



# **Project Coordinator Closeout and Transition Report**

**August 18, 2022**

# Overview

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- **Consolidation Planning Project - September 2018 to September 2022**
- **Lines of Effort (LOE) – Transition / Handoff**
  - **Physical Consolidation – New consolidated PSAP entity / agency**
  - **Physical Consolidation – Regional Operations & Communications Facility**
  - **Consolidation of ETSBs / JETSBs**
  - **Enterprise Technology (CAD, Mobile, RMS, JMS, E-Citation, E-Crash)**

# Consolidation Planning Project

## Project Partners



Regional 911 Consolidation Public Safety Entities (PSE)
1. Barrington, Village of
2. CenCom
3. Countryside Fire Fire Protection District
4. Fox Lake, Village of (PD / FoxComm 911 Center)
5. Grayslake Fire Protection Dist
6. Greater Round Lake Fire Protection District
7. Gurnee, Village of
8. Lake County
9. Lake County ETSB
10. Lake County Sheriff's Office
11. Libertyville, Village of
12. Lincolnshire, Village of
13. Mundelein, Village of
14. North Chicago, City of
15. Northeast Lake County Consolidated JETSB (Gurnee ETSB / Zion ETSB)
16. Round Lake, Village of
17. Round Lake Beach, Village of
18. Vernon Hills , Village of
19. VHL Joint ETSB (Vernon Hills, Libertyville)
20. Wauconda Fire Protection District
21. Waukegan, City of

# Consolidation Planning 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)

# Environment

## Consolidation Partners

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### 9-1-1 Consolidation Partners (21 public safety entities) represent:

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- 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

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- 26 municipalities
- 12 fire protection districts,
- 1 county (Lake County)

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- 28 Law Enforcement agencies
- 20 Fire / EMS agencies
- 8 “Other” agencies

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- 7 ETSBs ( ≈ \$6.5 million in 9-1-1 surcharge funds)

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- 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)

