

Regional 9-1-1 Consolidation Project

Update to Policy Committee

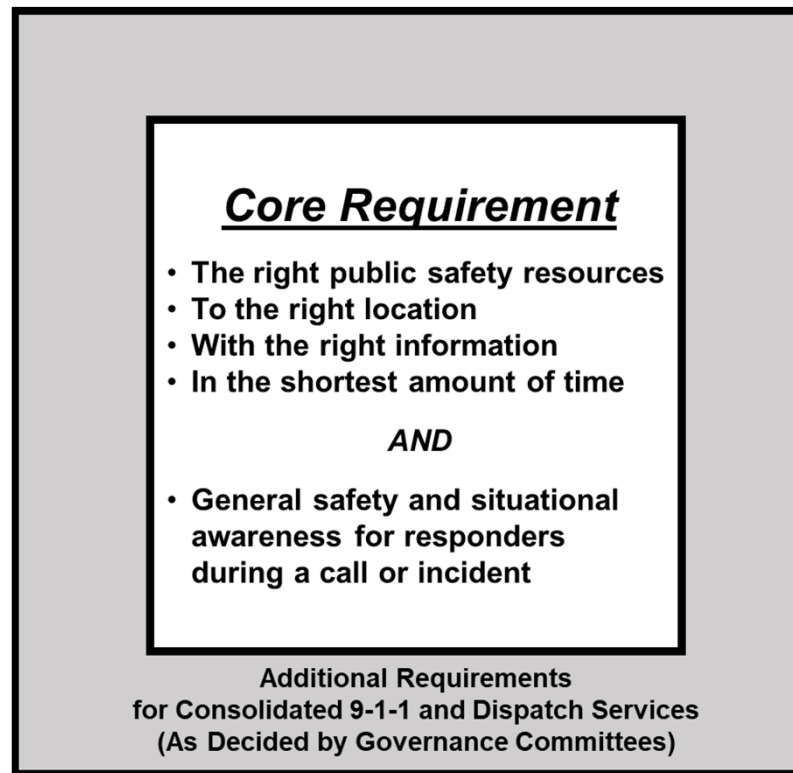
**Jim Hawkins
Project Manager**

January 3, 2019

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



Consultant

Contract Overview



- **Consultant:** Mission Critical Partners (MCP)
 - Work for the Governance Committees established in the IGA even though County is signing the contract
- **Cost:** \$115,808 (paid by deliverable)
 - Policy Committee will maintain owner-controlled \$30,000 contingency for possibility of additional tasks
- **Deliverables and Payment:**
 1. **Project Plan:**
 - Payment: 15% upon kick off and project plan approval
 2. **First Draft of Plan:**
 - Data, analysis, best practices, options, recommendations, risk, and decision support products
 - Payment: 30% upon completion of on-site review of first draft of plan
 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
 - Payment: 30% upon completion of on-site review of second draft of plan
 4. **Third Draft of Plan:**
 - Final draft for review and approval by the Consortium Governance Committees
 - Payment: 15% upon completion of on-site review of third draft of plan
 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. Payment: 10% upon approval of final plan
- **Contracting Process**
 - **Previous Approval:** Review Committee (Dec. 5), Operations Committee (Dec. 12)
 - **Routing / Future Approval:** Policy Committee (Jan. 3), County L&J (Jan. 8) and F&A (Jan. 10) Committees
 - **Final Approval:** County Board (approve / sign contract on Jan. 15)

Working Group Update

Report to the Operations Committee



- **Data Collection**
 - Lead: Chief Rich Carani (Libertyville)
 - Focus: Compiling / validating data from PSAP and agency survey
- **Personnel**
 - Lead: Ms. Brandy Schroff (Round Lake)
 - Focus: Build understanding of current PSAP staffing
- **Operational Procedures**
 - Lead: Ms. Lisa Berger (CenCom E9-1-1)
 - Focus: Review current procedures with a focus on standardization
- **Technology**
 - Lead: Mr. Kent McKenzie (LCSO)
 - Focus: (1) Compiling list of current technology used by partners
(2) Compiling proposed requirements for future systems
(3) Geographic Information System (GIS) roadmap

