

News Release



Ilene Shapiro – Summit County Executive
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Next Generation 9-1-1 Consolidated Dispatch System Goes Live in Summit County, Cities of Akron, Green and University of Akron

SUMMIT COUNTY, OHIO—On October 8, 2019, Summit County, the cities of Akron and Green and the University of Akron Police Department officially launched a new consolidated next generation 9-1-1, Computer-Aided Dispatch System (consolidated CAD system). This activation is the first Go Live for the project, which was originally announced in July 2018, and also includes dispatch centers in the cities of Cuyahoga Falls, Fairlawn and Stow. In total, 18 communities and the University of Akron will receive the benefits from the new system once fully activated. The new CAD system replaces outdated computer-aided dispatch systems that do not have the ability to operate with more advanced 9-1-1 technology.

To save taxpayer dollars, the county, cities and university purchased one consolidated CAD system with county-wide licensing, allowing for the possible use by every community in Summit County. The new system consists of core software and associated servers, licenses/interfaces for the users in the dispatch centers, and field equipment and licenses used by police, fire and other first responders. The collective cost savings over the first five years of acquiring and owning the system is \$7 million. The communities will save an additional \$1.8 million for the first five years of maintenance of the system.

“This project has been an incredible undertaking and it would not have been possible without the countless hours of community leaders, legal counsel, our Office of Information Technology, dispatch professionals, contractors, and police and fire teams working together toward a common goal,” said Summit County Executive Ilene Shapiro. “As local government officials, we are constantly being asked to do more with less. The consolidated CAD system is a perfect example of rethinking how we do business for the benefit of our residents.”

In addition to cost savings, the consolidated CAD system also features new functionalities that benefit residents in need of emergency services. First responders are now digitally connected to the consolidated CAD system, which will increase response capabilities. Response times will also be improved by GPS-enabled units. This allows the consolidated CAD system to use the closest

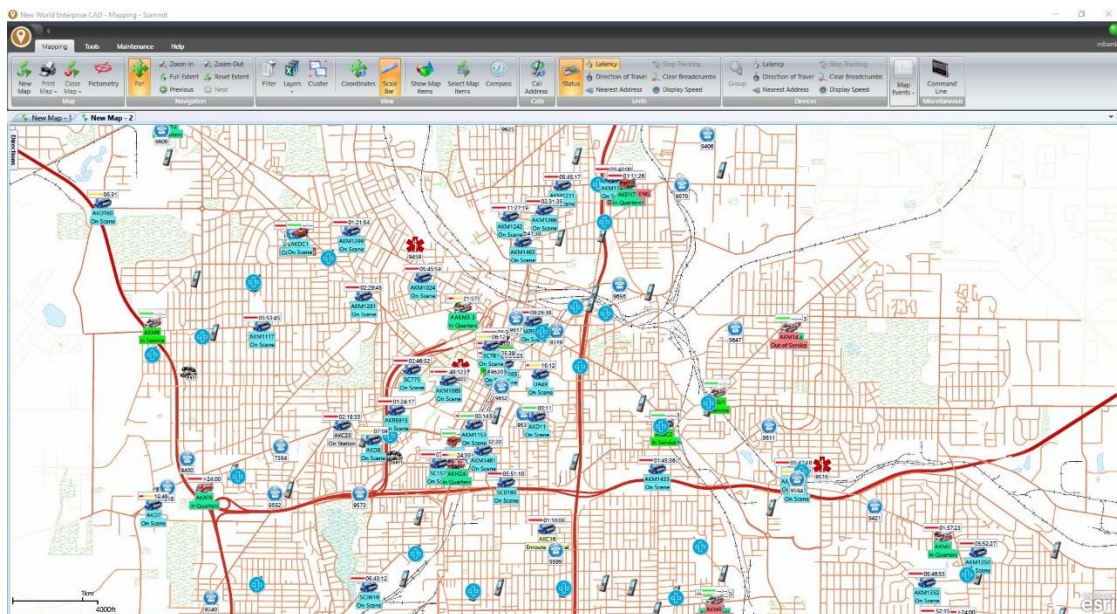
and most appropriate response unit for the emergency request. Further, if an emergency call is made on a cellphone, the new consolidated CAD system's technology can locate and track the caller within a foot of accuracy, compared to previous systems that could only narrow the caller's location down to a city block.