# Environment

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

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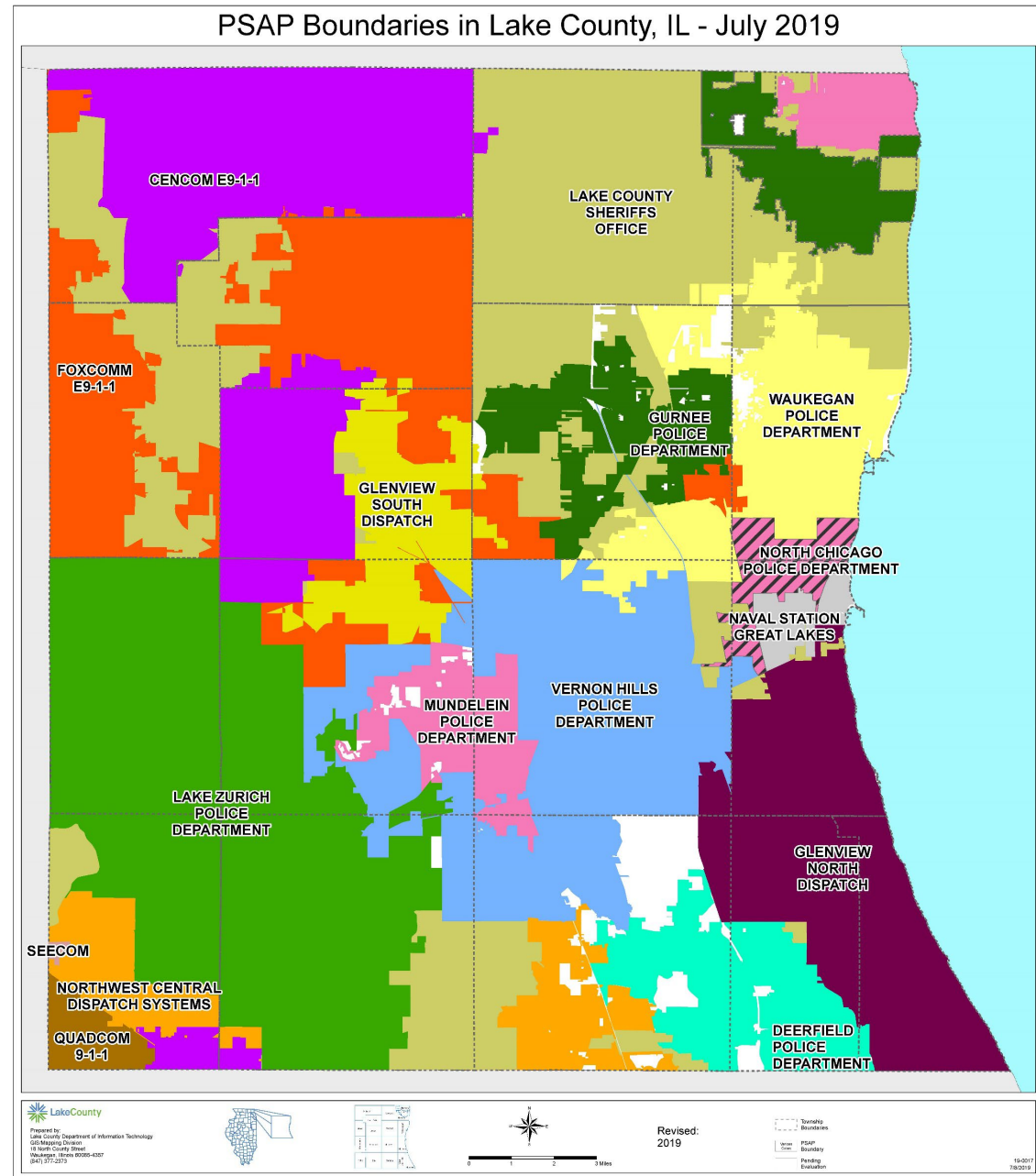
- Total calls at Partner PSAPs ≈ 1,330,000
- Total 9-1-1 calls ( ≈ 260,000)
  - ≈ 45,900 (17.5%) wire line 9-1-1 calls
  - ≈ 202,100 (77.2%) wireless 9-1-1 calls
  - ≈ 8,800 (3.4%) VoIP 9-1-1 calls
  - ≈ 4,900 (1.9%) abandoned 9-1-1 calls
- Total 10-digit calls ( ≈ 1,070,000)
  - ≈ 779,000 (72.6%) inbound 10-digit calls
  - ≈ 293,400 (27.4%) outbound 10-digit calls
- Total computer aided dispatch (CAD) incidents (≈ 953,000)
  - ≈ 67,000 (7%) Fire / EMS Incidents
  - ≈ 847,900 (89%) Law Enforcement Incidents
  - ≈ 38,300 (4%) Other