Working Group Update

Report to the Operations Committee



- **Facilities**

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

- **Finance**

- **Lead: Chief Greg Formica (Greater Round Lake FPD)**
- **Focus: Normalization of expenses across partner PSAPs**

- **Governance**

- **Lead: Chief John Kavanagh (Gurnee / NELCC JETSB)**
- **Focus: Examine governance models, provide recommendations**

Project Manager Update

External Engagement



- **Stakeholders**
 - **2-1-1 (United Way of Lake County) [Dec. 17]**
 - Toured CenCom E9-1-1
 - Discussed 2-1-1 and “Find Help” resource [<http://findhelpplc.org/>]
 - Operational Procedures WG will continue discussion
 - 2-1-1 will provide an overview at an upcoming meeting
 - **College of Lake County**
 - Explain project, investigate opportunities to partner
 - **Lake County Fire Chiefs**
 - **Lake County Chiefs of Police**
 - **NEIL Telecommunicators**
- **Consolidated Centers**
 - **Jan. 18 Governance Committee tour for 25 members**
 - **DU-COMM - Center co-located with ETSB (DuPage County)**
 - **ACDC - Center co-located with EOC (Addison in DuPage County)**

Milestones & Events



- Dec. 10: Data collection worksheets returned to Data Collection WG
- Dec. 12: Ops Committee approves project support contract
- **Jan. 3 - Policy Committee Meeting (9:00 am)**
- Jan. 3: Policy Committee approves project support contract
- Jan. 7: Technology requirements to Tech Working Group
- Jan. 8: Lake County L & J Committee approves / forwards support contract
- Jan. 10: Lake County F & A Committee approves / forwards support contract
- Jan. 10: Working Group Meetings (Data, Personnel, Ops Procedures)
- Jan. 15: Lake County Board approves / signs support contract
- Jan. 17: Working Group Meetings (Facility, Finance, Governance)
- Jan. 18: Tour of Consolidated Centers - DU-COMM & ACDC (25 members)
- Jan. 21: “Data Book” available for Ops Committee and Consultant review
- **Jan. 24 - Ops Committee Meeting (1:00 pm)**
- Jan. 24: “Data Book” overview to Operations Committee
- **Feb. 7 - Policy Committee Meeting**
- Feb. 7: Consultant an active part of planning team (“kick-off” / site visits)












Month 1 - 4

(Oct. 2018 – Jan. 2019)






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

Status

-  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 working groups and required output
-  Build and execute an information plan

Status

	Completed
	In Progress (Trend)
	Problem / Not Started

Month 5 - 8

(Feb. 19 – May. 19)



Objective: Concept of operation approved

- ☐ Update data, capabilities, and assumptions
- ☐ Update timeline and milestones
- ☐ Update working group actions and required output
- ☐ Define outcomes and requirements for:
 - Facilities, Tech, 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
- ☐ Operations and Policy Committees approve single concept of operation
- ☐ Update agency participant list
- ☐ Update and execute the information plan

Month 5 - 8

(Feb. 19 – May. 19)



Objective: Concept of operation approved

- ☐ Update data, capabilities, and assumptions
- ☐ Update timeline and milestones
- ☐ Update working group actions and required output
- ☐ Define outcomes and requirements for: **Decisions**
 - Facilities, Tech, 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
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Questions

Requirements



Admin.
Functions

Monitor
Alarm
Boards

Operate
Detention
Facility

Lobby
Window
Services

Monitor
Camera
Systems

Emerg.
Public
Info.

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)**

Project Manager Update

Partner Engagement



- **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 (Dec. 14)

- **Discussion / Attendance**
 - Village Administrators / Managers
 - Lake County Chiefs of Police
 - Lake County Fire Chiefs
 - Vernon Hills JETSB
 - Lake County ETSB
 - Lake County Board