



INTRODUCTION

The Cuyahoga Emergency Communications System (CECOMS) was established in 1985 and is housed under the Cuyahoga County Office of Emergency Management, Division of Public Safety. CECOMS is a 24-Hour, 7-Day a week, emergency communication system.

CECOMS is responsible for answering cellular 911 calls in Cuyahoga County and transferring them to the appropriate dispatch center. In addition, CECOMS provides emergency Police, EMS, and Fire dispatch for select jurisdictions within Cuyahoga County, provides Emergency Medical Dispatch services for callers with a medical emergency, establishes and coordinates ambulance to hospital communications, and implements and maintains the Cuyahoga County Hospital Restriction Program and Override Policy. CECOMS also works to support emergency response, preparedness, and planning efforts, including activation and dissemination of Amber Alerts and other Emergency Alert System messages, coordination of mutual aid agreements between jurisdictions, coordination of interoperable emergency radio communications, and support of the EOC as needed.

911 Call Routing & NG Text to 911 Services

CECOMS is one of two primary PSAPs for wireless 911 calls in Cuyahoga County as well as the default or roll-over PSAP in Cuyahoga County for all other 911 calls; typically these are calls from landlines that have not been entered into the 911 database. CECOMS is responsible for answering 911 calls, determining the location of the emergency (through caller verification and the CallWorks mapping system), and transferring the caller to the appropriate PSAP.

As a wireless PSAP, CECOMS has the capability to receive text to 911 SMS messages. CECOMS will respond to all text messages that are received, gather all pertinent information, and relay that information to the appropriate PSAP for emergency response. Of course, it is always best for the 911 dispatcher to have voice contact with a caller, so CECOMS will always ask the texter to voice call 911 if it is safe for them to do so. CECOMS has the ability to see the texter's location through an integrated mapping system within the Gem Client messaging system.

911 Communications Planner

The 911 Communications Planner is available to assist agencies with the multiple services including but not limited to:

- Assist in interoperability between agencies
- Assist with paperwork to join the MARCS and/or Cleveland Radio System
- Provide radio recommendations
- Assist with MOU's and revocable authorizations
- Assist in writing policy and procedures
- Provide basic maintenance recommendations
- Provide services as a COML for a planned event or emergency incident.
- Radio programming

Automatic License Plate Readers (ALPR)

CECOMS is responsible for all manual entries into the ALPR system.

Request forms for LPR Access may be downloaded at:

<http://www.chagrinvalleydispatch.com/requests/License%20Plate%20Reader%20Request%20Form.pdf>

Completed forms should be emailed to:

support@cvalleydispatch.com

CallWorks Mobile Laptops

CallWorks Mobile Laptops may be requested when the following circumstance exist:

1. A PSAP experiences a network failure/MPLS failure. In other words, you know the clusters are working because other PSAP's are working yet one or two sites cannot connect to the clusters. The laptop router provides that connection to the laptops in a mobile fashion over 4G.
2. A large scale emergency where additional call-takers will be required.
3. A planned event or outage to a single PSAP or cluster.

Contact CECOMS at 216-771-1363 to request mobile laptop deployment.

Cellular Call Tracking

CECOMS has the ability to “ping” cellular devices to obtain an approximate location of the cell phone itself. Through established relationships with Wireless Service Providers CECOMS may also obtain subscriber information.

This tool can be used when a silent or hang-up call with an indicated emergency is received without Phase 2 ANI/ALI.

Any time a PSAP needs a location or wireless caller subscriber information they can call CECOMS at 216-771-1363 and relay the request to an operator or supervisor.

Communications Unit Leader COM-L

CECOMS is the primary contact point to request one or more of the several COM-L's available within the County.

The Communications Unit Leader (COML) is a position under the Logistics Section of the Incident Command System (ICS). The COML reports directly to the Logistics Chief or Incident Commander. A COML's responsibilities include developing plans for the effective use of incident communications equipment and facilities, managing the distribution of communications equipment to incident personnel, and coordinating the installation and testing of communications equipment.

A COML should be used as much as possible during planned events, routine emergencies, and major incidents. During emergencies, a COML should be deployed to an incident as early as possible once the incident commander realizes the event will involve multiple agencies or jurisdictions.

Emergency Medical Dispatch (EMD)

All CECOMS staff are trained and certified Emergency Medical Dispatchers. We provide full EMD services for all agencies which we dispatch for. Additionally, CECOMS will provide back-up EMD services for time life critical (such as CPR instructions) calls, upon request, for any jurisdiction that participates in the County's APCO EMD Program.

CECOMS has three (3) EMD instructors, three (3) CPR instructors and a Quality Assurance Supervisor/EMD Manager on staff.

Hazmat Spill Reporting

CECOMS maintains an emergency HAZMAT telephone number. The hazmat spill reporting number, 216-771-1365, is a federally required emergency telephone number to report hazardous material releases. CECOMS is responsible for receiving calls, documenting the information, and notifying the appropriate agencies. This information is maintained by CECOMS for distribution to the Cuyahoga County Local Emergency Planning Committee (LEPC).

