



# Chagrin Valley Dispatch

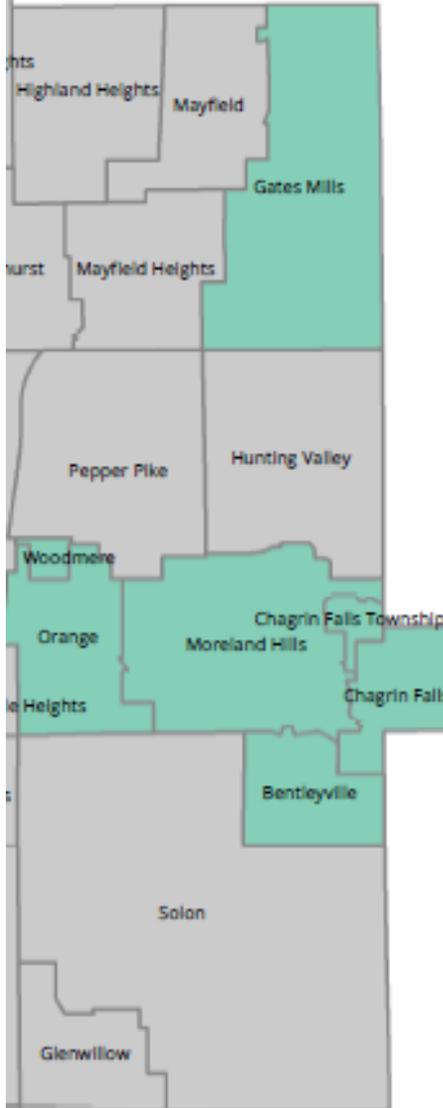


**Cleveland Metroparks**





# Chagrin Valley Dispatch



- 2013
  - Established a Council of Governments (COG)
    - Bentleyville
    - Chagrin Falls Village
    - Chagrin Falls Township
    - Gates Mills
    - Hunting Valley
    - Moreland Hills
    - Orange
    - South Russell
    - Woodmere

