



## **SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD**



### **Summit County Consolidated CAD Project CAD Oversight Committee Minutes**

September 5<sup>th</sup>, 2020, 9:00 A.M.

#### **ATTENDEES**

Mike Banks, SCDPS  
Brian Harding, City of Akron  
Ian Faieta, SCDPS  
Bryan Snavelly, City of Stow  
Stephen Ameling, City of Fairlawn  
Leigh-Ann Slaughter, SCSO  
Jeff Funai, City of Green  
Jack Davis, City of Cuyahoga Falls  
Ron Williams, City of Tallmadge  
Leon Henderson, City of Akron  
Mike McGrady, MCM Consulting  
Jamie Syx, City of Stow  
John Pribonic, City of Stow  
Mike Passarelli, City of Tallmadge

Mark Stone, City of Stow  
David Kline, City of Tallmadge  
Deb Matz, Summit County  
Brian Nelsen, Summit County  
Don Cooper, City of Tallmadge  
Brad Whitfield, SCSO  
Stephen Byrne, SCOIT  
Justin Delaney, City of Tallmadge  
Diane Miller Dawson, Summit County  
Terrance Wisener, City of Fairlawn  
Jason Roblin, MCM Consulting  
Jeff Film, City of Stow  
Mike Szabo, SCDPS  
Phil Montgomery, Summit County

#### **Roll Call**

#### **Approval of Previous Minutes**

Motion by David Kline, Second by Steve Ameling. Passed unanimously by voice vote.

#### **Old Business**

A discovery process has begun to find a more stable and cost-efficient location to house the CAD environment with Fairlawn Gig and the Amazing Cloud. Pricing has shown a 28% cost savings and double the resources for the new environment compared to what is currently offered at Involta. Monthly Involta cost \$18,008, and new solution would be \$13,045.

#### **Routine Agenda Items**

##### **Hardware and software**

Year to date the CAD system has processed 240, 141 calls for service. The system is averaging 34,000 calls a month.

Personnel and build teams continue to meet virtually for project management meetings and trainings through Tyler Technologies. On the week of July 13<sup>th</sup> RMS build teams had daily walk through sessions with Tyler Tech from 9 to 5 Tuesday thru Thursday. This gave the teams a chance to get an initial look at how RMS looks and how it functions. They were also better able to identify any current issues that need to be addressed before November's go-live.



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Mike Banks and Ian Faieta have made limited site visits upon agency requests. On July 7<sup>th</sup> they were on site at Fairlawn to perform a Q/A session with their dispatch personnel. On July 30<sup>th</sup> they met with Cuyahoga Falls to give a Crewforce demo which was very successful, and they are considering that direction moving forward for their fire apparatus.

### **Concerns**

RMS and CAD have been experiencing an issue with a logs folder on our CAD production server. This was an issue that Tyler was aware of and is fixed in future releases. There have been some occasions where the folder will fill up with logs to a certain size (10 GB) and cause CAD to freeze up globally. To prevent this Mike and Ian worked with Tyler developers to assist in the repair and also put in place a monitoring service to alert Mike Banks, Tyler, and Ian when the issues first start to escalate so we can resolve the issue prior to it affecting any CAD service.

The current version of CAD does have issues when doing GIS syncs within the system. When performing a GIS sync, CAD alerts are affected for a period of time. Concern has been expressed with Tyler and they are looking into an immediate solution and have said this too is resolved in future releases.

On July 24<sup>th</sup> the CAD test environment was upgraded to 2020.1 version to allow users to preview any changes prior to the upgrade of the Production environment on the 25<sup>th</sup> of this month.

Last week at 6am a GIS sync and multiple windows security patches were applied to all the servers in the CAD environment. This resulted in a total downtime of only 27 minutes.

Tyler has advised that 2020.1 version of CAD will resolve network fully qualified domain name issues for agencies that are already live on older versions of Tyler CAD but have not gone live yet (such as Tallmadge)

Tyler has announced that all CAD training moving forward will be remote sessions. The training center will be available for those agencies that wish to train in a group when Tyler connects remotely. Tyler did state they will have personnel on site for the November go-live but may be a limited number of people.