A Spill Incident Report is also available on the CECOMS website for download.

Hearing Impaired and Language Interpreter Requests

CECOMS is the contact center for Cuyahoga County's Hearing Impaired Interpreter Services. Should the need arise for this service, contact CECOMS at 216-771-1363 and request an interpreter be contacted. CECOMS needs the following information for this request; name, organization, and phone number of the requestor, and the reason for the request. CECOMS will contact the interpreter and forward this information. The interpreter will contact the requesting agency directly.

CECOMS has also contracted with Voiance to provide 24/7 language interpretation. Contact Cuyahoga County 9-1-1 Coordinator Nancy Kolcan at 440-703-3562 or nkolcan@cuyahogacounty.us if your PSAP is interested in subscribing for this service.

Voiance's interpretation service is available wherever there is a telephone connection. Dial Voiance's toll-free access number, enter your PSAP account information, and follow the voice prompts to request a language.

Master Street Address Guide (MSAG)

An MSAG is a database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

MSAG Discrepancy

An MSAG Discrepancy is defined as a record being retrieved from ALI during an actual E9-1-1 call with incorrect information because an MSAG field was incorrect. For example, incorrect ESN assignment or transposition of numbers, incorrect house number ranges, odd/even indicator.

Any changes or updates to the MSAG within Cuyahoga County must be reported to the Cuyahoga County 9-1-1 Coordinator.

MSAG discrepancies must also be reported to the County 9-1-1 Coordinator. An ANI/ALI Discrepancy Form may be downloaded from the Callworks Application and emailed to:

Nkolcan@cuyahogacounty.us

Or

cecomssupervisors@cuyahogacounty.us

Mobile Video Surveillance Trailers

Request forms for Camera Trailer use may be downloaded at:

www.chagrinvalleydispatch.com/requests/Mobile%20Camera%20Trailer%20Request%20Form.pdf

Completed forms should be emailed to:

support@cvalleydispatch.com

PSAP Training

CECOMS staff members are certified to instruct the following training disciplines:

AHA Basic Life Support/Heartsaver CPR/AED

APCO Public Safety Telecommunicator

APCO Emergency Medical Dispatch

APCO Fire Service Communications

APCO Law Enforcement Communications

APCO Communications Training Officer

Contact Cuyahoga County 9-1-1 Coordinator Nancy Kolcan at 440-703-3562 or Nkolcan@cuyahogacounty.us for training information and a schedule of upcoming training courses.

Radio Communications

CECOMS monitors the following radio frequencies at all times:

- County Fire Hear Channel-154.280/Hear Hillcrest base- 154.280
- Highland Hills UHF Channels- 424.375 “A”/423.725 “B”
- MARCS Radio Channel- XMTAC 1(Hailing channel for CECOMS on the MARCS system).
- MARCS Radio Channel- EMA Cone (Hailing channel for Ohio EMA on the MARCS system).

CECOMS can provide an interoperable radio channel assignment for agencies handling large incidents, whether the incident is emergent in nature or pre-planned. If an interoperable radio channel is required, the Incident Commander or his/her designee should contact CECOMS via telephone at 216-771-1363 or radio on XMTAC 1 and request an XMTAC channel assignment. CECOMS can also coordinate assignment of ECOMM channels through the Ohio Department of Natural Resources.

Mass Notification & Alerting

AMBER Alert

CECOMS is the Amber Alert coordination point for Northeast Ohio Amber Alert Plan. Counties included in the plan are:

Ashtabula – Cuyahoga – Erie – Geauga – Huron – Lake – Lorain – Medina - Summit

When an abduction of a child occurs and requires activation of an Amber Alert, the Officer in Charge (OIC) of the requesting agency should contact CECOMS at 216-771-1363.

The CECOMS website has links to the Amber Alert plan and all forms required to activate the plan.

The Northeast Ohio Amber Alert Plan Guide is also available by contacting CECOMS at 216-771-1363.

Emergency Alert System (EAS)

CECOMS is the coordination point in Cuyahoga County for the Emergency Alert System (EAS).

Any community requesting to issue an alert should download the Gov Delivery Request Form on the CECOMS website and email it to:

All_CECOMS@cuyahogacounty.us

The requesting agency should be prepared to provide CECOMS the following information:

1. The type of alert to be issued
2. The **EXACT** message to be broadcasted.

Please note: CECOMS will not alter the message given by the requesting agency in any way unless specifically told to do so by the requesting agency.

Once the alert information has been verified with the requesting agency, CECOMS will generate the alert through the local designated radio stations (WTAM/WCPN).

