



SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD



Summit County Consolidated CAD Project CAD Oversight Committee Minutes

February 5th, 2020, 8:00 A.M.

ATTENDEES

Mike Banks, SCDPS
Brian Harding, City of Akron
Ian Faieta, SCDPS
Jeff Film, City of Stow
Stephen Ameling, City of Fairlawn
Callie Channell, City of Stow
Lori Pesci, Summit County
Jason Roblin, MCM Consulting
Jim Costello, City of Stow
Jack Davis, City of Cuyahoga Falls
Bryan Snavelly, City of Stow
Randy Parsons, MPG Architects
Mollie Gilbride, City of Tallmadge
Stephen Byrne, SCOIT
Leon Henderson, City of Akron

Jim Costello, City of Stow
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 Whitfield, SCSO
Jeff Funai, City of Green
Michael McGrady, MCM Consulting
Justin Delaney, City of Tallmadge
Diane Miller Dawson, Summit County
Justin Fye, MPG Architects
John Earle, City of Stow
Mike Szabo, SCDPS
Terrance Wisener, City of Fairlawn

Roll Call

Approval of Previous Minutes

Motion by Chief Deputy Brad Whitfield, Second by Captain Brian Harding. Passed unanimously by voice vote.

Old Business

- Voting Membership – Lori Pesci to reach out via email.
- Tyler Maintenance Credits – Original relief raised from \$388,000.00 to \$455,014.00. Akron Fire still stressing that Fire RMS need to be addressed and negotiated. Motion to accept dollar amount proposal from Tyler by Captain Brian Harding, and second by Chief Jeff Film.

Routine Agenda Items

Hardware and software - Hardware and Network has been stable with no issues to report. Since the last Oversight meeting, multiple hot fixes have been applied to resolve certain issues within CAD. Those fixes have proven to have resolved their intended issues. Multiple Windows Updates and security patches have been applied to all 44 servers successfully. Between hotfixes and windows updates, a downtime of only 25-30 minutes occurred. A CrewForce update was applied to resolve iPad logging out issue on idle. Conversion server sets have been stood up, and current data conversion process has started. First step in this is for the representatives from each agency to utilize a data conversion mapping tool. This tool has been setup locally for all agencies, so they can perform this task from their local office. E911 to CAD process has been completed for July go-live PSAPs and tested by Tyler Technologies.



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2019.2 upgrade of the test environment has been pushed to March when we will upgrade both test and Prod at the same time.

All the Property room barcode equipment received has been inventoried. This will be distributed to everyone that purchased the equipment through the project. Each kit contains a printer, signature pad, scanner, handheld android device, paper, power cables, Bluetooth adaptor and extra batteries.

An application called SolarWinds will be installed on the CAD servers to assist in monitoring of server statuses, services, and SQL database for our production environment. This is a critical tool to assist in troubleshooting when there is an issue in the CAD environment.

Build teams – Addition meetings are needed to accomplish the amount of work that is needed to be finished by July 28th. There is a lot of concern from the LEARMS build teams. They are questioning how new the system is and should we be going to a system that hasn't been in the Tyler environment that long. Another pain point discussed about RMS is field reporting can only be created in Tyler Mobile software and not in LEARMS. A better understanding of the potential workflow is needed.

Budget and Change Orders

- Judy Kelly has prepared 1st quarter invoices and they should be going out shortly.

New business:

- Business Process Review- This is still a pending item that Tyler needs to provide. This will be moved to a routine agenda item.
- E-Ticketing
 - Hardware selection- Tyler has proposed 3 different types of units and a meeting with IT subcommittee will narrow down a selection.
 - Cost share model- This will be developed after selection is made from the committee, and total numbers are collected.

Good of the Order

- None

Next meeting date: 3.4.20 at 8 am at Tallmadge Council Chambers