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**MEMORANDUM**

**TO:** Council President Schutt and Members of Council  
**FROM:** Diane Wolgamuth, Director of Administration  
**DATE:** May 3, 2024  
**RE:** **Cuyahoga County 9-1-1 Program**

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Dear Council President Schutt and Members of Council,

The Village recently received a request from the Cuyahoga County Director of Public Safety to pass two pieces of legislation—one to approve the County's updated 9-1-1 Plan and another to appoint a local Mayor to serve on the 9-1-1 Program Review Committee. Attached is the Executive Summary of the 9-1-1 Plan and draft legislation provided by the Mayors & Managers Association. The draft legislation proposes to appoint Mayor Holzheimer-Gail from the City of Euclid to serve on the 9-1-1 Program Review Committee.

The County has requested that both pieces of legislation be passed and returned to them by May 17, so we have placed it on Council's Caucus agenda as we continue to review the details of the County's updated 9-1-1 Plan.

Attachments:      9-1-1 Plan Executive Summary  
                        Draft Resolution Approving the Cuyahoga County 9-1-1 Plan  
                        Draft Resolution Appointing Mayor Holzheimer-Gail to 9-1-1 Program Committee

cc:      Mayor Brenda T. Bodnar  
              Department Heads

## CUYAHOGA COUNTY 9-1-1 PLAN EXECUTIVE SUMMARY

Every County in Ohio is required to have a County 9-1-1 Plan. This document must outline the final plan for implementing and operating a countywide 9-1-1 system. The County 9-1-1 Plan must incorporate all necessary objectives and standards necessary to meet the requirements set forth in Ohio Revised Code for 9-1-1. The 9-1-1 plan must identify specific details of the current 9-1-1 system in the County (ex. where 9-1-1 centers are located, how each center is managed and operated, how calls for 9-1-1 are handled in the County, what systems and equipment are used for 9-1-1 in the County, etc.).

### **9-1-1 PLAN REQUIREMENTS**

Ohio Revised Code Section 128 requires every county in Ohio to have a 9-1-1 plan. The plan is statutorily required to include technological details, call handling processes, and jurisdictional definitions. Cuyahoga County's plan contains all statutorily required information.

### **CURRENT 9-1-1 SYSTEM IN CUYAHOGA COUNTY**

Cuyahoga County has 23 Public Safety Answering Points (PSAPs) otherwise called Dispatch Centers). The 9-1-1 Call Answering Solution currently utilized by every PSAP in Cuyahoga County is the Motorola Vesta Solution. Each PSAP call answering position is equipped by Cuyahoga County with network connectivity, appropriate hardware equipment and all necessary software. Cuyahoga County determines the number of 9-1-1 call answering positions allocated to each PSAP based on call volume, staffing and back-up responsibilities. A PSAP may elect to purchase additional workstations from the 9-1-1 system vendor. Cuyahoga Emergency Communications System (CECOMS) is currently the only wireless PSAP in Cuyahoga, currently. This means that all 9-1-1 wireless, VoIP calls and texts initially route to CECOMS, which directs the call to the appropriate PSAP.

### **FUTURE 9-1-1 SYSTEM IN CUYAHOGA COUNTY**

Future 9-1-1 systems must be capable of accepting calls from any communication device. Most Ohio PSAPs are not equipped to accept or respond to calls from the full spectrum of communications devices. In addition, some of the key infrastructure on which the legacy system depends is aging and vulnerable. For these reasons, Ohio is transitioning to a Next Generation 9-1-1(NG9-1-1) system that uses an Emergency Services Internet Protocol Network (ESINet) to deliver and process 9-1-1 traffic. An ESINet is a network capable of receiving and relaying emergency calls, texts, and other forms of media to PSAPs. The State of Ohio is currently piloting NG9-1-1. Cuyahoga County has been actively planning for this transition and has devised a long-term plan for our own NG9-1-1 implementation while being cognizant of the needs for the daily operations and any additional impacts a NG9-1-1 environment will have on infrastructure, policies, call routing and training.

In addition to this longer-term goal, Cuyahoga County is committed to routing calls within the current system using the most efficient and reliable pathways, while maintaining the lowest level of risk for our citizens. To that end, Cuyahoga County and its 9-1-1 Program Review Committee has initiated a pilot to ultimately work towards its goal of eligible PSAPs receiving wireless 9-1-1 calls. For a PSAP to be considered eligible, the PSAP must be: 100% compliant with all State of Ohio Administrative Rules and in compliance with the County's 9-1-1 PSAP Audit. PSAPs must also meet additional minimum standards and requirements, which are being identified and finalized through the recent pilot started in Cuyahoga County. Ultimately PSAPs not deemed eligible will continue to receive wireless 9-1-1 calls from CECOMS.

### **9-1-1 FUNDING STRUCTURE**

Cuyahoga County receives monthly disbursements from the State NG9-1-1 Assistance Fund. These disbursements benefit all PSAPs in Cuyahoga County as the funding provides full support for the County 9-1-1 system's equipment, call-taking application, and connectivity. Cuyahoga County's current

## CUYAHOGA COUNTY 9-1-1 PLAN EXECUTIVE SUMMARY

agreements for call handling and network connectivity expire in March 2025. *[Note: Cuyahoga County is currently exploring procurement options to take effect upon expiration of the current agreement.]*

PSAP costs for personnel and wireline 9-1-1 calls, including equipment installation and maintenance, are funded through local government budgets. Additionally, PSAPs are responsible for paying any costs associated with workstations in quantities beyond what Cuyahoga County has provided to the PSAP, though the County provides those necessary for normal operations at each PSAP.

While the 9-1-1 Plan initially envisioned a cost sharing structure between Cuyahoga County and PSAPs, that structure has been deferred indefinitely as wireless call taking for eligible PSAPs is further explored within the County, and as the State of Ohio matriculates through its NG9-1-1 pilot program.

**A RESOLUTION APPROVING THE  
CUYAHOGA COUNTY 911 PLAN  
AS ADOPTED BY THE CUYAHOGA COUNTY  
9-1-1 PROGRAM REVIEW COMMITTEE;  
AND DECLARING AN EMERGENCY**

**WHEREAS**, the [*City/Village/Twp*] of \_\_\_\_\_ is located within the County of Cuyahoga and is therefore part of Cuyahoga County's 9-1-1 service network; and

**WHEREAS**, pursuant to ORC 128.06(D) each committee shall maintain and amend a final plan for implementing and operating a countywide 9-1-1 system with specific provisions included therein; and

**WHEREAS**, Cuyahoga County has provided a copy of the 9-1-1 Plan dated March 6, 2024 to [*City/Village/Twp*] in accordance with Ohio Revised Code, Section 128.07; and

**WHEREAS**, pursuant to ORC 128.08(A) within sixty days after receipt of the final plan, the legislative authority of each municipal corporation in the county and of each township whose territory is proposed to be included in a countywide 9-1-1 system shall act by resolution to approve or disapprove the plan.

**NOW, THEREFORE, BE IT RESOLVED** by the Council of the City/Village/Township of \_\_\_\_\_, County of Cuyahoga, and State of Ohio, that:

**SECTION 1.** The Council hereby approves the Cuyahoga County 911 Plan as adopted by the Cuyahoga County 9-1-1 Program Review Committee, such Cuyahoga County 911 Plan is attached hereto and expressly made a part hereof as if by reference, and marked Exhibit "A."

**SECTION 2.** The Council declares this Resolution to be an emergency measure necessary for the immediate preservation of the public peace, health, safety and welfare, the reason for the emergency is the need to be in compliance with ORC 128.08(A), therefore, said Resolution shall be in full force and effect immediately upon its adoption by this Council and approval by the Mayor, otherwise from and after the earliest period allowed by law.

PASSED: \_\_\_\_\_

APPROVED: \_\_\_\_\_

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MAYOR

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CLERK OF COUNCIL

**A RESOLUTION SELECTING MAYOR HOLZHEIMER-GAIL,  
AS THE MAYOR OF THE CITY OF EUCLID IN CUYAHOGA  
COUNTY, TO SERVE AS A MEMBER OF THE CUYAHOGA COUNTY  
9-1-1 PROGRAM REVIEW COMMITTEE; AND DECLARING  
AN EMERGENCY**

**WHEREAS**, the [City/Village] of \_\_\_\_\_ is located within the County of Cuyahoga and is therefore part of Cuyahoga County's 9-1-1 service network; and

**WHEREAS**, Cuyahoga County convenes a 9-1-1 Program Review Committee in accordance with Ohio Revised Code, Section 128.06 (B); and

**WHEREAS**, Ohio Revised Code, Section 128.06 (B) (4) specifies that all municipal corporations within Cuyahoga County are entitled to one vote as to the chief executive officer of one municipal corporation, who shall represent on the 9-1-1 Program Review Committee all chief executive officers of all municipal corporations within Cuyahoga County; and

**WHEREAS**, said chief executive officer representative shall be selected by the majority of the legislative authorities of municipal corporations in Cuyahoga County; and

**WHEREAS**, Mayor Kirsten Holzheimer-Gail, is currently the Mayor of the City of Euclid in Cuyahoga County and currently serves as the President of Chagrin Valley Dispatch, and based on her service as Mayor and President of Chagrin Valley Dispatch she is familiar with the issues that the Cuyahoga County 9-1-1 Program Review Committee will review, address, and implement; and

**WHEREAS**, this Council desires to select Mayor Holzheimer-Gail to serve on the Cuyahoga County 9-1-1 Program Review Committee.

**NOW, THEREFORE, BE IT RESOLVED** by the Council of the City/Village of \_\_\_\_\_, County of Cuyahoga, and State of Ohio, that:

**SECTION 1.** The Council hereby selects Mayor Kirsten Holzheimer-Gail, the Mayor of the City of Euclid in Cuyahoga County, to serve on the Cuyahoga County 9-1-1 Program Review Committee as the representative of all chief executive officers of all municipal corporations within Cuyahoga County. The selection of Mayor Holzheimer-Gail shall be effective upon the effective date of this Resolution.

**SECTION 2.** The Council declares this Resolution to be an emergency measure necessary for the immediate preservation of the public peace, health, safety and welfare, the reason for the emergency is the need for the selection to be by the majority of the legislative authorities of municipal corporations in the county pursuant to resolutions they adopt, therefore, said Resolution shall be in full force and effect immediately upon its adoption by this Council and approval by the Mayor, otherwise from and after the earliest period allowed by law.

PASSED:\_\_\_\_\_

APPROVED:\_\_\_\_\_

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MAYOR

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CLERK OF COUNCIL