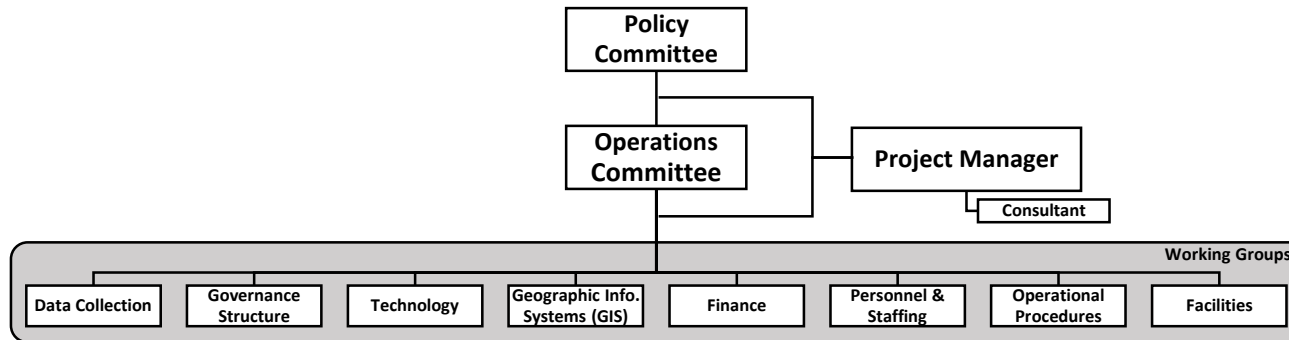


# **Regional 9-1-1 Consolidation Project**

***Update to the  
Lake County Board***

**June 11, 2019**

# Project Structure



- **Policy Committee** - elected officials, city managers
- **Operations Committee** - public safety professionals
- **Working Groups** - subject matter experts from partner agencies
- **Consultant** - Mission Critical Partners hired to support the project
- **Project Manager** - hired by the consortium to deliver a plan

# 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)

# Current Environment

## Consolidation Partners



### 9-1-1 Consolidation Partners (21 public safety entities) represent:

- **8 Primary PSAPs (answer 9-1-1 calls), 1 Secondary PSAP (dispatch only)**
  - 1 independent agency (CenCom)
  - 7 PSAPs part of LE agencies
  - 1 PSAP part of F/EMS agency
- **8 Law Enforcement dispatch agencies**
- **8 Fire / EMS dispatch agencies**
- **26 municipalities**
- **12 fire protection districts,**
- **1 county (Lake County)**
- **28 Law Enforcement agencies**
- **20 Fire / EMS agencies**
- **8 “Other” agencies**
- **7 ETSBs ( ≈ \$6.5 million in 9-1-1 surcharge funds)**
- **Partners service a population of:**
  - ≈ 590,000 (Primary PSAP / 9-1-1 Call Answering)
  - ≈ 560,000 (Law Enforcement Dispatch)
  - ≈ 580,000 (Fire / EMS Dispatch)

