

9-1-1 Planning Committee
Tuesday, September 27, 2011
2:00 p.m.
Summary

Present: Norberto Colón-Cuyahoga County; Vallerie Propper-Cuyahoga County; Mayor Joseph Cicero-Lyndhurst; Mayor Dean DePiero-Parma; Jim Carr-Olmsted Township Trustee; Sherri Lippus-Olmsted Township Trustee; Martin Flask-Safety Director, City of Cleveland

Location: City of Cleveland, Department of Public Safety, 601 Lakeside Avenue – Room 230

Guests: Kindra Helm, Director; Amy Johnson, Sr. Consultant - Attevo

Norberto Colón opened the meeting with a recap of the minutes from the August 18th meeting as well as an overview of what the County has not done over the last several years as it relates to wireless 9-1-1 funds. He stated the County Executive wants to empower the 9-1-1 Planning Committee, which is included in the Ohio Revised Code (ORC), as a decision making body for the future of 9-1-1. Ideally this committee will meet two or three times per year; with dispatch managers convening four times per year. Meetings will occur more often in the next two years, as decisions are made on how to administer approximately 9 to 10 million in funds.

The informational binder provided to each committee member was reviewed for Mayor Dean DePiero as he was unable to attend the last meeting. The committee was asked to review the section containing the ORC. If there are any issues or concerns regarding the ORC the committee is asked to check with their municipal legal team as well as the County for clarification.

One of the important questions posed to the County's law dept. now is whether or not a Technical Advisory Committee is necessary to make changes to the 9-1-1 plan. Martin Flask asked if it is decided the Technical Advisory Committee is not required, who would make the decision whether or not it is maintained or continued? Norberto responded at this point the Planning Committee.

Also related was the ultimate goal of providing this committee with the tools necessary to make educated decisions on how to incrementally spend the funding, and to get all 9-1-1 centers on the same baseline level; this will include the ORC, legal decisions, opinions and the PSAP Study by Attevo.

An update of the Allocation/Disbursement Report of 9-1-1 funds (available on the Public Utilities Commission Ohio-PUCO website) along with a map showing Phases I and II compliancy was distributed to all members. Since the inception of the wireless fund the County has received about \$19 mil. As discussed at the last meeting by the end of 2011 about \$10.2 mil will be available in the 9-1-1 fund. The purpose of the funding is for Phase II compliancy on a cellular level.

Phase I incorporated display of the cellular number and tower location. Phase II compliance allows for display of geographical location (longitude and latitude). Most counties in Ohio have completed Phase II compliance, including Cuyahoga County. Practically, we still have some work to do, so we can have the ability to display Phase II data on a map. Some cities have that ability by using a map as part of their Computer Aided Dispatch (CAD) systems. The County deployed a mapping solution called Informer that provided that service. However, very few cities use the product as it does not meet user expectations.

At the next meeting there will be a technical presentation for further explanation.

Norberto referred to today's meeting agenda noting (II) CECOMS Call Stat Review and (III) Law Department Review-ORC will be presented at a later date as CECOMS Manager, Murray Withrow, and the County's law department representative were unable to attend this meeting.

I. Presentation by Attevo

Kindra Helm, Director and Amy Johnson, Sr. Consultant from Attevo were asked to present a draft report of the Cuyahoga County Public Safety Answering Points (PSAPs) Consolidation study as requested by this committee. Both explained the goals of the project being in-step with the goals of this committee, with about a month remaining until completion and a final recommendation made. The draft presented today gives a solid foundation and the approach taken to date to acquire the data needed to move toward the final recommendations.

The following items were discussed from each section of the draft study provided:

1. Project Overview – Assess current 47 PSAPs; update 9-1-1 Plan; research & document recommendations for efficiencies-including regional consolidation and the current CECOMS structure; recommend technology upgrades to 9-1-1- structure where applicable.
2. Project Approach – Agency evaluations through surveys, interviews, focus groups and public research; review budget and organizational information; research of other counties, industry trends; research recommendations for reducing total number of PSAPs; recommendation for a failover site for City of Cleveland.
3. Communications to PSAPs – Multiple communications in the form of letters, faxes, e-mails and surveys to PSAP Managers, Police Chiefs and Mayors of 47 communities of the pending study and request to participate in the study.
4. PSAP Survey & Results – Four page questionnaire to all 47 PSAPs; most responded with some data (including inaccurate data), some did not respond to any part of the survey. Survey questions included information on annual dispatch budgets; call volume results; CAD vendors; 9-1-1 technology deployed and age of equipment; number of call dispatchers and work stations; telephony systems; and volume of incoming and dispatched calls. It was noted the average age of equipment is 9 years, and most systems use AT&T supported equipment.

