



SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD



Summit County Consolidated CAD Project CAD Oversight Committee Minutes

June 3rd, 2020, 8:00 A.M.

ATTENDEES

Mike Banks, SCDPS	Callie Channell, City of Stow
Brian Harding, City of Akron	David Kline, City of Tallmadge
Ian Faieta, SCDPS	Deb Matz, Summit County
Jeff Film, City of Stow	Phillip Montgomery, Summit County
Stephen Ameling, City of Fairlawn	Don Cooper, City of Tallmadge
Leigh-Ann Slaughter, SCSO	Lori Pesci, Summit County
Brad Whitfield, SCSO	Jason Roblin, MCM Consulting
Michael McGrady, MCM Consulting	Ron Williams, City of Tallmadge
Jack Davis, City of Cuyahoga Falls	Justin Delaney, City of Tallmadge
Bryan Snavelly, City of Stow	Leon Henderson, City of Akron
Stephen Byrne, SCOIT	Mike Szabo, SCDPS
Terrance Wisener, City of Fairlawn	Mike Passarelli, City of Tallmadge
Mark Stone, City of Stow	John Pribonic, City of Stow
Jamie Syx, City of Stow	Jeanah Alexander, University of Akron
Dale Gooding, University of Akron	

Roll Call

Approval of Previous Minutes

Motion by Mayor Kline, Second by Captain Harding. Passed unanimously by voice vote.

Old Business

- Sean Gallagher to attend all future meetings.

Routine Agenda Items:

Hardware and software

November 17th, 2020 will be the new go-live date replacing July's date.

Personnel continue to meet virtually for build team projects, project management meetings, additional remote installs, and remote support for current agencies that are live.

Fairlawn Gig has provided us a redundant path to Involta from our main router at FG.

This will be a backup path to the CAD environment should the primary get cut or damaged.

Daily COVID-19 data is obtained from Summit County Public Health and entered into CAD, so dispatch and first responders are alerted prior to arrival of these addresses and can use universal precautions.



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CAD network has been stable, but some issues have been reported that occurred since our last meeting.

The week of the 11th after the upgrade there were some permission issues that were unfortunately created by Tyler's Development team as they were attempting to build within records management system. CAD did not go down, but dispatchers were unable to create new calls or add units to calls. Some quick interventions were done to repair the issue while Tyler corrected their error on the database side. On 5/26 some of the centers were reporting latency or lag within the CAD system. Tyler support was contacted, and they once again repaired the error.

On April 1st the upgrade from 2019.1 to 2019.2 HF2 in the test environment was successful. This gave users a chance to see the new version of CAD and to train users prior to introducing it into the production environment.

On May 11th the upgrade from 2019.1 to 2019.2 HF2 in the production environment was successful. There was a brief outage while this process was performed.

Discovery for the Netmotion VPN portion of the project for the field mobile units has begun. Rich Strain from summit county OIT has been meeting with the agencies that are live right now and putting together a migration plan which will be implement soon. The other agencies that will be going live in November will be in the phase 2 migration plan.

Build teams

Build teams have met twice virtually since the last Oversight Committee meeting. There is work being done on mutual aid agencies agreements and plans. Working as a team with Summit County GIS, Akron GIS, and representative from the local agencies to produce an efficient process in CAD. Teams have taken an in-depth view of 2019.2, and have been discussing any issues, concerns and improvements. There was an evaluation of the offline call entry feature, and its not looking like this will be a solution that will work for every agency. There will have to be a closer look at how this will work for some of the larger agencies. There have been preparedness discussions with the phase 2 go-live agencies, and documentation has been distributed to them for steps they need to take. There has been GIS management application workshop, which is a different way of making changes in the GIS data. The MSP maintenance client is no longer in service and has been replaced by a web engine interface which will make entering items like common names much easier.

Financial Partnership

The Tyler financial package for delayed software development has been finalized. This was authorized pending the business process reviews that are now complete. The City of Akron has some further questions regarding the verbiage for the Mobile Eyes fire inspection module. As soon as this is resolved the amendment will be approved and signed. A Mobile Eyes Implementation Discussion is scheduled for today at 4pm.



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Budget and Change Orders

- None

New business:

A discovery process has begun to find a more stable and cost-efficient location to house the CAD environment.

Fairlawn Gig is currently the network support and provides fiber paths for the CAD environment. A relocation of the CAD environment into 2 datacenters in Fairlawn may be a suitable option. One would be a primary location and the second would be a disaster recovery location. The system could also operate in a parallel fashion as to limit downtime during patches and updates.

Good of the Order

- None

Next meeting date: 7.1.20 at 8 am