

Regional 911 Consolidation Implementation Committee

First order of business

Hire a project manager to serve the policy, operations and sub-committees. This is a large group of stakeholders, and hiring a project manager is imperative to consistently make progress on the development of the implementation plan and to further strategies to achieve the goals set out by the policy committee.

Standardization

We don't all do business the same way. Most call-taking functions can be standardized; however, there will likely be variability in the level of response by community. For example: We should standardize determining call type codes and on-air radio procedures, but when it comes to determining the types of calls PSAs respond to and the levels of resources sent to those calls, there will need to be the ability to meet differing community expectation levels. A sub-committee will be needed to consider alternative methods for several operating procedures and then make recommendations to the operations and policy committees for consideration. This may include: call taking procedures & policies, how to count calls/what is a call, etc.

Staffing and personnel

The participating PSAs will need to re-calculate call volumes based on a standard method for counting calls and then develop an adjustable staffing model for the consolidated center based on the number of agencies participating in the implementation plan and then adjust to those that ultimately consolidate. Develop alternatives for the operations and policy committee to consider related to personnel such as union/non-union; salary and pay structure; accruals including sick, vacation, personal time, etc.

Finance & Funding models for the Consolidated 911 Center

The Phase 2 report provided four models for consideration plus some best practice insights on cost allocation. A sub-committee is recommended to consider models for the consolidated center cost allocation:

- a. Call volume and population
- b. Equal share and population
- c. Equal share, population and equalized value
- d. Equal share, population, equalized value, and call volume

Financial management for the implementation plan phase

Lake County has volunteered to act as the fiduciary agent on behalf of the Regional 911 Consolidation Group. A specific fund has been created so that all contributions for 911 consolidation are deposited, approved for expenditure and financial status is reported simply and regularly to the policy committee. It will be the responsibility of the policy committee to approve the expenditure of funds for the goods and services that the Regional 911 Consolidation Group deems necessary.

Decision Making

Consensus building will be the aim of these groups. However, when a vote is required, each public safety entity/community member will have a single vote. If the primary representative is unable to attend the meeting, their alternate may vote and represent the agency.

Open Meetings

The financial resources of the Regional 911 Consolidation Group are public funds; therefore, we will strictly adhere to the Open Meetings Act for the policy and operations committees. This will include publishing meeting dates, times, agendas, minutes and any other formal documentation on the county website. This will be publicly available in accordance with the Open Meetings Act. This will include the ability of members of the public to attend and make comments under public comment.

Robert's Rule of Order

The policy and operations committees will utilize Robert's Rules of Order in conducting the meetings.

Regional 911 Governance Structure

The Regional 911 Consolidation Study completed in 2017 recommended a two-tier governance structure. This includes a policy committee comprised predominantly of elected officials and city managers and an operations committee comprised of police and fire chiefs, 911 operators/supervisors, and other informed staff members. In addition, it was acknowledged that there will likely be a need for a few sub-committees to work on more detailed issues such as technology, development of standard operating procedures, options for non-emergency calls, finance, facilities, etc.

Policy Committee:	Elected Officials	Primary/Alternate Representative
	City Managers	
<p>It is recommended that each participating public safety entity/community appoint a primary representative and an alternate representative to attend the meetings. This group may meet monthly, every other month or quarterly depending on the status of the project and the volume of work requiring their consideration and approval.</p>		

Operations Committee:	911 Operator Supervisors	Fire Chiefs
	Primary/Alternate Representative	Police Chiefs
		Others
<p>It is recommended that each participating public safety entity/community appoint a primary representative and an alternate representative to attend the operations committee meetings. This group will meet every two weeks or monthly depending on the status of the project and the volume of work requiring their consideration. This is a working group of highly informed and involved public safety and/or related professionals.</p>		

Sub-Committees:	Technology	Standard Operating Procedures
	Facilities	
	Finance	Non-Emergency Call Options
<p>Large groups of people can be challenging to organize and schedule due to the busy schedules of each participant. Smaller sub-committees will be formed to meet more regularly to develop options/solutions for the operations and/or the policy committee to consider. These sub-committees will work on focused issues such as technology, development of standard operating procedures, options for non-emergency calls, finance, facilities, etc.</p>		

Technology Sub-Committee:	Record Management Systems (RMS)	Radio Console Systems
	911 & Telephony	Logging/Recording
	CAD/Mobile	Fire Alarm Boards