction

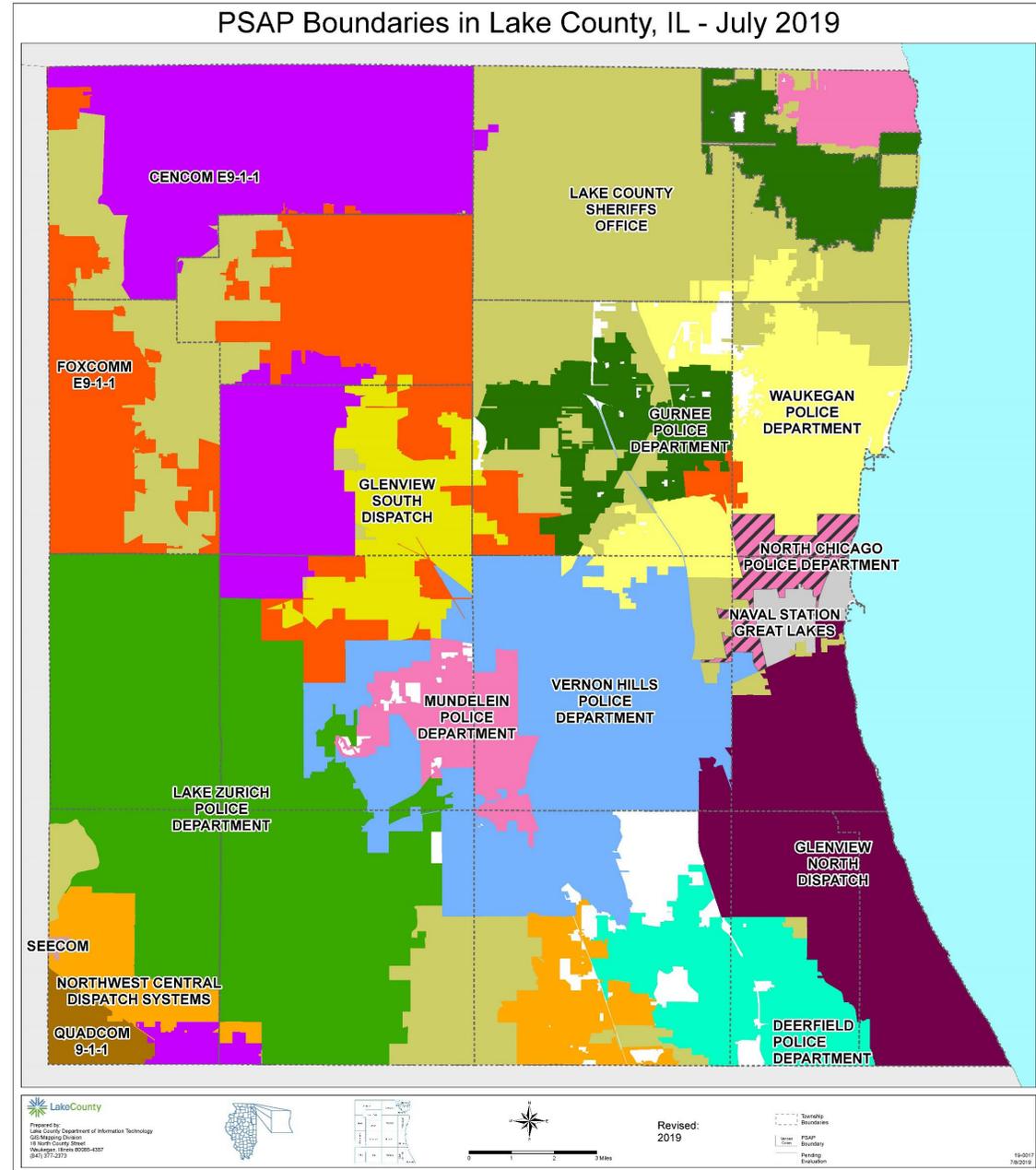


Current Environment

PSAP Boundaries

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