# Current Environment

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

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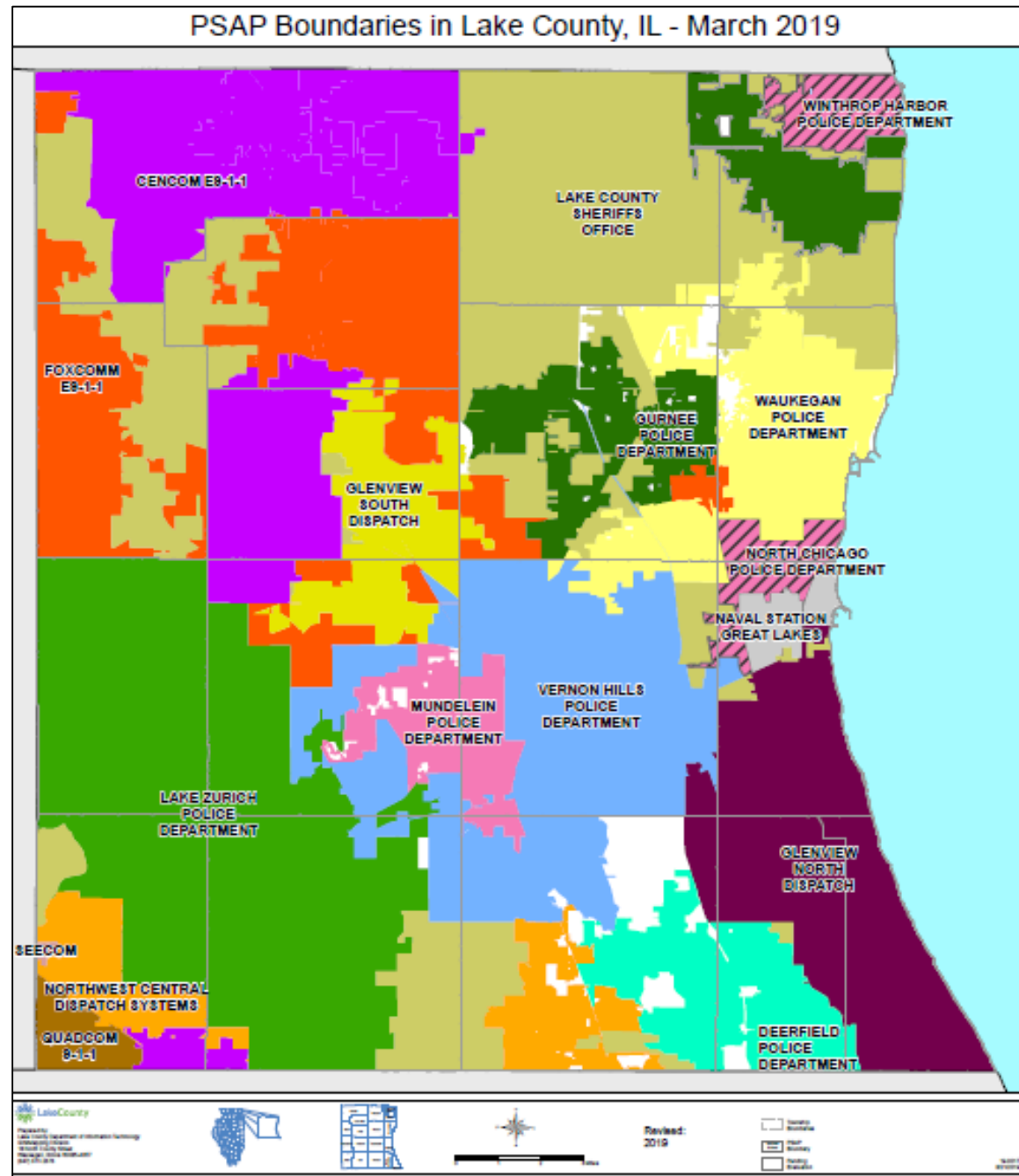


- **Total calls at Partner PSAPs  $\approx$  1,330,000**
- **Total 9-1-1 calls (  $\approx$  260,000)**
  - $\approx$  45,900 (17.5%) wire line 9-1-1 calls
  - $\approx$  202,100 (77.2%) wireless 9-1-1 calls
  - $\approx$  8,800 (3.4%) VoIP 9-1-1 calls
  - $\approx$  4,900 (1.9%) abandoned 9-1-1 calls
- **Total 10 digit calls (  $\approx$  1,070,000)**
  - $\approx$  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 Environment

## PSAP Boundaries

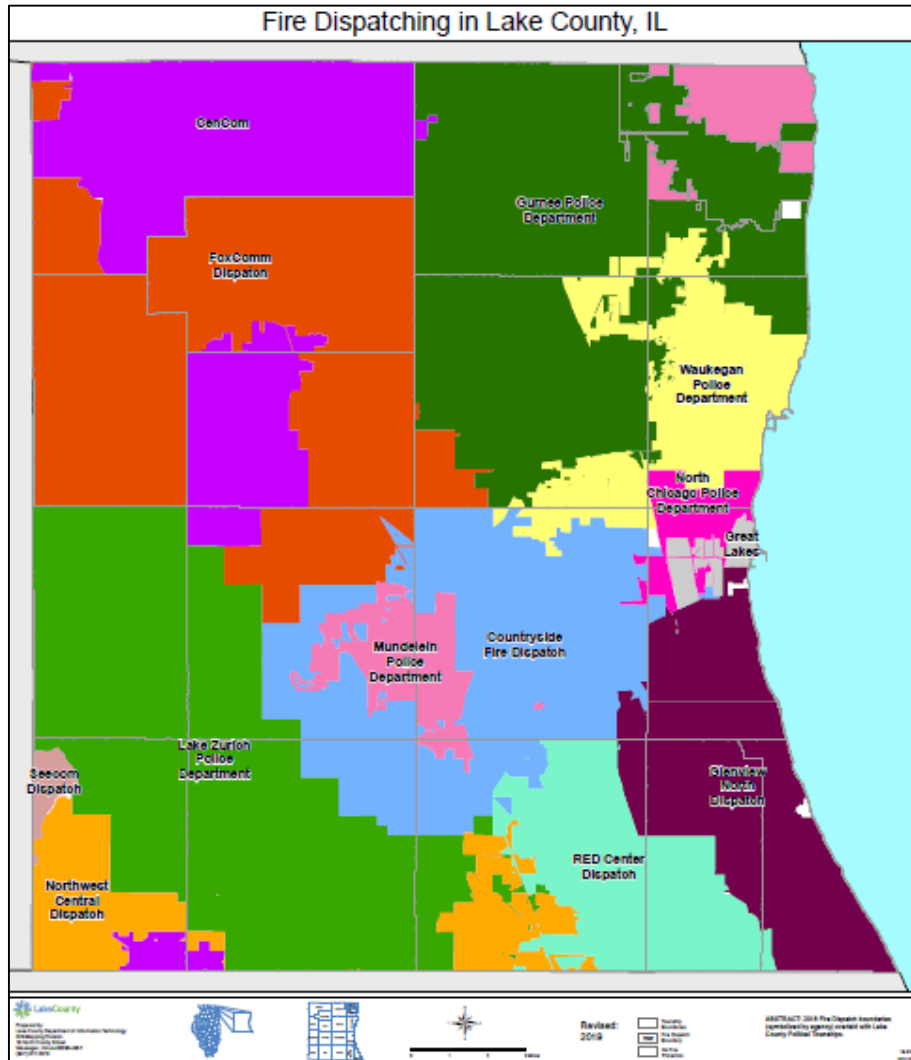
- More than 15 Primary PSAPs
  - Answer 9-1-1 calls
- Wireline 9-1-1 calls follow boundaries to the right
- Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries
  - A cellular 9-1-1 call may go to the closest available cell tower
  - Text message to 9-1-1 is very 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



