

# **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
- **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**
  - **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

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- **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

-  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)



## 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: **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
- ☐ Operations and Policy Committees approve single concept of operation
- ☐ Update agency participant list
- ☐ Update and execute the information plan

# Looking Ahead

## Concept Development

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- **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

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## *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