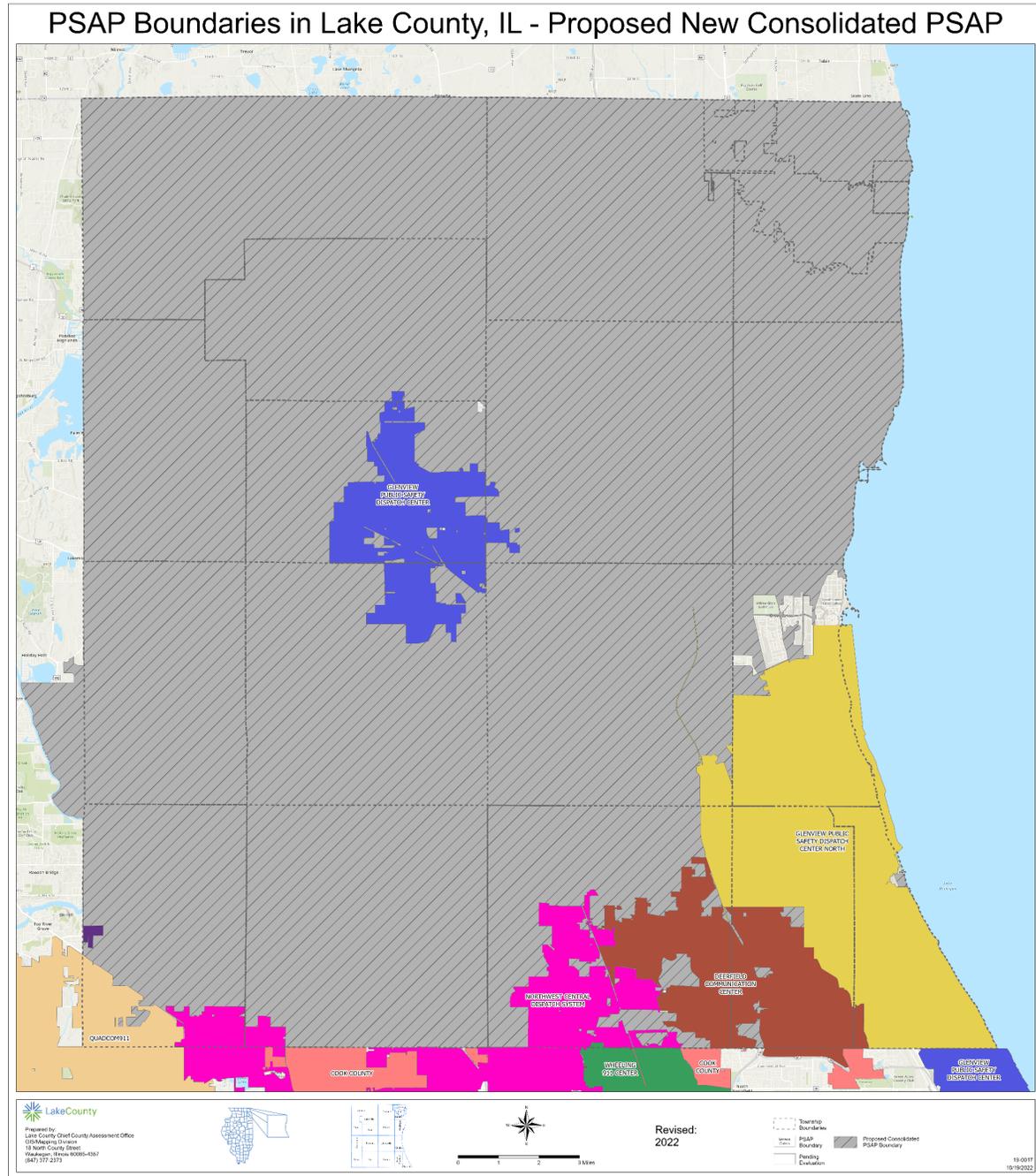
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New Consolidated PSAP

