

Regional 9-1-1 Consolidation Project

Update to Policy Committee

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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)

Overview



- **Operations Committee Actions**
- **Current Environment / Situation**
- **Concept Development**
- **Project Report Card**
- **Milestones and Events**

Operations Committee

Actions



- **Next Gen 9-1-1 Compliance:** Request Lake County remedy dual addressing in unincorporated areas (9-1-1 call delivery issue, required for NG 9-1-1 compliance)
 - **Action:** Resolution from Regional 9-1-1 Consolidation to Lake County requesting a remedy to dual addressing in unincorporated areas approved by Operations Committee, forwarded to Policy Committee final approval
- **Standard Technology:** Shared / consolidated public safety technology and data base(s) - CAD, Records Management (LE & F/EMS), booking, JMS
 - **Action:** Request for information (RFI) for future computer aided dispatch (CAD) system released by Lake County Purchasing - responses due April 23rd
 - **Action:** Operations Committee agreed to establish a RFI review committee that includes both RMS and CAD experts and appropriate partner representation to look at enterprise solutions
- **Detention:** 9-1-1 consolidation requires an actionable option / plan to remove detention tasks from PSAP operations
 - **Action:** Law Enforcement group made up of Consolidation Partners held first meeting to actively explore options to meet county-wide detention needs

Operations Committee

Actions



- **“Unifying” ETSBs**: Continued interest in pursuing further combining ETSB resources to increase buying power and standardize technology
 - **Action**: Form an ETSB expert group to review options and provide proposals to bring ETSB resources together with a common vision for coordinated and efficient support
- **Concept Development**: Analyze options and opportunities that can be brought together into one, cohesive 9-1-1 consolidation plan
 - **Action**: Working groups have started presenting the Operations Committee with options and early analysis in order to receive guidance and feedback
- **Data Book**: Establish baseline and an understanding of current operations
 - **Action**: Data Book (dated April 2nd) provided to Committees and working groups

Current Environment

End of 2019



- **9-1-1 Consolidation Partners include:**
 - 7 ETSBs (approx. \$6.5 million in 9-1-1 surcharge funds)
 - 8 Primary PSAPs (answer 9-1-1 calls)
 - 8 Law Enforcement Dispatch Agencies
 - 8 Fire / EMS Dispatch Agencies
- **9-1-1 Consolidation Partners service a population of:**
 - ≈ 590,000 (Primary PSAP / 9-1-1 Call Answering)
 - ≈ 560,000 (Law Enforcement Dispatch)
 - ≈ 580,000 (Fire / EMS Dispatch)
- **Telecommunicators**
 - At any time, between 23 and 36 telecommunicators working at the eight partner PSAPs
 - Training period ranges from 3 to 9 months (PSAP dependent)

Comparison: Lake County as a whole (population ≈ 703,000) is currently serviced by:

- ≥ 10 ETSBs (approx. \$8 million in 9-1-1 surcharge funds)
- ≥ 15 Primary PSAPs (answer 9-1-1 calls)
- ≥ 14 Law Enforcement Dispatch Agencies
- ≥ 14 Fire / EMS Dispatch Agencies

Current Environment

9-1-1 Consolidation Partner Totals (Averages for 2016 & 2017)



- **Total calls at Partner PSAPs \approx 1,260,000**
- **Total 9-1-1 calls (\approx 260,000)**
 - \approx 45,900 (17.5%) wire line 9-1-1 calls
 - \approx 202,100 (77.2%) wireless 9-1-1 calls
 - \approx 8,800 (3.4%) VoIP 9-1-1 calls
 - \approx 4,900 (1.9%) abandoned 9-1-1 calls
- **Total 10 digit calls (\approx 1,000,000)**
 - \approx 779,000 (72.6%) inbound 10-digit calls
 - \approx 293,400 (27.4%) outbound 10-digit calls
- **Total computer aided dispatch (CAD) incidents (\approx 953,000):**
 - \approx 67,000 (7%) Fire / EMS Incidents
 - \approx 847,900 (89%) Law Enforcement Incidents
 - \approx 38,300 (4%) Other

