

Regional 9-1-1 Consolidation Project

Project Manager Update

**Jim Hawkins
Project Manager**

August 1, 2019

Approved Concept of Operations

Regional
9-1-1
Consolidation

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

Increased Efficiency & Effectiveness

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



- **“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)
 - **Action:** Chief Gillette (Round Lake) taking lead
- **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

Timeline

Procurement of CAD, Mobile, RMS, and JMS

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. 22nd)

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

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

Completed

Finalizing Details










In Work

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



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

Aug. 1 - Policy Committee Meeting (2:00 pm)

Aug. 7 - 23: Select Consultant to Write RFP (CAD, mobile, RMS, JMS)

Aug. 7-8: MCP Site Visit of Proposed new PSAPs

Aug. 8: Planning Team Meeting(s)

Aug. 15: Planning Team Meeting(s)

Aug. 22: Planning Team Meeting(s)

*** Change *** Aug. 29 - Ops Committee Meeting (1:00 pm)

Sep. 5 - Policy Committee Meeting (2:00 pm)

Sep. 13: Planning Team Meeting(s)

Sep. 20: Planning Team Meeting(s)

Sep. 24 - Oct 4: Lake County Committees Review Contract

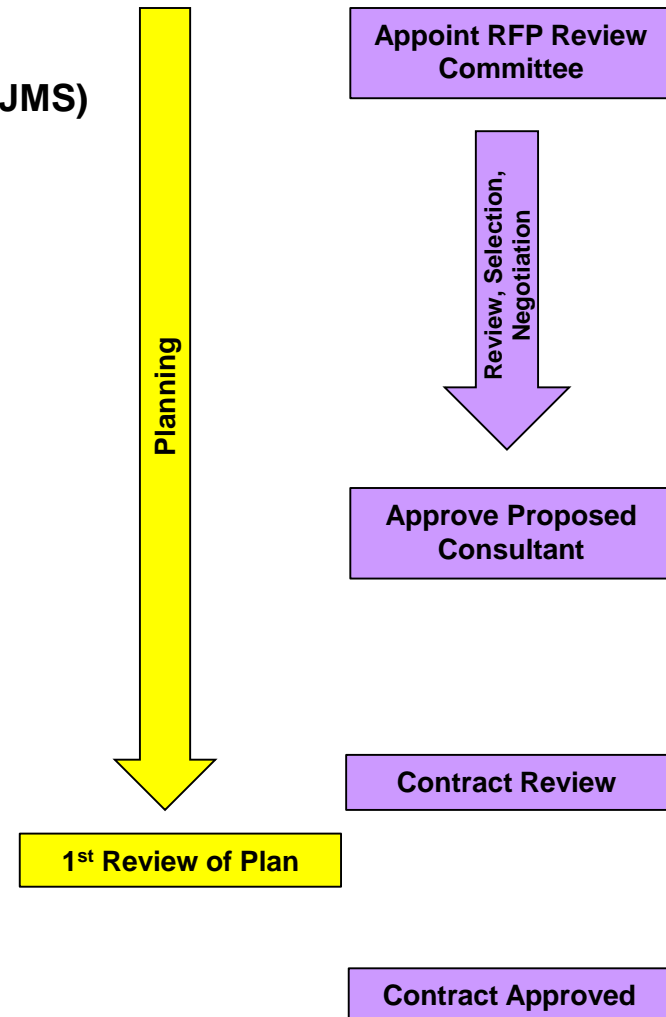
Sep. 26 - Ops Committee Meeting (1:00 pm)

Oct. 3 - Policy Committee Meeting (2:00 pm)

Oct. 8: Lake County Board Approves Contract

Consolidation Plan

Contract for Consultant



Questions