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**AnJkXhkh932 (26559445 from phones and video systems)**

# REMINDER

## CITY COUNCIL

- Joe Frank**  
*President*
- Sara Continenza**
- Chanell Elston**
- Jane Goodman**
- Ruth Gray**
- Susan Hardy**
- Justin Tisdale**

## NOTICE OF MEETING

MEETING OF: **SAFETY COMMITTEE**

CALLED BY: CHANELL ELSTON, CHAIR

DATE: **JULY 26, 2021**

LOCATION: WEBEX VIRTUAL MEETING (see info above)

TIME: 6:00 P.M.

RE: HEIGHTS HILLCREST & CHAGRIN VALLEY  
DISPATCH MERGER

**COMMITTEE MEMBERS:**

JUSTIN TISDALE  
JOE FRANK

**COUNCIL MEMBERS**

SARA CONTINENZA  
JANE GOODMAN  
RUTH GRAY  
SUSAN HARDY

**ADMINISTRATION**

JOE MAYS, POLICE CHIEF  
DOUG STEFKO, FIRE CHIEF  
MICHAEL LOGRASSO, LAW DIRECTOR

**Memorandum**

To: Members of Council  
From: Georgine Welo, Mayor  
Date: July 21, 2021  
Re: Heights Hillcrest and Chagrin Valley Dispatch Merger & Authorizing Legislation

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**Summary**

On Monday, July 26<sup>th</sup> City Council’s Safety Committee will meet to hear a presentation from Nick DiCicco, Director of the Heights Hillcrest Regional Dispatch Center and Chagrin Valley Dispatch Center and legislation will also be introduced for First Reading to enter into an agreement with the Chagrin Valley Dispatch Council (CVD), a regional Council of Governments, pursuant to Ohio law, to join CVD’s joint Police, Fire and Emergency Medical Services communications system for the dispatch of Police, Fire and EMS services in and for multiple communities, and authorizes the City to approve the dissolution of the Heights Hillcrest Communications Center (HHCC).

At the Safety Committee Meeting, Mr. DiCicco will outline the reasons for the merger and answer any questions that you may have. Fire Chief Stefko and Police Chief Mays will also attend the meeting to respond to any questions and/or concerns. The proposed Dispatch merger is scheduled for a vote by the Dispatch Trustees in October 2021, so I am requesting that Council conduct its due diligence and be prepared to vote on the legislation by the September 27, 2021 Council Meeting.

**History of the Heights Hillcrest Communications Center (HHCC).**

In 2011 there were 48 Public Safety Answering Points (PSAPs) for the 59 jurisdictions in Cuyahoga County. PSAPS answer calls and dispatch first responders to a caller’s location, or transfer calls to the appropriate PSAP based in caller location. This is the largest number of PSAPs in the state of Ohio and one of the highest in the US. Of 88 counties in Ohio, only four (4) have more than 10 PSAPs.

In 2012, Cuyahoga County hired a consultant to conduct an assessment of the PSAPs. The study concluded that the County should work toward reducing the number of PSAPs through continued support of consolidation and the promotion of regionalism. The County began recommending the consolidation of PSAPs. In 2013 there were 42 PSAPs, and it was expected the number would be at 38 by early 2015.

Meanwhile, the State developed a plan to mandate PSAP consolidation statewide. The County recognized that financial support was needed to encourage and facilitate consolidation. In 2013 the County issued a 9-1-1 Consolidation Plan and established a 9-1-1 Consolidation Shared Services Fund to support physical and technical infrastructure, professional services, equipment and upgrades needed to support consolidations.

In 2013 Community Services Director Keith Benjamin successfully wrote and the City was awarded a State of Ohio Local Government Innovation Fund grant to hire the Center for Public Management of the Maxine Goodwin Levin College of Urban Affairs at Cleveland State University to conduct a "Feasibility Study of Consolidating Public Safety Answering Points (PSAPs)" on behalf of the cities of South Euclid, Beachwood, Euclid, Shaker Heights, and University Heights. The Feasibility Study process was facilitated by the City of South Euclid under the leadership of retired Police Chief Kevin Nietert. The Center's report was issued on September 23, 2013 and the Study found that it was legally, technologically, and financially feasible to consolidate PSAPs in the five cities.

On March 17, 2016, Cleveland Heights, Shaker Heights, South Euclid and University Heights entered into a Memorandum of Understanding (MOU) to apply jointly to the County for funding to support the creation of a joint dispatch center. The cities received \$1 million to assist in the formation of a joint dispatch center.

On June 28, 2016, the four cities entered into an Agreement to form a Regional Council of Governments (COG), pursuant to Chapter 167 of the Ohio Revised Code, to be called the "Heights-Hillcrest Communications Center" (HHCC). Then on September 1, 2017, the four cities entered into an amended COG Agreement with the City of Richmond Heights to add the city to the HHCC as an Original Member, as defined in the HHCC COG Agreement.

HHCC was formed to establish and operate a Public Safety Answering Point (PSAP), a joint Police, Fire and Emergency Medical Services ("EMS") communications system for the dispatch of Police, Fire and EMS services in and for the five cities.

On December 1, 2016, HHCC entered into an Agreement with the Chagrin Valley Dispatch Council (CVD), for CVD to provide the services of a Project Manager to perform the duties of the planning, construction and outfitting of the dispatch center, and to perform the ongoing services as Dispatch Center Manager for day to day operations services, including IT management and financial services, and that services agreement expires on November 30, 2021.

October 17, 2017, HHCC began operations at MetroHealth Medical Center at Severance Center in Cleveland Heights. On November 17, 2017, HHCC began providing dispatch services for the South Euclid and University Heights Police and Fire/EMS services, and for the Shaker Heights and Cleveland Heights Fire/EMS services. On December 15, 2017, HHCC began providing dispatch for the Cleveland Heights and Shaker Heights Police services. Finally, on February 18, 2018, HHCC began providing dispatch for Police and Fire services in Richmond Heights. On May 15, 2019, HHCC entered into a contract with Jewish Family Services, through JFC Security LLC, for security monitoring of various Jewish facilities.

HHCC is governed according to By-Laws and the COG Agreement. The operations are overseen by the Board of Trustees. Each Member community has one representative on the Board, who is the Mayor or City Manager, or their designated representative. The Board appoints a Fiscal Agent (currently Cleveland Heights). Each city contributes \$17,500 annually toward capital costs. Each city also contributes its share of operating costs calculated as each city's pro rata share of the operating budget based on the percentage of billable calls for service received by HHCC for each city. The Board approves the annual budget. The employees voted down a union.

## Proposed Merger of HHCC Members into CVD

The Chagrin Valley Dispatch Council (CVD) is a regional Council of Governments similar to HHCC, and that was formed for the same purpose as HHCC; that is, to establish and operate a Public Safety Answering Point (PSAP), as a joint Police, Fire and Emergency Medical Services (“EMS”) communications system for the dispatch of Police, Fire and EMS services. CVD serves 28 communities from two dispatch centers, in Bedford and Brecksville. Metroparks has joined CVD, and the Cuyahoga County Sheriff’s office is joining CVD.

CVD, through its manager, Nick DiCicco, and his staff, provided the services to create the HHCC dispatch center located at the MetroHealth Medical Center at Severance Center in Cleveland Heights, which began operations in late 2017. CVD has been providing the ongoing services to manage and operate HHCC since the center’s opening. The CVD staff handles the hiring and training of employees, purchasing of equipment, services and supplies, overseeing the day to day operation of the HHCC, handling budgeting and financial services, providing IT services, and otherwise taking care of all operational requirements for HHCC.

The idea of HHCC merging its operations into the larger CVD has been discussed by the HHCC Board and the Police and Fire Chiefs of the 5 member cities for several years. To merge, HHCC’s Board members would have to vote to cease to exist as a COG, and each HHCC member would separately join CVD through a standard form membership agreement provided by CVD.

Under a merger, the Cleveland Heights Center currently occupied by HHCC would continue to operate. CVD would then operate three dispatch centers, in Bedford, Brecksville, and Cleveland Heights. Each Center would have the following:

- A “Chiefs’ Group” comprised of the Fire and Police Chiefs from the cities in that Center. This Group would make decisions about specific operational policies impacting just that Center.
- A “Users Group” comprised of police officers and fire fighters from the communities in that Center who are actual “users” of the dispatch services; i.e. Police Officers who are sergeants or below and Firefighters who are lieutenants or below, representing each city in that Center. The Users Group would make recommendations on specific operational policies of that Center to the Chiefs’ Group.

