



## SUMMIT COUNTY 9-1-1 CONSOLIDATED CAD



# Summit County Consolidated CAD Project CAD Oversight Committee Minutes

November 6<sup>th</sup>, 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  
Leigh-Ann Slaughter,  
Jason Roblin, MCM Consulting  
Justin Delaney, City of Tallmadge  
Bryan Snavely, City of Stow  
Mike Szabo, SCDPS  
Mike McGrady, MCM Consulting  
Jack Davis, City of Cuyahoga Falls  
Jeanah Alexander, University of Akron  
Jim Costello, City of Stow  
John Pribonic, City of Stow

Brian Nelson, Summit County  
David Kline, City of Tallmadge  
Deb Matz, Summit County  
Diane Miller-Dawson, Summit County  
Mollie Gilbride, City of Tallmadge  
Brad Whitfield, SCSO  
Megan Raber, City of Tallmadge  
Todd Shafer, City of Cuyahoga Falls  
Leon Henderson, City of Akron  
Mark Stone, City of Stow  
Callie Channell, City of Stow  
Charles Brown, City of Akron  
Jeff Funai, City of Green  
John Earle, City of Stow  
Lori Pesci, Summit County

### Roll Call

### Approval of Previous Minutes

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

### Old Business

- Shawn Metcalf from Metro Transit Police with verbal request.
- MSA from The Amazing Cloud
- Tyler's network compromise
- CAD billing mailed out

### Routine Agenda Items:

#### CAD Update

As of today's date, the CAD system has processed 336,113 calls for service. As Ian stated in the previous report, October and the first of November have been focused on training.

Following the week of October 5<sup>th</sup>, which was RMS training, CAD Dispatch training was conducted and completed successfully. What was not completed successfully was the RMS training. Ians' opinion and the opinion of the trainees was that the RMS product contained multiple issues. As they progressed though the training both Tyler trainers and the trainee staff were discovering the issues and it caused roadblocks through the progression of learning the Records Management System. Tyler would take notes of the issues and refer them to development for a fix. By end of training we the team had identified close to 30 issues that needed to be addressed for a fully functional product. With hundreds of officers not fully trained, nor ever having seen a completed product, the project team reached out to Tyler Executives.



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The project team met with Tyler Executives November 5th at 1pm and explained to their upper management the lack of delivery of a fully functioning product. They also explained that officers can't be expected to be completely trained on a product that they can even use hands on now, let alone be made to go back to their department and train others. They expressed to Tyler that they don't feel comfortable going live Nov 17<sup>th</sup> with such an incomplete product. They were very receptive to the request and stressed that they will have their development team work more closely with the Summit team to get the issues resolved and set a new future go-live date. This date, although not confirmed will more than likely be March 23<sup>rd</sup> of 2021. This co-insides with when Akron, and Fairlawn plan to go live with RMS. The mission is to deliver a stable and fully functioning CAD/RMS software, and with fully trained end users in place. Ian expects Tyler to deliver additional training between now and go live to ensure all staff is ready and prepared.

### **IT Subcommittee Update**

The IT Subcommittee has been meeting weekly for about just over a month now with each of the agency's IT personnel. Below is the status of the agencies.

#### **Cuyahoga Falls:**

Working with Mark Rehs, Brian Cooper, and Zach Boyce. They have both production workstations in place as well as test PCs for officers and dispatchers to test with. Fire has test iPads per Mark and they are training on Crewforce. They also have a solid connection to the CAD network. Mark has been working with Silver Lake, Monroe Falls, and Boston Heights to get their mobile solutions up and operational as well.

#### **City of Stow**

Working with AJ, Sean Shots, Lisa Paxton, and Captain Snavelly. They have 2 test law enforcement mobile computers operational for testing, and 2 CAD workstations operational at Cheryl Black and Danielle Morgan's location. Dustin Wright from Fairlawn Gig is scheduled to meet with Sean on November 9<sup>th</sup> to assist with the internal connections to the CAD network which Dustin put in place some time ago. Under Stow, Ian has been working with Cody from NeoNet to assist getting Mogadore operational. Mogadore has a test laptop, 3 production RMS workstations and 7 production law enforcement mobile units. For Tallmadge, Justin Delaney has been a tremendous help in preparing the city with multiple test units and a push for Multiple production RMS workstations. Tallmadge's network connection is also very strong.

#### **Fairlawn**

Working with Stephen Ameling, and Tou Xiong who have prepared a test CAD workstation, a conversion VM and a production CAD workstation. They are just now starting with their mobile units due to their delayed go live in March of 2021.



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### **Budget and Change Orders**

- Brian Nelson reviewed 2018-2020 CAD reconciliation. Every agency involved in the project is current with payments. Startup cost came in with a carryover of \$60,598.48 under budget. Due to the Tyler maintenance credits and additional budget carry over, the project will end 2020 with a rollover of \$700,000 under budget.
- Jason and Ian reviewed projected 2021 budgets to the group. There are 5 changes to line items on the budget. Netmotion costs will change slightly due to the CAD project assuming the annual cost and maintenance of users Netmotion licenses. VMware maintenance was added at \$1,000. GIS support services was added due to the about of GIS work needed the project. Ian is seeking a third-party vendor named DataMark to have them review and validate current GIS data for accuracy. Lastly the contingencies and discretionary fund line item has been increased by \$30,000. Jason Roblin and Deb Matz will review the IGA process for approving a new budget moving forward into 2021. Budget can be voted for approval in the December meeting.
- The transition and migration to Fairlawn Gig / The Amazing Cloud was discussed and Ian will be meeting with Dustin Wright to get a timeline in place.

### **New business:**

- None

### **Good of the Order**

- None

Motion to Adjourn by Ian Faieta, Second by Mayor Dave Kline.

**Next meeting date: 12.2.20 at 8 am via Zoom**