

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

***Update to Policy Committee***

**Jim Hawkins  
Project Manager**

**December 6, 2018**

# 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**

# Requirements



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

Admin.  
Functions

Operate  
Detention  
Facility

Monitor  
Camera  
Systems

### **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

Monitor  
Alarm  
Boards

Lobby  
Window  
Services

Emerg.  
Public  
Info.

# Month 1 - 4

(Oct. 2018 – Jan. 2019)

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## ***Objective:* Establish baseline (“Data Book”) and build understanding of current operations**

- ☐ Meet all participating stakeholders
- ☐ Define timeline and milestones
- ☐ Devote quality time at centers and facilities
- ☐ Review existing studies and engage existing consolidated centers
- ☐ Hire contractor support
- ☐ Collect / validate data (call volume, financials, etc.)
- ☐ Collect / validate current capabilities (facilities, technology, personnel, etc.)
- ☐ Collect / update agencies’ current operational constructs
- ☐ Define assumptions
- ☐ Establish subcommittees and required output
- ☐ Build and execute an information plan

# Project Manager

## Partner Engagement

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- **PSAP Visits**
  - Lake County Sheriff's Office (Sep. 13)
  - CenCom E9-1-1 (Oct. 4 - 5)
  - Mundelein (Oct. 15)
  - Vernon Hills / Countryside FPD (Oct. 17-19)
  - Fox Lake / FoxCom (Oct. 24 - 25)
  - Gurnee (Oct. 31)
  - Waukegan (Nov. 30)
  - Lake Zurich (TBD)
- **Discussion / Attendance**
  - Village Administrators / Managers
  - Chiefs of Police
  - Fire Chiefs
  - Vernon Hills JETSB
  - Lake County ETSB
  - Lake County Board

# Project Manager

## External Engagement

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- **Stakeholders**
  - Lake County Fire Chiefs
  - Lake County Chiefs of Police
  - NEIL Telecommunicators Group
  - 2-1-1 (United Way of Lake County)
  - College of Lake County
- **Consolidated Centers**
  - SEECOM - Consolidated Center (Crystal Lake)
  - ACDC - Consolidated Center & EOC (Addison)
  - Kenosha Joint Services - Consolidated Center *[Dec. 6]*
  - DU-COMM - Consolidated Center (DuPage County) *[Dec. 14]*

# **Working Groups**

## **(Report to Operations Committee)**

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- **Data Collection**

- **Lead: Chief Rich Carani (Libertyville)**
- **Focus: Data Collection Survey due Dec. 10th**

- **Technology**

- **Lead: Mr. Kent McKenzie (LCSO)**
- **Focus: (1) Compiling list of current technology used by partners  
(2) Compiling proposed requirements for future systems**

- **Facilities**

- **Lead: Mr. Chris Velkover (Gurnee / NELCC JETSB)**
- **Focus: (1) Understanding standards for PSAPs / comm centers  
(2) Review proposed buildings / lots for new center(s)**

# Working Groups

## (Report to Operations Committee)

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- **Finance**
  - Lead: Chief Greg Formica (Greater Round Lake FPD)
  - Focus: Normalization of expenses across partner PSAPs
- **Operational Procedures** (First meeting in Jan. 2019)
  - Lead: Ms. Lisa Berger (CenCom E9-1-1)
  - Focus: Review current procedures with a focus on standardization
- **Personnel** (First meeting in Jan. 2019)
  - Lead: Ms. Brandy Schroff (Round Lake)
  - Focus: Build understanding of current PSAP staffing



# Milestones

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## Nov. 14 - Ops Committee Meeting

- Nov. 14: Ops Committee approves data collection worksheets
- Nov. 16: Data collection worksheets distributed to partners
- Dec. 4: Contract review team forwards project support contract
- Dec. 5: Ops Committee reps review project support contract

## Dec. 6 - Policy Committee Meeting

- Dec. 10: Data collection worksheets returned to Data Collection WG

## Dec. 12 - Ops Committee Meeting

- Dec. 12: Ops Committee approves project support contract

## Jan. 3 - Policy Committee Meeting












- Jan. 3: Policy Committee approves project support contract
- Jan. 3: Project support contract to Lake County L & J Committee
- Jan. 8: Lake County L & J Committee approves / forwards contract
- Jan. 15: Lake County Board approves support contract
- Jan. 17: “Data Book” available for Ops Committee review

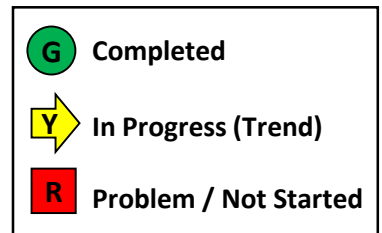
## Jan. 24 - Ops Committee Meeting

# Month 1 - 4

(Oct. 2018 – Jan. 2019)

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-  Establish subcommittees and required output
-  Build and execute an information plan



# Month 5 - 8

(Feb. 19 – May. 19)



## **Objective: Concept of operation approved**

- ☐ Update data, capabilities, and assumptions
- ☐ Update timeline and milestones
- ☐ Update subcommittee actions and required output
- ☐ Define outcomes and requirements for:
  - Facilities, Technology, Personnel, Finances, Operating Procedures, Governance
- ☐ Address options for “additional” duties currently performed by dispatch centers
- ☐ Build multiple concepts of operation for committee review
- ☐ Evaluate and compare each concept of operation
  - Outputs / Outcomes, Value, Risk
- ☐ Update agency participant list
- ☐ Operations and Policy Committees approve single concept of operation
- ☐ Update and execute the information plan

# Questions