

CUYAHOGA COUNTY FAQ FOR NG9-1-1 PROJECT



Version 2.1

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INTRODUCTION

With the deployment of Next Generation 9-1-1 (NG9-1-1) infrastructure throughout the County there are, and will continue to be many questions. The County will strive to answer questions in a timely manner.

There are many components to a project of this magnitude and as such this document is not intended to answer all questions but designed to answer some of the trending questions being sent from multiple Public Safety Answering Points (PSAPs). The document will be updated regularly and resent adding additional questions if topics are identified as trending. Ultimately, topics covered in this FAQ will reside in a Scope of Work document that will be distributed.

FREQUENTLY ASKED QUESTIONS

1. For sites identified during the site surveys needing monitor tree mounts will the PSAP need to acquire these?

No, for the sites identified during the site survey process the County will provide monitor tree mounts. If additional needs arise the County will assess on a case-by-case basis.

County has ordered and received monitor tree mounts. PSAPs identified to receive these mounts will be notified when to pick them up. It is expected that pick-up will occur over a 3 three day period at the Sterling Building, in downtown Cleveland between the hours of 10am to 3pm. For further information regarding whether your PSAP will be receiving a monitor, or if you feel your needs have changed since the initial site assessment, please contact Stephen Watt at STEVE.WATT@lrkimball.com.

2. How will the County address migration of administrative lines into the new system from Emergency CallWorks (ECW)?

A PSAP may elect to receive calls to its 10-digit emergency numbers via the central 9-1-1 equipment. There will be no additional charge for this service. Qualifying emergency numbers must be answered 24 hours a day by a live person, not an answering system, and should respond to non 9-1-1 emergencies rather than administrative or non-emergency issues. Administrative or non-emergency issues refer to general safety or administrative questions, personal calls to community/agency employees, and similar types of contact. Generally, 10-digit PSAP numbers published on the front page of the phone book are qualifying numbers if they are answered by the same personnel as the PSAP's 9-1-1 calls. Upon review by the 9-1-1 TAC, other agency numbers, such as those utilized in a similar fashion or those used by emergency service providers to call into dispatch may also qualify.

The county will provide a SIP connection to the central 9-1-1 equipment for receiving emergency calls to which a PSAP may port its 10-digit emergency numbers, see criteria for porting numbers in the next question. Upon request,

of a PSAP the County will return control of 10-digit numbers to the PSAP originally ported within the scope of this project.

Benefits of routing calls through the same equipment are; redundancy, survivability as 10-digit calls will follow dispatcher's logins, familiarity of interface and similarity of call processing for the call taker along with access to the same resources available to the call taker for 9-1-1 callers. This includes utilizing the same headset, TTY, call history database, speed dial lists, on-net transfers to other agencies and other features.

Agencies routing 10-digit numbers through the 9-1-1 equipment should plan for transferring calls to other agency personnel on its internal phone system. An agency may choose to re-configure the remaining numbers in its original hunt group and handle calls transferred from the call-takers via the agency's internal telephone system.

The following options have been identified for addressing routing of your 10-digit numbers through the 9-1-1 phone system.

Option 1 - Maintain current phone equipment

Agencies may want their current administrative lines connected to a customer owned telephone system (agency purchased and maintained). The new Emergency CallWorks system will be a separate telephone for 9-1-1 calls. There are no additional charges for this option to the PSAP.

Option 2 - Identify phone administrative lines to port into ECW switch

Agencies may decide to 'Port' (transfer their lines and telephone numbers) to the Cuyahoga County Emergency CallWorks system. All administrative line calls, along with 9-1-1 calls, will come in on the Emergency CallWorks telephones. Each Agency electing to Port their numbers, will have to contact their local service provider to have their lines 'Ported' over to the Emergency CallWorks system. Agencies should discuss the length of time the lines will be out-of-service during 'Porting' with their local service provider. There are no additional charges for this option to the PSAP.

Option 3 - Purchase gateways ECW for admin phone #s

This option is currently being piloted at five (5) sites during this project's implementation. After successful completion of the pilots, this option will be available to all PSAPs; this option will allow agencies to keep their administrative lines installed at their facility and connect them to the Cuyahoga County Emergency CallWorks system using onsite voice gateways. There will be an additional charge to the PSAP for this service, to include the cost of purchasing the gateway.

3. What are the criteria for porting administrative lines into the ECW system?

1. The line must be an existing line today (as of 1/15/14)

2. Any 7 or 10 digit emergency number traversing existing customer premise equipment (CPE) today, (as of 1/15/14)
3. A published number serving public safety but not currently in your CPE (published as of 1/15/14)

Note - any line ported to the ECW system under this criterion will only be seen on 9-1-1 equipment.