"This new system will bring the City of Akron into the 21st century and beyond, providing dispatchers and first responders with technological advancements that will save lives," said City of Akron Mayor Dan Horrigan. "And through innovation and collaboration, we will do this at a reduced cost for the residents of Akron."

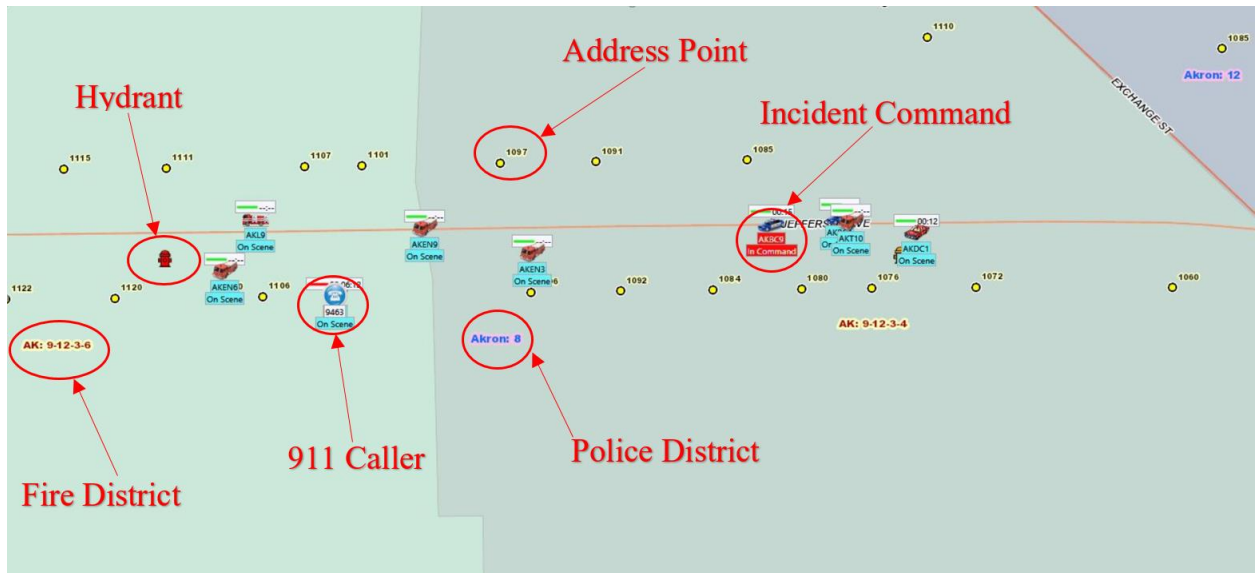
The new system provides valuable pre-arrival information to first responders as well. Advanced patient care information and caution alerts better inform first responders about the emergency situation before they even arrive on scene. For example, the consolidated CAD system can provide first responders with a person's medical history or a door code for faster entry. These improvements are shared among all participating agencies on the system, enhancing data and call sharing information and increasing first responder effectiveness and safety. The new system also employs customized maps created by Summit County and Akron's GIS teams. The maps supply first responders with up to date information such as fire hydrant flow rate and location, road closures and daily traffic patterns.

"It was an easy decision to partner with Summit County and the other municipalities to upgrade our aging dispatch system," said City of Green Mayor Gerard Neugebauer. "This partnership will benefit our residents, our first responders and our budget. I encourage other Summit County municipalities to consider whether this collaboration may benefit their community."

The dispatch operations of Cuyahoga Falls, Fairlawn and Stow are expected to go live on the consolidated CAD system in 2020.



9-1-1 map on new consolidated CAD system; each cell phone icon is active 9-1-1 call.



Fire Scene display on new consolidated CAD system; displays location of caller, incident command location, fire and police district location and fire hydrant location.

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