

# **Regional 9-1-1 Consolidation Planning Project**

## ***Project Manager Update***

**Jim Hawkins  
Project Manager**

**November 7, 2019**

Approved

# Concept of Operations

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?

# Planning Project: Month 9 - 12

(Jun 19 – Sep 19)



## Goal: Draft Implementation Plan provided for committee review

- ⓐ Update data, capabilities, and assumptions
- ⓐ Update timeline and milestones
- ⓐ Update working group actions and required output
- ⓐ Define implementation and migration pathways, tasks, and timeline for:
  - Facilities, Tech, Personnel, Finances, Operating Procedures, Governance
- ⓐ Address contingencies and risk
- ✗ Legal review of plan
- ⓐ Update agency participant list
- ⓐ Draft Implementation Plan to Operations and Policy Committees for review
- ⓐ Update and execute the information plan

### Status

ⓐ	Completed
➔	In Progress (Trend)
ⓐ	Problem / Not Started

# Planning Project: Month 13 - 14

(Oct 19 – Nov 19)



## Goal: Approved Implementation Plan

-  Update data, capabilities, and assumptions
-  Reconcile questions, issues, and concerns
-  Implementation Plan approved by Operations and Policy Committees
-  Update and execute the information plan

### Status

	Completed
	In Progress (Trend)
	Problem / Not Started

# Execution of Plan

(Nov 19 – Sep 20\*)



- **Timeline**

- **Nov 2019 - Feb 2020: Partner review**
- **Feb 2020: Operations Cmte Q & A session / options**
- **Mar 2020: Governance Cmte / agency decisions**
- **Apr 2020 - TBD: Execute Tier 1 - 3 plans**

- **Organization**

- **Maintain Governance Committees (no project manager)**
- **Build and define core technology / RFP Team to work with RFP consultant**

\* End date for current IGA

# Consultant (Plan)

## Mission Critical Partners (MCP)



- **Project Manager:** Mr. Steve Haberman
- **Cost:** \$115,808 (\$104,227 paid by deliverable with \$11,581 available for optional services)
- **Deliverables and Payment:**
  1. **Project Plan:**
    - Price: \$17,371 upon kick off and project plan approval

**Completed**
  2. **First Draft of Plan:**
    - Data, analysis, best practices, options, recommendations, risk, and decision support products
    - Price: \$11,581

**Completed**
  3. **Second Draft of Plan:**
    - Once the Consortium decides on the concept for detailed planning, the second draft will include the concept decision process, options considered, final decision, and a detailed implementation plan
    - Price: \$46,323 upon completion of on-site review of second draft of plan

**Completed**
  4. **Third Draft of Plan:**
    - Final draft for review and approval by the Consortium Governance Committees
    - Price: \$17,371 upon completion of on-site review of third draft of plan

**In Work**
  5. **Final Plan:**
    1. Final deliverable must be an executable implementation and migration plan with detailed steps identified for consolidating to a regional 9-1-1 environment for dispatch communication for Lake County partner agencies
    2. Price: \$11,581 upon approval of final plan

# Procurement CAD, Mobile, RMS, and JMS



- G** Jul. 5: Release RFP to the public, send to vendors
- G** Aug. 1: 9-1-1 Policy Committee approves membership of RFP response committee
- G** Aug. 6: RFP closes / open responses
- G** Aug. 7 - 23: Selection / contract negotiation
- G** Aug. 29: 9-1-1 Operations Committee approves RFP Contractor
- G** Sep. 5: 9-1-1 Policy Committee approves Contractor; funding sources confirmed
- G** Sep. 24 - Oct. 3: Present proposed Contractor to Lake County Committees
- G** Oct. 8: Lake County Board approves (contract and funding) for RFP Contractor
- Y** Nov. 8, 2019: Contractor on board researching and writing RFP (Kick Off Meeting)
- R** Apr. 1, 2020: Contractor provides 9-1-1 Consortium (or follow-on to Consortium) final RFP
- R** (Estimate) Aug. 1, 2020: Vendor and funding approved for initial purchase of the shared, scalable, integrated, enterprise CAD, mobile data, RMS and JMS
- R** (Estimate) Jan. 1, 2021: Vendor and funding approved by the next 9-1-1 Consolidation Partner to purchase the selected CAD, mobile data, and RMS

Status	
<b>G</b>	Completed
<b>Y</b>	In Progress (Trend)
<b>R</b>	Problem / Not Started

# **Core Technology / RFP Team**

## **CAD, Mobile, RMS, and JMS**

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- 1. CenCom**
- 2. Fox Lake / FoxComm**
- 3. Mundelein**
- 4. Gurnee**
- 5. Vernon Hills (w/Countyside FPD)**
- 6. Waukegan**
- 7. Lake County Sheriff's Office**
- 8. Lake County ETSB**

### **Notes:**

- Each Core Team member (agency) will have one lead / POC and have one vote**
- Core Team will select an overall team coordinator / admin lead**
- Core Team will work directly with consultant (Crowe LLP)**
- RMS and JMS requirements and expertise will work through Core Team leads**

# Consultant (Procurement)

## Crowe LLP



- **Project Manager:** Susannah Heitger (w/ Rick Dzik)
- **Cost:** \$184,410 (\$80,000 paid by Consortium, \$104,410 paid by Lake County)
- **Task and Payment:**
  1. **Requirements Assessment:**
    - Completed: December 1, 2019
    - Price: \$77,860

In Work
  2. **Development of RFP:**
    - Completed: April, 1 2020
    - Price: \$54,900
  3. **Evaluation and Review of RFP Submittals:**
    - Completed: June, 1 2020
    - Price: \$51,650
  4. **Contract Negotiation (Optional):**
    - Completed: TBD
    - Price: TBD
  5. **System Implementation (Optional):**
    - Completed: TBD
    - Price: TBD

# Milestones & Events

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Oct. 8: Lake County Board Approves Crowe Contract

Oct. 24: Ops Committee Meeting – Approve Plan (1:00 pm)

**Nov. 7: Policy Committee Meeting – Approve Plan (2:00 pm)**

**Nov 8: CAD, Mobile, RMS, JMS FRP Kick-Off (Crowe)**

**Nov. 21: Final Plan Delivered / Plan Development Project Complete (MCP)**

***\* Agency Review Final Plan / Decide On Agency Way Forward \****

**Feb. 13, 2020 (Tentative): Ops Committee Meeting – Q&A / Options**

**Mar. 19, 2020 (Tentative): Governance Committee Meeting – Way Ahead Decision**

**Apr. 1, 2020: Final RFP Provided (Crowe)**

# Questions