



**EDWARD FITZGERALD**  
Cuyahoga County Executive

Public Safety & Justice Services

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**CUYAHOGA COUNTY  
OFFICE OF EMERGENCY MANAGEMENT/CECOMS  
QUARTERLY PSAP MEETING  
HIGHLAND HEIGHTS COMMUNITY CENTER  
OCTOBER 22, 2014 – 10:00 A.M.**

**MINUTES**

1. Public Comments
  - There are no public comments
  
2. EMD Program Updates – Nancy Kolcan
  - Then and Now (January 2013 – October 2014)
    - Status in January, 2013 was 38% of county had no EMD protocols in place
    - 17 PSAPs did not offer EMD; 25 had varied levels of protocols and training
    - 3 PSAPs had implemented their own program
    - APCO selected by EMD committee as County EMD provider
    - 10 Classes held between June and October, 2014 for training dispatchers
    - 86 Dispatchers county-wide and 22 CECOMS staff have been trained and certified
    - 11 agencies are participating in the County EMD program
    - 88% dispatchers trained in EMD countywide
    - 5 agencies not certified but projected to be implementing program after consolidation
  - CECOMS EMD Partnership with Memorandum Of Understanding introduced
    - CECOMS can provide back-up or primary EMD services for agencies once MOU in place
    - Countywide we now have 100% EMD coverage!
  - Ongoing EMD Program Maintenance provided through CECOMS
    - Assistance with establishing policy and procedure
    - Quality Assurance/Quality Improvement program through EMD Committee
    - Ongoing Continuing Dispatch Education credit opportunities
  
3. CECOMS EMD Program Updates – Jackie Costa
  - All CECOMS Staff are APCO trained and certified in Emergency Medical Dispatch
  - CECOMS can provide EMD services as primary provider or back up provider
  - MOU required for either primary or back up assistance in EMD
  - CECOMS call handling procedures change for medical calls as primary provider



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---

Quarterly PSAP Meeting  
October 22, 2014  
Page Two of Three

- MOU required for back up EMD assistance also.
  - Dispatchers should call 216-271-4332 when transferring EMD calls back to CECOMS.
  - CECOMS Emergency Rule can be activated during times of extremely heavy call volume at CECOMS.
  - EMD Quality Assurance/Quality Improvement policies and procedures
    - APCO requires 7-10% of all EMD calls be reviewed
    - All participating agencies must maintain compliance by completing reviews
    - Participating agencies may identify their own personnel to complete reviews
    - QA evaluations and call recordings should be sent to QA Supervisor at CECOMS monthly
    - EMD Committee will perform random and targeted reviews quarterly
    - QA/QI forms supplied by CECOMS
4. VOIANCE Language Interpretation Services Contract Update – Nancy Kolcan
- Cuyahoga County CECOMS has entered into contract with VOIANCE Language Services for interpretation services
  - Contract end date is June 30, 2016
  - Negotiated rate is \$.65 per minute
  - Sub accounts will be set up for all Primary and Secondary PSAPs
  - Dispatchers and on scene first responders may access the service using a toll free number and an access code.
  - PSAPs will be responsible for their own usage and billing
  - A Client set-up form will be distributed via email. Please complete and submit to Nancy along with a copy of your tax except form
5. 9-1-1 Hardware Update – Steve Watt
- Steps Completed
    - PSAP Connectivity: AT&T and ECW
    - Host Installation and Connectivity: Cleveland and Columbus
  - Steps Pending
    - Testing: Initial connectivity; System Configuration and System Acceptance
    - System Training: Train the trainer model. ECW will conduct training on new system for participants
    - Cutover/Go Live



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Quarterly PSAP Meeting  
October 22, 2014  
Page Three of Three

- Current Status
  - Remediation work finalized
  - Systems integration: Audio interface unit; genovation pad; CAD; voice logger; Porting administration numbers
- Increased activity at PSAPs in October and November
  - PSAP Network MPLS Testing
  - Training
  - Configuration testing
  - System Acceptance Testing
  - Cutover to begin
- CUYAHOGA COUNTY FAQ FOR NG9-1-1 PROJECT HAS BEEN UPDATED

6. Next Meeting

- Scheduled for January 21, 2015 at 10:00 a.m. Location to be announced at a later date.