# Environment

## PSAP Boundaries

### Problem: Call Transfers

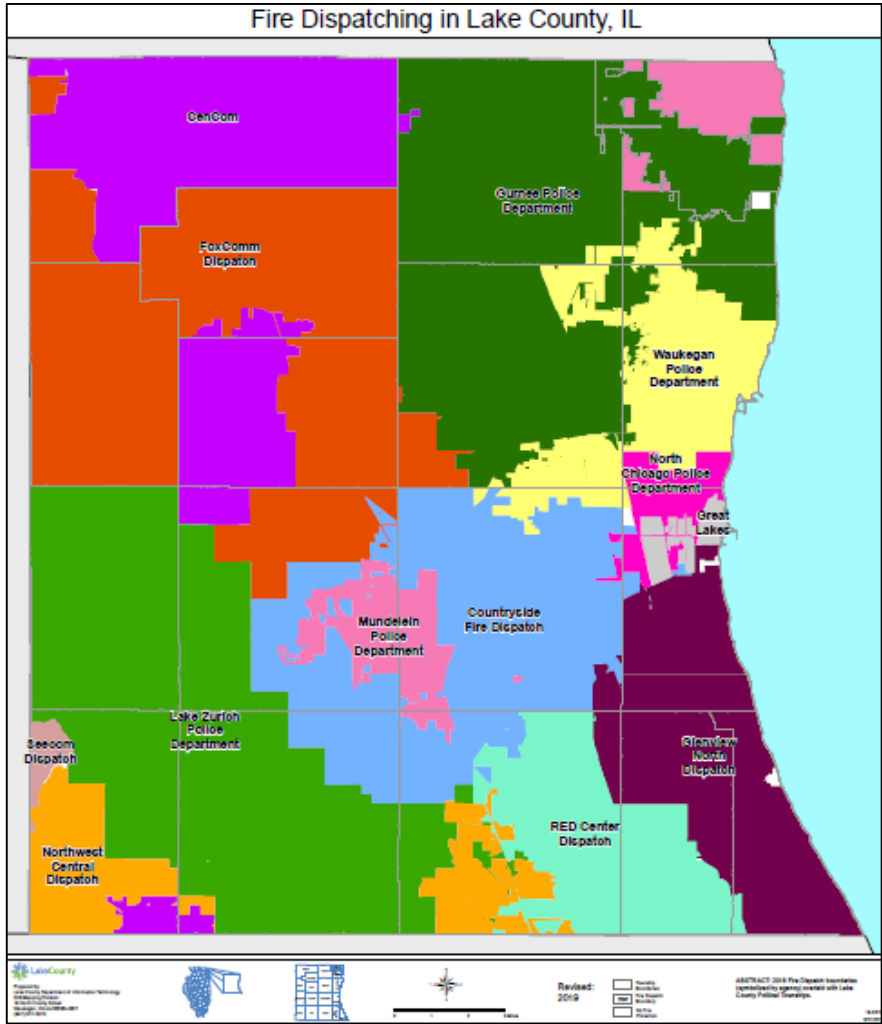
- More than 12 PSAPs serving Lake County
- Wireline 9-1-1 calls follow these boundaries
- Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries



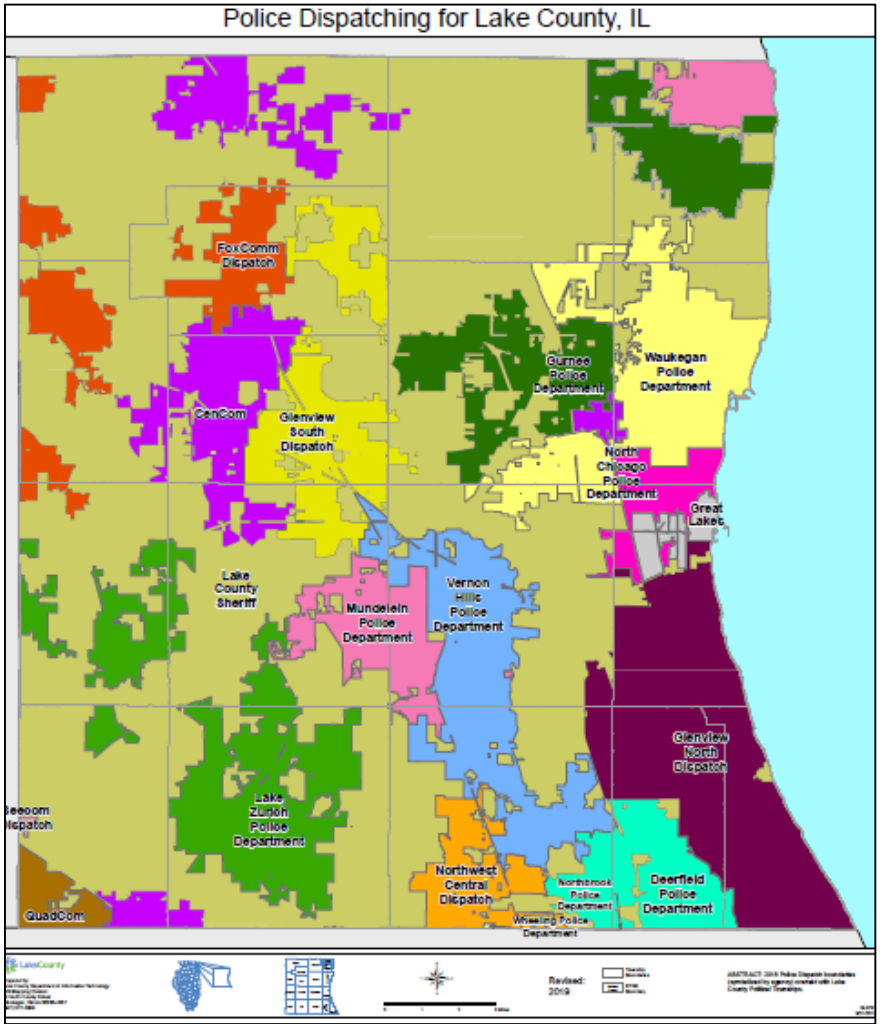
# Environment

## Dispatch Boundaries

**Problem: Call Transfers**



Fire / EMS Dispatch Agencies (>12)



Law Enforcement Dispatch Agencies (>12)



# Consolidation Planning Project

## Summary (2018 to 2022)

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### September 2018:

- Intergovernmental Agreement (IGA) established Consortium (Phase 1 / Implementation Plan)
- Governance Committees formed
- Consortium members provided funds (project funds - \$410,000)
- Project manager hired, followed by a consulting firm(s)

### April 2019:

- Data Book completed

### December 2019:

- Concept of Operations / Phase 1 Implementation Plan completed and provided to Consortium

# Concept of Operations

## Three Tiers Defined in Dec. 6, 2019 Implementation Plan



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)