Current Situation

PSAP Operations Summary 2017

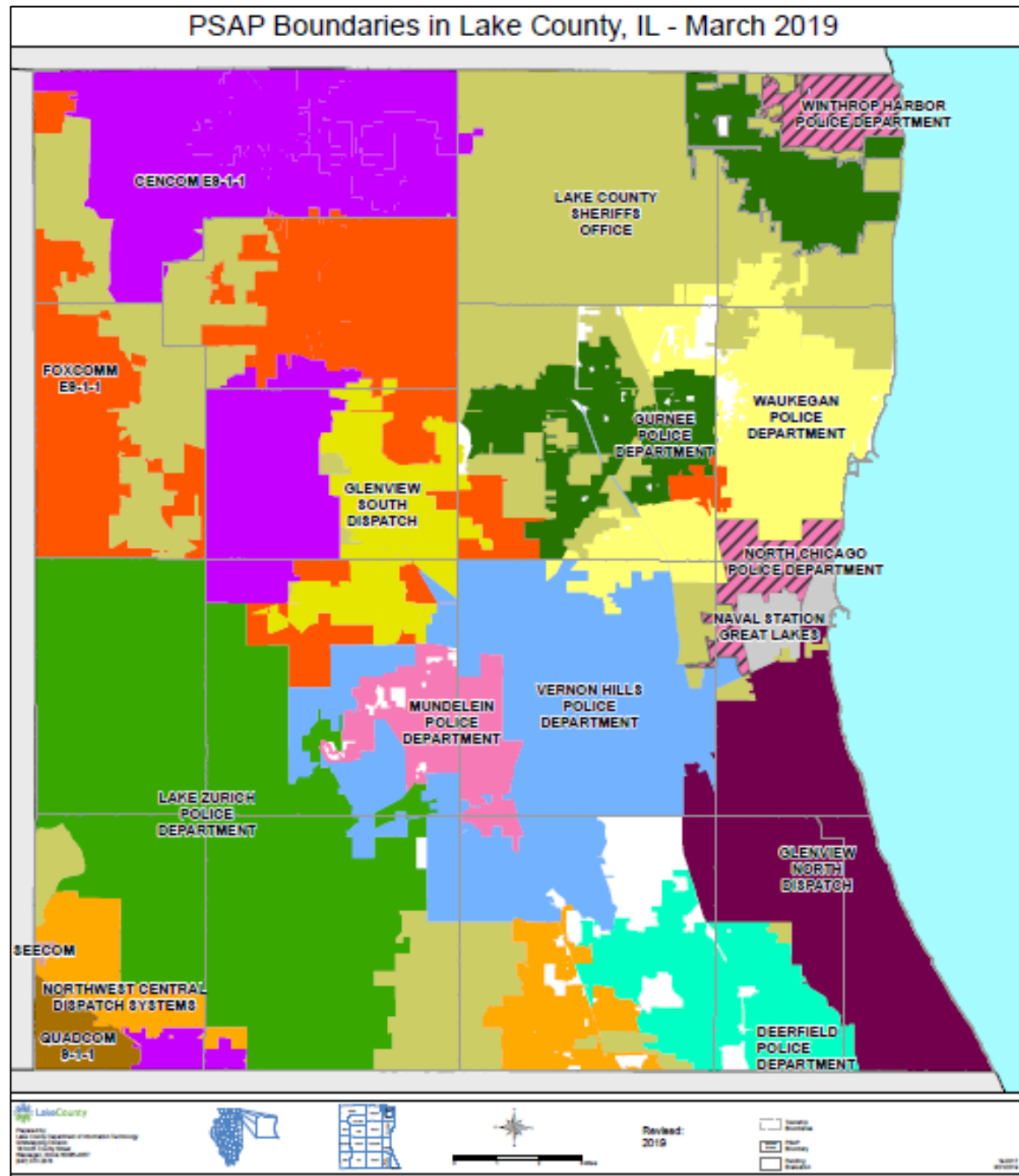
Regional
9-1-1
Consolidation

	Totals	CenCom	FoxComm	Gurnee	LCSO	Lake Zurich	*Mundelein	Vernon Hills	Waukegan	*N. Chicago
PSAP / 9-1-1	590,935	81,500	63,982	90,000	52,149	81,000	31,394	71,181	87,729	32,000
LE Dispatch	561,857	81,379	32,848	54,719	136,876	50,833	31,394	54,079	87,729	32,000
Fire / EMS Dispatch	583,399	91,363	85,000	111,168	0	81,000	31,394	63,745	87,729	32,000
Total Annual 9-1-1- Call Volume	261,675	30,760	14,750	22,720	65,921	19,243	7,458	24,482	62,701	13,640
Wireline (Including VoIP) 9-1-1 Call Percentage	20%	30%	28%	23%	12%	27%	19%	33%	15%	10%
Wireless (Cell) 9-1-1 Call Percentage	78%	62%	72%	68%	88%	73%	81%	67%	85%	84%
9-1-1 Call Volume by Percentage of Partner Total	100%	12%	6%	9%	25%	7%	3%	9%	24%	5%
Total Annual Non 9-1-1 Call Volume	1,084,322	187,416	98,006	126,133	115,767	73,516	38,615	122,279	275,086	47,504
Ten Digit Inbound Call Percentage	73%	77%	71%	71%	69%	70%	70%	70%	75%	76%