A collaboration with Summit OIT has begun to find a solution for an integration with 3<sup>rd</sup> party software that some agencies are currently utilizing and the CAD environment. These software titles are Linx, Lexus Nexus, Lumen, CopLogic ...etc

### **Build teams**

The build team last met on 7/21/20. The build team members, with assistance from Jason Roblin at MCM discussed training plans for the phase 2 go-live agencies. Training will now be held via an online session with the Tyler trainer and we are moving to a different training center. Jason discussed the possibility of opening up Monday and Friday to training as they won't be travel days for Tyler. We also discussed that open seats could be available for Phase 1 agencies should they have new hires that could use the training, once the Phase 2 agencies have scheduled their personnel.



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Phase 2 agencies were working on response plans. Fairlawn is in the process with help from Lt. Eberle, Cuyahoga Falls is in the process, Stow is completed.

All agencies were reminded about the 2020.1 upgrade, documentation was presented with a quick reference guide created by the county and the full documentation from Tyler. The next meeting was expected to be held within the next week or two to prep all agencies for the production upgrade to 2020.1 on 8/25.

### **Budget and Change Orders**

An extension of the CAD conversion environment at Involta is needed for an additional 4 months. This was due to the push back of the July go-live to November due to COVID19. The total needed will be \$6,312.

Motion by Jack Davis, and second by Brian Harding. Passed unanimously by voice vote.

There was a “zero dollar” change order made that deleted an Akron conversion process and added an Akron field investigations item. The deletion and the addition totaled \$3,750.

### **New business:**

Village of Silver Lake was provided a quote for adding law enforcement records that totaled \$24,738 for startup, and an annual maintenance costs of \$5,256.

The City of New Franklin was provided a quote for CAD, Mobile and RMS. The startup cost was \$149,406, and annual maintenance cost was \$28,828.

The training center has been relocated to the Summit Educational Services Center in Cuyahoga Falls. This will allow for better access, and personnel to spread out and better social distance when in a training situation.

### **Good of the Order**

- None

**Next meeting date: 9.2.20 at 8 am via Zoom**

Motion to adjourn by Steve Ameling, and second by Brian Harding. Passed unanimously by voice vote.



3300 Fairlawn Service Drive  
Fairlawn, Ohio 44333  
330-668-3300  
info@fairlawngig.net  
fairlawngig.net

Business Services Quote		
Date: May 29 2020		Client: Summit County
BILLING ADDRESS	SERVICE ADDRESS	
TBD	FairlawnGig Datacenters	
Service	Description	Price
Datacenter Cabinet { Fairlawn Service }	22U Colocation Cabinet + 22U ½ Rack Cabinet (Lockable) + 24x7x365 Escorted Access + 4 Hour Business SLA + 15A / 110v Utility Power, UPS	\$750 / mo
Datacenter Cabinet { Embassy Park }	22U Colocation Cabinet + 22U ½ Rack Cabinet (Lockable) + 24x7x365 Escorted Access + 4 Hour Business SLA + 15A / 110v Utility Power, UPS	\$750 / mo
Layer-2 Transport	Private managed fiber service between datacenters	\$250 / mo
	Total Monthly Cost	\$1750/mo
	Total Setup Cost	\$1,500
<ul style="list-style-type: none"> <li>- See attached agreement for locations, terms, and conditions.</li> <li>- Agreement terms will be a minimum of 5 years from network activation.</li> </ul>		