The CVD Board of Trustees is comprised of the Mayors or City Managers, or their representatives, from each community. Each member community has one vote. The Council meets approximately one time per year, and other times if needed (e.g. to approve a new member). The Board approves: Bylaw changes (the Bylaws were most recently amended in September 2020); the annual budget (by agreement, the budget must be approved by January 31 each year) (CVD is on a calendar fiscal year); acceptance of new members; and the election of CVD officers (President, VP, Secretary).

The current officers of CVD are as follows:

- President - Mayor Holzheimer-Gail, Euclid
- Vice President - Mayor Edward Kraus, Solon
- Secretary - Mayor William Koons, South Russell
- Treasurer - Trustee John Finley, Chagrin Falls Township

The term of all officers is 1 year.

An Executive Committee is comprised of by the President, Vice President, Secretary and three non-officers, which CVD has informed HHCC will always include one representative of each of the three Dispatch Centers (Cleveland Heights, Bedford and Brecksville).

Typically, CVD requires that a new member pay a fee for capital costs, but in this instance there is no such fee for HHCC members, since HHCC already has an operating dispatch center, and all assets of the center will be assigned to CVD. There is a one month's operating expenses deposit required of each new member; this may be able to be paid out of existing HHCC reserves that would not be refunded, but would be paid over to CVD as the HHCC members' entry fee.

The annual fee paid by CVD members is based on the same formula as HHCC uses; that is, each community's proportional share of service calls.

CVD has stated that it intends to hire all HHCC dispatchers as employees of CVD. CVD has 3 contract employees and the rest are at will, with no union.

### **Benefits of a Merger of HHCC Into CVD**

The following is a list of potential benefits to a merger in which HHCC members join CVD:

1. A merger would provide some cost savings for HHCC members, particularly for employee health care, due to the purchasing power and ability to negotiate of a larger COG, utility expense savings (IT network), and in contractual services.
2. CVD has an enterprise fund with revenue from CVD assistance to entities outside of CVD, and the fund benefits all of CVD for future, significant purchases. This fund would then also benefit HHCC members.
3. CVD currently qualifies for funding from the State of Ohio Wireless 9-1-1 fund, while HHCC does not.
4. Fire dispatching efficiencies would be enhanced with a larger dispatch operation.
5. CVD would have 109 employees after the merger, while HHCC has 30 employees. The larger entity would permit management to move employees around more readily for extended employee absences.
6. The Federal, State and County governments have a common policy and practice of encouraging communities to consolidate dispatch operations. By deciding to join CVD, HHCC's members would be determining their own fate, rather than waiting and potentially be forced to join another joint dispatch center.
7. CVD provides the benefit of a dedicated full time finance department, and IT Department.
8. A larger entity provides a greater possibility of attracting grant funding. For example, CVD received the following grants:
  - a. a \$784,000 AGF Grant (Purchased Zetron Fire Station Alerting hardware and software for all the member fire departments to page out the fire departments for calls. Also purchased MD's for al member fire departments, for calls in the apparatus.)
  - b. an \$850,000 UASI Grant (It was used to purchase and distribute portable radios to every member police and fire department.)
  - c. a \$330,000 County Shared Services Grant (This grant helped fund an additional dispatch position and associated equipment); and
  - d. a \$50,000 UASI Grant (This was used to add a Cellular 'tower' to the Communications truck, which can be deployed and establish a small cellular network for public safety.)

## **Recommendation**

The Administration requests that Council approve the accompanying ordinance that would:

1. Authorize the City to vote as a member of the Heights Hillcrest Communications Center (HHCC) to:
  - a. dissolve the HHCC as a Council of Governments;
  - b. assign all of the assets of the HHCC to the Chagrin Valley Dispatch Council (CVD); and
  - c. to take such other actions as are necessary in order to terminate the operations of HHCC, and to permit the continued operations of the Cleveland Heights Dispatch Center within CVD without interruption.
  
2. Authorize the City to enter into an agreement to join the Chagrin Valley Dispatch Council (CVD), and to take such other actions and enter into such other agreements as are necessary to permit the continued operations of the Cleveland Heights Dispatch Center within CVD without interruption. The agreement between the City and CVD would be in the form substantially as set forth in the agreement attached to the ordinance.

The proposed legislation and powerpoint presentation is attached to this memo. Please don't hesitate to let me, Chief Mays and/or Chief Stefko know if you have any questions or if you need any additional information.

Thank you in advance for your due diligence of this important matter.



# Heights Hillcrest Communications Center

## Merger / Partnership Overview





# Heights Hillcrest Communications Center

HHCC became operational in November of 2017 and serves the following cities:

- City of Cleveland Heights
- City of Richmond Heights
- City of Shaker Heights
- City of South Euclid
- City of University Heights

Our goal:

- Provide a high level of service to both the citizens as well as first responders that we serve
- Improve emergency communications by reducing duplication of costly resources and infrastructure



# Heights Hillcrest Communications Center

In 2016, HHCC entered into a 5-year contractual agreement with the Chagrin Valley Dispatch Council (CVD) to construct HHCC, as well as to manage HHCC. This contract expires on November 30, 2021.

CVD staff handles the hiring and training of HHCC employees, purchasing of equipment, services and supplies, overseeing the day to day operation of the HHCC, handling budgeting and financial services, providing IT services, and otherwise taking care of all operational requirements for HHCC.



# Heights Hillcrest Communications Center

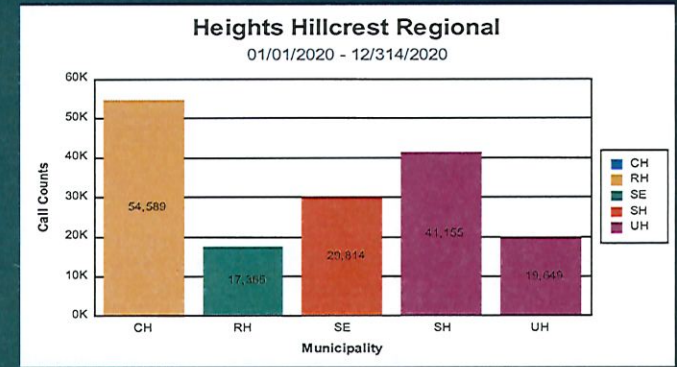
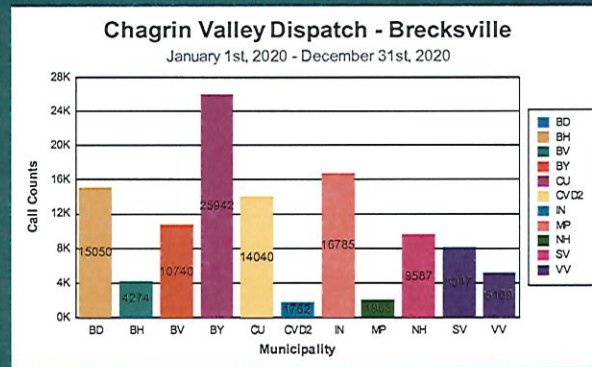
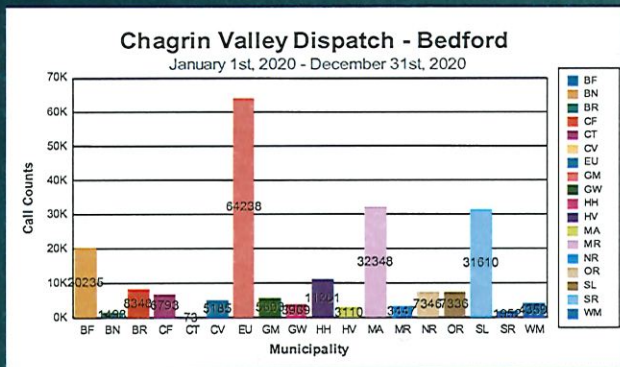
CVD currently has dispatch centers in Bedford and Brecksville, and currently serves 28 municipalities:

Bedford / Bentleyville / Bratenahl / Brecksville / Broadview Heights / Brooklyn / Brooklyn Heights / Brecksville / Chagrin Falls Village / Chagrin Falls Township / Cleveland Metroparks / Cuyahoga County Sheriffs Department / Cuyahoga Heights / Euclid / Gates Mills / Glenwillow / Highland Hills / Hunting Valley / Independence / Maple Heights / Moreland Hills / Newburgh Heights / North Randall / Orange Village / Seven Hills / Solon / South Russell / Valley View / Woodmere





