

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

## ***Updates to the Operations Committee***

- 1) Working Group Updates**
- 2) Project Manager Update**

**July 25, 2019**

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

## ***Working Group Updates***

### **Working Group Leads**

**July 25, 2019**

# G.I.S. Working Group

(Next Generation 9-1-1 Geographic Information Systems)



## Membership

**POC:** Mr. Steven Winnecke (Lake County ETSB)

### Members:

CenCom	North Chicago
Gurnee	Vernon Hills
Greater Round Lake FPD	Waukegan
Lake County ETSB	QuadCom
Lake County (GIS)	Glenview
LCSO	Northwest Central

## Focus

- NG9-1-1 readiness and standardized PSAP, ESN, dispatch, CAD, MSAG, and jurisdictional maps across the County
- Plan / roadmap to be NG9-1-1 compliant by July 2020
- Approved policies, agreements and SOPs to build and maintain standardized public safety GIS products

## Actions

### Past:

- Established access to existing server to share files
- Jun. 20 - Met with State 9-1-1 Administrator
- **Jul. 9 - Dual Addressing Ordinance approved**

### Future:

- **Continue coordination on a MOU formalizing data sharing and coordination**
- **Evolve into a standing, independent work group for all of Lake County**

## Recommendations (*Decision*)

- None

# Technology Working Group



## Membership

Lead: Mr. Kent McKenzie (LCSO)

Members:

CenCom	LCSO
Countryside FPD	Vernon Hills
Fox Lake	Mundelein
Gurnee	MCP (Consultant)
Lake County ETSB	

## Focus

- Baseline current technology used by partners
- Compile proposed requirements for future systems
- Build structure and process to research, review, and decide (as partners) on future technology

## Actions

Past:

- RFI response review for CAD, RMS, and JMS
- Draft RFP for a scalable, enterprise CAD, RMS, and JMS (phased acquisition) - **Approved & Released**

Future:

- **Recommend list of standard tech. (Tier 1, 2, & 3)**
- **Participate in selection of consultant to write RFP for CAD, mobile, RMS, JMS**
- **Lead coordination with selected consultant writing RFP for CAD, mobile, RMS, JMS**

## Recommendations (*Decision*)

- ***Future Decision:* Agree to structure and process for decisions on future standardized technology**

# Timeline

## Procurement of CAD, Mobile, RMS, and JMS

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**Jul. 5:** Release RFP to the public, send to vendors

**Aug. 1:** 9-1-1 Policy Committee approves membership of RFP response review committee

**Aug. 6:** RFP closes / open responses

**Aug. 7 - 23:** Selection / contract negotiation

**Aug. 29:** 9-1-1 Operations Committee approves RFP Contractor (\*Meeting moved from Aug. 22<sup>nd</sup>)

**Sep. 5:** 9-1-1 Policy Committee approves Contractor; funding sources confirmed

**Sep. 24 - Oct. 3:** Present proposed Contractor to Lake County Committees

**Oct. 8:** Lake County Board approves (contract and funding) for RFP Contractor

*(Estimate)* **Nov. 1, 2019:** Contractor on board researching and writing RFP

*(Estimate)* **May. 1, 2020:** Contractor provides 9-1-1 Consortium (or follow-on to Consortium) final RFP

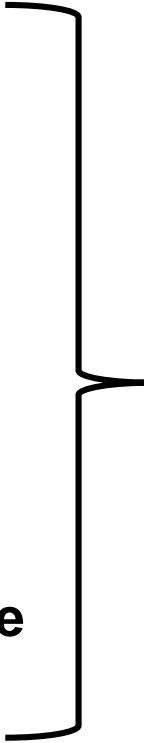
*(Estimate)* **Aug. 1, 2020:** Vendor and funding approved for initial purchase of the shared, scalable, integrated, enterprise CAD, mobile data, RMS and JMS

*(Estimate)* **Jan. 1, 2021:** Vendor and funding approved by the next 9-1-1 Consolidation Partner to purchase the selected CAD, mobile data, and RMS

# Working Group Update

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- Technology
- Personnel and Staffing
- Operational Procedures
- Finance
- Facility
- Decision Making Structure  
(Governance Structure)
- Data Collection – *On Hold*