4. Will the ECW system allow for a local PBX to Interconnect to it?

From a technical perspective this is possible, however this option is currently not available, but is being explored as a future feature. When available this option will allow agencies to keep their administrative lines installed at their facility and connect them to the Cuyahoga County Emergency CallWorks system using onsite voice gateways. It is expected that there will be an additional charge to the PSAP for this service.

5. If a PSAP elects to maintain some administrative lines separately from the ECW system who is responsible for maintaining the additional system or procuring a new system and supporting equipment?

For any administrative lines excluded from the ECW system the ownership and responsibility for maintaining, procurement and/or management will reside with the local PSAP. In some cases, that may mean having to maintain their centrex system or possible procuring a separate system for your administrative lines.

6. Will there be network charges billed to the local PSAPs?

** SEE Response to Question 11 below**.

No, there will be no network costs passed to the local PSAPs.

7. Several sites have old Positron equipment that is built into desks / counters, who will be responsible for removal of old equipment?

Equipment currently at PSAPs belongs to the PSAP so removal and disposal of existing equipment is the responsibility of the local agency, the County will not be providing new furniture as part of this project.

Below is some information on recycling options, in some cases a recycling company may come to your location and pick up items.

<http://www.regencytechnologies.com/>

<http://www.reserve-group.com/>

For electronics recycling R2/RIOS is a certification denoting a company recycles electronics in an environmentally friendly manner. A Certified Electronics Recycler must implement and be certified to two standards: R2 and RIOS. The Institute of Scrap Recycling Industry's integrated program is designed to help recyclers improve their operations and meet the emerging needs of the marketplace.

Responsible Recycling (R2) is a standard adopted by the industry to recognize quality, responsible recyclers that have strong and comprehensive environmental, health, and safety management systems.

8. For PSAPs where the site survey identified a need for grounding what will the process be to establish proper grounding?

Grounding is an essential part of any public safety infrastructure. It is the expectation of the County that each PSAP is responsible for any remediation needed in their center. For further information regarding identified remediation in your PSAP, if you feel your needs have changed since the initial site assessment, or if your PSAP is unable to complete the remediation items, please contact Stephen Watt at STEVE.WATT@lrkimball.com.

9. How will pending consolidations be managed?

Regions involved with consolidation efforts should notify the county as soon as possible so the County can factor consolidation efforts into deployment plans.

10. Will HVAC installation be part of this project?

Any changes or updates to the local HVAC will be the responsibility of the local PSAP.

11. How long will County be supporting the Network (AT&T) and 9-1-1 infrastructure (ECW) costs?

When the ECW system is accepted (goes live) the County will enter into a 10 year maintenance and support contract with ECW and a 5 year contract with AT&T.

The contracts for both ECW and AT&T have funds certified annually, and the costs are supported by Cuyahoga County's use of the Wireless Government Assistance Fund.

Any changes to this fund at the State or Local level will require the County to re-evaluate the financial support mechanisms for these costs at which time adjustments may be made. In the event funding for the State is completely eliminated, the County's project budget can sustain a 2-year migration period in order to evaluate other funding mechanisms.

12. What is the order of turning PSAPs live?

Please refer to the attached list in appendix A for the current planned ordering of migration. The order was primarily based on call volume; PSAPs with smaller call volumes migrating first and PSAPs with the largest call volumes migrating toward the end. In some cases, the order was modified based on the following criteria:

1. Imminent need due to critical site issues.
2. Pending consolidation efforts.
 - a. A PSAP with a small call volume who is consolidating may be moved later on the implementation list due to the increase in call volume.
 - b. Consolidation schedule. The proposed/expected date of a PSAP consolidations' "go live" date may change the order of their migration onto the ECW system.
3. Status of site work completions (AT&T circuits and any remediation work identified).

13. If an agency migrates to the new system but then at a later date decides to no longer participate how will the County handle this?

Public Safety technology projects have many components. If a participating PSAP determined at a future date to voluntarily withdraw from the ECW system there would be several components to consider –

1. The PSAP would need to work with AT&T to transition their CAMA trunks back to the local PSAP.
2. The County would return ownership of any Administrative lines transitioned as part of this project.
3. Any equipment deployed as part of this project would be returned to the County and/or ECW.
4. Any costs associated with transition would be the responsibility of the departing agency.
5. See costs associated with early termination in Item 18.

At the time a PSAP elects to withdraw from the system there may be other considerations and costs not known at the present time, i.e. ESINet connections, future technology.

14. Will a PSAP have to maintain separate mouse and keyboard for CAD, CPE, and other systems?

The ECW 9-1-1 solution comes with a keyboard and mouse. There are solutions available in the open market that allow for the use of one keyboard and mouse for multiple system, usually referred to as an arbitrator/KVM. This is not included in the scope of this project but can be purchased separately by the PSAP.

15. Is there an interface that allows ALI spill to flow into existing CAD/RMS?

ECW will provide a serial (or IP) connection to your local CAD solution. ECW will coordinate with your CAD provider to establish this connection.

