



Regional 9-1-1 Consolidation Planning Project

Update

February 13, 2020

Project 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 Fire / 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)

PSAP = Public Safety Answer Point (9-1-1 and/or dispatch center)

ETSB = Emergency Telephone System Board (administers 9-1-1 surcharge funds)

Current Environment

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

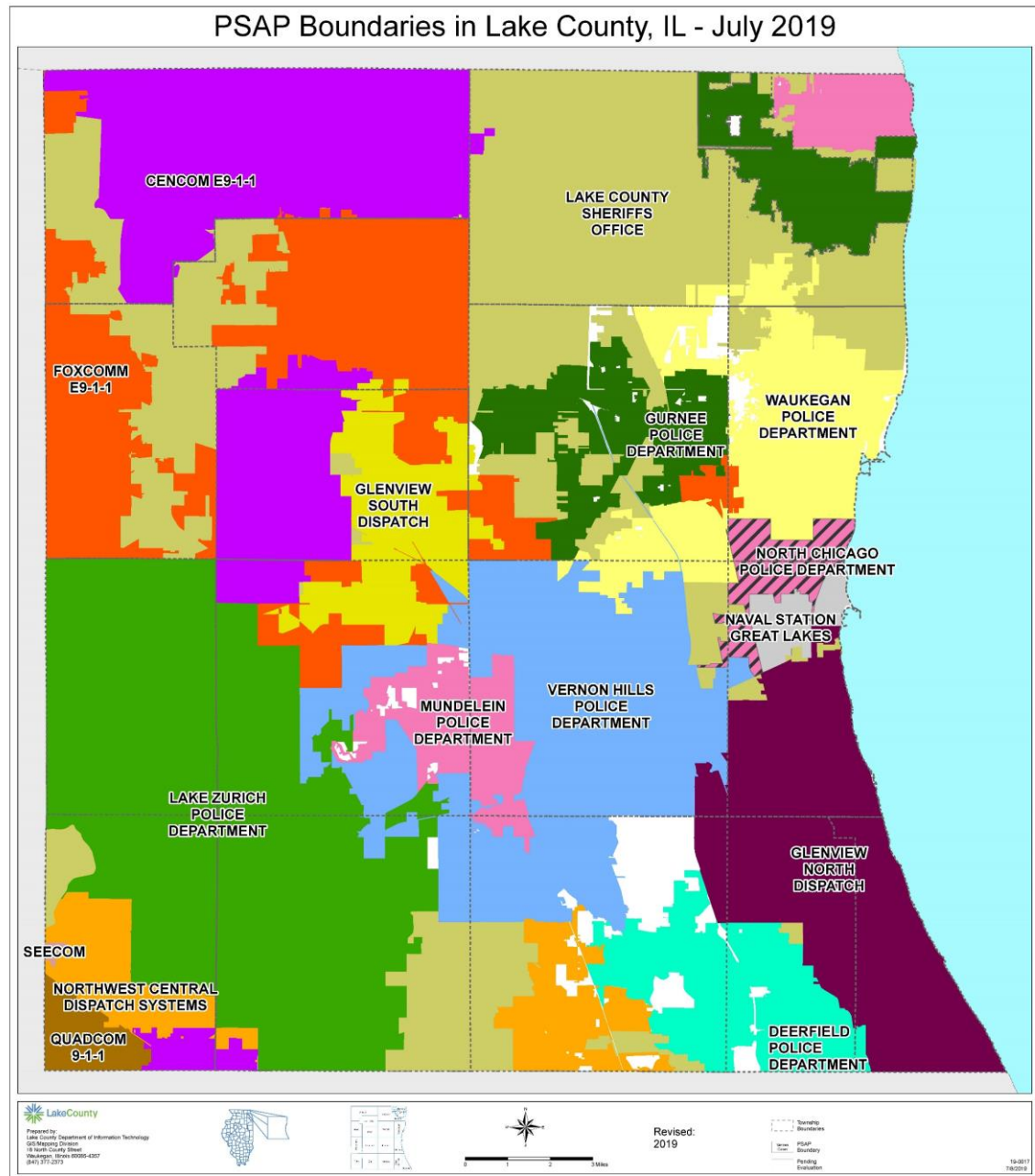


- **Total calls at Partner PSAPs \approx 1,330,000**
- **Total 9-1-1 calls (\approx 260,000)**
 - \approx 45,900 (17.5%) wire line 9-1-1 calls
 - \approx 202,100 (77.2%) wireless 9-1-1 calls
 - \approx 8,800 (3.4%) VoIP 9-1-1 calls
 - \approx 4,900 (1.9%) abandoned 9-1-1 calls
- **Total 10 digit calls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