**Meeting as a Cross-Functional Planning Team**

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

## ***Project Manager Update***

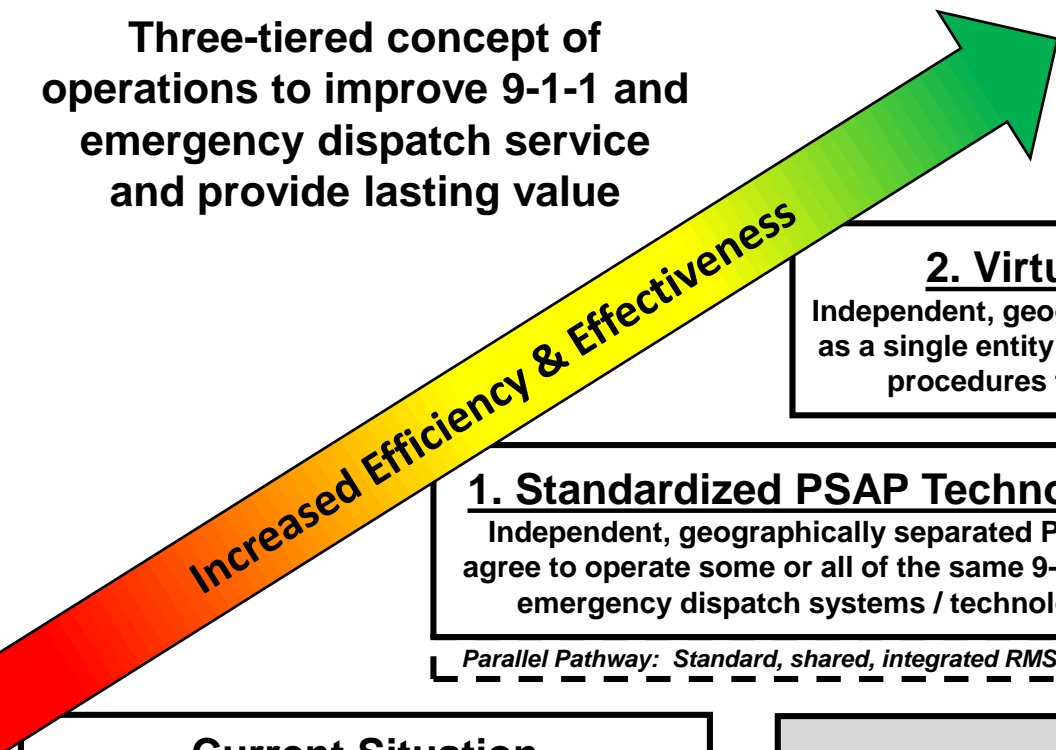
**Jim Hawkins  
Project Manager**

**July 25, 2019**

Approved

# Concept of Operations

Three-tiered concept of operations to improve 9-1-1 and emergency dispatch service and provide lasting value



**3. Full (Physical) PSAP Consolidation**  
Decrease total number of PSAPs. Single entity or agency formed through an IGA between members that operate one (or more) physical PSAP(s)

*Could be more than one consolidated entity or agency*

**2. Virtual PSAP Consolidation**  
Independent, geographically separated PSAPs who operate as a single entity through shared technology, policies, and procedures formalized in an IGA between PSAPs

**1. Standardized PSAP Technology**  
Independent, geographically separated PSAPs agree to operate some or all of the same 9-1-1 and emergency dispatch systems / technology

*Parallel Pathway: Standard, shared, integrated RMS and JMS*

Individual partners decide if and when they participate in planning or execution for each tier

**Current Situation**  
Independent, geographically separated PSAPs (8 primary, 1 secondary)

- Assessment Criteria**  
(9-1-1 and Emergency Dispatch)
- How does each tier improve service?
    - Improve getting the right public safety resources, to the right place, with the right information, in the shortest amount of time
    - Decrease call transfers
  - How does each tier decrease technology costs?
  - How does each tier decrease facilities costs?
  - How does each tier decrease personnel / staffing costs?
  - What does each tier do to the competitive environment?



# Actions on “Enablers”

## External Issues Affecting 9-1-1 Consolidation

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- **“Unifying” ETSBs:** Establish a team of ETSB representatives to develop a common, coordinated vision for “unified” use of 9-1-1 surcharge funds
  - **Action:** Initial meeting on Apr. 22 to discuss “unifying” – agree to meet again
  - **Action:** Combined meeting (Jun. 20) with State 9-1-1 Administrator, ETSBs, and Gov. Structure, Finance, and Facility Working Groups
- **Detention:** 9-1-1 physical 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 explore options to meet county-wide detention needs (Mar. 21)
  - **Action:** LE review of CAD RFI focused on a shared, enterprise RMS (and JMS)
- **Next Gen 9-1-1 Compliance:** Request Lake County remedy dual addressing in unincorporated areas (public safety & NG 9-1-1 issue)
  - **Action:** Lake County Board approved new addressing ordinance on July 9, 2019
- **Standard Technology:** Shared / consolidated public safety technology and data base(s) - CAD, mobile, records (LE & Fire/EMS), and jail
  - **Action:** RFP released on July 5, 2019 for a consultant to support the procurement process for CAD, mobile, RMS, and JMS

# Consultant Update

## Mission Critical Partners (MCP)



- **Project Manager:** [Mr. Steve Haberman](#)
- **Cost:** \$115,808 (\$104,227 paid by deliverable with \$11,581 available for optional services)
- **Deliverables and Payment:**
  1. **Project Plan:**
    - Payment: \$17,371 upon kick off and project plan approval

Completed
  2. **First Draft of Plan:**
    - Data, analysis, best practices, options, recommendations, risk, and decision support products
    - Payment: \$11,581










Finalizing Details
  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: \$46,323 upon completion of on-site review of second draft of plan

In Work
  4. **Third Draft of Plan:**
    - Final draft for review and approval by the Consortium Governance Committees
    - Payment: \$17,371 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: \$11,581 upon approval of final plan




# Planning: Month 9 - 12

(Jun 19 – Sep 19)

## Goal: Draft Implementation Plan provided for committee review

-  Update data, capabilities, and assumptions
-  Update timeline and milestones
-  Update working group actions and required output
-  Define implementation and migration pathways, tasks, and timeline for:
  - Facilities, Tech, Personnel, Finances, Operating Procedures, Governance
-  Address contingencies and risk
-  Legal review of plan
-  Update agency participant list
-  Draft Implementation Plan to Operations and Policy Committees for review
-  Update and execute the information plan

### Status

	Completed
	In Progress (Trend)
	Problem / Not Started

# Planning: Month 13 - 14




(Oct 19 – Nov 19)



## Goal: Approved Implementation Plan

- R** Update data, capabilities, and assumptions
- R** Reconcile questions, issues, and concerns
- R** Implementation Plan approved by Operations and Policy Committees
- R** Update and execute the information plan

### Status

	Completed
	In Progress (Trend)
	Problem / Not Started

# Milestones & Events



# Questions