Ten Digit Outbound Call Percentage	27%	23%	29%	29%	32%	30%	30%	30%	25%	24%
Non 9-1-1 Call Volume by Percentage of Partner Total	100%	17%	9%	12%	11%	7%	4%	11%	25%	4%
Total Annual Incident Volume	969,044	135,046	126,416	93,067	197,727	144,934	42,048	94,926	84,574	50,306
Fire / EMS Incident Volume Percentage	7%	8%	9%	14%	0%	6%	8%	10%	13%	6%
Law Incident Volume Percentage	89%	69%	88%	85%	100%	94%	92%	90%	87%	94%
Incident (CAD) Volume by Percentage of Partner Total	100%	14%	13%	10%	20%	15%	4%	10%	9%	5%

Current Situation

PSAP Boundaries

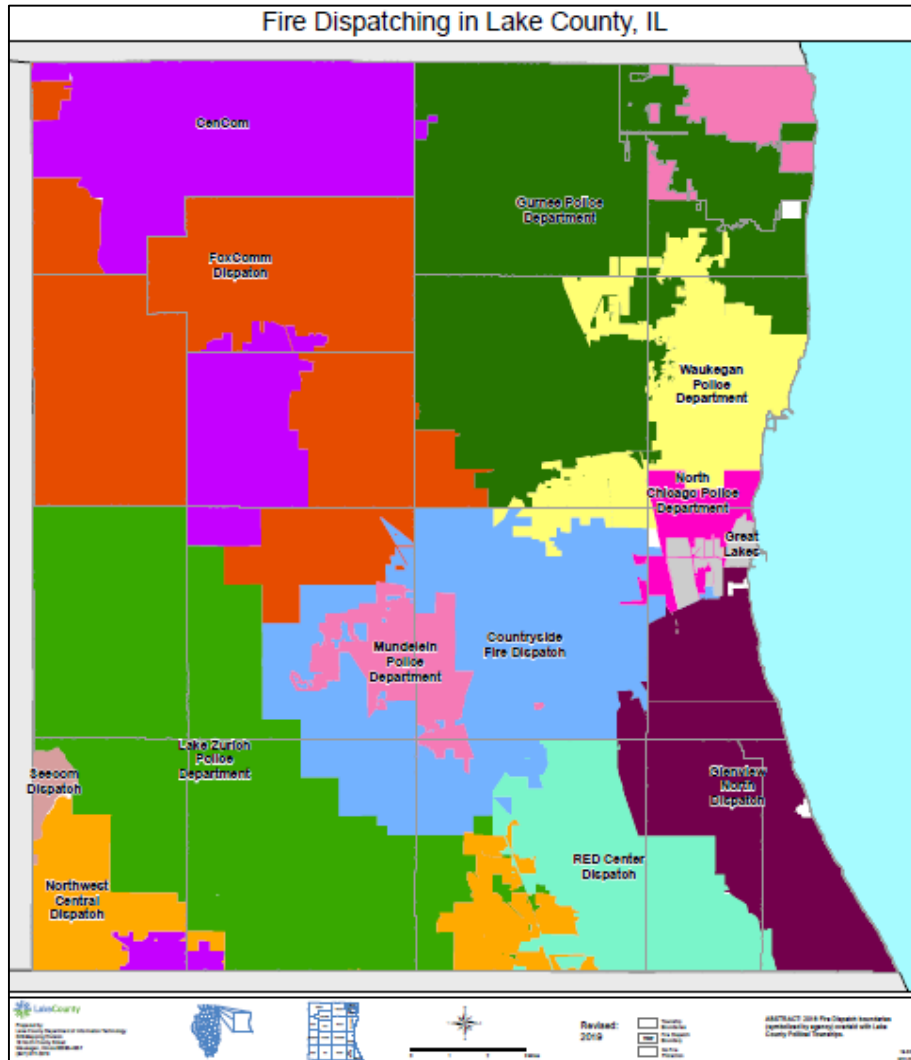
- More than 15 Primary PSAPs
 - Answer 9-1-1 calls
- Wireline 9-1-1 calls follow boundaries to the right
- Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries
 - A cellular 9-1-1 call may go to the closest available cell tower
 - Text message to 9-1-1 is very limited in Lake County
 - A VoIP 9-1-1 call may show the physical location of the internet server and not the caller's actual location
- NG 9-1-1 will improve cell phone location information



