



SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD



Summit County Consolidated CAD Project CAD Oversight Committee Minutes

January 8th, 2020, 8:00 A.M.

ATTENDEES

Mike Banks, SCDPS
Brian Harding, City of Akron
Ian Faieta, SCDPS
Jeff Film, City of Stow
Mark Stone, City of Stow
Ron Williams, City of Tallmadge
Lori Pesci, Summit County
Jason Roblin, MCM Consulting
Mike Passarelli, City of Tallmadge
Jack Davis, City of Cuyahoga Falls
Bryan Snavelly, City of Stow
Jim Costello, City of Stow

Jeanah Alexander, University of Akron
David Kline, City of Tallmadge
Deb Matz, Summit County
Don Walters, City of Cuyahoga Falls
Don Cooper, City of Tallmadge
Leigh-Ann Slaughter, SCSO
Brad Witfield, SCSO
Jeff Funai, City of Green
Michael McGrady, MCM Consulting
Justin Delaney, City of Tallmadge
Stephen Ameling, City of Fairlawn
Joe Wollyung, Tyler Technologies

Roll Call

Approval of Previous Minutes

Motion by Capt. Brian Harding, Second by Chief Jeff Funai. Passed unanimously by voice vote.

Old Business

- Tyler Discovery visit December 10th 2019: On site visit from Senior CAD Application Specialist David Driskell recommended to answer any type of workflow issues that any of the centers may be having. Dave will be arriving January 7th, 8th, and 9th.
- Tyler Strategy/plan to address contract deficiencies on December 11th was presented and very well received. A follow up with Akron Fire will be needed to completed this process. The presented total dollar amount of the credits was \$388,519.00.

Routine Agenda Items

- **Hardware and software**

Hardware and Network has been stable with no issues to report. There have been some issues with CAD and its tie to Enterprise Records as Tyler continues to build the records platform behind the scenes of our production environment. There are multiple fixes to these issues being patched this afternoon to address any of these issues. While we apply these patches this afternoon we will be performing windows update and security patches as well. Tomorrow there will be a new Crewforce release to assist in any issues that personnel in the field were having with Crewforce logging out when a unit sits at idle for a period of time. Tyler is performing a Business Process Review this week and Joe and Dave from Tyler are performing an on-site to visit with centers that appear to be having the most issues. They can assist with best practices and any current issues we may be having in our centers. There is continuous improvements being made to the GIS data that CAD utilizes for addressing and call routing. This should greatly improve response times and responding unit types to the scene of an incident.



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Upcoming in the project timeline we have:

January:

- Installing conversion server sets
- Install and configure the E-911 connection for Stow, Fairlawn, and Cuyahoga Falls

February:

- Conversion testing
- Upgrade our test environment to 2019.2

March:

- Conversion Testing Trip #2
- Upgrade the production Environment to 2019.2

April:

- Ticket Writing Interface
- Matrix Court initial deployment
- State Field reporting deployment
- OH e-crash initial deployment / testing

May:

- Review pre-go-live list
- Train the trainers and train the end users

June:

- More train the trainers with LEARMS and mobile
- Pre-go-live assessment

July:

- Perform conversion
- On-site management of go-live from Tyler
- Site specific training for each agency going live
- Go-live on 7/28 with on-site support

- **Build teams**

- Teams have improved how mobile screen look and are better suited to fit the department's needs.
- A show and tell session of fire mobile and CrewForce was performed for all agencies, to receive feedback from agencies that are live and going live in July.
- Discussions are being held for how agencies would like to handle mass notifications when there are CAD issues or updates.



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Budget and Change Orders

- None

New business:

- Resolutions that Tyler Technology is planning on implementing to address multiple issues will include:
 - A one off will be applied to our CAD system today to resolve 3 of the reported issues.
 - CrewForce update will be pushed out tomorrow to resolve logging out on idle issue.
 - Records build will begin the 21st of this month (early) to assist and allow more time to be dedicated to this piece of the build. Additional people will be assigned to this identify any deficiencies.
 - After the first Records build week, Tyler will evaluate if we need additional Tyler staff, or additional build sessions are needed.
- Voting members will be better defined for this project, and Lori Pesci will be reaching out to everyone regarding this topic via email.

Good of the Order

- None

Next meeting date: 2.5.20 at 8 am at Tallmadge Council Chambers