# Heights Hillcrest Communications Center



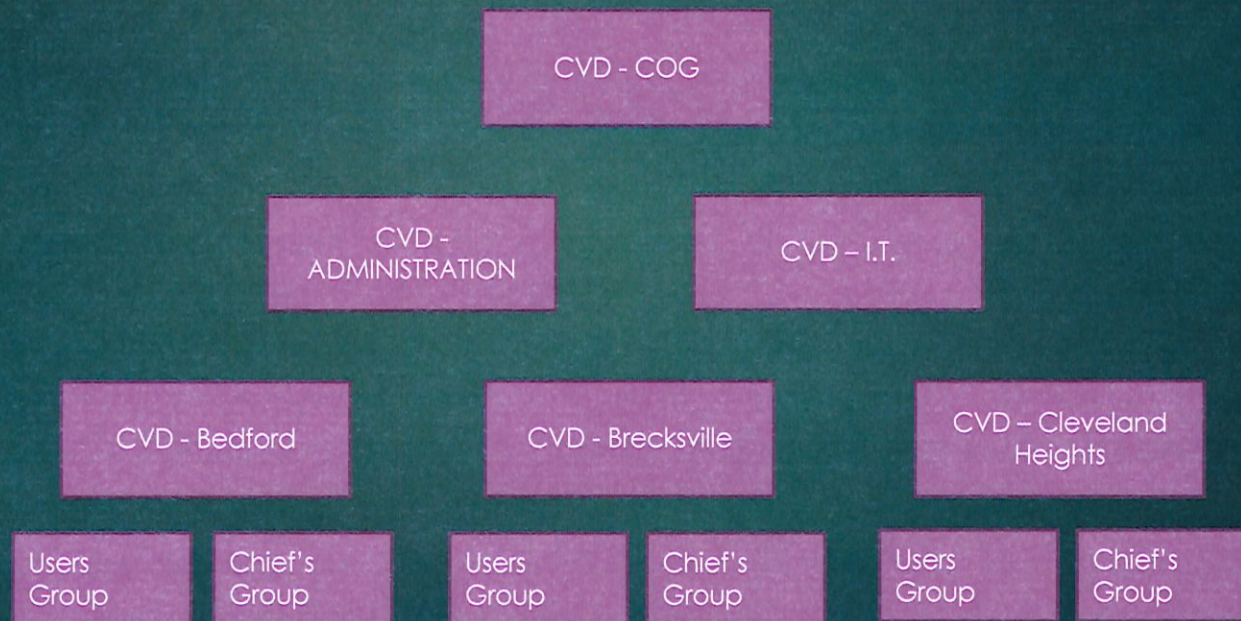
2020 Total Calls for Service – 497,714

# Heights Hillcrest Communications Center

- ▶ HHCC has been discussing a potential merger into CVD for several years.
- ▶ To merge, HHCC's Board would have to vote to dissolve as a COG, and each HHCC member would separately join CVD.
- ▶ After merger:
  - ▶ CVD to operate 3 dispatch centers: Bedford, Brecksville, and Cleveland Heights.
  - ▶ Each Center would have:
    - ▶ "Chiefs' Group" to make decisions about operational policies impacting that Center.
    - ▶ "Users Group" of police officers & fire fighters to make recommendations to Chiefs' Group.
  - ▶ CVD Board of Trustees comprised of Mayors/City Managers, or reps, from each community. Each member community has one vote.
  - ▶ President is Mayor of Euclid. There are also a VP, Secretary and Treasurer. The term of all officers is 1 year.
  - ▶ Executive Committee includes President, VP, Secretary and 3 non-officers; one rep of each Dispatch Centers (Cleveland Heights, Bedford and Brecksville).



# Structure of Merged Entity - HHCC & CVD





# Heights Hillcrest Communications Center

## Potential Benefits of Merger of HHCC Into CVD

1. Cost savings: employee health care; purchasing power; ability to negotiate; utility expenses (IT network), contractual services.
2. CVD enterprise fund with revenue from CVD assistance to non-CVD entities benefits all members for future, significant purchases.
3. CVD currently qualifies for funding from the State of Ohio Wireless 9-1-1 fund, while HHCC does not.
4. Fire dispatching efficiencies would be enhanced with a larger dispatch center.



# Heights Hillcrest Communications Center

## Potential Benefits of Merger of HHCC Into CVD

5. CVD would have 109 employees, while HHCC has 30 --allowing management to move employees around more readily.
6. Federal, State and County governments policy and practice to encourage communities to consolidate dispatch operations. HHCC members can determine their own fate.
7. CVD has dedicated full time finance and IT Departments.
8. Greater grant opportunities with larger entity.

2020 Annual Report – Chagrin Valley Dispatch

**Chagrin Valley Dispatch**

2020 Annual Report



**Mayor Kirsten Holzheimer-Gail**  
COG President

**Chief Frank Zupan**  
Technical Advisory Chairman

**Nick DiCicco**  
Dispatch Administrator

## **Mission Statement**

The purpose of the Chagrin Valley Dispatch Council is to promote cooperative arrangements and coordinate action among its Members in matters relating to the dispatch of public safety services and the operation of the Chagrin Valley Regional Communications Center.

The Chagrin Valley Dispatch Council is dedicated to providing professional, efficient, cost effective, and compassionate communications to all incoming callers and the Safety Forces of its Member communities and to providing superior value to its Member communities. To provide superior value, the Chagrin Valley Dispatch Council will employ industry best practices, employ all resources efficiently, and strive to remain technologically current. To maintain cost effectiveness, the Chagrin Valley Dispatch Council will grow only by admitting other similarly situated municipalities when economically or otherwise justified.

**Chagrin Valley Dispatch Council Officers**

**President**

Mayor Holzheimer-Gail

**Vice President**

Mayor Edward Kraus

**Secretary**

Mayor William Koons

**Treasurer**

Trustee John Finley

**Chagrin Valley Dispatch Council Administration**

**Dispatch Administrator**

Nick DiCicco

**Assistant Dispatch Administrator**

Lisa Davet

**Director of Information Technology**

Daniel Grein

**Law Director**

David J. Matty

**Fiscal Officer**

Vic Nogalo

## Staffing

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Full Time Positions: 82

Staffing at Beginning of the Year: 74

Added Full Time Positions due to Consolidations: 7

End of Year Staffing: 82

Resignations: 2

Retired: 2

Dismissals: 0

Hired: 15

Turnover Rate: 4.87%

## Recognition and Awards

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Ohio Chapters of the Association of Public Safety Communications Officials international (APCO) and the National Emergency Number Association (NENA) have worked together to recognize the outstanding work performed by public safety communications personnel in Ohio.

Telecommunicators work in the background, behind the lights, sirens and are often overlooked for their critical role in public safety. The Ohio Chapters of the Association of Public Safety Communications Officials International (APCO) and the National Emergency Number Association (NENA) collaborate to promote and recognize outstanding performance in dispatch centers throughout Ohio. This is achieved through the Gold Star Awards which are awarded each year for individual and team performances that occurred while the individual or group of telecommunicators were on duty. In 2020, the following were awarded to CVD employees:

