

VILLAGE OF BRADLEY

RESOLUTION NO. R-5-19-4

**A RESOLUTION COMMISSIONING A FEASIBILITY STUDY REGARDING THE
CONSOLIDATION OF THE VILLAGE OF BRADLEY'S PUBLIC SAFETY ANSWERING
POINT SERVICES WITH KAN-COMM 9-1-1**

**ADOPTED BY THE
BOARD OF TRUSTEES OF THE
VILLAGE OF BRADLEY**

THIS 28th DAY OF May, 2019

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CONSOLIDATION OF THE VILLAGE OF BRADLEY'S PUBLIC SAFETY
ANSWERING POINT SERVICES WITH KAN-COMM 9-1-1**

WHEREAS, the President and Board of Trustees of the Village of Bradley, Kankakee County, Illinois, have the authority to adopt resolutions and to promulgate rules and regulations that pertain to its government and affairs and protect the public health, safety, and welfare of its citizens; and

WHEREAS, the Village of Bradley currently hosts its own Public Safety Answering Point (the "Village PSAP") and employs dispatchers to operate the same; and

WHEREAS, the Corporate Authorities of the Village wish to explore the feasibility of combining the Village PSAP with KanComm 911, a consolidated PSAP operation in Kankakee County; and

WHEREAS, PSAP Concepts and Solutions ("PCS") is a public safety communications consulting firm located in the Chicago Metro area; and

WHEREAS, PCS has provided the Village with a proposal for a study related to the current operations of the Village's Dispatch Center & the feasibility of consolidating the Village PSAP with KanComm 911 (the "Proposal") (a copy of the Proposal is attached hereto as Exhibit A and fully incorporated herein); and

WHEREAS, the Corporate Authorities of the Village have reviewed the Proposal and determined that commissioning PCS to perform the study outlined in the Proposal is in the best interests of the Village and its citizens.

NOW THEREFORE, BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF BRADLEY, KANKAKEE COUNTY, ILLINOIS, PURSUANT TO ITS STATUTORY AUTHORITY, AS FOLLOWS:

SECTION 1. The President and Board of Trustees hereby find that all of the recitals contained in the preamble to this Resolution are true, correct, and complete and are hereby incorporated by reference hereto and made a part hereof.

SECTION 2. The Corporate Authorities of the Village have reviewed PCS's Proposal, attached hereto as Exhibit A and fully incorporated herein, and have determined that the terms and provisions of said Proposal are reasonable and acceptable to the Village. As such, the Corporate Authorities of the Village hereby approve the Proposal and authorize and direct the Acting Village President to take any and all actions, including but not limited to the execution of any and all documents, that he may determine, in his sole discretion, to be necessary to effectuate the intent of this Resolution, which is to authorize PCS to perform an assessment of the Village's Dispatch Center operations and a feasibility study outlined in the Proposal to determine if joining KanComm is in the best interest of the Village.

SECTION 3. In the event that any provision or provisions, portion or portions, or clause or clauses of this Resolution shall be declared to be invalid or unenforceable by a Court of competent jurisdiction, such adjudication shall in no way affect or impair the validity or enforceability of any of the remaining provisions, portions, or clauses of this Resolution that may be given effect without such invalid or unenforceable provision or provisions, portion or portions, or clause or clauses.

SECTION 4. All ordinances, resolutions, motions, or parts thereof, conflicting with any of the provisions of this Resolution, are hereby repealed to the extent of the conflict.

SECTION 5. The Village Clerk is hereby directed to publish this Resolution in pamphlet form.

SECTION 6. This Resolution shall be in full force and effect from and after its passage, approval, and publication in pamphlet form as provided by law.

PASSED by the Board of Trustees on a roll call vote on the 28th day of May, 2019.

TRUSTEES:

ROBERT REDMOND	Aye - <u>X</u>	Nay - <u> </u>	Absent - <u> </u>
MICHAEL WATSON	Aye - <u>X</u>	Nay - <u> </u>	Absent - <u> </u>
DON BARBER	Aye - <u>X</u>	Nay - <u> </u>	Absent - <u> </u>
RYAN LEBRAN	Aye - <u>X</u>	Nay - <u> </u>	Absent - <u> </u>
BRIAN BILLINGSLEY	Aye - <u>X</u>	Nay - <u> </u>	Absent - <u> </u>
DARREN WESTPHAL	Aye - <u>X</u>	Nay - <u> </u>	Absent - <u> </u>

ACTING VILLAGE PRESIDENT:

MICHAEL WATSON Non-Voting - X

TOTALS: Aye - 6 Nay - 0 Absent - 0

ATTEST:


JULIE TAMBLING, CLERK

APPROVED this 28 day of MAY, 2019.