Media Alert

CECOMS disseminates media alerts on behalf of various agencies throughout Cuyahoga County. A media alert provides important information to the public without the use of the Emergency Alerting System. To request a media alert, download the Media Alert Request Form on the CECOMS website and email it to:

All_CECOMS@cuyahogacounty.us

A link to the Media Alert Request form can be found at http://ja.cuyahogacounty.us/pdf_ja/en-US/MediaAlertForm.pdf

Media alerts can be issued for multiple circumstances such as:

A missing person that does not qualify as an Amber Alert

A road closure due to a water main break

Temporary traffic issues related to road work or an accident

Missing & Endangered Persons

Any agency investigating a missing and/or endangered adult or child can request a media alert through CECOMS.

Through our partnership with the Northeast Ohio Fusion Center, all area hospitals and/or public facilities can be advised to notify CECOMS if they come into contact with the missing/endangered individual.

A link to the Media Alert Request form can be found at <http://ja.cuyahogacounty.us/pdf/ja/en-US/MediaAlertForm.pdf>

Email completed forms to:

All_CECOMS@cuyahogacounty.us

Severe Weather Alerts

CECOMS will re-broadcast alerts received from the National Weather Service when the following weather alerts are issued:

Severe Thunderstorm Warning

Tornado Watch and Warning

Flood Watch and Warning

Lake Effect Snow Warning

Winter Storm Warning

Additionally, severe weather **warnings** are disseminated to all Cuyahoga County residents who are registered to receive alerts through our mass notification system.

Communications Coordination

Mutual Aid Box Alarm System (MABAS)

CECOMS is the coordination center for the Mutual Aid Box Alarm System (MABAS) for the Heights/Hillcrest Region of Cuyahoga County. CECOMS aids dispatch centers by coordinating mutual aid requests for any incident requiring resources beyond what can be provided within the home community.

CECOMS has the ability to contact multiple agencies simultaneously using county-wide radio systems. Any departments that do not acknowledge their assignments will be contacted by CAD or telephone.

When a MABAS activation is required, the requesting agency should contact CECOMS by phone at 216-771-1363 or MARCS XMTAC 1. Be prepared to provide CECOMS the following information:

1. MABAS Box Alarm Number & Alarm Level
2. Nature of incident
3. Location of the incident and staging area (if applicable)

Major Emergency Incident Communications Coordination

CECOMS is the designated communications center for Cuyahoga County during a major emergency incident. In the event of a major emergency incident requiring tactical, interoperable radio communications, the incident community should contact CECOMS by phone at 216-771-1363 or XMTAC 1.

CECOMS can assign MARCS XMTAC channels 2 thru 10 or Cleveland Radio System Regional channels.

Mass Casualty Incidents

CECOMS is the coordination point for victim transport during a Mass Casualty Incident. CECOMS will coordinate victim transport from the incident scene to the hospital with the assistance of the Transport Officer on scene. This is done either by phone or by a interoperable radio channel assigned specifically to the Transport Officer. CECOMS continuously monitors emergency department bed counts for all Cuyahoga County Hospitals during the incident and will provide the patient report, albeit a limited report, to receiving hospitals when units are enroute to their facility.

The Mass Casualty Plan is available on the CECOMS Website.

State of Ohio Emergency Response Plan (ERP)

CECOMS is the Cuyahoga County coordination point for the State of Ohio Emergency Response Plan. If activation is necessary, contact the CECOMS Center at 216-771-1363 or through XMTAC 1 in the MARCS Radio System.

Be prepared to provide CECOMS the following information to activate the plan:

1. Incident type
2. Incident Location
3. Staging Location
4. Type of resources and the number of each
5. Scramble Response (within 30 minutes) or Normal (within three (3) hours)
6. Incident “code word” if applicable
7. Any other pertinent information that needs to be given to responding units.

If the plan is activated by another county in the state and resources are requested of Cuyahoga County, the Central Communications Center will contact CECOMS to request needed resources. CECOMS will contact departments in Cuyahoga County based on their proximity to the incident.

Hospital Restriction and Override Coordination

Hospital Capability Restriction

CECOMS maintains the status of all Cuyahoga County hospitals. Should a hospital not be able to receive certain types of patients, CECOMS is responsible for providing this information, on request, to EMS units in an effort to avoid transport to a restricted facility.

The hospital restriction status is posted in real-time on the CECOMS website, <http://hospital.cecoms.cuyahogacounty.us/>

The website also provides links to the Hospital Capability Restriction policy, the Override Policy, report templates, EMS Protocols, the Mass Casualty Plan and much more information.

CECOMS sends notifications of hospital restrictions, when placed and removed, to the Chief Medical Officers of each hospital system using the County's mass notification system. This information provides real time hospital capability information to hospital personnel so they can prepare for an influx of patients when another facility is on diversion.

Hospital Override

CECOMS maintains and implements the Cuyahoga County Hospital/Squad Diversion Override Policy. A Diversion Override occurs when a majority of hospitals in a region are on the same or common restriction. When this occurs, hospitals within that region agree to open for a four- hour “diversion shift.” Real-time Override status, the Override policy, and the Override diversion shift schedule are displayed on the CECOMS website.

http://hospital.cecoms.cuyahogacounty.us/Override_policy.aspx