### **Ohio Solid Gold Telecommunicator of the Year**

Brenda Wadle

### **Ohio Gold Star Director of the Year**

Nick DiCicco

## Certified Trainers

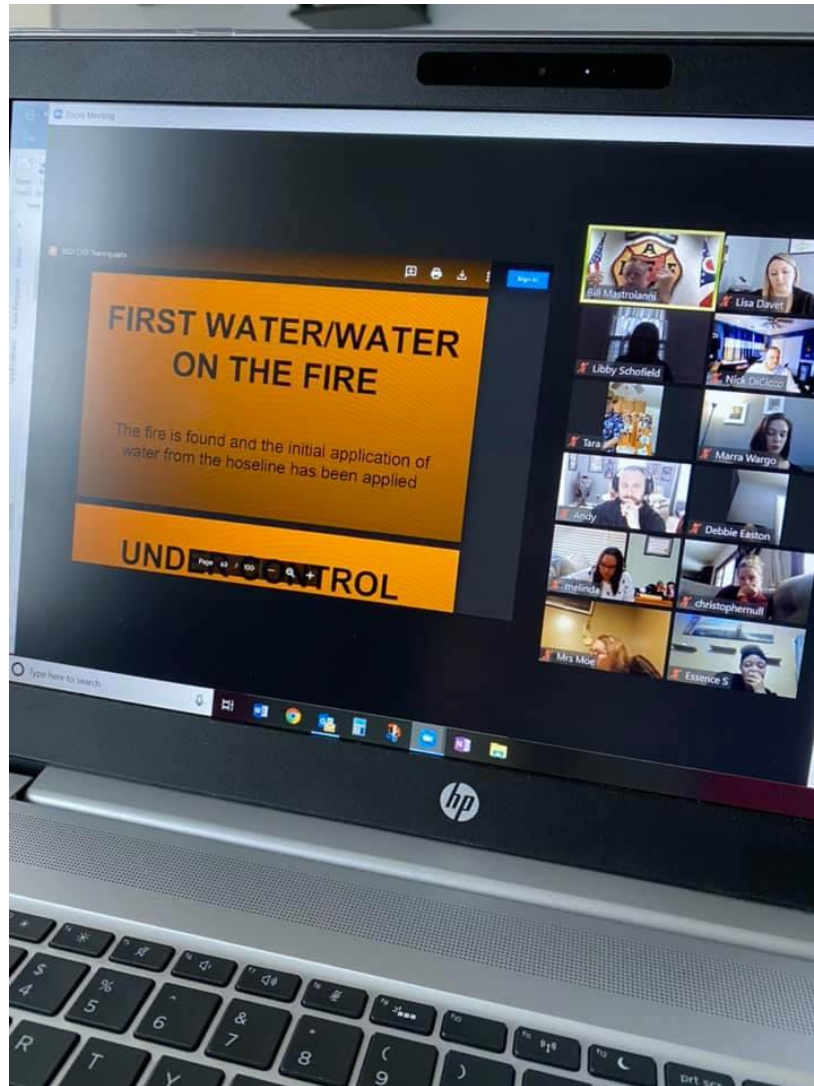
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Communications Training Operators (CTO's) who are selected to train new employees are certified under the Profile Evaluations, Inc. Communications Training Officer Program. Trainers are responsible for following the training program guidelines set forth by the Chagrin Valley Dispatch Administration as well as National standards. Evaluations are completed each day using the agency Standardized Evaluation Guidelines to document training and determine when training objectives have been met. We have a current staff of seventeen (17) CTO's.

## Continuing Education

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Each year, all staff members must recertify in Emergency medical dispatch (EMS) as well as recertify in CPR and AED. This year it was a challenge to maintain our minimum standards, however we were able to overcome the challenge. We continued to provide current, relevant, and informative training to our 9-1-1 professionals via Zoom.



## 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 third consecutive review, CVD has again earned a perfect score, which is not only a testament to our professional staff but a benefit to residents and businesses in the area.



We continue to invest in our command staff through a partnership with PRADCO. This program identifies specific areas for potential growth for individual supervisors and provides guidance for development in specific areas. The program utilizes a leadership and emotional intelligence tool, which is designed to eliminate inaccurate or biased ratings, to gather information from the individual's superiors, peers, and subordinates. Supervisors learn new coaching techniques by being involved in sessions with their direct reports. This year we continued with this effort and sent four additional supervisors through the program

## CVD Gives Back

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For the past several years, dispatchers have had the opportunity to give back to their community by donating cash in exchange for “dressing down”. The money collected is given to local causes. This year, our staff collected money and make cash donations to the following:

- Greater Cleveland Food Bank
- James Skernivitz, Cleveland Police Department
  - GoFundMe / Family Assistance
- Nick Sabo, Cleveland Police Department
  - Suicide Prevention
- Ali Rieman
  - GoFundMe / Acute Myeloid Leukemia
- Shop with a Cop
  - George Murray Lodge #67
- Tunnel to Towers Foundation

And our annual donation:



This year marked the 13<sup>th</sup> year of Officer Josh Miktarian’s death. Around two a.m. on that fateful day, Officer Joshua T. Miktarian, a Twinsburg police officer of eleven years, pulled over motorist Ashford Thompson. What must have initially seemed like a relatively routine traffic stop soon turned serious and deadly: mere minutes after Officer Miktarian radioed for backup, he was shot several times in the head by Thompson. Miktarian’s beloved canine compadre Bagio watched helplessly, locked in the patrol car and unable to intervene in the absurd altercation. Less than an hour later Miktarian was pronounced dead at MetroHealth Medical Center. A cash donation was made to the Josh Miktarian Scholarship Fund.

## National Telecommunicators Week

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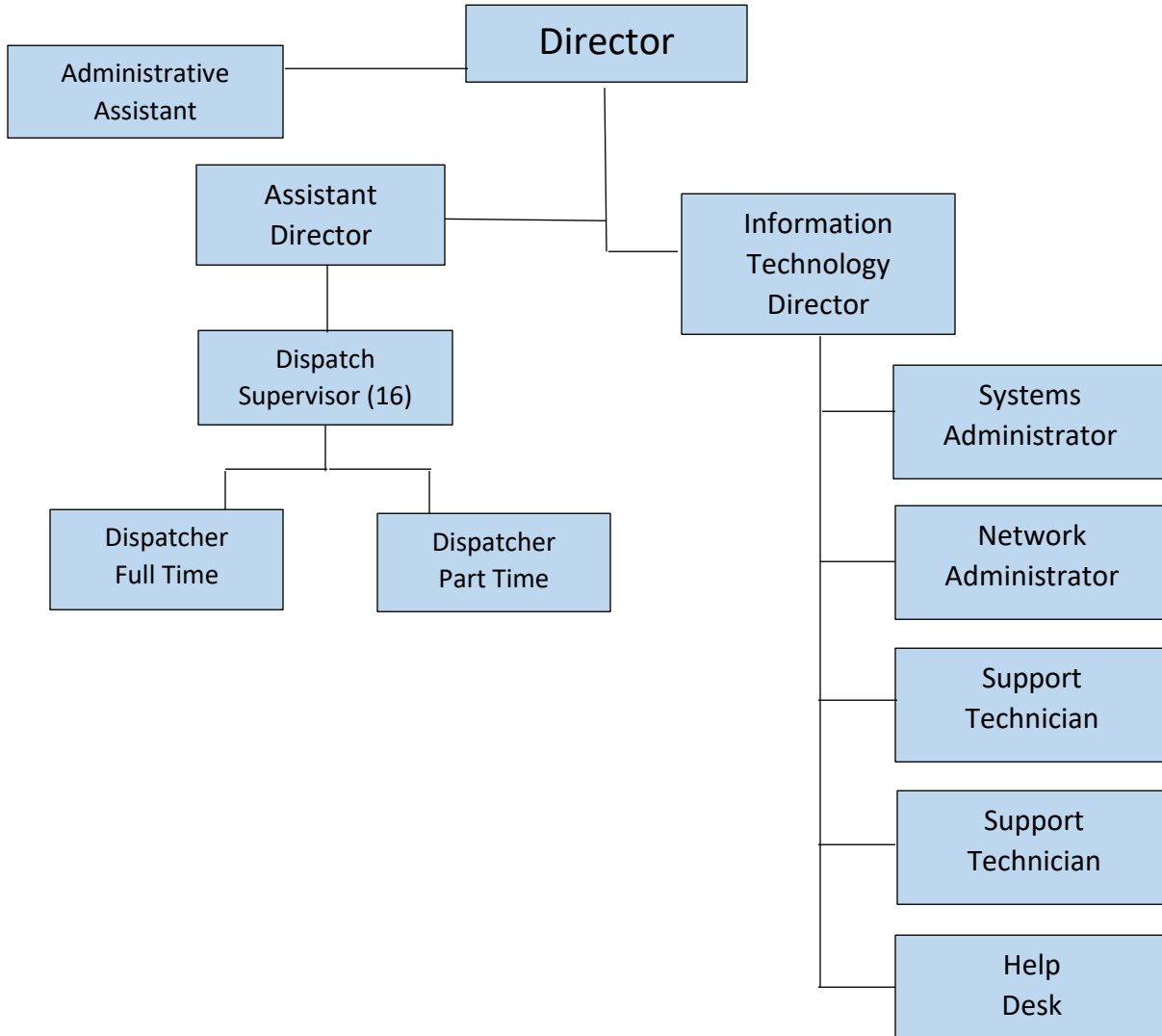
Every year during the second week of April, the telecommunications personnel in the public safety community are honored. This week-long event, founded in 1981 by a 911 dispatcher by the name of Patricia Anderson, eventually made its way into national legislation in 1992. “National Public Safety Telecommunicators Week” is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week set aside to honor dispatchers and bring awareness to their hard work and dedication. CVD staff members are spoiled by a week of treats, team building activities, and daily themes.