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

FairlawnGig is a registered trademark of the City of Fairlawn, Ohio



1141 Meadow Park Dr  
Akron, Ohio 44333  
1-800-884-6415  
sales@untangledtechnology.com  
untangled.technology

Business Services Quote		
Date: June 1th, 2020		Client: Summit County Attn: 911 Administrator
BILLING ADDRESS	SERVICE ADDRESS	
TBD	FairlawnGig Datacenters 3300 Fairlawn Service Drive Fairlawn, Ohio 44333	
Service	Description	Price
Hosting (HA Cloud)	Custom high-availability cloud with dedicated resources : <ul style="list-style-type: none"> <li>- 72 Physical CPU Cores (144 vCPU)</li> <li>- 1.5G Physical Memory</li> <li>- 30TB Physical Flash Storage (NVMe)</li> <li>- 25G Redundant Fiber networking, Gigabit Firewall IDS/DPI</li> <li>- Windows Server Datacenter Licensing</li> </ul>	\$4800 / mo
Hosting (DR Site)	Backup Hypervisor with real-time storage replication <ul style="list-style-type: none"> <li>- Matched specifications from primary cluster. (see above)</li> </ul>	\$4800 / mo
Software (Security)	Managed and monitored security software from ESET <ul style="list-style-type: none"> <li>- ESET NOD32 End-point Protection (40) - \$25 / mo each</li> </ul>	\$1000 / mo
Software (Backups)	Customized backup solution for data retention up-to 100GB	INCLUDED
Installation	Migration of solution to new ecosystem - \$250 / hr <ul style="list-style-type: none"> <li>- Complete service delivery.</li> <li>- Limited downtime migration -- fully automated scripted.</li> <li>- Consulting on high-availability design.</li> <li>- Up-to 100 hours, 10 hour blocks available beyond.</li> </ul>	\$695 / mo
	Total Price	\$11295 / mo
Subscriber must provide all software not explicitly listed above. This includes but is not limited to VMWare, Microsoft MS-SQL Server, and NWPS applications.		



# PREPARED FOR:

**Account Name** Summit County

# SERVICE ORDER #

Q-00015066

**Proposal Name** Summit County[R]Summit 911  
CAD Conversion  
Resources Month to  
Month

**Contact Name** Stephen Byrne  
**Billing Address** 175 S. Main St.  
Ohio Bldg, 4th floor,  
Akron, Ohio 44308

**Date** 7/8/2020

**MSA Number** MSA201505112591  
**Contract Term** 1 Months  
**Account Number** 0000003048

**Account Manager** Aaron Schmidt  
**Phone** +1 2162768600  
**Email** aschmidt@involta.com

# SERVICES:

QTY	Product Name	Product Code	UNIT PRICE	EXT PRICE
1	Dedicated Infrastructure Pricing – 72GB for CAD Conversion Resources	INV-SPECIAL-DI-Akron	1,080.00	1,080.00
500	STaaS Multi-Tenant All Flash Storage per GB	INV-SST-HIGH PERFORMANCE-Akron	0.30	150.00
3,000	STaaS Multi-Tenant Capacity Storage per GB	INV-SST-CAPACITY-Akron	0.10	300.00
4	Enterprise Hybrid Cloud Portal per Server	INV-SPECIAL-DI-Akron	12.00	48.00
			<b>Monthly Recurring Charges</b>	1,578.00

# DESCRIPTION OF IMPLEMENTATION REQUIREMENTS, IF ANY, WHICH SHALL NOT BE AN AMENDMENT TO THE DESCRIPTION OF SERVICES:

This Service Order is a Month to Month renewal of the required 911 CAD Conversion resources at list rates.



#### **SUPPLEMENTAL SERVICES:**

Involta will provide services outside the scope of this Service Order on a time plus materials and expenses basis, when requested and authorized by the Authorized Client Representative. For all work performed outside the scope of this Service Order, Involta shall prepare and submit invoices to Client on the 15<sup>th</sup> and last business day of each month. Fee schedule will be based on the then current Involta IT Services Rate Card ("Standard Rates") plus travel expenses (if services are provided other than inside the data center) and any applicable sales tax. Standard Rates are from 8:00AM to 5:00PM local time. Fee schedule for nights and weekends are 1.5 times Standard Rates and holidays are two (2) times Standard Rates.

Travel expenses are billed at actual cost and mileage at the current IRS rate, portal to portal. Travel expenses include applicable lodging, meals, airfare, and car rental.

#### **PAYMENT TERMS:**

Client shall pay all Monthly Recurring Charges monthly in advance, within *fifteen (15)* days after the date on each invoice. Client shall pay all other fees and charges within *fifteen (15)* days after the date on each invoice. All taxes and governmental fees and charges, if applicable, are not included in the above referenced pricing.

