

9-1-1 Planning Committee
Wednesday, December 14, 2011
2:30 p.m.
Summary

Present: Norberto Colón-Cuyahoga County; Vallerie Propper-Cuyahoga County; Mayor Joseph Cicero-City of Lyndhurst (via phone); Greg Baeppler-Safety Director, City of Parma; Sherri Lippus-Olmsted Township Trustee; Martin Flask-Safety Director, City of Cleveland.

Location: Cuyahoga County-Public Safety & Justice Services, 310 W. Lakeside Avenue, Suite 795-A, Cleveland, Ohio

Guests: Kindra Helm, Amy Johnson- Attevo; Andy Kopystynsky, Scott Mauer, Joseph Nash – AT&T

I. Approval of Minutes – Sept. 27, 2011 Meeting

- ❖ **Motion to approve the minutes of the Sept. 27, 2011 meeting;**
- ❖ **Mayor Cicero moved; Sherri Lippus seconded; all in favor; minutes approved.**

Norberto Colón opened the meeting per the agenda, noting the AT&T review will focus on technology, reminding the committee during their voting process the bulk of the money will be spent on 9-1-1 equipment. The PSAP study review with Attevo will be as a final draft, and the committee's decision when to release it.

II. 9-1-1 Technology Review - AT&T

Scott Mauer, Sr. Account Manager began the presentation commenting on AT&T's mission to evaluate the 911 infrastructure in the region and to provide recommendations, in conjunction with Attevo. Key focus areas included safety & security of residents, survivability of the 911 infrastructure, and to facilitate cooperation between communities in the county.

PowerPoint presentation included:

- > 911 National Trends – NextGen 911 – Virtual Call Handling, Text, Video, etc.
- > What is a 911Call (today – future)
- > Current County Public Safety Environment
- > Recommendations

Noted for Cuyahoga County's 911 status were:

- > Majority of centers have outdated & manufacturer discontinued equipment.
- > No true redundancy / or ability to identify where calls are coming from.
- > Not Next Gen compliant /current systems are analogue.

9-1-1 Planning Committee
Wednesday, December 14, 2011
2:30 p.m.
Summary

The 911 call process was explained in detail. AT&T's 911 Public Safety Network is a separate infrastructure from the normal telephone network. When a call comes in on a landline it is sent through the 911 network, viewed and sent to the appropriate Public Safety Answering Point (PSAP). Cellular calls are routed through the public safety network, sent to CECOMS and then transferred to the appropriate PSAP.

Additional information is obtained through a database (address etc.) then sent through a data-link and matched up at the center. Voice-over Internet Protocol (VoIP) calls (i.e. Vonage, Magic Jack) are routed similarly. Registration of location must be completed with VoIP providers for 911 services. Visual of analog terminals (Positron equipment) were displayed, which are the majority in use, and are outdated.

Andy Kopystynsky, Solutions Consultant, AT&T discussed Next Generation 911 applications. Public technology is out-pacing 911 centers capability to capture information and hardware must be replaced to keep up. Internet Protocol (IP) compatibility was strongly encouraged to be able to integrate newer technology. Analog backroom controllers would need replacement as well.

New systems have the ability to run many workstations; these can be net-worked together, back each other up and run multiple sites. Current hardware consolidation discussions between Gates Mills and the City of Lyndhurst serve as an example of solutions to redundancy issues, with replacement of outdated systems, and the ability to network. Additional examples of consolidated PSAP's, host locations and remote stations working autonomously were given. It was noted these types of initiatives are taking place nationwide.

Presentation concluded with Norberto reiterating to the committee this portion of the technology study along with the PSAP study will support decisions on future items to be considered.

III. PSAP Study Review – Attevo

Amy Johnson and Kindra Helm gave an overview of the Cuyahoga County Public Safety Answer Point (PSAP) Consolidation Assessment as well as the revised Feasibility Study for PSAP Consolidation. Goals of the study included assessment of the 47 current PSAPs in the county, updating the 9-1-1 Plan, back-up site for City of Cleveland, regional consolidations, changes to CECOMS and infrastructure technology recommendations.

It was noted despite numerous attempts, there was not a 100% success rate in communicating with the individual municipalities in the county. Focus of this discussion was items under review from the Sept. 27, 2011 meeting. Additional comments or revisions from the committee are to be submitted to Amy at Attevo by Dec. 23, 2011. Norberto stated the final study will be released with a disclaimer upon approval by this committee, as well as posted on the County website. A meeting will be held with the PSAP Managers, Police and Fire Chiefs regarding the study, tentatively scheduled for January 20, 2012.

**9-1-1 Planning Committee
Wednesday, December 14, 2011
2:30 p.m.
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ITEM	ACTION
Motion to release the “Cuyahoga County Feasibility Study for Public Safety Answering Point Consolidation” on December 28, 2011:	Martin Flask moved; Mayor Joseph Cicero seconded the motion; All in Favor; None Opposed; None Abstained; Motion Passed.

Attevo presentation concluded.

IV. Legal Review

Committee discussed legal obligation to have a Technical Advisory Committee per the Ohio Revised Code (ORC). Vallerie Propper asked to defer this issue until the next meeting, as the Law Department’s response was inconclusive. Norberto suggested a technical advisory committee should be involved in the vendor selection process, and start immediately. A committee was in place under the previous administration, but has not met in 2011.

Legally a representative from each one of the following agencies is required: Cuyahoga County Fire Chiefs Association, Cuyahoga County Police Chiefs Association, County Sheriff, County EMA, Highway Patrol and each telephone company. Legal Dept. recommended no one on the Planning Committee be part of the Technical Committee. Consensus of the committee is to recruit per this requirement, with only five members, excluding the telephone company.

ITEM	ACTION
Motion to reserve the 9-1-1 Technical Advisory Committee as stated per the ORC; and temporarily place a hold on a representative from each telephone company to serve on the 9-1-1 Technical Advisory Committee for the purposes of selecting 9-1-1 equipment:	Martin Flask moved; Greg Baeppler seconded the motion; All in Favor; None Opposed; None Abstained; Motion Passed.
ITEM	ACTION
Motion to form the five (5) member 9-1-1 Technical Advisory Committee, to include a definition of specific duties and requirements as established by the 9-1-1 Planning Committee:	Norberto Colón moved; Martin Flask seconded the motion; All in Favor; None Opposed; None Abstained; Motion Passed.

9-1-1 Planning Committee
Wednesday, December 14, 2011
2:30 p.m.
Summary

Norberto and Vallerie Propper will draft the requirements for the membership; Norberto will select the chair of the Technical Advisory Committee.

Norberto informed of Murray Withrow's lay-off from CECOMS. The EMA Administrator will assume management of CECOMS. The 9-1-1 Coordinator position will be filled, tasks to include compilation of statistics and attendance at quarterly meetings.

Extended discussion regarding prioritization of spending; noting \$5 mil is available in the budget for equipment. Hardware consolidation and dispatch center consolidation is the focus. Reauthorization of the 9-1-1 Bill would allow for extended planning on IP network build-out. Draft RFP for review by the Technical Advisory Committee, goal of a tentative agreement by February 2012

Items to consider for the next meeting:

- > Best way to help everyone.
- > What are we requiring of them.

- ❖ **Motion to adjourn made by Mayor Cicero; Norberto Colón seconded.**
- ❖ **Meeting adjourned at 5:00 p.m.**