

9-1-1 Technical Advisory Committee

Bedford Hospital
88 Center Road Bedford, Ohio

December 3, 2013

10:00 a.m.

MINUTES

Attending Members: S. Greene, P. Johnson, A. Matos, M. Christie, M. Vanyo

Attending Non-Members: Brandy Carney (CCOEM/CECOMS), Nick DiCicco (Orange Village), Lisa Mariola (Chagrin Falls), Lisa Raffurty (EASTCOM), Bob Emmons (ECW), Debra Hays (ECW), Carol Haddon (Solon)

Call to Order/Roll Call

S. Greene at 10:09 a.m.

Public Comment

- No public comment

Approval of Minutes

- A motion was made by M. Christie and seconded by M. Vanyo to approve the 11/7 Meeting Minutes.

Discussion

- **ECW System Login**

The 9-1-1 system login/password parameters were discussed. A combination of the user's first initial of their first name, full last name, and the PSAP ORI # was the proposed composition of system usernames. User drivers' license numbers were identified as the initial passwords. Upon login, the system will prompt users to change initial passwords. The 9-1-1 system login/password parameters will be sent to the Cuyahoga County Department of Public Safety and Justice Services for final recommendation.

- **Administrative Lines**

The TAC discussed the draft policy developed by S. Greene addressing PSAP Administrative Line configuration in the 9-1-1 system. B. Carney stated that L.R. Kimball and ECW are nearing completion with PSAP site visits. Once the site visits are completed, the TAC will review findings and further develop policy.

The TAC also discussed the potential downtime during the porting of Administrative Lines to the new system. D. Hays discussed various measures that will be in place to minimize downtime including: advanced notice to telco's and establishing preset failover groups. (*A question was posed as to whether the system is capable of sending a failover call to a failover PSAP even if no one is logged in at the original PSAP. This will be a future request of the system.*) Additionally, developing PSAs informing the public of possible delays for calls to non-emergency lines during the 9-1-1 switchover was discussed.

- **Project Manager**

B. Emmons, project manager for the 9-1-1 system implementation, discussed his progress visiting the PSAPs.

- **Phone Recommendation**

The TAC discussed the number of phones needed at each call-taking position. ECW recommends two phones in the event of a catastrophic failure.

- **System Policy**

The TAC discussed the policy regarding County ownership of lines in 9-1-1 system. Porting will be addressed in either a policy or MOU between communities and the County before communities are active on the 9-1-1 system. The policy or MOU will stipulate that if a community were to leave the 9-1-1 system, their administrative phone lines will be transferred back to them.

- **SMART 9-1-1**

The TAC discussed the SMART 9-1-1 presentation that was provided by Rave Mobile at the 11/7 TAC Meeting. Concern was expressed regarding the cost of the solution. The TAC will investigate similar solutions to compare. B. Carney and M. Christie to identify other vendors for next meeting.

- **Network**

B. Carney to obtain MPLS quote soon.

Other Business

- The TAC was given the opportunity to tour the new Chagrin Valley Dispatch Center immediately following the meeting.

Next meeting(s)

Tentatively January 7, 2013. Time: TBD, Location: TBD

Adjourn

- A motion to adjourn the meeting was made by P. Johnson, and seconded by M. Christie.
- S. Greene adjourned the meeting at 11:18 a.m.