2020 Annual Report – Chagrin Valley Dispatch



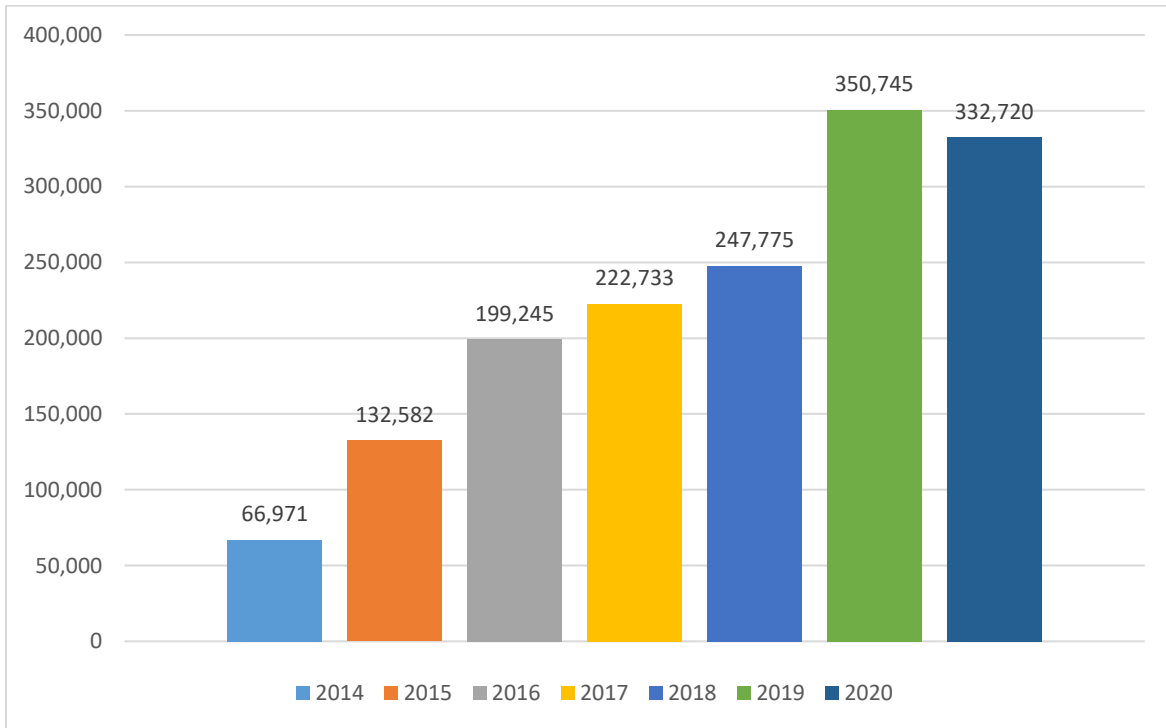
## Chagrin Valley Dispatch Organizational Chart



## Emergency Operations

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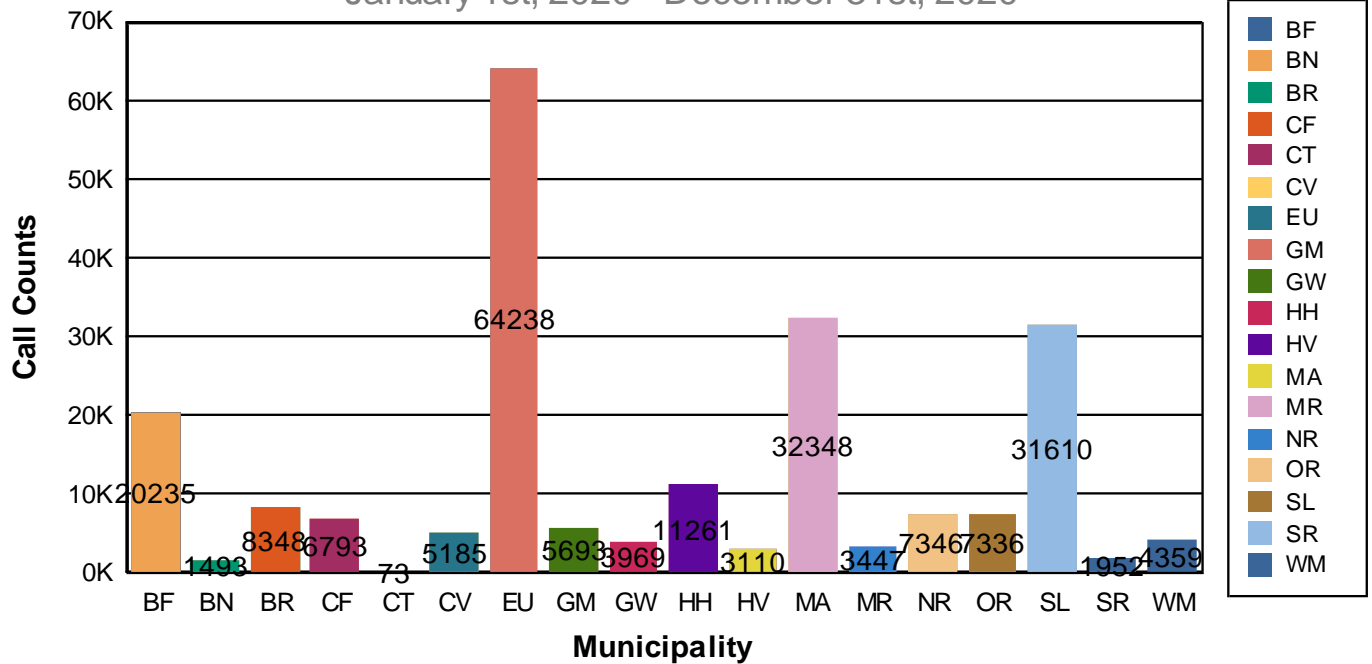
Chagrin Valley Dispatch had a 5.14% reduction in call volume. This reduction was a direct result of COVID-19.



# Agency Breakdown

## Chagrin Valley Dispatch - Bedford

January 1st, 2020 - December 31st, 2020

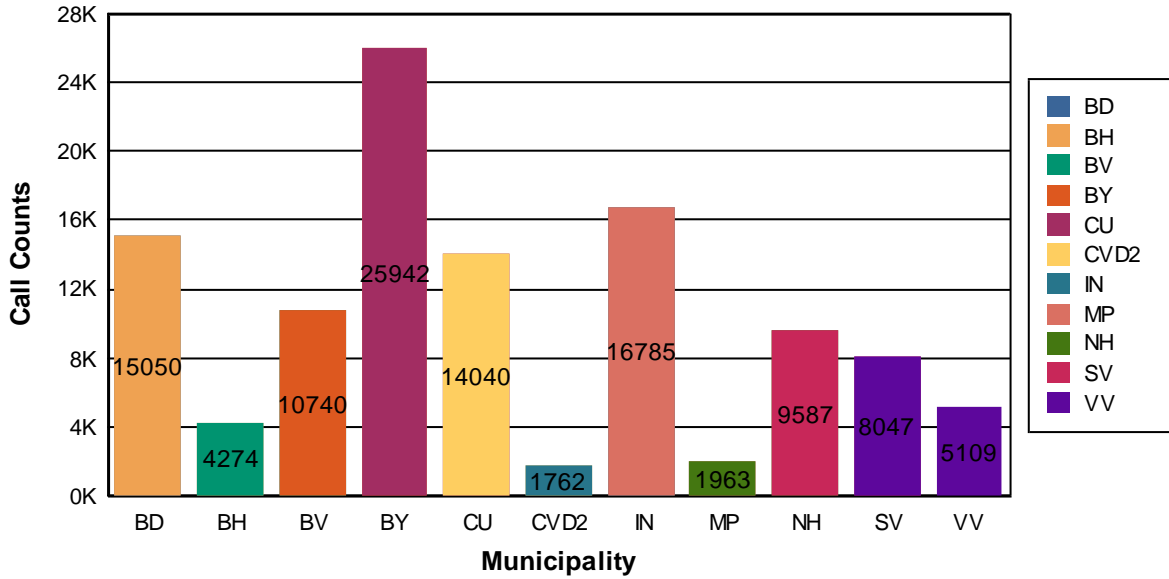


BF - Bedford  
 BN – Bentleyville  
 BR – Bratenahl  
 CF – Chagrin Falls  
 CT – Chagrin Falls Township  
 CV – Chagrin Valley Dispatch  
 EU – Euclid  
 GM – Gates Mills  
 GW – Glenwillow  
 HH – Highland Hills