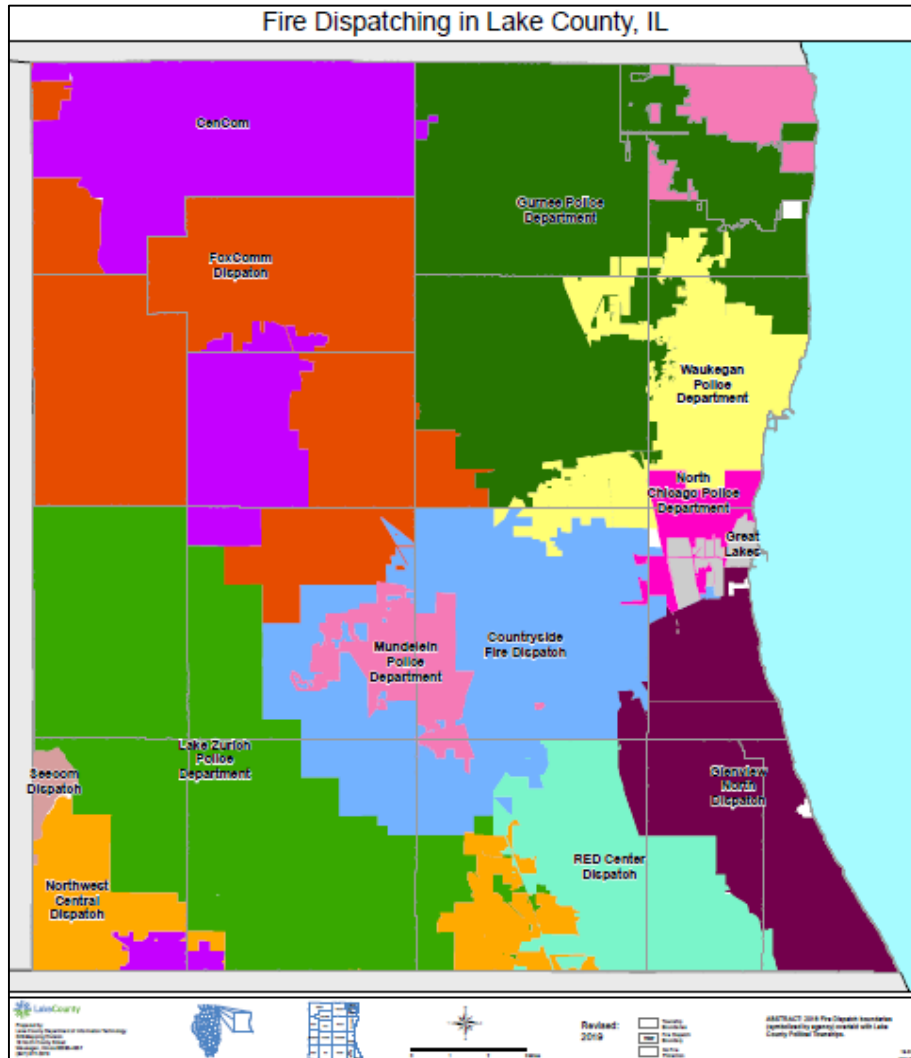
- More than 14 Primary PSAPs
 - Answer 9-1-1 calls
- Wireline 9-1-1 calls follow boundaries to the right
- Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries
 - A cellular 9-1-1 call may go to the closest available cell tower
 - Text message to 9-1-1 is very limited 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
- Next Generation 9-1-1 initiative will improve location from cell phones