Future PSAP Boundary

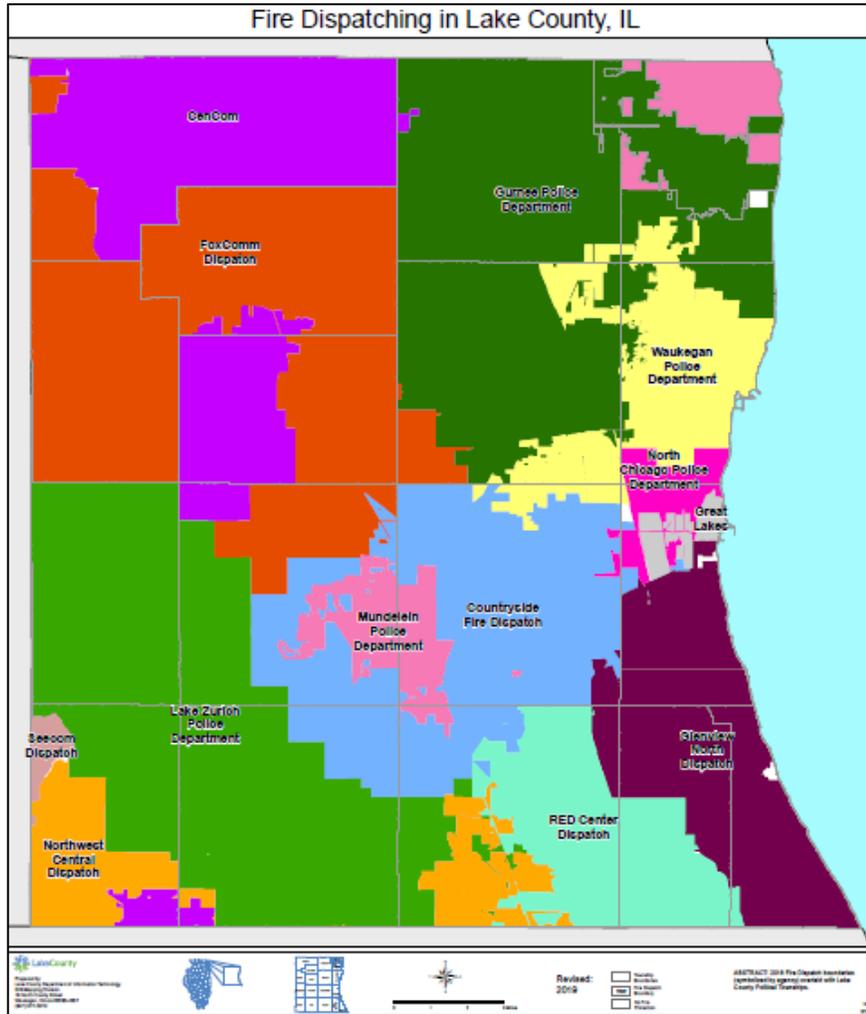
**Regional
9-1-1
Consolidation**



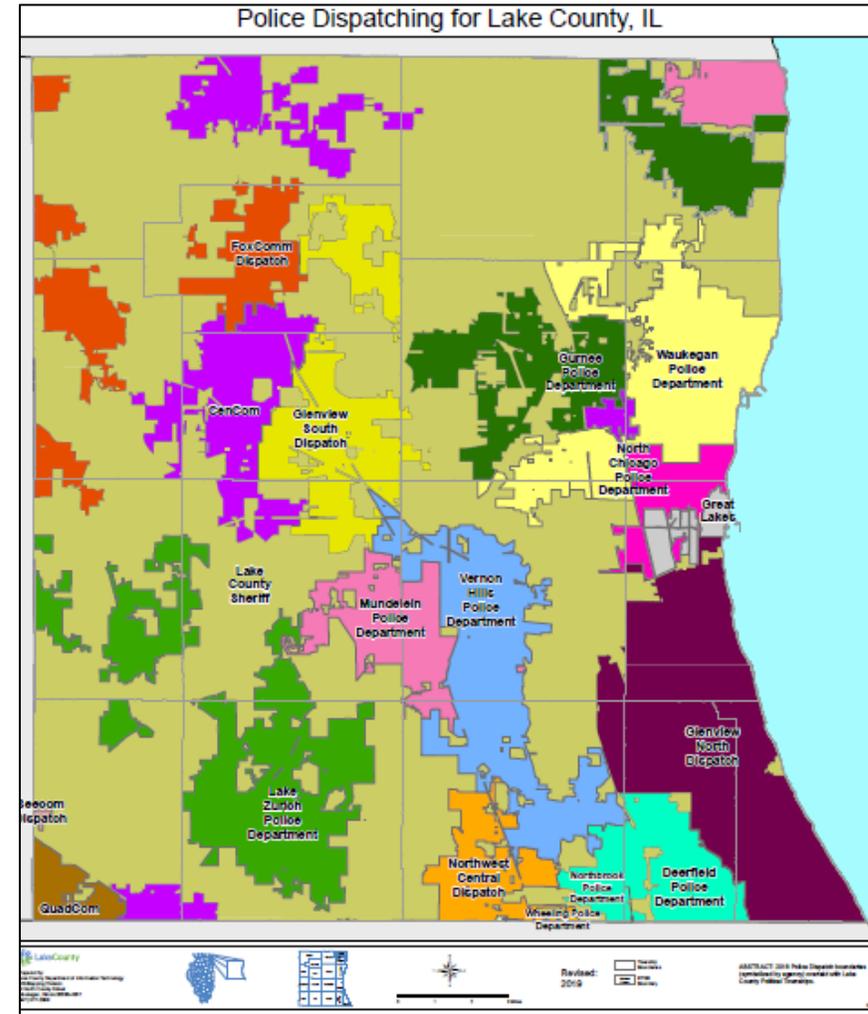
