

# Regional 9-1-1 Consolidation Planning Project



## Purpose

Build an implementation plan to consolidate regional 9-1-1 services in Lake County, Illinois in order to provide the highest quality 9-1-1 service and lasting value for the residents of participating communities.

## Background

- Nationwide and within the State of Illinois, Public Safety Answering Points (PSAP)<sup>1</sup> as well as 9-1-1 Authorities, known as Emergency Telephone Service Boards in Illinois (ETSB)<sup>2</sup>, are consolidating to improve delivery of services and provide greater value to the communities and agencies they support.
- Since 2013, Lake County, through the Lake County ETSB, has studied whether consolidating more than a dozen independent primary and secondary PSAPs in Lake County could enhance 9-1-1 service.
- In April 2017, Lake County and the Lake County ETSB received a report they commissioned (“9-1-1 Consolidation Report”) that concluded PSAP consolidation is a mutually beneficial path for public safety entities in Lake County. The potential benefits of PSAP consolidation include:
  - Reduced call transferring
  - Staffing improvements to provide enhanced coverage for 24/7 operations
  - More consistent and effective service delivery
  - Greater opportunities for interagency response and backup
  - Better data sharing between agencies and responders in the field
  - Enhanced interoperability and ability to share information across jurisdictions
  - Operational savings
  - Reductions in future capital investment
  - Elimination of duplicate technology systems and maintenance agreements
- An influence on 9-1-1 consolidation has been Illinois Law (50 ILCS 750/15.4a) which directs a county with a population of at least 250,000 and more than one ETSB to consolidate ETSBs such that no 9-1-1 Authority in the county serves a population of less than 25,000 residents.

## Establishment

- The recommendations from the 9-1-1 Consolidation Report were shared with community and public safety representatives. Several public safety leaders agreed that a more detailed examination would be needed to determine service enhancements, operational efficiencies, and financial savings to be achieved with regional PSAP consolidation.
- In Spring of 2018, 21 Lake County public safety entities (PSE’s) agreed through an Inter-governmental Agreement (IGA) to participate in the 9-1-1 Consolidation Implementation Planning Project. The partners are committed to the next phase of 9-1-1 consolidation efforts in Lake County and find it to be in the best interests of the health, safety, and general welfare of not only the residents served by each partner, but all the residents of Lake County.

### 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

<sup>1</sup> A **primary** Public Safety Answering Point (PSAP) is a PSAP to which 9-1-1 calls are routed directly (“9-1-1 Operator”). A **secondary** PSAP is a PSAP to which 9-1-1 calls are transferred from a primary PSAP (e.g. a separate and/or independent fire, EMS, or law enforcement dispatch center).

<sup>2</sup> Emergency Telephone System Boards (ETSB) are established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 and are appointed by the corporate authorities of any county or municipality to provide for the management and operation of a 9-1-1 system to include overseeing 9-1-1 surcharge money collected from wireless and wire-line telephones.

- The IGA establishes an interim two-tier governance structure (Governance Committees) to serve as the decision-making body on behalf of all participating entities. The approved governance structure is comprised of a Policy Committee (elected officials, city managers) and an Operations Committee (public safety professionals).
- All participating PSEs have contributed to the 9-1-1 Consolidation Project Fund to cover project costs to include a local project manager and consultant services.
- The IGA between participating PSEs agrees to use Lake County as its administrative agent for entering into contracts, making payments, receiving dues or grants or other revenue, and for providing financial accounting.
- The Governance Committees (Policy and Operations Committees) conduct meetings in accordance with the Illinois Open Meetings Act, 5 ILCS 120/1 *et seq.* For administrative convenience, Governance Committees use the Lake County meeting notice and agenda system found at <https://lakecounty.legistar.com>.

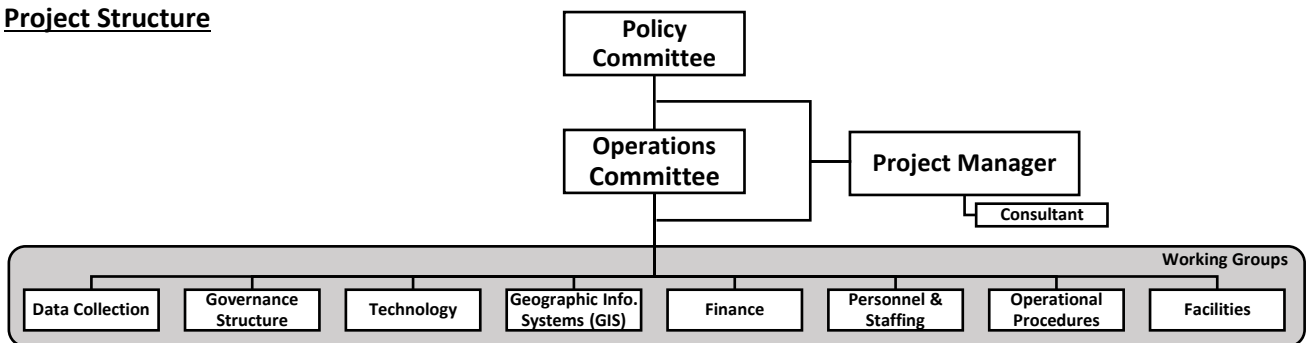
**Participating Lake County Public Safety Entities (PSEs)**

- |                                             |                                                                |
|---------------------------------------------|----------------------------------------------------------------|
| 1. Barrington, Village of                   | 12. Lincolnshire, Village of                                   |
| 2. CenCom E9-1-1                            | 13. Mundelein, Village of                                      |
| 3. Countryside Fire Protection Dist.        | 14. North Chicago, City of                                     |
| 4. Fox Lake, Village of                     | 15. Northeast Lake County Consolidated ETSB (Gurnee & Zion)    |
| 5. Grayslake Fire Protection Dist.          | 16. Round Lake, Village of                                     |
| 6. Greater Round Lake Fire Protection Dist. | 17. Round Lake Beach, Village of                               |
| 7. Gurnee, Village of                       | 18. Vernon Hills, Village of                                   |
| 8. Lake County                              | 19. VHLL Joint ETSB [Vernon Hills, Libertyville, Lincolnshire] |
| 9. Lake County ETSB                         | 20. Wauconda Fire Protection Dist.                             |
| 10. Lake County Sheriff's Office            | 21. Waukegan, City of                                          |
| 11. Libertyville, Village of                |                                                                |

**Progress**

- 21 PSEs are working together through regular meetings of the Policy Committee, Operations Committee, and various working groups. A consultant has been hired to support the local Project Manager in the development of the plan.
- The Data Collection Working Group is compiling data (call volume and incidents, technology, facilities, staffing, and finance data) collected from partner agencies.
- The Geographic Information System (GIS) Working Group was formed to directly address Next Generation 9-1-1 mapping standardization and requirements.
- The Personnel and Staffing Working Group is capturing benefits and standard staff functions across partner agencies.
- The Operational Procedures Working Group is compiling local and national operational standards and best practices.
- The Facilities Working Group is reviewing current facilities and proposals for future consolidated centers.
- The Governance Structure Working Group is reviewing options for management and oversight structures.
- The Finance Working Group is reviewing and normalizing current expense data from partners.
- The Technology Working Group is developing shared requirements for future systems.
- Expectation is for a 9-1-1 Consolidation Implementation Plan to be approved by the Policy Committee by early 2020.

**Project Structure**



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