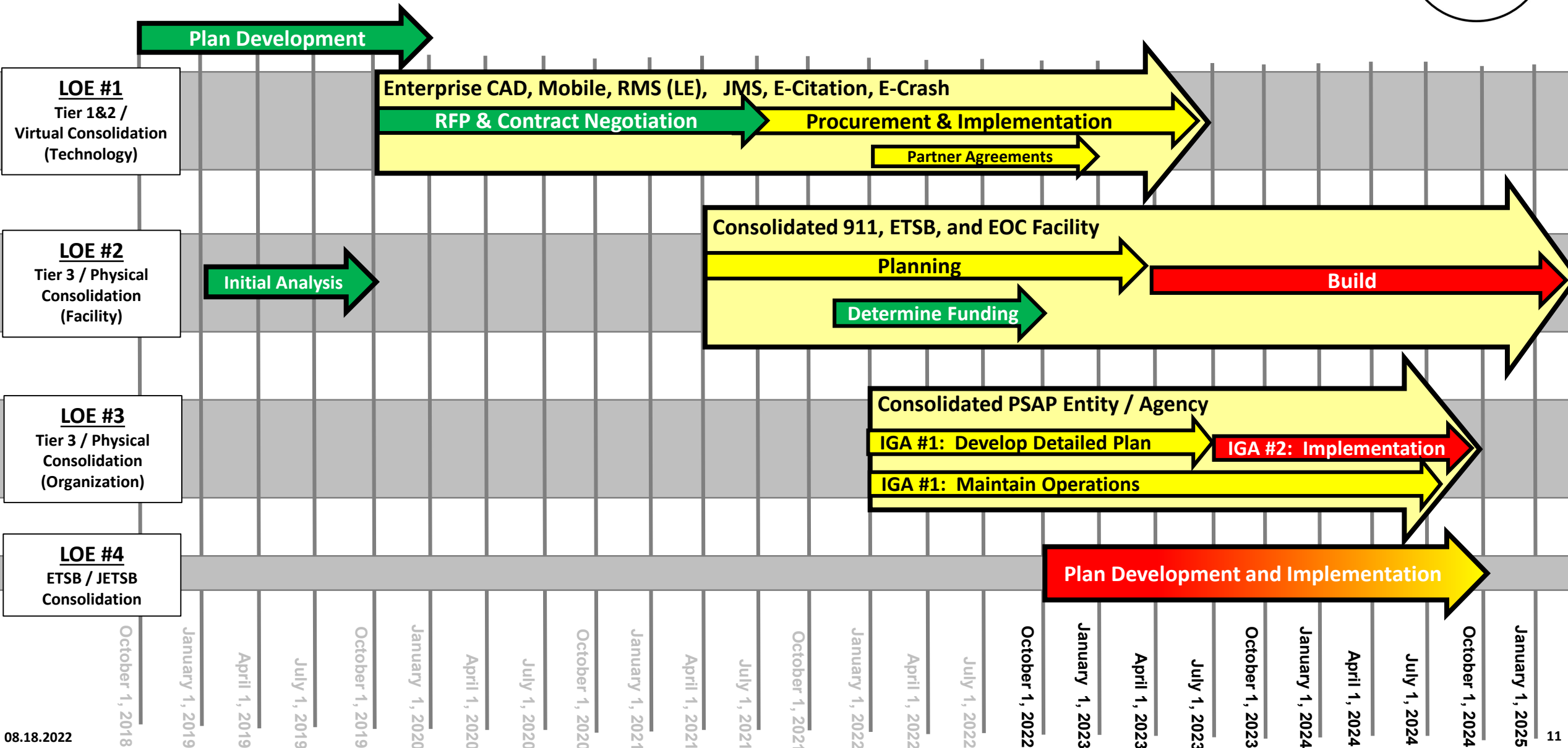
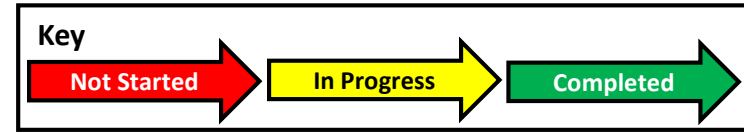
### Assessment Criteria

(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?

# Lines of Effort (LOE)

## 9-1-1 Consolidation



# Consolidation Planning Project

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### September 2020:

- IGA extended 12 months
- Executing Tier 1 and Tier 2 actions from the approved Implementation Plan
- Project funds fully expended / no request for addition funds from Consortium

### September 2021:

- IGA extended a second 12 months
- Executing Tier 1, Tier 2, and Tier 3 actions from the approved Implementation Plan

