

Proposal to the SPAN Group

Under this proposal, Chagrin Valley Dispatch will provide the following services:

- CVD will assume responsibility for answering all incoming 911 calls (seven digit, wireless and landline) and dispatching the appropriate resources.
- CVD will monitor and designate dispatchers to the assigned talk groups. It is preferred that all agencies migrate to the MARCS radio system however; due to the already existing infrastructure, CVD can dispatch on the existing legacy 420 MHz system.
- CVD will assume responsibility for hiring and training all call-takers and dispatchers. All staff receives Emergency Medical Dispatching, CPR / EMD, Public Safety Telecommunicator Training as well as annual fire training performed by Chief Mark Vedder. All dispatchers (new and existing) will be required to do yearly ride-along with each police and fire department for each municipality.
- CVD will assume all responsibilities for the entry, cancellation and validation of all NCIC entries to include but not limited to missing persons, temporary protection orders, stolen vehicles, all point bulletins and wanted persons. All member agencies will have the ability to disconnect their existing LEADS connections and utilize CVD's existing LEADS line for all LEADS / NCIC queries at their own police department. (minimum \$ 10,000 savings)
- CVD will assume responsibility for procuring, installing and ensuring maintenance services are covered for all equipment in dispatch.
- CVD will answer and transfer as needed all administrative (non-emergency) calls
- CVD utilizes TAC CAD and RMS. Those agencies that currently do not utilize or do not wish to utilize TAC will be provided an interface at no cost in an effort for CVD to transfer all CAD data to your perspective in-house RMS systems.
- CVD will provide CAD-to-Firehouse data transfer interface for those agencies that utilize FireHouse for fire reporting.
- CVD will provide CAD-to-Sansio data transfer interface for those agencies that utilize Sansio Patient Care Reporting software.
- CVD will provide Active 911 subscriptions to all interested members of each municipality. CVD will maintain, upload and manage all pertinent information as it relates to Active 911. These items can include, pre-plans, hydrant data, knox box key locations, pre designated helicopter landing zones as well as all structure utility and fire suppression system locations.

Timeline:

- Following the completion of any required equipment installation, personnel hiring, and training, CVD will be ready to assume dispatch responsibilities by the 4th quarter of 2015.
- CVD will implement dispatch services in four phases.
 - Phase I – Assume dispatch responsibilities for Mayfield Village in September of 2015
 - Phase II - Assume dispatch responsibilities for Mayfield Heights in October of 2015
 - Phase III - Assume dispatch responsibilities for Richmond Heights in November of 2015
 - Phase IV - Assume dispatch responsibilities for Lyndhurst in December of 2015

Staffing:

- CVD will cover dispatch center staffing needs based on call volume and operational need. CVD is currently and has been a functioning regional communications with a full complement of supervisors and support personnel; however, the provision of dispatch services will require the hiring of additional support personnel. The annual costs passed down to the cities will help support these increased staffing costs.

Hiring Process for CVD:

CVD will hire a significant number of additional dispatchers to support the needs of CVD. CVD will make conditional job offers to a majority of each communities existing staff. Each municipality will be consulted once applications have been received to review and make recommendations on whom to hire.

Equipment and Technology:

All member agencies will be required to maintain a Records Management System. CVD currently utilizes TAC CAD and RMS. Those agencies that utilize a different CAD / RMS will be provided an interface between the two systems for data transfers.

CVD will provide each Fire Department with a Zetron IP Fire Station Alerting System. System will include labor to make the necessary connection and configurations to existing PA systems. (\$22,500 value)

CVD will provide iPads with mounts and Active 911 connectivity for each Fire Apparatus and Rescue Squad. AVL (GPS) will also be provided and configured. (\$ 1,500 value per device)

CVD will provide all Police MDT's with the required 2-factor authentication as mandated by CJIS. (\$55.00 value per officer)

CVD already has a microwave link to the existing Mayfield Village radio tower site. This will allow redundant communications with the SPAN communities.

Cost Schedule:

- CVD proposes a Full Dispatch Service Cost to the cities of Lyndhurst, Richmond Heights, Mayfield Heights and Mayfield Village at a total cost of \$ 980,000.00 per year for three (3) years. Following the initial three (3) years, CVD will reassess the costs based on calls for service, staffing needs and other pertinent statistics. CVD operates as a Council of Governments which entitles each municipality to one (1) vote no matter their size. Based on the billable call volume for each municipality, the following is each municipalities usage percentage along with the associated costs:

Yearly Operating	Percentage
Lyndhurst	25.76%
Richmond Heights	19.70%
Mayfield Heights	37.78%
Mayfield Village	16.77%

	<u>Lyndhurst</u>	<u>Mayfield Heights</u>	<u>Mayfield Village</u>	<u>Richmond Heights</u>
Billable Call Volume	13,208.00	19,374.00	8,600.00	10,100.00
Capital Costs	\$211,686.00	\$300,783.00	\$145,102.00	\$166,776.00
Radio Credit	(\$175,000.00)	(\$200,000.00)	(\$65,000.00)	(\$140,000.00)
Mobiles	50	60	6	40
Portables	20	22	14	16
Total Capital	\$36,686.00	\$100,783.00	\$80,102.00	\$26,776.00
Annual Operating	\$252,448.00	\$370,244.00	\$164,346.00	\$193,060.00

Capital Costs Deferral Schedule

	<u>Lyndhurst</u>	<u>Mayfield Heights</u>	<u>Mayfield Village</u>	<u>Richmond Heights</u>
Year 4 – Capital	\$12,228.67	\$33,594.34	\$26,700.67	\$8,925.33
Year 5 – Capital	\$12,228.67	\$33,594.34	\$26,700.67	\$8,925.33
Year 6 – Capital	\$12,228.67	\$33,594.34	\$26,700.67	\$8,925.33

Chagrin Valley Dispatch Council of Government

Chagrin Valley has been in the 'regional' dispatching business for well over 55 years. In 2013, we entered into an agreement with University Hospitals and moved our operations from the Chagrin Falls Police Department to the basement level of the Medical Office Building at Bedford Hospital. We have a 12-year lease with 5-year auto renewals. Our current layout will house up to 14-dispatch positions with the ability to take over the other wing of the basement for an additional 12-dispatch positions. There is no other regional dispatch center in Ohio that has the technology that CVD has to offer.

Our project was constructed and operational within 9-months. Once we went live in January of 2014, we have successfully added four (4) other municipalities. Three (3) primary PSAP's and one (1) secondary PSAP. Agreements are already in place for Beachwood to be CVD's backup and CVD will be Beachwood's backup. All network and data systems will replicate between CVD and Beachwood every 15-minutes to ensure system restorations in the event of a catastrophic event.

CVD prides itself on the quality of service it provides to its member agencies and the communities they serve. CVD answers every phone call received, whether it be non-emergency 10-digit lines or 911 promptly with professionalism and courtesy. We are experienced at handling the needs of multiple and disparate type agencies all at once. We pride ourselves on our speed and efficiency as well as our accuracy. All calls are forwarded to the necessary parties and all calls for service are dispatched promptly. We are a total service, one stop dispatch center. We can handle all your dispatching needs. We are one of only two agencies in Cuyahoga County that received a perfect score this year on the communications aspect of the ISO rating report. In order to achieve this accomplishment, we must dispatch the appropriate Fire/EMS resource within 60-seconds of answering the call.

In closing, it has been rumored that CVD will be absorbed by another PSAP within two years. This is a false accusation. CVD has been here for the past 55+ years and will remain fully operational for the next 55+ years. The State of Ohio has requested a reduction in PSAP's in every County in Ohio. They will only allow the funding of five (5) PSAP's from the Wireless 911 fund. CVD along with every other PSAP in Cuyahoga have never received money from this account. All of these funds have been under the full control of Cuyahoga County / CECOMS. In 2014, Cuyahoga County entered into an agreement with Emergency Callworks for a 10-year period to provide a new Countywide, hosted 911 answering solution for all Cuyahoga County PSAP's whether they are a regional center or a stand-alone dispatch center. This project is being funded by the Wireless 911 fund. In the event CVD is not one of the five (5) PSAP's, we will need to once again pay for our own 911 system just like we and everyone has done since this fund was established.

When Cuyahoga County established the 911 consolidation fund there was 2.5 million available to aid in the consolidation efforts. One million came from the wireless 911 fund and the remaining 1.5 million came from the general fund. CVD received \$ 330,000 to assist in its consolidation efforts.

Chagrin Valley Dispatch Council of Government

Each member agency regardless of the size has a vote on its operation. We have established three different committees to assist with the operation. The COG form of governance is different than being a contract customer. Although contract customers may have a committee for recommendation but there is nothing in place to make sure those recommendations take effect. With CVD, all decisions are vetted at the committee level and approved or denied by a majority vote.

Users Committee

This committee is comprised of a representative from each police and fire department. Normally, these members are the boots on the ground. (Patrol Officer or Fireman) This committee reviews all policies and procedures and makes recommendations.

Technical Advisory Committee

This committee is comprised of the Chief or his/her designee from each police and fire department. They review and approve or deny any recommendations brought forward by the users committee.

Mayoral Committee

This committee is comprised of the Mayor or his/her designee from each municipality. They make all fiduciary decisions as well as discuss and approve all new member agencies.

911

DISPATCH

Chagrin Valley Dispatch

Additional Services

Chagrin Valley Dispatch also offers a variety of other services to its member agencies at no cost.

- Email Hosting
 - Agency must purchase mailbox license (one time cost)
 - All hosting, management and disaster recovery is provided at no cost
- Cloud Computing
 - CVD can host your entire network from domain controllers to SQL Servers
 - All hosting, management and disaster recovery is provided at no cost
- Door Access Control
 - CVD can host all of your door access control systems
 - All hosting, management and disaster recovery is provided at no cost
- SQL Server Enterprise
 - CVD can host all of your SQL Server databases
 - All hosting, management and disaster recovery is provided at no cost
- In-Car / Body Worn Camera Storage
 - CVD can host and store all of your in-car / body worn camera videos
 - All hosting, management and disaster recovery is provided at no cost
- Anti-Virus / Anti-Malware Protection
 - Unlimited licenses available at no cost
- PulsePoint Subscriptions
 - Pulsepoint subscriptions available at no cost
- MDT Server Hosting
 - Hosting of all TAC MDT's at no cost
- Rip-n-Burn Printing
 - All Fire and EMS calls will be auto-printed to each fire department
- Live feed to all ODOT cameras
- Ability to monitor any IP Cameras from any Municipality