Some discussion will need to occur between ECW and your local CAD vendor to establish this connection.

16. When do I have to commit to this project (County 9-1-1 System)?

Committing to this project means accepting equipment and going live during the Phase 1 period, which ends April 2015. The deadline to notify the County was originally set for September 12, 2014. However, we did not receive responses for all PSAPs. The new and final deadline for notification of your participation is now scheduled for October 13, 2014. Anyone not responding will be considered as not participating.

17. How do we notify the County of our intent to participate?

A letter and email is being sent to all PSAP point of contacts for this project on September 30, 2014. Attached to the letter is a document needing returned by the deadline described in Section 16.

18. If I take equipment in my existing location but then decide to move equipment or to no longer participate in the project, what things should I consider?

- a. If you vacate your existing facility after activating the AT&T MPLS circuit to the County network within 24 months of turn up there will be an \$8,376 one time network disconnection fee payable to the County.
- b. There will be a \$3,500 charge payable to Emergency CallWorks for relocation of call taking hardware from your existing center to a new physical location *This cost includes all PSAPs that are six (6) positions or less
- c. You will need to submit your new physical location address to the County so the County can place a new order for MPLS service with AT&T. There will not be a cost associated with this step but the agency should plan for this step to take up to 120 days to complete and bring the new center up on the MPLS network.

19. What if I elect to not take equipment before April of 2015 but want to join the County system at some point after April 2015?

If you decide to join the County NexGen 9-1-1 network after the April 2015 deadline there will be a \$5,000.00 per month cost which will accrue from the April 15, 2015 deadline to the date your equipment is installed.

*This cost applies to all PSAPs except the City of Cleveland, as their call volume and size requires a higher cost.

20. What is the contact information for project representatives?

Contact	Phone Number	Email
Brandy Carney, CECOMS Manager	216-443-5691	bcarney@cuyahogacounty.us
Stephen Watt, Kimball Project Manager	412-216-5462	steve.watt@lrkimball.com
Robert Emmons, ECW Project Manager	330-429-4911	remmons@exact911.com
Marshall Sherer, Kimball Tech Specialist	814-360-8608	marshall.sherer@lrkimball.com
Roger Leonard, Kimball Tech Specialist	814-599-4573	roger.leonard@lrkimball.com

APPENDIX A – INSTALLATION / CUTOVER ORDER

PSAP NAME	Installation Order
Bay Village	1
Fairview Park	2
CECOMS	3
Chagrin Valley	4
Parma Heights PD	5
East Cleveland PD/Fire	6
Rocky River	7
Bratenahl	8
Cuyahoga Heights	9
Lyndhurst	10
Highland Heights	11
Mayfield Village	12
Richmond Heights	13
University Heights	14
Walton Hills	15
Cleveland Heights PD	16
Independence PD	17
North Olmsted PD	18
Broadview Heights PD	19
Middleburg Heights PD	20
Mayfield Heights PD	21

Warrensville Heights PD	22
Lakewood PD	23
Brook Park PD	24
Solon PD	25
South Euclid PD	26
Westcom	27
Euclid PD	28
Shaker Heights PD	29
Beachwood PD	30
Westlake PD	31
Strongsville PD	32
Eastcom	33
Bedford Heights Police	34
Brooklyn	35
Brecksville	36
PHASE 2 – AFTER APRIL 2015	
Parma Police	37
Cleveland Police	38

*Installation Order is based on Cuyahoga County 2013 Base Ali Call Volume Totals, from Lowest to Highest. Base Ali is the total wireless and landline calls, eliminating re-bids on the same telephone number within a 1-minute window. This number does not include emergency calls to your 10-digit administrative/emergency phone line(s).

*Reported their equipment is in critical need for upgrade.

The planned migration order may be modified by the County based on –

1. Imminent need due to critical site issues.
2. **Pending consolidation efforts.** (Refer to Question #12 of this FAQ document).

APPENDIX B – CHANGE LOG

Document revisions

Version Number	Date of Release	Changes Made
1.0	January 17, 2014	Initial Release
1.1	January 20, 2014	<ul style="list-style-type: none"> • Added Appendix A • Added Appendix B
1.2	January 21, 2014	<ul style="list-style-type: none"> • Removed Strongsville from PSAP migration list, they have identified to the County they will be moving forward with a different solution. • Added secondary PSAPs: Westcomm and Eastcomm
2.0	September 30, 2014	<ul style="list-style-type: none"> • Introduction • Section 1 • Section 2 • Section 4 • Section 5 • Section 8 • Section 12 • Section 13 • Section 14 • Added Section 17 • Added Section 18 • Added Section 19 • Added Section 20
2.1	October 31, 2014	<ul style="list-style-type: none"> • Updated Section 2 • Updated Section 18 • Updated Section 19 • Updated Installation Order