### September 2022:

- Phase 1 IGA expires - current consortium disestablished

**Transition and Handoff**

# Finances

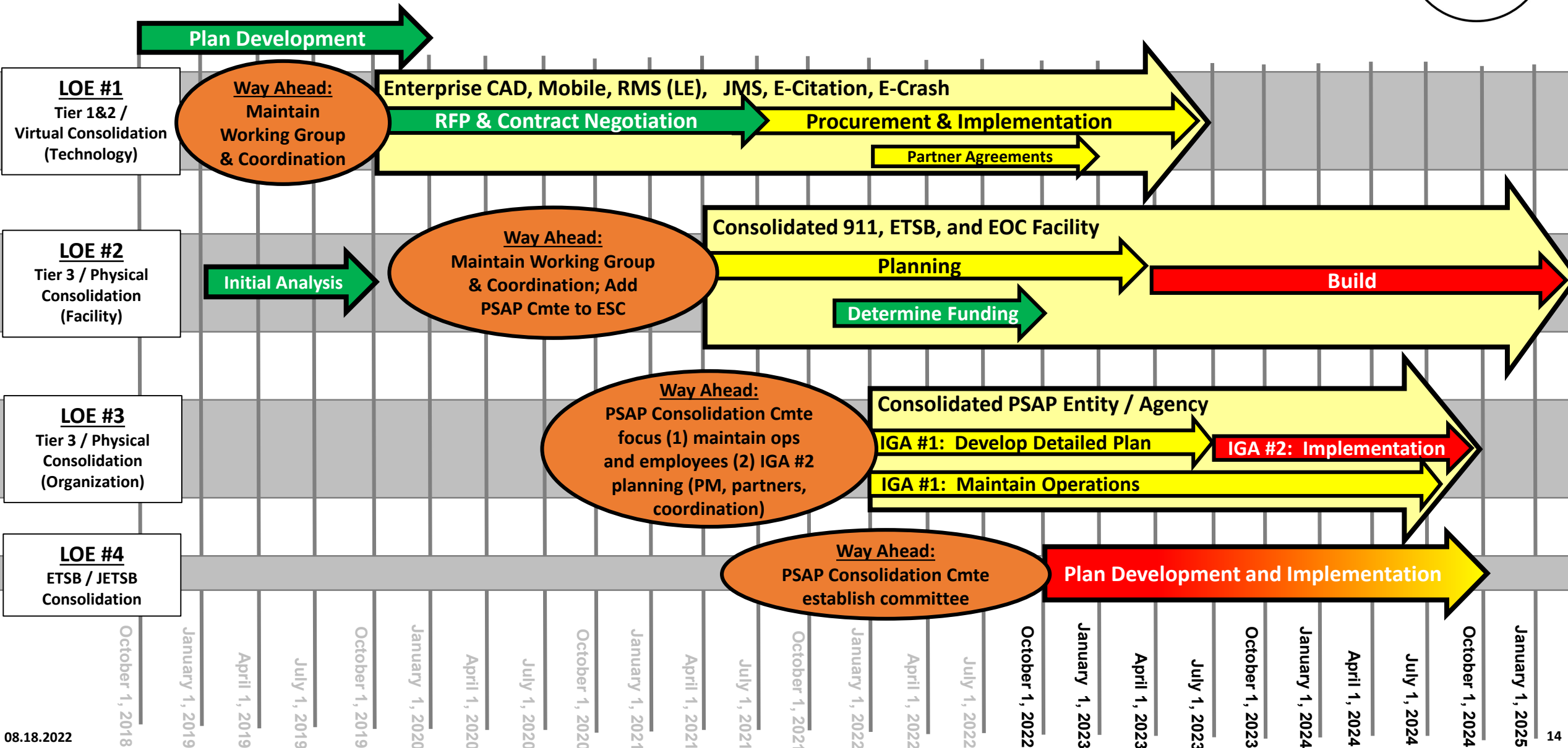
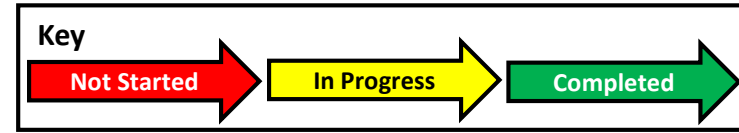


	Revenue	Expenses	Additional Partner Contributions
Partner Contribution	\$ 410,000.00		
FY18 Project Manager S&B		\$ 39,619.01	
FY19 Project Manager S&B		\$ 124,941.46	
Contract (MCP)		\$ 104,227.20	
Contract (Crowe Tasks 1-3) \$184,410		\$ 80,000.00	\$ 104,410.00
Contract Mod (Crowe Task 4) \$67,750		\$ 61,212.33	\$ 6,537.67
<b>Total</b>	<b>\$ 410,000.00</b>	<b>\$ 410,000.00</b>	<b>\$ 110,947.67</b>

**All Consortium funds have been spent**

# Lines of Effort (LOE)

## 9-1-1 Consolidation





# Questions