#### **TERM and TERMINATION POLICY:**

Start Date: When services are provisioned from Involta or no later than 8/31/2020

This Service Order is effective as of the Start Date and, unless terminated earlier as provided in this Service Order, will continue for an initial term of 1 months (the "Initial Term"). Thereafter, unless terminated earlier as provided herein, this Service Order will continue on a month-to-month basis at Involta's then current list price, rates and fees, available upon request (each a "Renewal Term," and each of Initial Term and Renewal Term is a "Term"). Either party may terminate this Service Order at the end of the Initial Term by providing written notice to the other at least ninety (90) days prior to the end of the Initial Term. Either party may terminate this Service Order at the end of any Renewal Term by providing written notice to the other at least thirty (30) days prior to the end of any Renewal Term. This Service Order may be terminated for Cause, but not for convenience, by either party upon giving notice of termination in writing to the other party at least ninety (90) days in advance of termination. "Cause" means any material breach which remains uncured for a period of thirty (30) days following written notice describing the material breach. In the event Client terminates this Service Order for any reason other than for Cause, Client is responsible for payment of fees for the duration of the term stated above. If Involta terminates this Service Order without Cause, Involta will refund any pre-paid monies on a pro-rated basis for services not rendered. If either party is in default of payment or breach of Agreement as provided in the MSA, then the provisions of the MSA will apply.



#### **TERMS & CONDITIONS:**

This Service Order is incorporated into and made a part of the MSA referenced above and any TC Schedule applicable to the Services listed above.

Product Codes in the table above under the heading of Services are defined in Service Descriptions. The provisions of each of the Service Descriptions attached as an Exhibit or Exhibits to this Service Order and, in addition to the attached Exhibit or Exhibits, if any, the Service Descriptions found at <http://sd.involta.com>, all of which include additional information on the Product Codes listed above, are incorporated here by this reference.

#### **CONFIDENTIALITY:**

Client agrees that this Service Order, including without limitation the description of services and the pricing, is the sole and exclusive property of Involta, and shall treat them on a confidential basis and not disclose the same to any third party.

#### **ACCEPTANCE:**

Each of the undersigned represents that the undersigned has:

read and understands this Service Order and has full power and authority to sign it;

agrees and acknowledges that this Service Order is incorporated into the MSA; and,

signed this Service Order effective as of 7/8/2020

<b>Customer (legal name):</b>	<b>Involta, LLC</b>
<b>Summit County</b>	
<b>Individual signing:</b>	<b>Individual signing:</b>
<b>Signature:</b>	<b>Signature:</b>
<b>Title:</b>	<b>Title:</b>
<b>Signing date:</b>	<b>Signing date:</b>
<b>Purchase Order #:</b>	





## **SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD**



July 24, 2020

Attn: Steve Leslie, Fire Chief  
City of New Franklin  
5605 Manchester Road  
New Franklin, Ohio 44319

Dear Chief,

The Consolidated CAD Oversight Committee is pleased to provide this quote for the participation of New Franklin within the Summit County Consolidated CAD project.

Attached is an itemized breakdown of the cost categories of the Computer Aided Dispatch (CAD), mobile CAD and Records Management for law enforcement. Should your needs change, this quote can be adjusted accordingly.

- The amount needed upon acceptance of your participation is \$149,406
- The amount to be annually recurring starts one year thereafter: \$28,828

Please note that this quote assumes a rapid decision-making process that will allow New Franklin to participate in already scheduled virtual training with Tyler Technologies in September, October and early November. If the decision takes longer to make, additional training costs from Tyler will need to be requested.

If you have any questions, please contact me, or Jason Roblin, MCM Consulting Group, Inc. at (419)651-1868. We look forward to hearing from you soon. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Ian M. Faieta".

Ian M. Faieta,



Ian M. Faieta  
Summit County 9-1-1 CAD Administrator  
Division of Public Safety  
175 S. Main St., Suite 103, Akron, OH 44308  
Phone: 330-643-8336 | Cell: 330-352-6118

