



EDWARD FITZGERALD
Cuyahoga County Executive

Public Safety & Justice Services

CUYAHOGA COUNTY
OFFICE OF EMERGENCY MANAGEMENT/CECOMS
QUARTERLY PSAP MEETING
LYNDHURST COMMUNITY CENTER
JANUARY 16, 2013 – 10:00 A.M.

MINUTES

1. Public Comments
 - There are no public comments

2. CECOMS Updates (Nancy Kolcan)
 - MSAG is an important document that needs to be kept current. As we move forward towards NG911, the accuracy of the MSAG is critical. We would like to focus this year on reviewing the MSAG for each jurisdiction and update it as needed. Any changes can be forwarded to Nancy Kolcan who will update it in the Intrado system and also notify the County GIS Dept. of changes.
 - Ohio Public Safety Answering Point Systems Requirement Assessment must be completed and returned to the State by February 1st. If PSAP's need assistance, please contact Nancy.
 - CECOMS recently hired 3 new operators and a new Supervisor. New employees are currently in training.
 - CECOMS welcomes the opportunity for PSAP staff to come visit our facility and see our operations. Any PSAP interested in scheduling a tour of CECOMS should contact Nancy.
 - CECOMS has implemented new procedures for the handling of emergency calls from invalid/disconnected wireless phone numbers. CECOMS operators will now identify these calls and get location and call back information from callers prior to transferring to PSAP's.
 - The EMD Committee has completed its recommendation and it has been submitted. The recommendation is currently working through the process at the county level and we hope to be rolling out the program this year. There will be a period of time at the beginning where the trainers are being trained. Training and certification at the PSAP level is projected to begin in the second half of 2013.

3. 9-1-1 TAC Committee Updates (Chief Steve Szeredy)
 - A revised RFP went out and is due back on January 25th. There will be more information following this deadline.



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- The wireless surcharge, which was due to sunset at the end of 2012, was extended by the 129th General Assembly in Substitute House Bill 360 along with companion provisions included in Amended Substitute House Bill 472. This legislation lowered the monthly surcharge from \$.28 to \$.25.
 - Provisions in Amended Substitute House Bill 472 continues the duties of the Public Utilities Commission of Ohio, with disbursements to be made in the same manner as the 2012 disbursements, in accordance with the current law, until January 1, 2014.
4. Presentation by Sgt. Cindy Eschweiler and Dispatcher Kyle Zayac of the Brooklyn Police Department regarding the Cracker Barrel Incident on April 12, 2012.
- Audio and Powerpoint presentation was shared that included all 9-1-1 calls received by Brooklyn dispatch and also audio recordings of radio traffic.
 - Discussion ensued regarding effective dispatcher interrogation of callers and ability to read voice inflections. The dispatcher on duty did an excellent job of eliciting important information from the caller who was distressed and having trouble relating her situation.
 - Sgt. Eschweiler advised as a result of this incident their department has reviewed and updated protocols and discussed the importance of regularly reviewing procedures for both on scene first responders and dispatchers. Some suggestions were made regarding items easily overlooked that become crucial during a critical incident. Making sure rosters and contact information is current and in digital format so that critical calls can be made by a back-up dispatch or other resource. Smaller dispatch centers are urged to review their policies and procedures in the event of critical incidents and look for ways to delegate responsibilities from a single dispatcher to other resources.
5. Old/New Business
- Nancy Kolcan talked about services for Limited English Proficiency (interpreter) for dispatch and on-scene first responders. The County is still investigating possible providers of this service and will update PSAP's as information becomes available.
6. Next Meeting
- Next meeting will be held in April. Exact date and location have yet to be determined.