Current Environment

Dispatch Boundaries

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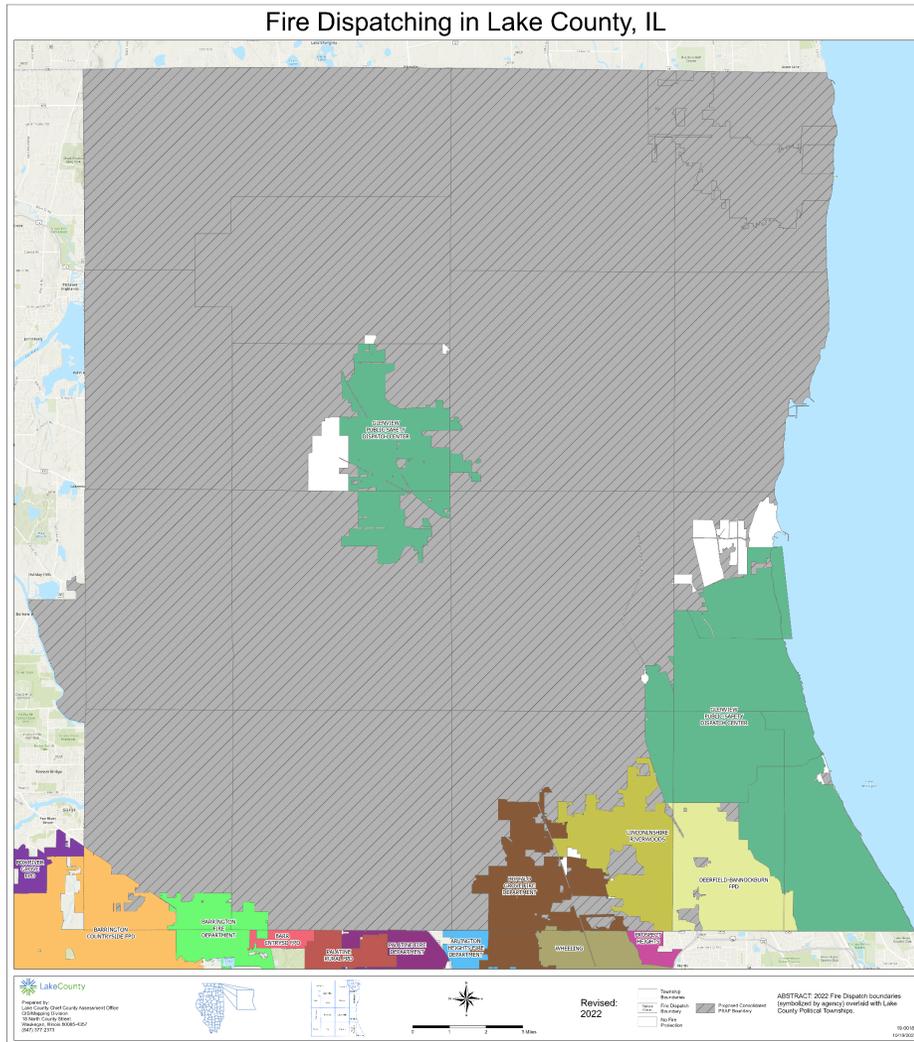