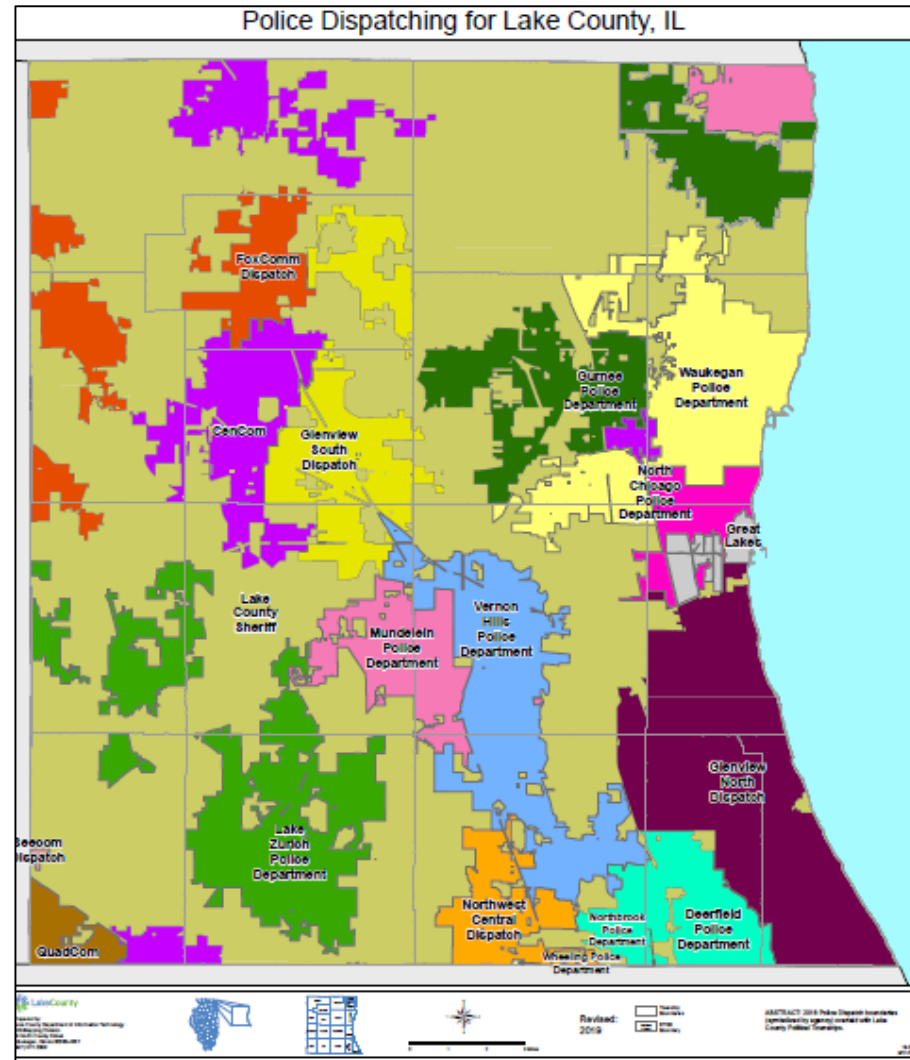
# Current Environment

## Dispatch Boundaries

**Regional  
9-1-1  
Consolidation**



**Fire / EMS Dispatch Agencies (>14)**



**Law Enforcement Dispatch Agencies (>14)**

# Way Ahead

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- **Governance Committees and working groups continue to meet regularly**
- **Continue analysis of the information and data collection to understand the current environment**
- **Current focus on general concept development**
- **With decisions on the general concept(s), will start detailed planning for coordinated consolidation**



# General Concept

## Benefits and Keys to Success

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- **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 on providing the highest quality 9-1-1 service and lasting value
  - Transparency and dialogue during planning and consolidation process
  - “Coordinated consolidation” instead of a “competitive consolidation”

# Questions