## New Franklin Participation in Summit County CAD

New Agency Install Costs per License	Initial Cost Share	Qty.	Up-Front Cost	Annual Recurring Cost	Qty.	Annual Recurring Cost
<b>CAD</b>	\$14,960	2	\$29,920	\$2,700	2	\$5,400
<b>LERMS</b>	\$3,060	4	\$12,240	\$500	4	\$2,000
<b>Fire RMS</b>	\$5,450		\$0	\$900		\$0
<b>Mobile CAD</b>	\$1,505	9	\$13,545	\$273	9	\$2,457
<b>Law Field Reporting</b>	\$1,255	12	\$15,060	\$125	12	\$1,500
<b>Brazos E-Ticketing</b>	\$1,000	9	\$9,000	\$210	9	\$1,890
<b>Fire CrewForce</b>	\$859	15	\$12,885	\$205	15	\$3,075
<b>Mobile Site License</b>	\$30	51	\$1,530	\$6	51	\$306
<b>Hardware</b>	\$430	51	\$21,930	\$130	51	\$6,630
<b>CAD Admin</b>	Annually at \$104 per license	51	\$2,083	\$98	51	\$4,998
<b>Subtotal of Cost Share Items</b>			<b>\$118,193</b>			
<b>3rd Party Items</b>	Custom			Custom	0	\$0
<b>In-vehicle scanner and GPS puck</b>	425	9	\$3,825			\$0
<b>Evidence room kit (no PDA quoted)</b>		2000	\$2,000			\$0
<b>ScenePD</b>	\$154	22	\$3,388	\$26	22	\$572
<b>Data Conversion</b>						\$0
<b>Tyler Training &amp; Customization</b>						\$0
<b>Tyler Contract Inclusion Fire</b>	No charge if Crewforce only					\$0
<b>Tyler Contract Inclusion PD</b>	1000	22	\$22,000			\$0
<b>Total Tyler Items</b>			<b>\$31,213</b>			<b>\$0</b>

**Total**

**\$149,406**

**\$28,828**

Notes:

Third Party items include: Outfit of nine vehicles: GPS pucks \$75, L-TRON Bar Code imager \$350. CAD licenses include \$350 for E911 Lantronix device. CAD licenses are not required if this quote is implemented at time of regional dispatch center participation.



## SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD



June 30, 2020

Silver Lake Police Department  
2961 Kent Road  
Silver Lake, OH 44224

Dear Chief Norris,

The Consolidated CAD Oversight Committee is pleased to provide this quote for the participation of Silver Lake within the Summit County Consolidated CAD project.

Attached are payment schedules and a list of software and hardware. The needed equipment and costs were determined through conversations between Silver Lake PD and Tyler Technologies. In order to appropriately adjust the training schedule to include your participation, an affirmative response is needed by **Monday, August 10, 2020.**

If you have any questions, please contact Jason Roblin, MCM Consulting Group, Inc. at (419)651-1868. We look forward to hearing from you soon. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Ian M. Faieta".

Ian M. Faieta,



Ian M. Faieta  
Summit County 9-1-1 CAD Administrator  
Division of Public Safety  
175 S. Main St., Suite 103, Akron, OH 44308  
Phone: 330-643-8336 | Cell: 330-352-6118



## **SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD**



**Payment due by go live date of November 17, 2020: \$24,738**

**Annual Maintenance Costs: \$5,256**

### **Software & Hardware Summary**

3- Law Enforcement Records Management System (LERMS)  
3- Mobile Law Enforcement  
3- Field Reporting (FI)  
ScenePD accident drawing software  
2-Factor Authentication

All LERMS, Mobile and FI modules are available at no additional charge.  
Project implementation, Training, Support and Maintenance included.



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## Change Request Form

**Customer:**

Summit County OH

**Contract Date:**

6/28/2018

**Submitted by:**

Joe Wollyung

**Date:**

7/14/2020

**Customer Code:**

SUM1930

**Project Code(s):**

C1801F01

**Problem/Concern/Reason for Scope Change:**

See below

**Description of Change:****Conversion – Scope Change****DELETE**

C1801F01 – Statues Conversion, quantity 1 = \$3,750

**ADD**

C1801F01 – Field Investigations, quantity 1 = \$3,750

No change in original conversion price.

**Special Considerations:****Acknowledged and Agreed to by: (Tyler)****Operations**

Name/Title: Kevin Flynn – Vice President of Professional Services – Public Safety

Date: 7/14/2020

Signature: 

**Acknowledged and Agreed to by: (Customer)**

Name/Title: Deborah S. Matz, Director Law and Risk Management

Date: 7/15/2020

Signature: