



EDWARD FITZGERALD
Cuyahoga County Executive

Public Safety & Justice Services

Cuyahoga County
Quarterly PSAP Meeting Minutes
Olmsted Township Fire Department
July 24, 2013 – 10:00 a.m.

1. Public Comments

- There are no public comments

2. 911 TAC Committee Updates (Sgt. Steve Greene)

- Contract awarded to Emergency CallWorks headquartered in Birmingham, AL.
- \$11.6 Million project
- Phase I will begin August 1st and last approximately 18 months
- Original RFP released August 23, 2012. All submissions were rejected.
- RFP re-released in December, 2012. County received 3 responses
- Planning board met on February 26, 2013 to make a determination
- The contract was finalized in June, 2013.
- Initial projections based on 2012 Attevo Study – 140 work stations
- 911 equipment project is separate from the consolidation plan but is designed to complement it.
- PSAP's receiving equipment is not tied to consolidations
- ESInet eventually will replace selective routers
- Cell providers are working on text to 911 capability for next year.
- Each PSAP work station will receive: 1 CPU, 2 - 22" monitors, phone, audio interface box)
- Will be set up to receive text to 911 and other NG911 standards as they are ratified.
- Mapping is included along with a reporting and management system
- Cost to PSAP's would be network connectivity estimated to be approximately \$250 per month based on 1 – 5 work stations. If more work stations, cost would be higher
- PSAP's responsible for any updating and/or remodeling in dispatch to accommodate equipment and proper installation
- 10 year contract with CallWorks includes all maintenance
- Contract includes personnel dedicated to Cuyahoga County for maintenance and repair of equipment with a 2-4 hour response time requirement
- There will be 2 ECW host systems. One in Cleveland and one in Columbus and be housed in professional data centers.
- PSAP backroom equipment will include wall mount rack, gateway and router



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- L.R. Kimball has been contracted for two years to oversee the project
- Representatives will be making appointments and visiting all PSAP's to evaluate installation issues
- Installation of equipment at all PSAP's is projected to take 18 months but some may be complete in one year.
- Training will be available for all PSAP's. There will be a train the trainer program
- There will be a kick off meeting in August. Date to be determined.

3. CTS Language Link (Nancy Kolcan)

- CECOMS will be setting up a parent account. PSAP's will each have their own sub-account.
- No start-up costs. No monthly fees. Cost is based on usage only.
- Price negotiated through CECOMS is \$.82/minute
- Initial service will be for 911 only. PSAP's may enhance their services and customize to fit their needs
- Each PSAP will have their own client portal and be able to view their data in real time
- Free training will be available to all PSAP's through CTS Language Link
- Projected to be available early in 2014.

4. Old/New Business

EMD Update (Nancy Kolcan)

- Project is on schedule with CECOMS supervisors and 911 Coordinator having completed coursework for certification as instructors
- Next step is underway to train all CECOMS staff. Scheduled to be complete by the end of the year
- Classes are projected to be available to PSAP's beginning in 2014.
- Dr. Collins of Metro Hospital has reviewed guidecards and signed off on them. It will be the responsibility of each participating PSAP to get their individual medical director to sign off on guidecards. Any changes will generate a \$325.00 edit fee from APCO that will be the responsibility of that PSAP.
- Classes will be offered throughout the county to accommodate all PSAP's
- EMD Committee sent out questionnaire. If you have not completed it, please do so at your earliest convenience.



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- APCO requirement that each participating PSAP have a certified EMD Manager is no longer necessary. PSAP's may choose to participate under management of County 911 Coordinator.
- 911 Coordinator will monitor QA/QI and compliance for those PSAP's.
- All QA/QI for each participating PSAP will be evaluated regularly by EMD Committee.
- Pre-requisites for EMD must be completed prior to enrollment in class
- Cost to PSAP's will be the cost of the manual for each participant and any backfill in their schedules
- Upon certification of all dispatchers, that PSAP will receive one set of guidecards and racks for each active workstation

Reminder – Mass Casualty Drill scheduled for August 16th at Burke Lakefront Airport.

Introduction of Peter Greene

5. Next Meeting

- Tentatively scheduled for October 16th. Location to be determined