MICHAEL WATSON, ACTING VILLAGE PRESIDENT

ATTEST:


JULIE TAMBLING, CLERK

STATE OF ILLINOIS)
) §§
COUNTY OF KANKAKEE)

I, JULIE TAMBLING, CLERK of the Village of Bradley, County of Kankakee and State of Illinois, DO HEREBY CERTIFY that the attached is a true, perfect, and complete copy of Resolution number R5-19-4, "A RESOLUTION COMMISSIONING A FEASIBILITY STUDY REGARDING THE CONSOLIDATION OF THE VILLAGE OF BRADLEY'S PUBLIC SAFETY ANSWERING POINT SERVICES WITH KAN-COMM 9-1-1," which was adopted by the Village President and Board of Trustees at a meeting held on the 28th day of May, 2019.

IN WITNESS WHEREOF, I have hereunto set my hand in the Village of Bradley, County of Kankakee and State of Illinois, on this 28th day of May, 2019.

Julie Tambling
JULIE TAMBLING, CLERK

(SEAL)



STATE OF ALASKA

COUNTY OF KENAIKA

TO WHOM THESE PRESENTS SHALL COME, I, the said Judge of the said Superior Court, do hereby certify that the within and foregoing is a true and correct copy of the original of the within and foregoing as the same appears from the records of the said Superior Court.

IN WITNESS WHEREOF, I have hereunto set my hand and the seal of the said Superior Court at the City of Anchorage, State of Alaska, this 15th day of July, 1918.

WALTER W. CLARK
JUDGE

THURSDAY
JULY 15 1918
RECORDED
INDEXED
IN WITNESS WHEREOF
I have hereunto set my hand
and the seal of the said Superior
Court at the City of Anchorage,
State of Alaska, this 15th day
of July, 1918.

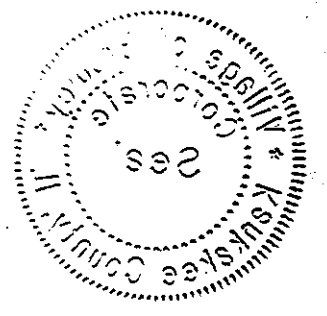
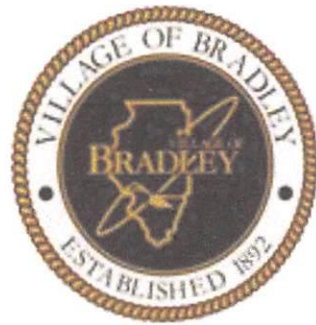


EXHIBIT A

Feasibility Study for the Consolidation
of the Village of Bradley's
PSAP Services
with Kan-Comm 9-1-1



Proposed Scope of Work for
Professional Services

May 2019



439 Wakefield Lane
Geneva, IL 60134
847.878.4370

Proposal Overview

A Feasibility Study for the Consolidation of the Village of Bradley's PSAP Services with Kan-Comm 9-1-1.

PSAP Concepts and Solutions LLC, ("PCS"), a public safety communications consulting firm located in the Chicago metro area, is honored to have been invited by the Village of Bradley to submit a proposal for a consolidation feasibility study. This study will include an assessment and evaluation of both the Bradley Public Safety Answering Point (PSAP) and the Ken-Comm 9-1-1 organizations and their respective structures, emergency communications personnel, equipment and facilities.

Scope of Work and Methodology

Project Approach:

PCS will utilize an established project management methodology to enable a comprehensive study of the staffing, governance, financials, equipment, systems and related work processes to be conducted in support of assessing and developing related recommendations for consolidation. PCS will conduct the review and analysis of the efficiency and cost-effectiveness of the current operation versus consolidation for the public safety communications in the Village of Bradley, Illinois.

Stage One: Project Launch Meeting

A project of this nature requires a common understanding and commitment to the goals and objectives of the project. PCS will begin the project with a meeting of the Village stakeholders, including all the designated police/fire department officials and other parties as warranted to discuss the objectives of the study, the project management process, tasks and deliverables, as well as the responsibilities of the respective parties. The meeting will include:

- Introduction of PCS project team
- Identify the Village's project coordinator and members of the project team
- A review of project goals, objectives and deliverables
- A discussion of the work plan and methodology
- A discussion of responsibilities of the PCS team and the Village of Bradley's representatives
- A discussion of the estimated project time frames
- A discussion of any known challenges or potential issues
- Dissemination of the study survey
- Project status and reporting

Stage Two: Meetings with Each Stakeholder, Operations and Support Staff

PCS will schedule meetings with the identified stakeholders and selected dispatch staff members to facilitate a thorough understanding of the current and future operational PSAP requirements for the Village of Bradley. The equipment and systems currently operating at both centers will be assessed. The outcome of these meetings will provide the foundational infrastructure requirements and expectations of the services required by the Village.

- These meetings will facilitate discussions and identification of the primary and ancillary responsibilities.
- This effort will be supplemented by data collection to better assess the ability to handle the communication-related support requirements including;
 - Resolve discrepancies, anomalies, or gaps in the survey data received.
 - Identify operational parameters and requirements,
 - Understand service agreements and stakeholder expectations,
 - Analyze relevant operational data,
 - PSAP management,
 - PSAP back-up
 - Annual budget review,
 - Call volumes (emergency and non-emergency),
 - CAD incidents,
 - Utilization of reports and other metrics,
 - Call Taker/Dispatcher staffing,
 - Call Taker/Dispatcher qualifications,
 - Continuing education, and training,
 - Quality Assurance/Quality Improvement (QA/QI) program,
 - Collective Bargaining Agreements (CBA)
 - Collect and review information on primary and ancillary duties assigned to the communications department (i.e., front desk duties, records bureau work, lock-up monitoring, administrative duties, other responsibilities) that may impact the cost of operations and may play a role in evaluating consolidation.
 - Collect other information regarding operational practices, procedures, ancillary services provided that may have a direct or indirect operational cost impact.
- PCS understands that a fundamental concern of the Village is to ensure that any change in the PSAP's operations does not adversely impact the continuity of service provided in this mission-critical environment.

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Stage Three: Assessment of the Organizations, Equipment and Systems

During the evaluation of the Village of Bradley's PSAP and Kan-Comm 9-1-1, PCS will conduct an inventory, through onsite visits and data collection tools, to identify and assess the organizations, equipment, systems and facilities. Areas examined in this process will include:

Operations and Systems:

- 9-1-1 call volumes
- Number of ten-digit administrative calls
- Alarm monitoring
- CAD generated call volumes and events
- Number of units to be tracked
- Two-way radio system information and frequencies utilized
- Ancillary systems being utilized (outdoor warning sirens)

Human Resources/Staffing:

- Current staffing levels
- Scheduling and shift coverage
- Console coverage assignments

Facility/Space Needs

Based on the analysis of console positions and staffing needs, PCS will make recommendations on the space needs at Kan-Comm 9-1-1 for the integration of the Bradley PSAP's communications. Consideration of potential growth is another vital concern in adequately planning for the future.

Financing

Identifying and understanding the costs associated with the initial integration and ongoing operation of an additional agency is a critical aspect of ensuring the overall financial viability of a consolidated communications center. To facilitate that understanding PCS will work closely with Kan-Comm 9-1-1 to review the related financial implications of an appropriate financing arrangement. It is our assumption that Kan-Comm 9-1-1 has a structured financial and assessment structure in place. PCS will take a close look at the current structure in an effort to determine suitability for the Bradley PSAP. This effort will also encompass an examination of the assets, debts and equity of Kan-Comm 9-1-1 and how those factors would impact Bradley.

Additionally, due consideration will be given to user fees and revenue that might be generated by alarm monitoring or other functions.

Working in cooperation with Kan-Comm 9-1-1, PCS will develop a projected budget for the expanded operation, including estimated one-time capital costs, and projections going forward for three years. This analysis will also offer a gain/loss projection for Bradley.

Governance

It is assumed that Kan-Comm 9-1-1 has a governance model in place and it is our expectation that Bradley could simply be folded into the existing structure. However, PCS will carefully examine any factors that may be questionable and offer recommendations where appropriate.

Equipment

PCS will determine if Kan-Comm 9-1-1 currently has modern equipment that can be expanded to accommodate the integration of Bradley into their system with minimal cost. Care must be taken to examine the following:

- Evaluate changes to the existing equipment or recommend new equipment and network to accommodate the consolidation.
- Plot the configuration of radio frequencies, and known coverage area issues, in terms of how Bradley can be most effectively integrated into the Kan-Comm 9-1-1 system. However, PCS does not propose to conduct a propagation coverage analysis.
- Determine if there is the need for additional console and controller capacity.

Staffing & Human Resources

PCS will provide an estimate of the number of line level and supervisory staff that will be needed to adequately operate an expanded Kan-Comm 9-1-1 operation to accommodate the addition of the Bradley PSAP. The staffing analysis will be primarily based on current and anticipated 9-1-1 call volumes and the number of dispatched incidents. The Collective Bargaining Agreement(s) will be reviewed and the differences defined (if appropriate).

Illinois 9-1-1 Plan Modification

PCS will note in its report the 9-1-1 plan modifications that must be approved prior to the migration of the Bradley PSAP to Kan-Comm 9-1-1. This will be noted as a task to be addressed by the Emergency Telephone System Board. While assistance in modifying the 9-1-1 plan is not part of this proposal, PCS has extensive experience in this area and can provide an additional quote should the Village of Bradley desire the guidance.

Stage Four: Assessment Findings and Recommendations

PCS will utilize the outcome of the stakeholder and staff interviews, in addition to data collections from Stage Two of the study to prepare a draft report detailing the preliminary findings and recommendations associated with the PSAP operations required to support emergency call taking and dispatch services for the Village of Bradley:

- Stakeholder and operations support staff expectations and requirements
- The ability of the equipment to support future operations at both PSAPs.
- Systems upgrades or replacement recommendations with budgetary estimates

Following completion of the draft report, PCS will ask the stakeholders to review the draft and provide any feedback or corrections that need to be made to the report before the final report is completed.

Stage Five – Final Report

Information derived from the draft report will be utilized to prepare a final Assessment and Recommendations Report for use by the Village of Bradley to support the next steps in determining if consolidation is the appropriate course of action.

Additional Considerations

Project Coordinators

There shall be single points of contact for PCS and the Village of Bradley. Sherrill Ornberg, ENP, RPL has been designated as the overall PCS project coordinator, and upon contract signing the Village of Bradley will similarly designate a project coordinator who will be the sole points of contact for contract matters on behalf of the client.

Change in Scope of Work

The PCS team has been both clients of consulting services, as well as the provider of such services. PCS recognizes the scope of work originally agreed to, occasionally does not meet all the expectations of the client. PCS will undertake reasonable minor changes at no additional cost. However, major changes in scope, in the opinion of PCS, will be considered and negotiated at additional charges at the rate of \$125.00 per hour per consultant, in addition to \$60.00 per hour for travel time. Any such changes will be made by amendment to the contract for services upon authorization by the Village of Bradley.

Estimated Timelines

The following estimated project timelines, subject to change based on discussions between PCS, the Village of Bradley are provided for planning purposes.

- PCS will commence work on the project within two weeks following the execution of the contract. Observation, data collection and analysis will be initiated.
- Findings and Recommendations report, contingent upon having all requested information available, will be delivered within ninety (90) calendar days, after work on the project commences.

Deliverables

PCS will prepare one (1) original printed copy, five (5) copies and one (1) electronic copy of the final Assessment and Recommendations Report delivered to the Village of Bradley.

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Fee Schedule

PSAP Concepts & Solutions, LLC. will complete all required tasks and deliverables associated with this proposal for the fixed price of \$18,500. Since PCS is located in northern Illinois and southern Wisconsin, no airfare or ground transportation is required or incorporated into the project cost.

Project Stage	Fee Schedule
Initial Signing of the Contract (40%)	\$7,400
Delivery of the Preliminary Findings and Recommendations Draft Report (40%)	\$7,400
Delivery of the Final Report and Meeting with Stakeholders (20%)	\$3,700
Total Contract Cost	\$18,500

The above pricing is valid for 60 days until July 23, 2019. The initial fee is due and payable upon execution of the contract. Commencing on the 45th day following the date on which the subsequent invoices are mailed, shall bear interest at a rate of 10% per month for each and every month or portion thereof during which any amount remains unpaid or at such rate is otherwise allowed by law.

Additional Services - Outside the Scope of Services:

- Implementation Project Management for Consolidation

After consideration of the final Assessment and Recommendation Report, should it be decided to consolidate dispatch operations, the next step will be the actual integration of services into the new “organization.” PCS highly recommends that a qualified project management team be selected to accomplish the multitude of related tasks required for a successful consolidation. PCS has had experience with PSAP consolidation project management services and although not included in this Agreement, if desired, can be quoted as a separate proposal.

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