Regional 9-1-1 Consolidation Project

Update to Operations Committee

Jim Hawkins Project Manager

January 24, 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

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)

Consultant

Contract Overview



- Consultant: Mission Critical Partners (MCP)
 - Work for the Governance Committees established in the IGA even though County is signing the contract
- <u>Cost</u>: \$115,808 (paid by deliverable)
 - Policy Committee will maintain owner-controlled \$30,000 contingency for possibility of additional tasks

<u>Deliverables and Payment</u>:

- 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
 - Routing / Approval: Review Committee (Dec. 5), Operations Committee (Dec. 12), Policy Committee (Jan. 3), County L & J Committee (Jan. 8) and County F & A Committee (Jan. 10)
 - Final Approval: County Board (approved / signed contract on Jan. 15)

Project Manager Update

External Engagement



Stakeholders

- 2-1-1 (United Way of Lake County)
 - Toured CenCom E9-1-1
 - Discussed 2-1-1 and "Find Help" resource [http://findhelplc.org/]
 - Operational Procedures WG will continue discussion
- College of Lake County
 - Explain project, investigate opportunities to partner
 - Personnel WG will host discussion with Comm. Center Directors
- Lake County's New Public Safety Building Team
- Lake County Fire Chiefs
- Lake County Chiefs of Police
- NEIL Telecommunicators

Consolidated Centers

- Jan. 18 Governance Committee tour
 - DU-COMM Center co-located with ETSB (DuPage County)
 - ACDC Center co-located with EOC (Addison in DuPage County)

Month 1 - 4

(Oct. 2018 – Jan. 2019)

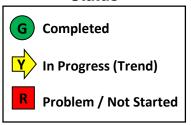


Goal: Establish baseline ("Data Book") and build understanding of current operations

Status

- **G** Meet all participating stakeholders
- **Properties** Define timeline and milestones
- **1** Devote quality time at centers and facilities
- Review existing studies and engage existing consolidated centers
- G 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



Month 5 - 8

(Feb. 19 – May. 19)



Goal: 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: Decision	าร
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	

Looking Ahead

Concept Development



- Imagine...
 - What Lake County 9-1-1 should be in 2030 or 2035?
 - What opportunities and innovations support a pathway to consolidation?
 - Are there opportunities to expand shared public safety services?
 - What assumptions should be considered?
- Working Groups bring forward options and recommendations
- Program Manager (and MCP) will meet with individual partners (or groups) for "brainstorming" sessions to listen and discuss innovative and supportable consolidation concepts and pathways
- Program Manager available to meet with stakeholders or attend meetings
 - Boards
 - Elected Officials
 - Village Administrators / Managers

Milestones & Events



Jan. 24 - Ops Committee Meeting (1:00 pm)

- Jan. 24: "Data Book" overview to Operations Committee
- Jan. 31: Working Group Meetings (Technology)

Feb. 7 - Policy Committee Meeting (2:00 pm)

- Feb. 7: Consultant an active part of team (possible "kick-off' / site visits)
- Feb. 14: Working Group Meetings
- Feb. 21: Working Group Meetings

Feb. 28 - Ops Committee Meeting (1:00 pm)

Mar. 7 - Policy Committee Meeting (2:00 pm)

- Mar. 14: Working Group Meetings
- Mar. 21: Working Group Meetings

Questions