HV – Hunting Valley  
 MA – Maple Heights  
 MR – Moreland Hills  
 NR – North Randall  
 OR – Orange Village  
 SL – Solon  
 SR – South Russell  
 WM - Woodmere

## Chagrin Valley Dispatch - Brecksville

January 1st, 2020 - December 31st, 2020



BD - Broadview Heights  
 BV - Brecksville  
 CU - Cuyahoga Heights  
 NH - Newburgh Heights  
 VV - Valley View  
 MP - Cleveland Metroparks

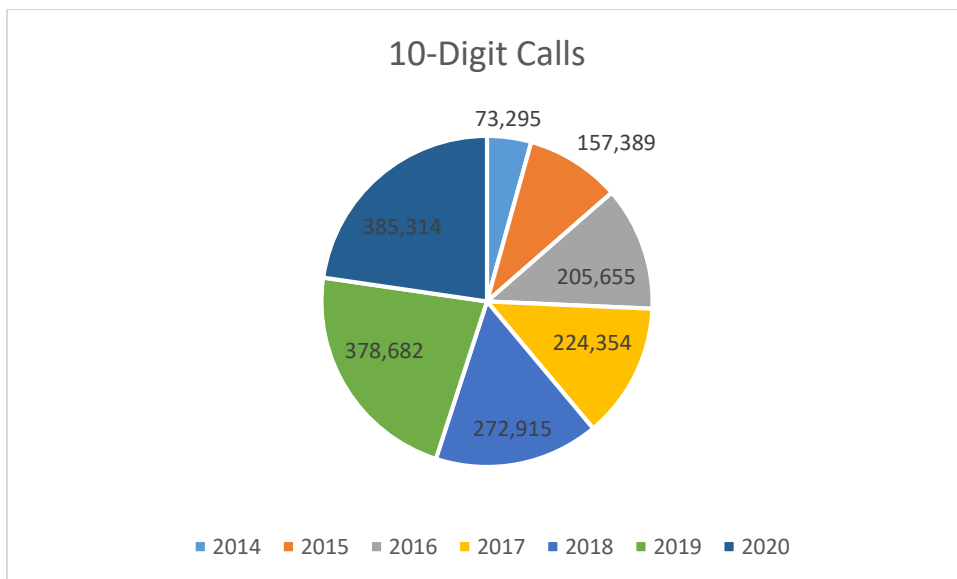
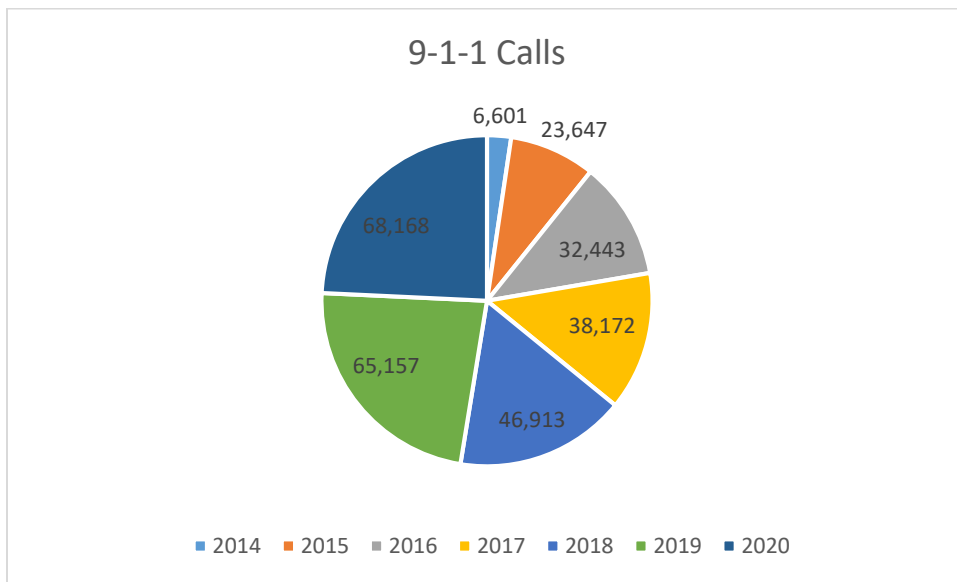
BH - Brooklyn Heights  
 BY - Brooklyn  
 IN - Independence  
 SV - Seven Hills  
 CVD2 - Chagrin Valley Dispatch

# Telephony Statistics

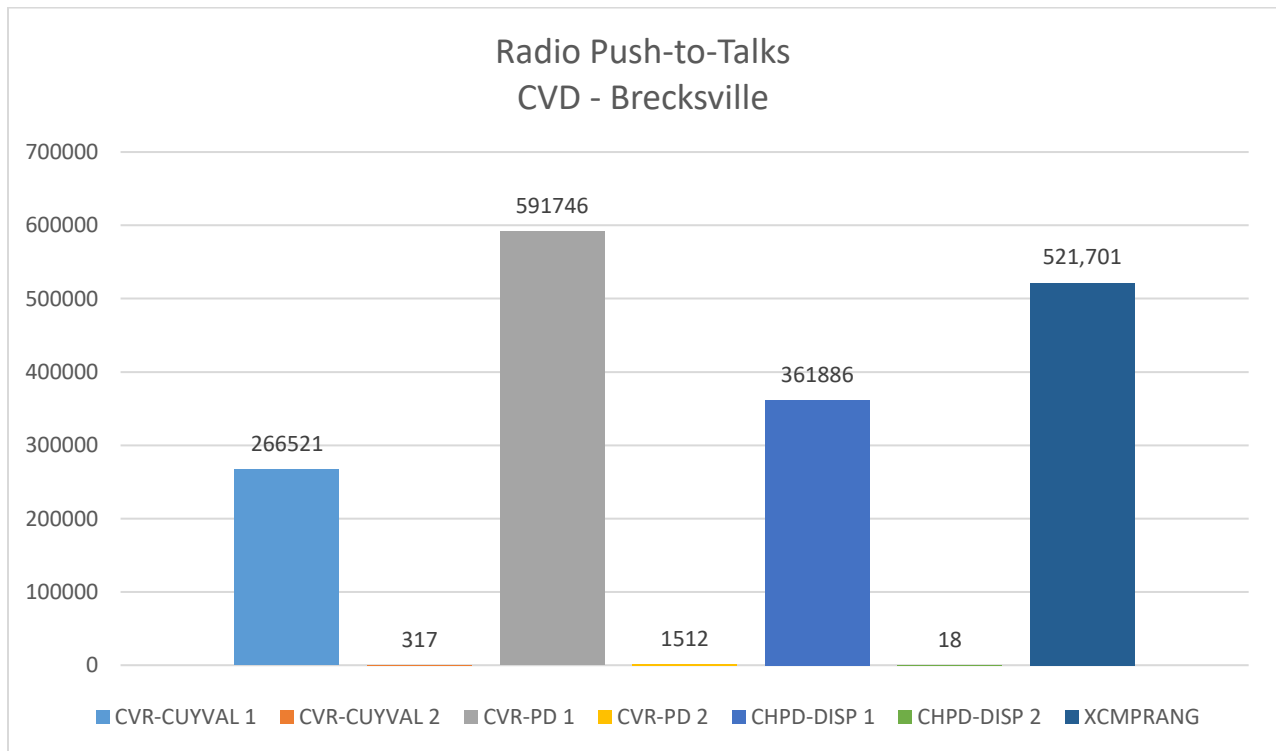
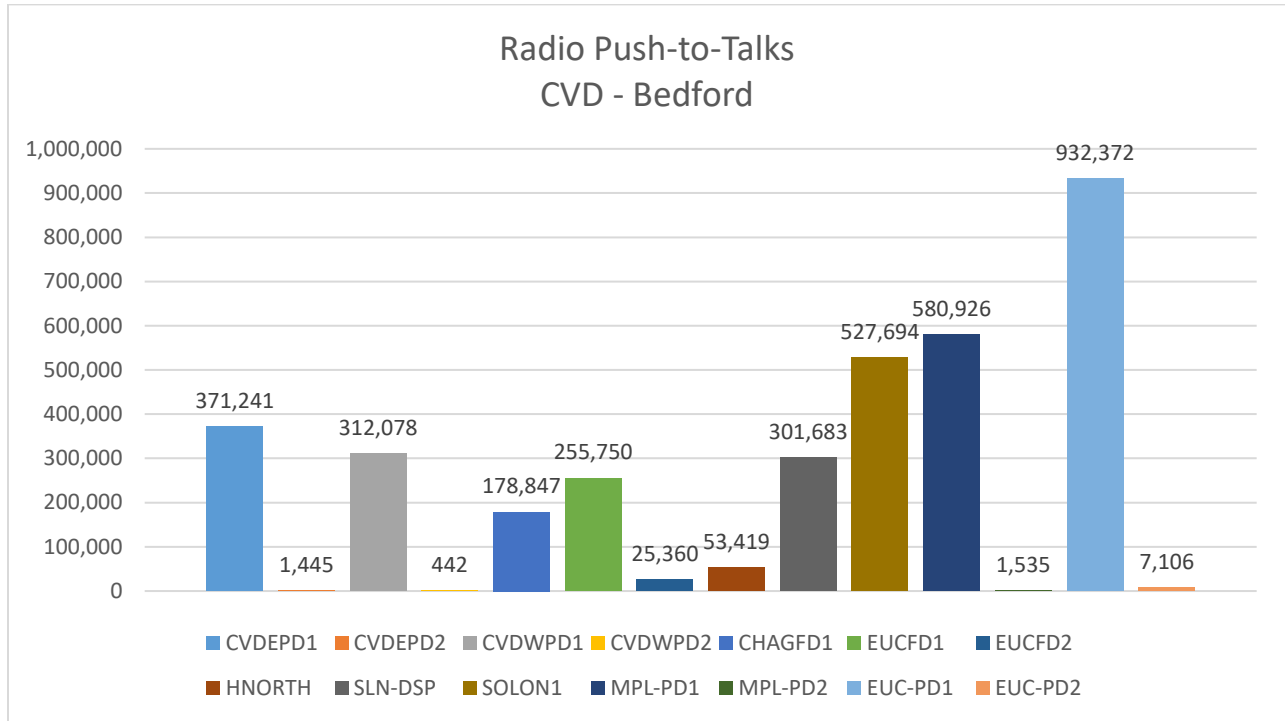
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Chagrin Valley Dispatch continues to utilize the new Countywide Emergency Callworks system which allows us to integrate our 9-1-1 lines and 10-digit lines into one easy-to-use system, eliminating the need for two individual phone systems.