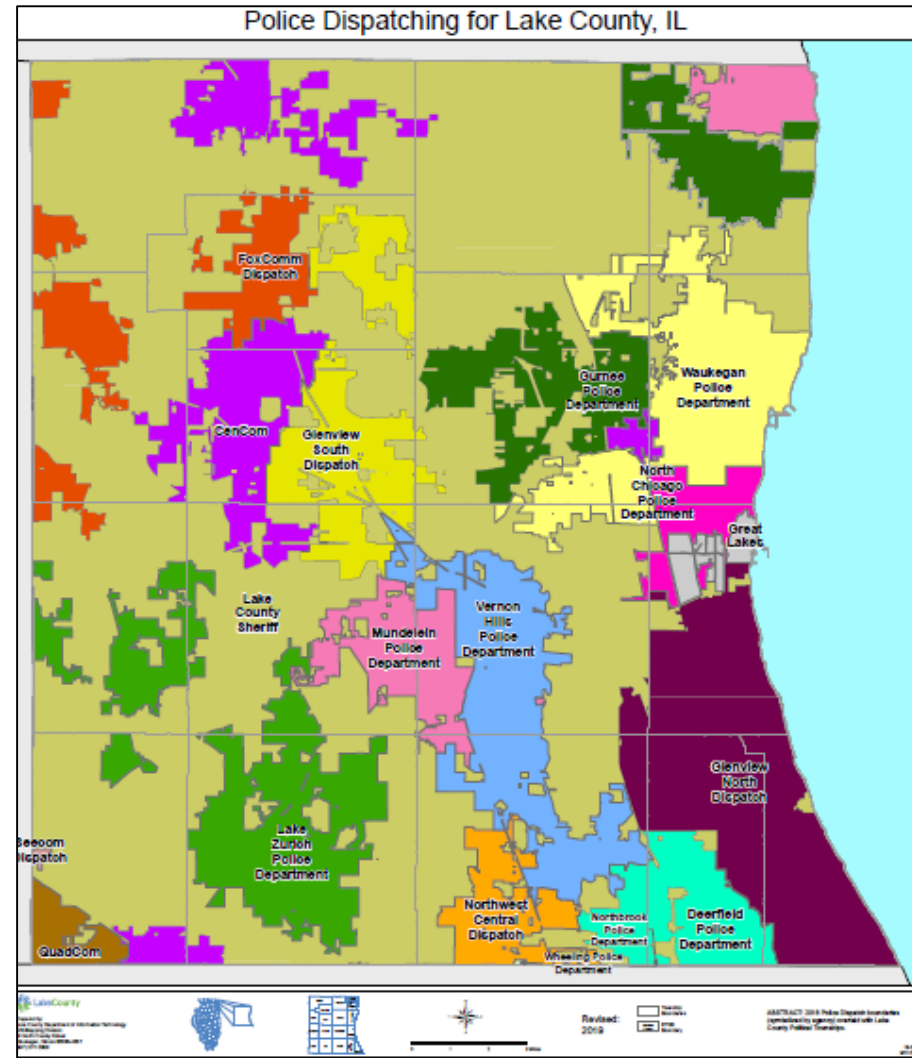
Current Environment

Dispatch Boundaries

**Regional
9-1-1
Consolidation**



Fire / EMS Dispatch Agencies (>14)



Law Enforcement Dispatch Agencies (>14)

Planning Recap



Oct 2018 - Jan 2019: Establish baseline and build understanding

Feb 2019 - May 2019: Concept of operation development and approval

Jun 2019 - Sep 2019: Draft Implementation Plan provided for review

Oct 2019 - Nov 2019: Approval of Implementation Plan

Dec 2019: Final Implementation Plan delivered to Consortium

Concept of Operations

Three-Tiers

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?

Execution of Plan

(Nov 19 – Sep 20*)



- **Timeline**

- Nov 2019 - Feb 2020: Consortium review
- Feb 2020: Governance Committee Q & A session / options
- Mar 2020: Governance Committee / agency decisions
- Apr 2020 - TBD: Execute Tier 1 - 3 plans

- **Organization**

- Maintain Governance committees
- Core Technology Team continue work with consultant drafting RFP

* End date for current IGA

Core Technology / RFP Team

CAD, Mobile, RMS, and JMS



- 1. CenCom**
- 2. Fox Lake / FoxComm**
- 3. Mundelein**
- 4. Gurnee**
- 5. Vernon Hills (w/Countyside FPD)**
- 6. Waukegan**
- 7. Lake County Sheriff's Office**
- 8. Lake County ETSB**

Notes:

- **Each Core Team member (agency) will have one lead / POC and have one vote**
- **Core Team will select an overall team coordinator / admin lead**
- **Core Team will work directly with consultant (Crowe LLP)**
- **RMS and JMS requirements and expertise will work through Core Team leads**

Way Ahead

Consortium:

- Governance Committees continue to meet
- Support procurement of new standard CAD, mobile, RMS, and JMS
- Continue exploration of common technology and shared support
- Define “on-ramps” for any new Partners
- Start drafting future agreements (IGA)

Individual Partners:

- Determine further participation - Tier 1, 2, or 3 consolidation
- Participating PSAPs determine funding (ops, technology, etc.)
- Coordinated consolidation instead of a competitive consolidation

Questions