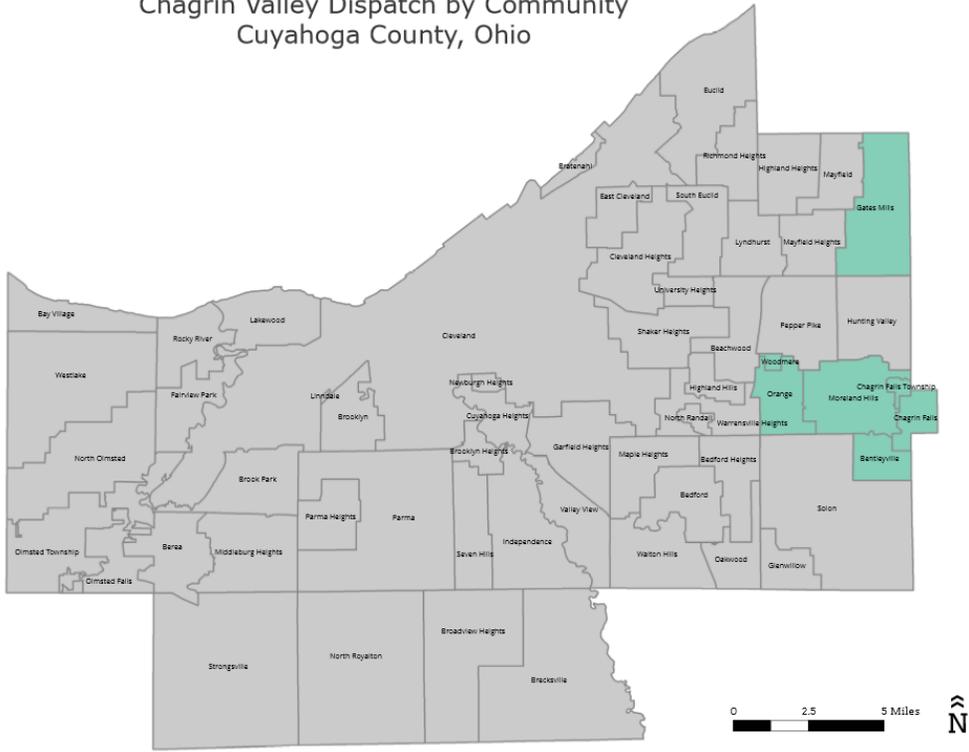


# Chagrin Valley Dispatch

## Growth

Over the next five years we experienced unprecedented growth. We started with a single facility with 8-full time dispatchers to three facilities that provide Police / Fire / EMS dispatch services to 31 municipalities. We now have a full time staff of over 100 employees.

Chagrin Valley Dispatch by Community  
Cuyahoga County, Ohio



2014 – 9 Municipalities (32 Square Miles / Population 19,528)

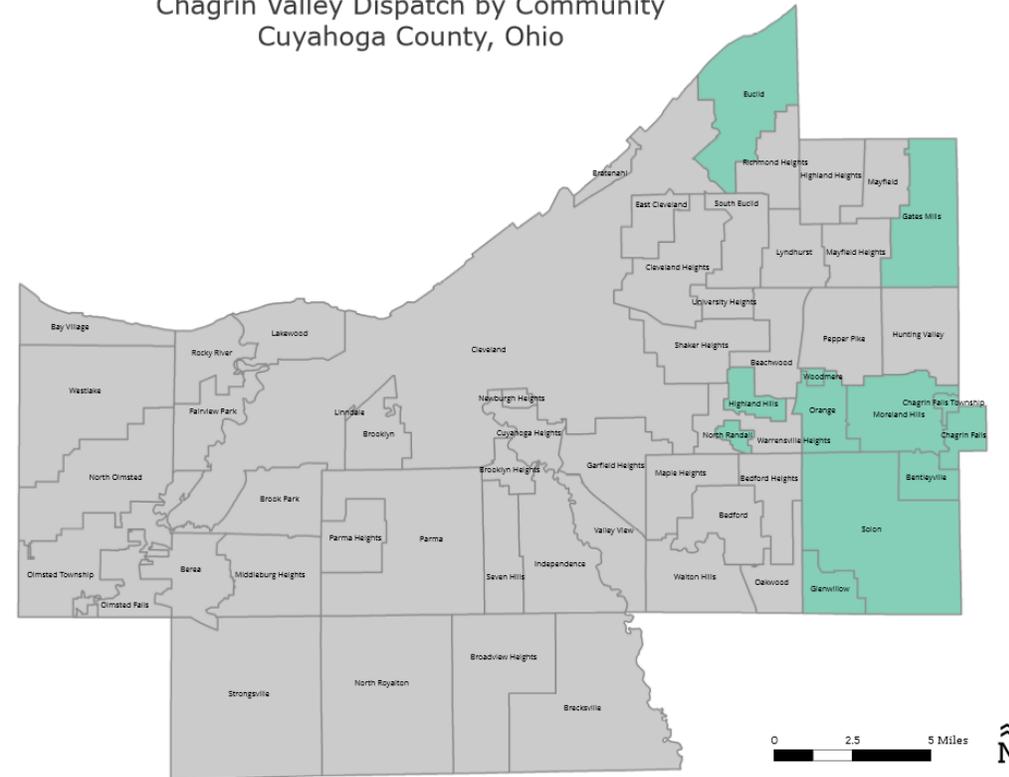
Bentleyville, Chagrin Falls Village, Chagrin Falls Township, Gates Mills, Hunting Valley, Moreland Hills, Orange Village, South Russell, Woodmere

3 - Y E A R G R O W T H

2017 – 17 Municipalities (88 Square Miles / Population 101,781)

Bedford, Bentleyville, Bratenahl, Chagrin Falls Village, Chagrin Falls Township, Euclid, Highland Hills, Hunting Valley, Gates Mills, Glenwillow, Maple Heights, Moreland Hills, North Randall, Orange Village, Solon, South Russell, Woodmere

Chagrin Valley Dispatch by Community  
Cuyahoga County, Ohio

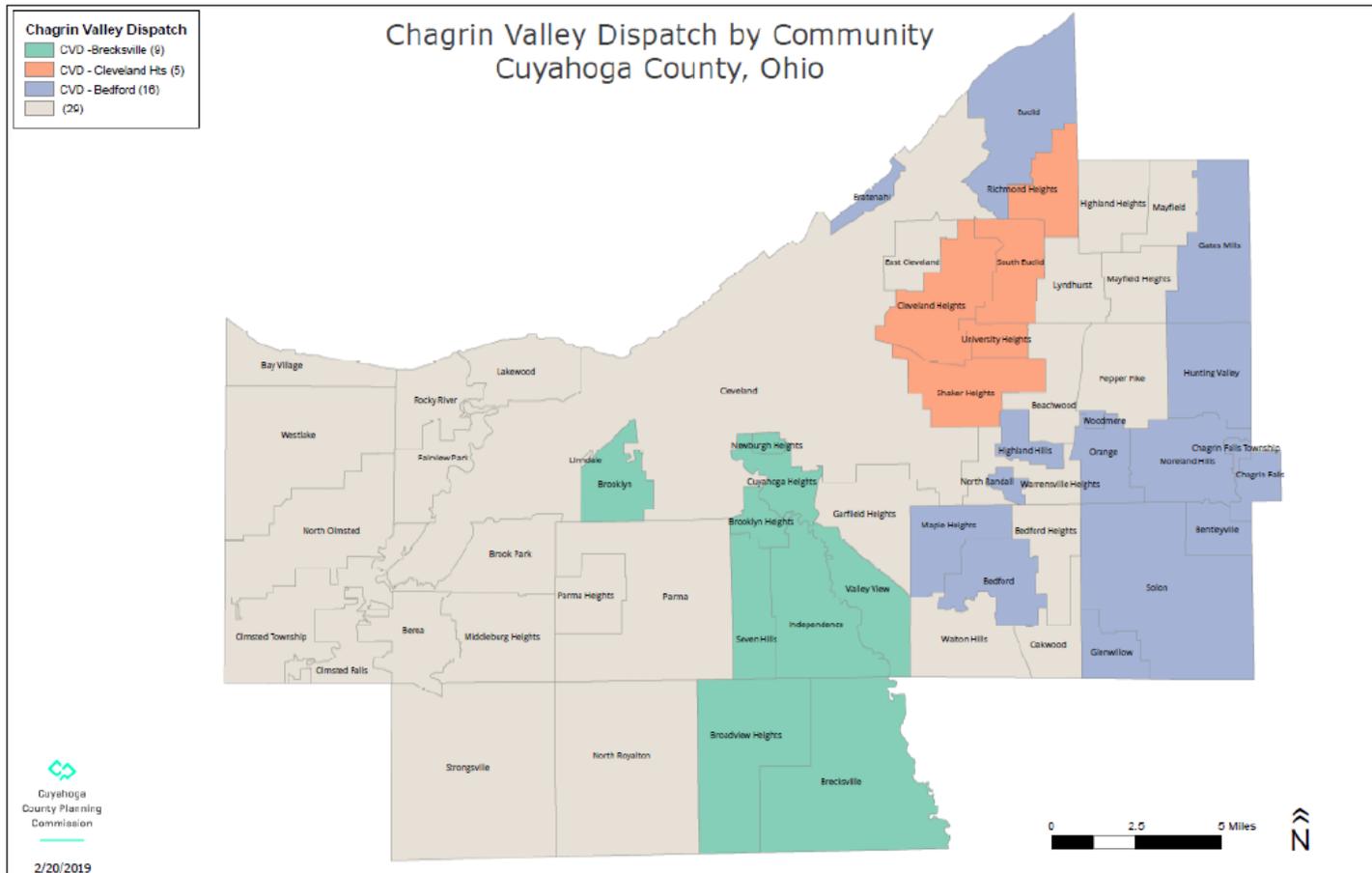








# Chagrin Valley Dispatch



2019 – Chagrin Valley West

5 additional municipalities (15  
Square Miles / Population 18,000)

Brooklyn, Brooklyn Heights,  
Cuyahoga Heights, Newburgh  
Heights and Valley View



# Chagrin Valley Dispatch

- EMD Program
  - Provide Emergency Medical Dispatching
  - Give pre-arrival instructions
    - CPR - Infant / Child / Adult
    - AED Operation
    - Choking – Child / Adult
    - Choking – Unconscious
    - Severe Bleeding
    - Childbirth
    - Childbirth – Already Delivered
    - Stroke
    - Overdose
- Quality Assurance
  - ALL 911 Calls are listened to and reviewed for Q/A.



# Chagrin Valley Dispatch

## Full Service Dispatch Center

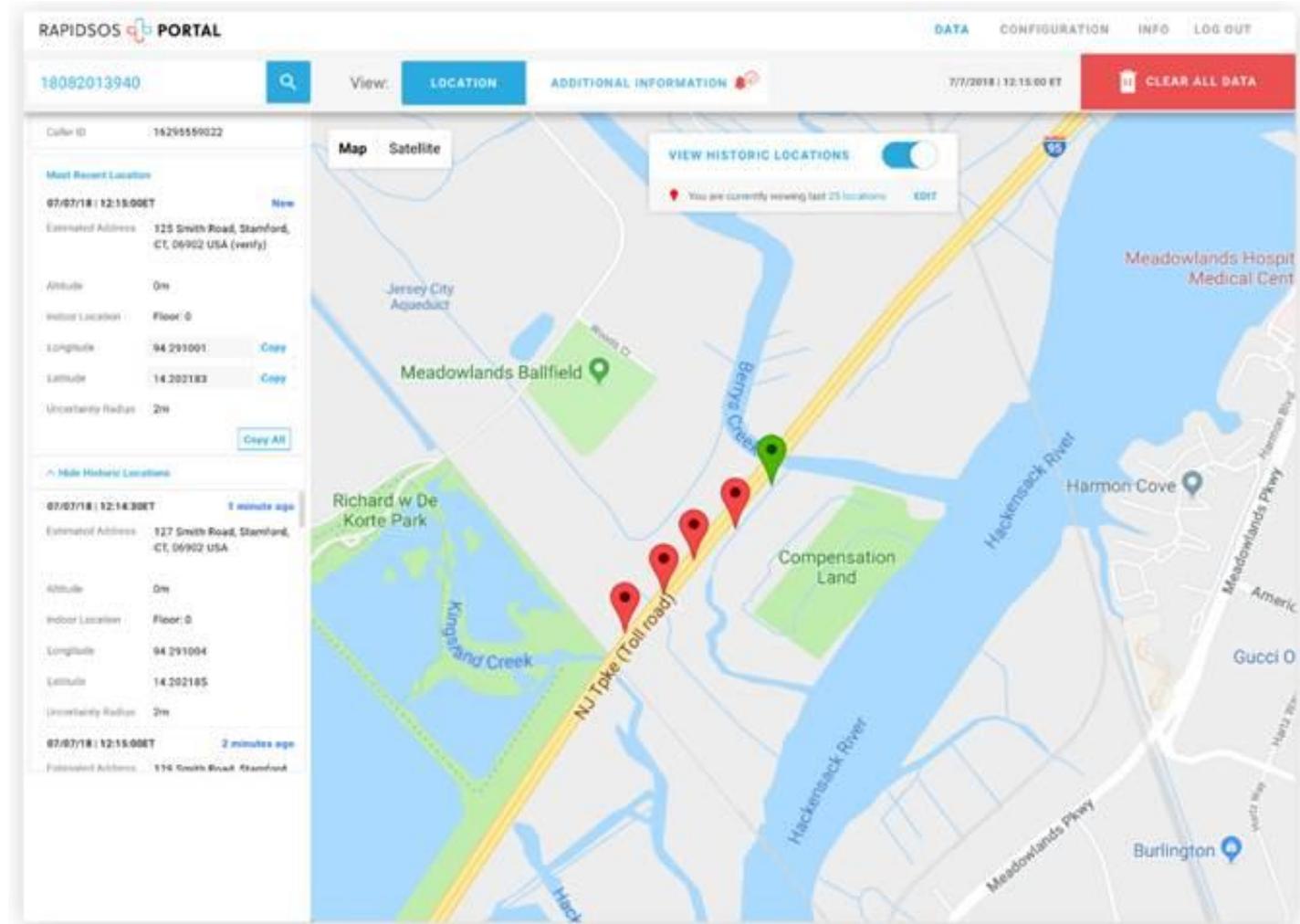
- No Recordings
  - Live Person Answering **ALL** Calls
  - Call Transfer to **ANY** 10-Digit Number
  - Supports Call Boxes
- Code Red (Ready Notify)
- Activation of all Specialty Teams (Police & Fire)
  - SWAT, HTN, AIU, HAZMAT, Dive Teams, Technical Services
- Active 911 APP for Fire and all Specialty Teams
- LEADS / NCIC Entries / Validations
- House / Business Watches / Vacation Notices
- Tornado Siren Activation
- Pulse Point
- Remote LEADS / NCIC Testing
- Remote Printer access to Dispatch as well as Member Agency
- Remote Printing from Mobile Data Terminals to Member Agency



# Chagrin Valley Dispatch

## Technology Enhancements

**Rapid SOS**  
We will have exact location of caller and have the ability to watch them as they are moving.





# Chagrin Valley Dispatch

## Technology Enhancements

The screenshot shows the RAPIDSOS PORTAL interface. At the top, there is a header with "RAPIDSOS PORTAL" on the left and navigation links for "DATA", "CONFIGURATION", "INFO", and "LOG OUT" on the right. Below the header, a search bar contains the number "1231231234". To the right of the search bar are buttons for "SEARCH", "View:", "LOCATION", and "ADDITIONAL INFORMATION". Further right, the date and time "7/7/2018 12:15:00 ET" and a "CLEAR ALL DATA" button are visible. The main content area is divided into several panels. The "Caller Information" panel shows "Last Updated: 7/7/2018", "Caller Info" (Caller ID: 12345678, Caller Name: Jane Han), and "Last Known Location" (Longitude: 1234567, Latitude: 1234567, Uncertainty Radius: Sample Data). The "MedicalAlert" panel shows "ID: 08080808", "Device Owner" (Jane Han, Female, Age 64, DOB 04/01/1956), and "Critical Information" (DNR ALLERGIC TO ASPIRIN FACEMAKER). Below this is a "Search MedicalAlert ID" section with a search box and a magnifying glass icon. The "Uber" panel shows "Personal Information" (Name: Jane Han, Phone: 650-555-5928, Email: Janettan@gmail.com), "Occupants" (Name: Maria Han, Phone: 650-555-1003, Email: metacey@gmail.com), "Car" (Uber Vehicle, License Plate: FJ5-3928, Make: Nissan, Model: Leaf, Color: Red, Comments: Uber Vehicle on Trip), and "Trip Locations" (Pick-up: 124 Mesrole Street, Brooklyn, NY, 11206; Drop-off: 208 Montrose Street, Brooklyn, NY, 11211).

**Rapid SOS**  
Medical alerts will be displayed if available.



# Chagrin Valley Dispatch

## Technology Enhancements

### Emergency Callworks

With our call answering system, we can pinpoint a 9-1-1 caller to the exact trail or pavilion that they are located at to expedite emergency response.





# Chagrin Valley Dispatch

## Strengthen Existing Partnerships

The Cleveland Metroparks jurisdiction extends to well over 50% of our member agencies. This partnership will provide not only increased interoperability between neighboring jurisdictions, but additional officer safety for our units on the road as help could be a simple radio dispatch away. This alone will drastically increase situational awareness as well as decrease response times to calls that are in progress.



# Chagrin Valley Dispatch

## Technology Enhancements

Live Streaming Video  
from ANY IP Camera

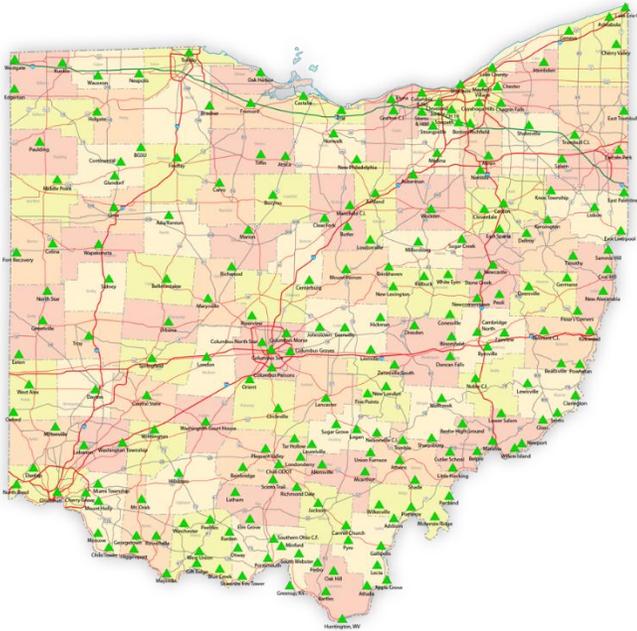




# Chagrin Valley Dispatch

## Radio Network

- Core Connection to MARCS Radio Network
- Core Connection to Cleveland Radio Network
- 420 Mhz UHF Radio Capabilities
- 155 Mhz VHF Radio Capabilities





# Chagrin Valley Dispatch

## ISO Rating

### ISO Rating

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The Insurance Services Office (ISO) is an organization that rates fire departments on their effectiveness using a scale from 1 (most effective) to 10 (least effective). These ratings are then utilized by property insurance providers to determine premium rates. A business or home located in an area with a lower rated fire department will pay more for property insurance when compared to a similar building located in an area with a higher rated fire department.

Emergency communications are vital to this rating which only makes sense. If the dispatching of fire equipment to emergencies is inefficient or delayed, higher property loss will occur. ISO uses stringent guidelines to ensure an accurate rating is developed.

CVD enables member community fire departments to maintain or improve their ISO fire rating. This is accomplished by CVD earning a perfect score for communications. We are proud that for the second consecutive review, CVD again has earned a perfect score which not only is a testament to our professional staff but a benefit to residents and businesses in the area.



# Chagrin Valley Dispatch

## New FSA System

zoom

Fire Station Alerting Demo - Recording 2 - Shared screen with speaker view

**Fire Station Alerting** Dan Grein

Station	Audio / Video Messaging	Sirens & Lights
Test Station 1	🔴	🟢
CVD1_TEST_STA1	🔴	🔴
CHFD1	🔴	🔴
CHFD2	🔴	🔴
SHFD1	🔴	🔴
SHFD2	🔴	🔴
RHFD1	🔴	🔴
SEFD1	🔴	🔴
UHFD1	🟢	🔴

**CREATE ALERT**

Application Administration  
Logout

zoom

Fire Station Alerting Demo - Recording 2 - Shared screen with speaker view

Alert - Fire Alerts

fsa-test.cvdspatch.com/alert/new

Station	Dispatch Type(s)
CHFD1	EMS Fire Single Company
CHFD2	EMS Fire Single Company
SHFD1	EMS Fire Single Company
SHFD2	EMS Fire Single Company
RHFD1	EMS Fire Single Company
SEFD1	EMS Fire Single Company
UHFD1	EMS <b>Fire</b> Single Company

1 station selected

Alert Type:  Text  Voice

Station Tones: **PLAY TONES**

Message: **STOP**



# Chagrin Valley Dispatch

- Five Member full time IT staff with staffed help desk
  - Manage and host all MDT's
  - Manage and host Microsoft Exchange
  - Manage and host entire domains
  - Tune / Firmware Updates / Radio Repair

**Information Technology /  
Radio Divisions**



# Chagrin Valley Dispatch

## Personnel Management

- All dispatchers will have job offers from CVD
- Hiring Process
  - Psychological
  - Background
  - 3-Month Training Program
  - NO Written Test
  - NO Civil Service Commission
- Wage & Benefits
  - ALL Sick / Holiday / Vacation Time will Transfer to CVD



# Chagrin Valley Dispatch

## Mobile PSAP / Tactical Dispatch Unit

- TDU Team
  - 35 Member Team
    - Comprised of Team Commander, 3 Assistant Commanders and supervisors.
    - COM-L / COM-T also assigned to team
- Auto deployed
  - All specialty team activations
  - 3<sup>rd</sup> alarm fires or higher
  - Public relations events
  - Special events



# Chagrin Valley Dispatch

Mobile PSAP





# Chagrin Valley Dispatch

Voting Rights on Every Level

- Users Committee
  - Officers / Fire Fighters
  - Make Policy / Procedure Recommendations
- Technical Advisory Committee
  - Police Chiefs
  - Fire Chiefs
  - Dispatch Administration
  - Review Recommendations and Approve
- Mayoral / City Manager / CEO Committee
  - Dispatch Oversight
  - Fiduciary Approval



# Chagrin Valley Dispatch

## National Awards



911 DISPATCHER.EDU.ORG



On behalf of the Board of Directors of the Association of Public-Safety Communications Officials (APCO) International, I would like to congratulate your agency on receiving the *Public Safety Communications Technology Leadership – Small Agency Award*.



Chagrin Valley Dispatch was the winner of the national 911 Leadership Award from the Association of Public Safety Communication Officials in 2015. The Chagrin Valley Dispatch center is a state-of-the-art emergency dispatching agency that serves 12 municipalities within the Chagrin Valley.

Chagrin Valley Dispatch employs certified staff members using advanced communication systems to initiate, coordinate, and dispatch first responders.

Chagrin Valley Dispatch prides itself on ensuring safe and effective emergency services are available to all residents of Cuyahoga County when they need it. According to Cuyahoga County Councilman Michael J. Gallagher, the 911 Leadership Award was a "testament to the steps Cuyahoga County has taken to consolidate 911 dispatch centers, which have been vital

to regional collaboration with our local communities."



# Chagrin Valley Dispatch

## APCO State Awards



The Ohio Gold Star Awards Committee and Ohio APCO and NENA are pleased to announce the 2019 Ohio Gold Star Award winners:

- **Solid Gold Telecommunicator of the Year – Brenda Wadle -Chagrin Valley Dispatch**
- **Double Gold Team of the Year – OSP – Jackson**
  
- **Supervisor/Manager of the year – Elizabeth Fahy – Grove City**
- **Trainer of the Year – Daniel Young – Portage County S.O**
- **IT/RF Technologist of the Year – Kraig Kent – OSP**
- **Technology Leadership Award – Hamilton County Communications Center**
- **Director of the Year – Nick DiCicco – Chagrin Valley Dispatch**