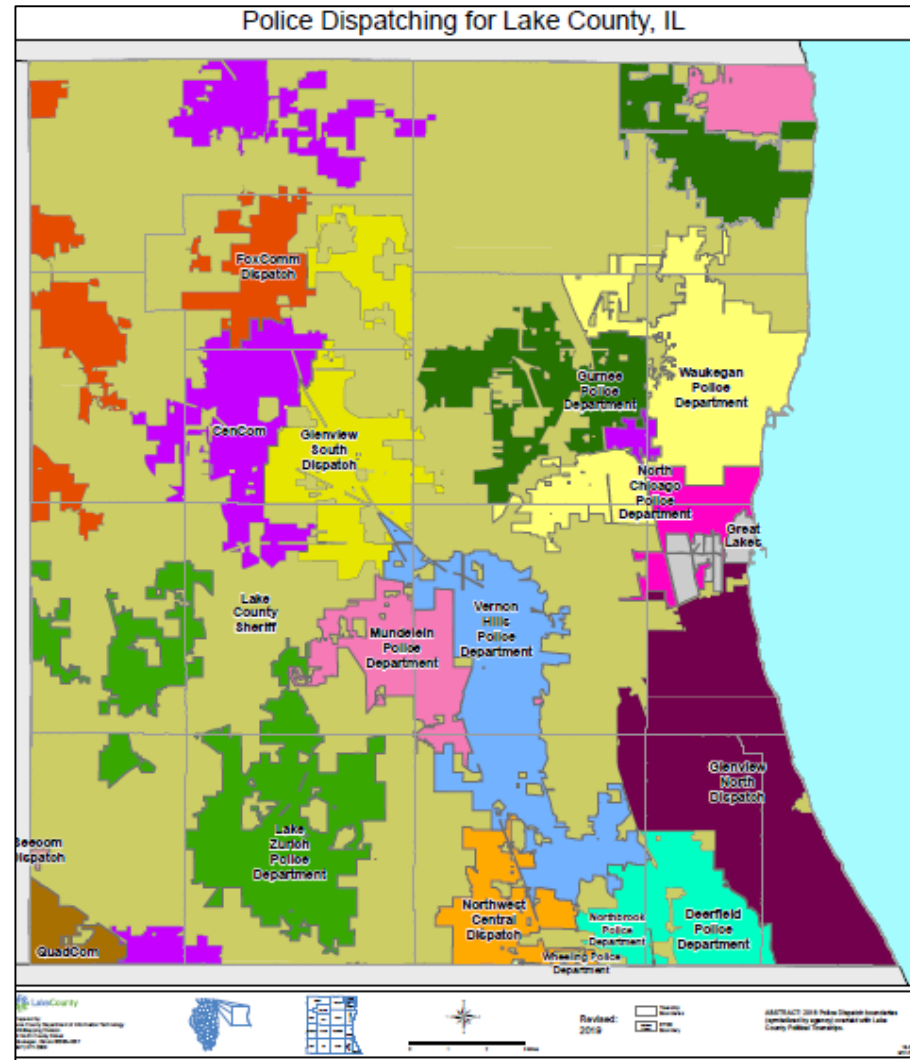
Current Situation

Dispatch Boundaries

**Regional
9-1-1
Consolidation**



Fire / EMS Dispatch Agencies (>14)



Law Enforcement Dispatch Agencies (>14)

Concept Development

Benefits and Keys to Success



- **Expected benefits (from the IGA)**
 - Reduced call transferring
 - Staffing improvements / enhanced coverage for 24/7 operations
 - More consistent and effective service delivery
 - Greater opportunities for inter-agency response and backup
 - Better data sharing between agencies and responders in the field
 - Enhanced interoperability / ability to share information across jurisdictions
 - Operational savings
 - Reductions in future capital investment
 - Elimination of duplicate technology and maintenance agreements
- **Keys to success**
 - Focus remains on providing the highest quality 9-1-1 service and lasting value
 - Transparency and dialogue
 - Agree to, and work towards, a “*coordinated consolidation*”
 - Instead of a “*competitive consolidation*”

Concept Development

Options Being Discussed



- **IGA to establish an independent, public safety agency that operates and maintains a joint public safety communications system for mutual benefit of members**
 - **Primary PSAP (answering 9-1-1 calls) with LE & Fire / EMS dispatch**
- **Representative governance model**
- **Leased facilities under one governance structure**
- **Shared / 100% compatible CAD, RMS, Booking, JMS by 2025**
- **Single, shared county-wide GIS database**
- **Larger, contiguous PSAP boundaries (minimizing seams, gaps, and overlaps)**
- **Agency representation on supporting ETSB(s)**
- **Primary and back-up facilities having the same equipment**