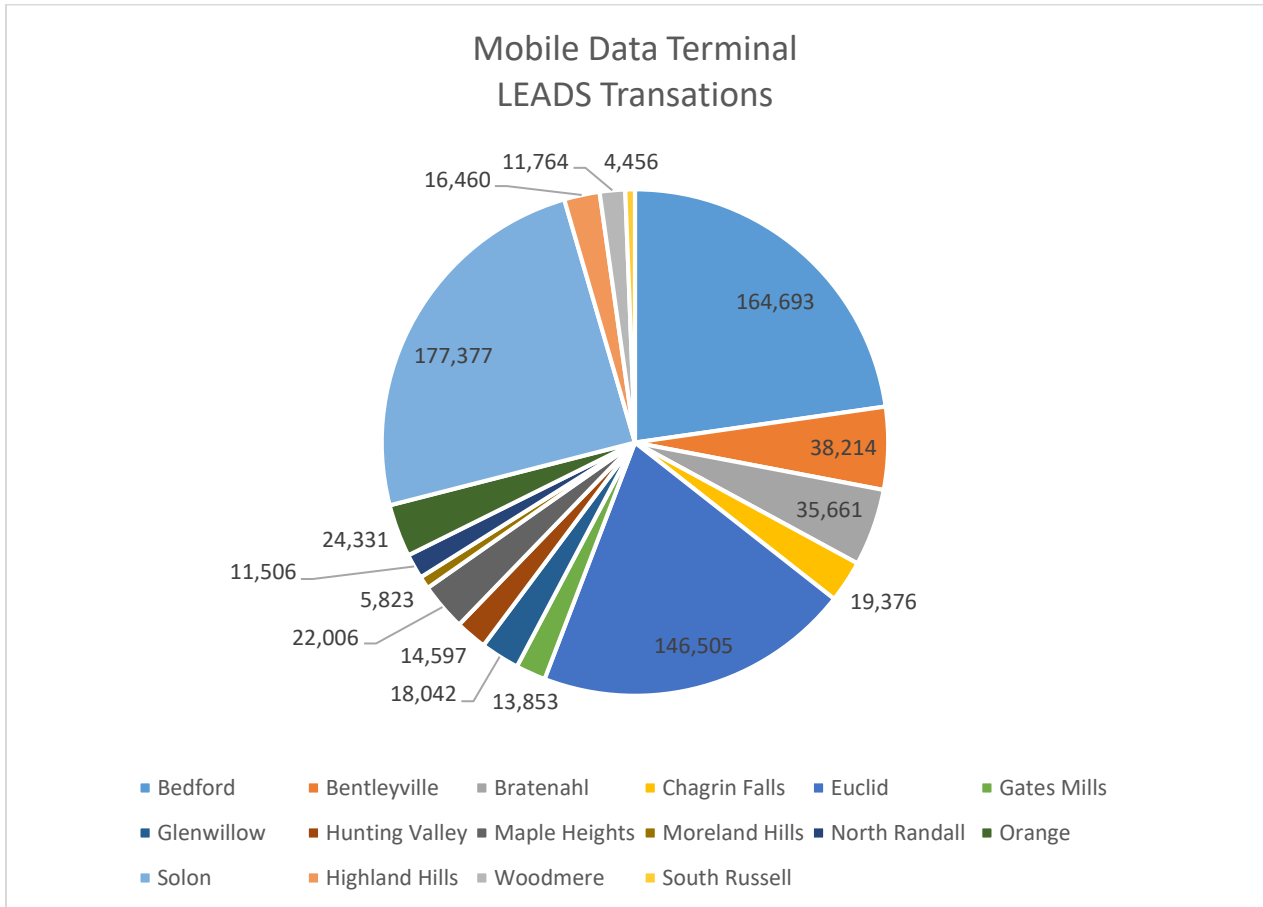
We experienced a 4.42% increase in 9-1-1 calls and a 1.72% increase in our 10-digit line calls.



# Radio Communications



# MDT – LEADS Transactions



## Tactical Dispatch Unit

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In today's communication centers, the need for Tactical Dispatchers is increasing. We have been working to create and develop a strong team of trained Tactical Dispatchers that are prepared to fill this need. With the formation of this team, our staff will be sent into the field to provide communications support for a variety of incidents. This includes Special Weapons and Tactics (SWAT), Hostage Negotiation Team (HNT), and Unmanned Aerial System (UAS) deployments as well as public relation events.

The team received training to help them learn new methods, discuss changing trends, and practice their new skills through exercises and group discussions. They will also become certified in Incident Command System (ICS) & National Incident Management System (NIMS) and learn how they apply to Tactical Dispatching, on-scene roles and responsibilities, proper use of common field communication technology, mutual aid for emergency communications, and continued education & training.

This year our team was fortunate enough to still be able to hold in-person classes provided by FEMA to complete both the Incident Tactical Dispatcher as well as the Incident Communications Center Manager courses.



