

Regional 9-1-1 Consolidation Project

Update to Policy Committee

**Jim Hawkins
Project Manager**

February 7, 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 Approved



- **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)

Working Group Update



- **Data Collection**

- **Lead: Chief Rich Carani (Libertyville)**
- **Focus: “Data Book” / compiling PSAP and agency survey data**
- **Update:**
 - **Comm Center Directors engaged in review and validation of data**
 - **Draft sections of “Data Book” available for review (Ops, Tech, Facilities)**
 - **Staffing, Finance, and Ops Procedures data being compiled**

- **Personnel / Staffing**

- **Lead: Ms. Brandy Schroff (Round Lake)**
- **Focus: Build understanding of current PSAP staffing**
- **Update:**
 - **Comm Center Directors supporting working group**
 - **Reviewed initial survey responses**
 - **Added benefits questions to staffing survey**

Working Group Update



- **Operational Procedures**

- **Lead:** Ms. Lisa Berger (CenCom E9-1-1)
- **Focus:** Review current procedures with a focus on standardization
- **Update:**
 - **Comm Center Directors** supporting working group
 - *(Recommendation)* Use existing national professional standards as baseline for any consolidation of procedures

- **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)
- **Update:**
 - **Lead,** members attended DuPage tour – visited two new facilities
 - **Reviewing** current and proposed facility locations

Working Group Update



- **Finance**

- **Lead: Chief Greg Formica (Greater Round Lake FPD)**
- **Focus: Normalization of expenses across partner PSAPs**
- **Update:**
 - **Finance professionals supporting working group**
 - **Reviewing PSAP budgets provided during data survey**
 - **Standardized breakdown of revenue and expenses in work**

- **Technology**

- **Lead: Mr. Kent McKenzie (LCSO)**
- **Focus: (1) Compiling list of current technology used by partners
(2) Compiling proposed requirements for future systems**
- **Update:**
 - **Draft of current technology summary available**
 - **Future requirements list in work**

Working Group Update



- **G.I.S. (Geographic Information Systems)**
 - Lead: Mr. Steven Winnecke (Lake County ETSB)
 - Focus: (1) NG9-1-1 readiness & standardized PSAP, ESN, dispatch, CAD, MSAG, and jurisdictional maps across the County
(2) Plan / roadmap to be NG9-1-1 compliant by July 2020
(3) Approved policies, agreements and SOPs to build and maintain standardized public safety GIS products
 - Update:
 - Positive response from GIS professionals
 - Agreement on general data sharing and update process
 - Will require higher level support to meet GIS requirements
- **Governance**
 - Lead: Chief John Kavanagh (Gurnee / NELCC JETSB)
 - Focus: Examine governance models, provide recommendations
 - Update:
 - Lead, members attended DuPage tour – briefed on two governance models

Project Manager Update

External Engagement



- **Stakeholders**

- **2-1-1 (United Way of Lake County)**
 - Presentation to Operations Committee
 - 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:
 - 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

Decisions

Status

	Completed
	In Progress (Trend)
	Problem / Not Started

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

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

- Feb. 7: Consultant an active part of team (“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