“Enablers”

External Issues Affecting 9-1-1 Consolidation

- **Remedy for the “Detention Dilemma”**
 - 9-1-1 consolidation requires an actionable option / plan to remove detention tasks from PSAP operations
- **“Unified” ETSBs**
 - Combining of ETSB resources can increase buying power and efficiently bring standard technology to partners
- **NG 9-1-1 Compliance**
 - GIS Working Group will continue to draft recommendations for Governance Committees to forward to decision makers
- **Shared / consolidated public safety data base(s)**
 - CAD, records management (LE & Fire/EMS), booking, JMS
 - Window of opportunity for Lake County LE community and LCSO to work together in selecting a new, shared RMS in coordination with CAD selection












Planning: 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











Planning: Month 5 - 8

(Feb. 19 – May. 19)






Goal: Concept of operation approved

Status

-  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

Status

	Completed
	In Progress (Trend)
	Problem / Not Started

Milestones & Events

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

Apr. 4 - Policy Committee Meeting (2:00 pm)

Apr. 11: Working Group Meetings

Apr. 14 - 20: National Public Safety Telecommunicators Week

Apr. 18: Working Group Meetings

Apr. 23: RFI Responses for CAD Systems Due

Apr. 25 - Ops Committee Meeting (1:00 pm)

May 2 - Policy Committee Meeting (2:00 pm)

May 9: Working Group Meetings

May 16: Working Group Meetings

May 23 - Ops Committee Meeting (1:00 pm)

Jun. 6 - Policy Committee Meeting (2:00 pm)

Concept Development

Concept Development

Concept Decision

Questions