



9-1-1 Technical Advisory Committee
Meeting Minutes
May 5, 2021
(Meeting via Teams)

1. Meeting called to order at 1:02 p.m.
 2. Welcome attendees and Roll Call
 3. Approval of Minutes. Motion by N. DiCicco. Second by Pat Johnson
 4. County 9-1-1 Plan Updates
For the benefit of all attendees, Nancy provided a slide presentation highlighting changes and updates to the 9-1-1 Plan that was approved by the 9-1-1 Planning Committee on February 10, 2021. (slides attached)
 5. Nancy provided an update on the CallWorks hardware update that included Scope of Work and current Timelines. (slides attached)
 6. Director Pellom made a request to this committee to prepare a RFP for an updated PSAP study and an additional RFP for county-wide NG9-1-1 solution once the contract with CallWorks ends in April, 2025.
 - The Committee will convene a working group of 5-7 volunteers from various PSAPs to identify the county needs and vendors for the study.
 - Deputy Director Burt will be the administrative oversight of the working group.
 - Director Pellom expressed the need to begin preparations for the end of the ECW contract and requested RFP be ready for release within 6 months.
 - Nancy will schedule a meeting next week for committee members to meet and identify members of the working group.
 7. Open Discussion
 - Nick DiCicco asked whether the TAC members can add additional members to the committee. Director Pellom advised it would need to be approved by the 9-1-1 Planning Committee. There are no guidelines preventing the committee from creating ad-hoc committees or working groups.
 - Nick also requested a detailed financial statement for all costs for operating the county 9-1-1 system.
 - Pat Johnson suggested all TAC members identify an alternate.
 8. Closing remarks
 - Nancy advised she continues to work on updating the MSAG and will be reaching out to PSAPs for their assistance over the next several months.
 9. Meeting adjourned at 1:29 p.m.
- NEXT MEETING: August 26, 2021



Cuyahoga County
Together We Thrive

9-1-1 Technical Advisory Committee

May 5, 2021 - 1:00 p.m.

AGENDA

1. Welcome
2. Call to Order/Roll Call
3. Approval of Minutes (1/28/21 meeting)
4. County 9-1-1 Plan Updates
5. Motorola ECW Hardware Refresh
6. Request for Proposal (RFP)
 - Consolidated Dispatch + Wireless Call Taking
 - Countywide NG9-1-1 solution
7. Open discussion
8. Closing Remarks
9. Adjournment



CUYAHOGA COUNTY 9-1-1 PLAN UPDATE



Cuyahoga County 9-1-1 Plan approved by the Planning Committee on February 12, 2021

Updated Language:

- Overall format and Numbering
- Planning Committee Members
- Funding
- PSAP Territories
- Appendix 1 – Primary, Secondary and Alternate PSAP
- Appendix 3 – Wireless Carriers in Cuyahoga County

Removal of Language

- Funding
- City of Cleveland funding for wireless call handling
- City of Cleveland Wireless Call Handling

CECOMS will resume taking wireless 9-1-1 calls for the City of Cleveland. Expected date per Planning Committee is June 1, 2021

Added Language:

- 9-1-1 Coordinator responsibilities
- History of 9-1-1
- Cuyahoga 9-1-1 History
- Current System
- Text to 9-1-1
- ESINet
- Advanced Location Services
- State of Ohio
- Cuyahoga County Operational Considerations
- Cuyahoga County System Requirements
- Special Call Handling
- PSAP Redundancies
- Future Operations
- Appendix 4 –Funding Scenarios for relocation/Consolidations
- Appendix 5 – Ohio Administrative Code 5507



9-1-1 SYSTEM HARDWARE REFRESH



Scope of Work

- Firmware, software and browser update
- Circuit upgrades
- System configuration updates
- Data analysis
- CAMA trunk reconfiguration
- Hardware replacement

EMERGENCY
CALL WORKS
A Motorola Solutions Company



9-1-1 SYSTEM HARDWARE REFRESH *(cont.)*



PHASE I - Front End *(April/May 2021)*

- Workstations and phones ordered, delivered and installed.

PHASE 2 - Back End *(May/July 2021)*

- Routers, Switches, SDS, PDU, UPS *(Note: All will be completed via configuration updates)*

PHASE 3 – Hosts *(June /July 2021)*

- Four clusters
- PSAP migration

PARALLEL PHASE - Network *(May-July 2021)*

- Hosts
- Routers/Switches
- Remotes
- Redundant Circuits



REQUEST FOR PROPOSAL

COUNTYWIDE NG9-1-1 SOLUTION



RFP Development Process

- Establish and convene stakeholder working group
- Hire vendor to conduct update to 2012 Attevo PSAP Assessment (separate RFP process)
- Develop vision for next 9-1-1 solution in Cuyahoga County
 - based on results of system study and stakeholder input
- Develop technical specifications and request-for-proposal document, based on vision
- Solicit vendor proposals
- Review vendor proposals and select vendor
- Develop contract
- Obtain contracting authority
- Execute contract
- Implement system changes

Current Contract Details

- *Emergency CallWorks* → *Motorola*
- *Expires April 10, 2025*



Questions?

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