

Regional 9-1-1 Consolidation Planning Project

Project Manager Update

**Jim Hawkins
Project Manager**

November 7, 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?

Planning Project: 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 Project: Month 13 - 14




(Oct 19 – Nov 19)



Goal: Approved Implementation Plan

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

Status

	Completed
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Execution of Plan

(Nov 19 – Sep 20*)



- **Timeline**

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

- **Organization**

- Maintain Governance Committees (no project manager)
- Build and define core technology / RFP Team to work with RFP consultant

* End date for current IGA

Consultant (Plan)

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:**
 - Price: \$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
 - Price: \$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
 - Price: \$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
 - Price: \$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. Price: \$11,581 upon approval of final plan

Completed













Completed

Completed




In Work

Procurement 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 committee
-  **Aug. 6:** RFP closes / open responses
-  **Aug. 7 - 23:** Selection / contract negotiation
-  **Aug. 29:** 9-1-1 Operations Committee approves RFP Contractor
-  **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
-  **Nov. 8, 2019:** Contractor on board researching and writing RFP (Kick Off Meeting)
-  **Apr. 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

Status

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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**

Consultant (Procurement)

Crowe LLP



- **Project Manager:** Susannah Heitger (w/ Rick Dzik)
- **Cost:** \$184,410 (\$80,000 paid by Consortium, \$104,410 paid by Lake County)
- **Task and Payment:**
 1. **Requirements Assessment:**
 - Completed: December 1, 2019
 - Price: \$77,860

In Work
 2. **Development of RFP:**
 - Completed: April, 1 2020
 - Price: \$54,900
 3. **Evaluation and Review of RFP Submittals:**
 - Completed: June, 1 2020
 - Price: \$51,650
 4. **Contract Negotiation (Optional):**
 - Completed: TBD
 - Price: TBD
 5. **System Implementation (Optional):**
 - Completed: TBD
 - Price: TBD

Milestones & Events



Oct. 8: Lake County Board Approves Crowe Contract

Oct. 24: Ops Committee Meeting – Approve Plan (1:00 pm)

Nov. 7: Policy Committee Meeting – Approve Plan (2:00 pm)

Nov 8: CAD, Mobile, RMS, JMS FRP Kick-Off (Crowe)

Nov. 21: Final Plan Delivered / Plan Development Project Complete (MCP)

** Agency Review Final Plan / Decide On Agency Way Forward **

Feb. 13, 2020 (Tentative): Ops Committee Meeting – Q&A / Options

Mar. 19, 2020 (Tentative): Governance Committee Meeting – Way Ahead Decision

Apr. 1, 2020: Final RFP Provided (Crowe)

Questions