The costs to Cuyahoga County as well as the annual cost to individual PSAPS are reflected below:

➤ Annual Cost to Cuyahoga County	\$ 25,268,081
➤ Cost without Cleveland	\$ 20,847,488
➤ Average Cost of Each PSAP	\$ 496,368

Contact will be made to those who did not respond. A second review of the information submitted by each community is planned before the final recommendation to insure accuracy in reporting and validation; in addition to plans to visit several dispatch centers during peak and down times to record the number and type of calls received.

5. Roundtable Discussions – Points of discussion included: state of 9-1-1 funds and request for audit, more transparency; regional jail system-majority of police chiefs support this; level of service to the public; County maps; union involvement; staffing issues; consolidation of public safety services; dispatcher training/certification.
6. Failover Site for Cleveland – As a Disaster Recovery failover site for the City of Cleveland five areas were reviewed; Parma, Southeast, Southwest, Solon/Chagrin Valley and Westcom.
7. CECOMS Call Counts – Review of transfers to PSAPs from 9-1-1 landline and cellular calls, estimates from 2009, 2010 and 2011, with the City of Cleveland representing 60% of all cellular call volume across the County. Data supplied by AT&T.

It was noted some calls are administrative with actual numbers indeterminable from within each community, although some have software to make the determination, it is not always utilized. This issue will need to be addressed in terms of policy.

8. Recommendations – Several recommendations have come from this draft-primarily being the number of PSAPs should be reduced from 47 to 10 or less. Regionalism and consolidation are underway with a few PSAPs in the County with Police, Fire and EMS included. Although some communities expressed interest in taking their own 9-1-1 calls, it is not recommended for any city other than Cleveland, as there are associated risks with calls being routed improperly.

Also recommended annual evaluation of CECOMS; the County should update its aged 911 infrastructure; a plan should be made to upgrade PSAP's that will not be consolidating quickly; PSAPs should meet bi-annually to provide a forum for training and education; engage PSAP experts to create general training guides and standard operating procedures for all.

Norberto commented that CECOMS is a division under the Office of Emergency Management and will continue to exist, but does not necessarily have to answer 9-1-1 calls. Question as to whether Cleveland wants to answer their 9-1-1 calls; individual communities can be addressed on a case by case basis.

9. Risks – Several risks to the public safety sector of Cuyahoga County were noted; an additional recommendation of the study would be to develop a risk mitigation plan for documented concerns, some of which include: individual PSAP’s taking their own calls; City of Cleveland has no back-up site for dispatch operations; lack of political and organizational leadership to support consolidation projects; lack of consistency with project management and project support while implementing new regional PSAPs.
10. Areas for Improvement – Study of a regionalized jail system for costs savings; County-wide indoor firing range (which would decrease overtime and travel expense for west side police departments to qualify and recertify weapons).
11. Next Steps/Additional Work with Study – Continued data validation and analysis; additional work with telephony vendors; additional research with other states/counties that have consolidated dispatch centers; analysis/estimates from AT&T regarding costs to upgrade 9-1-1 technology to Phase II Compliancy; update 9-1-1 Plan for Cuyahoga County.

Upon revision to the draft study presented today, Norberto stated he will resubmit for review; to be published on the website with any necessary disclaimers, followed by a meeting and presentation.

IV. Emergency Request Procedures Policy

As equipment needs arise due to an emergency, we must be cautious on how to respond to a request for funding so that it does not compromise long term goals by non-conformity; example being City of Euclid recently suffering a lightning strike which disabled their 9-1-1 equipment.

The committee discussed the dynamics of making those decisions as it relates to network based equipment and costs, as well as utilizing funding with those entities that have regional components as a primary focus.

The next meeting will address technical equipment with presentations by AT&T; Cleveland taking their 9-1-1 calls; what to do with the remaining 40% of calls, and preferred hardware for 9-1-1 systems from PSAP managers.

Meeting adjourned at 4:00 p.m.