Fire / EMS Dispatch Agencies (>12)

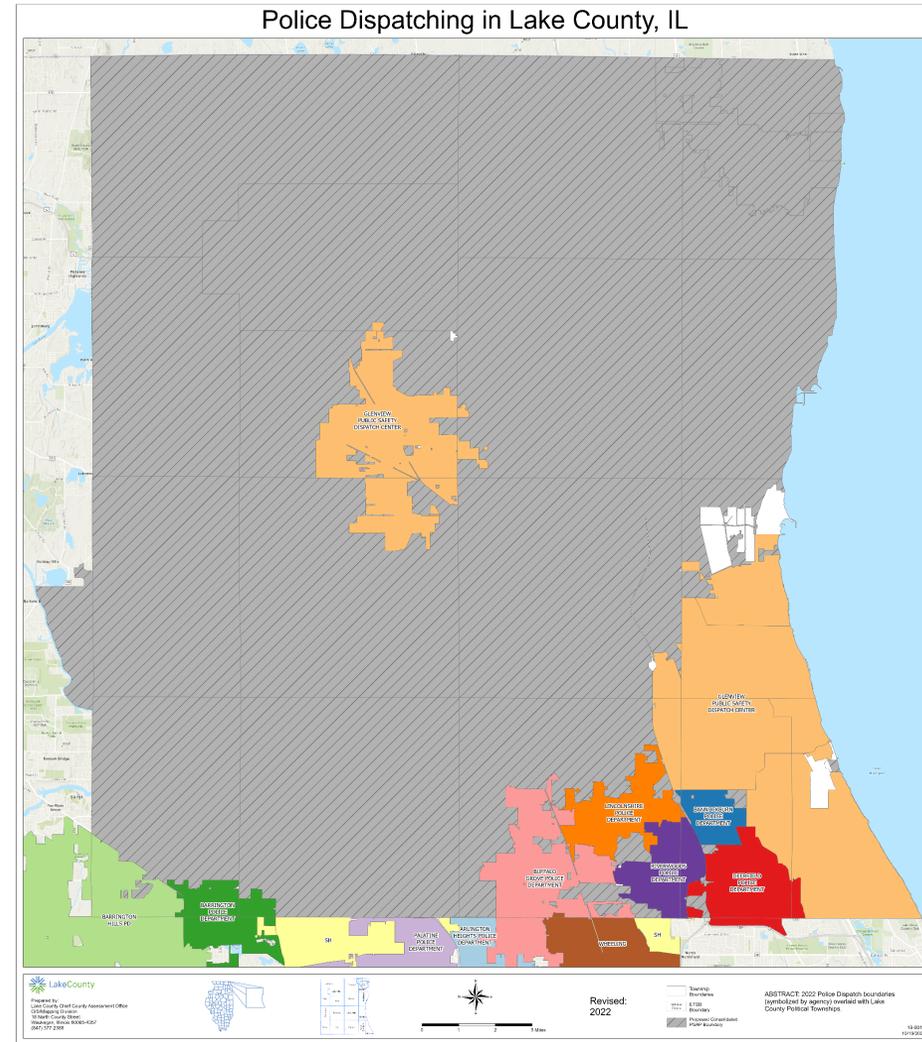


Law Enforcement Dispatch Agencies (>12)

New Consolidated PSAP Future Dispatch Boundaries



Fire / EMS Dispatch Agencies



Law Enforcement Dispatch Agencies



Questions