2020 Annual Report – Chagrin Valley Dispatch



2020 Annual Report – Chagrin Valley Dispatch



# HAVOC-1

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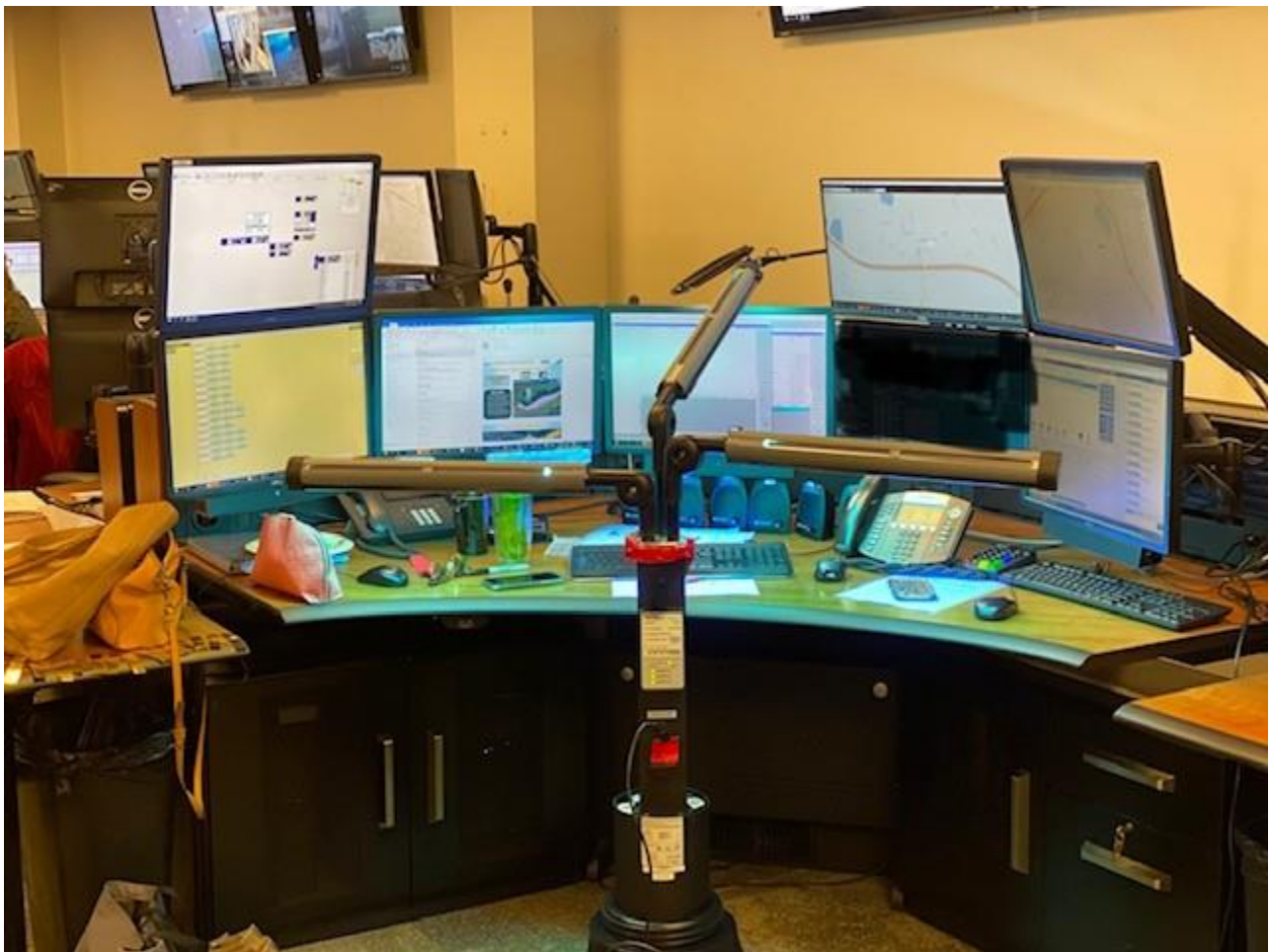
This project has been 18-months in the making, but we finally took delivery of our new communications truck. Manufactured by LDV, Inc. out of Wisconsin, this new 40-foot truck will boast six full dispatch positions with full capabilities as if we were sitting in one of our centers. It is anticipated that HAVOC-1 will be placed into service in early 2021.



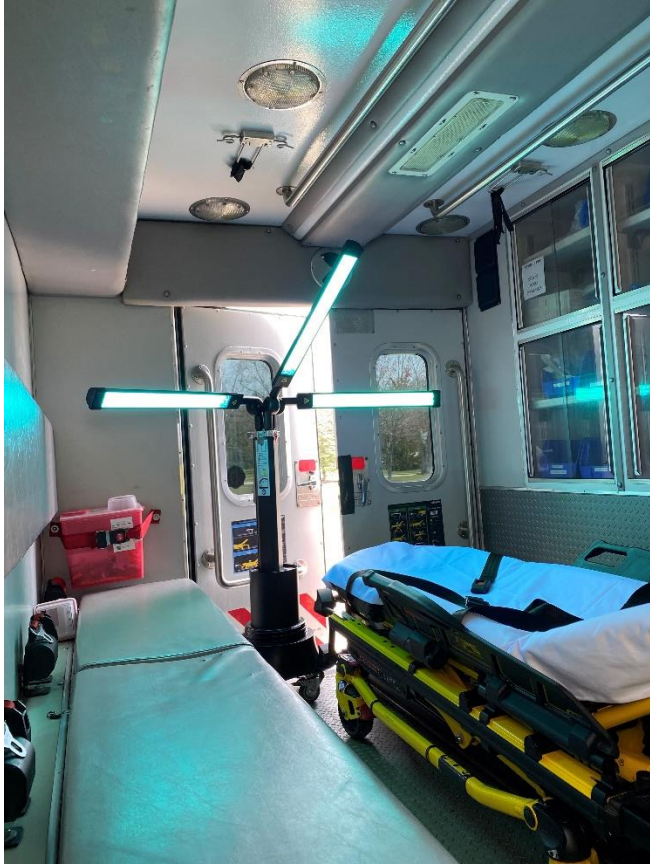
## COVID-19

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This year has been immensely challenging and consequential for public safety. We had to adjust and then constantly readjust to keep our employees and partners safe as we remained on the front lines working to slow the spread and mitigate the impacts of the pandemic. At every turn, we stepped up to the challenge and adapted. Through a partnership with Daylight Medical we were able to disinfect all our dispatch positions weekly as well as offer a drive through service to disinfect our ambulances, police cars, and personnel equipment after exposures.



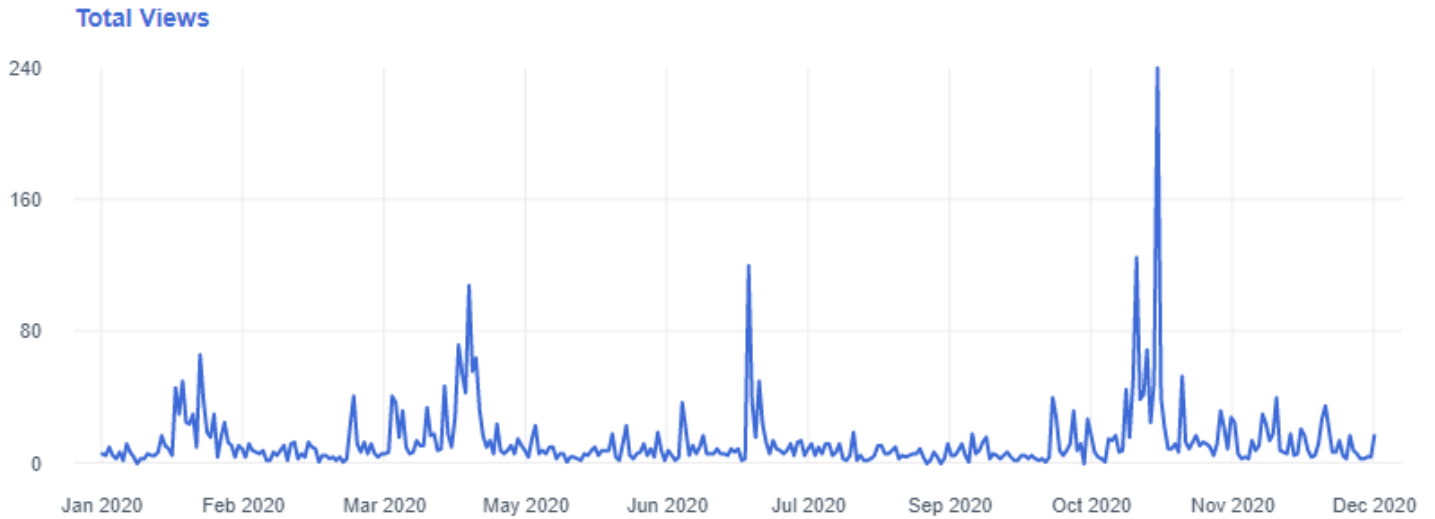
2020 Annual Report – Chagrin Valley Dispatch



# Social Media

Reaching the public through social media continues to be successful.

**Total Views**    By Section



Total Page Likes: 1,142



## **Consolidations**

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**August 2013**

Village of Gates Mills

**April 2014**

Village of Highland Hills

**May 2014**

Village of North Randall

**April 2015**

City of Euclid

**January 2016**

Village of Bratinahl

**August 2016**

City of Solon

Village of Glenwillow

**August 2017**

City of Bedford

## **Consolidations (continued)**

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### **January 2018**

City of Brecksville

City of Broadview Heights

City of Independence

City of Seven Hills

### **May 2018**

City of Maple Heights

### **August 2018**

City of Brooklyn

Village of Brooklyn Heights

Village of Cuyahoga Heights

Village of Newburgh Heights

Village of Valley View

### **December 2020**

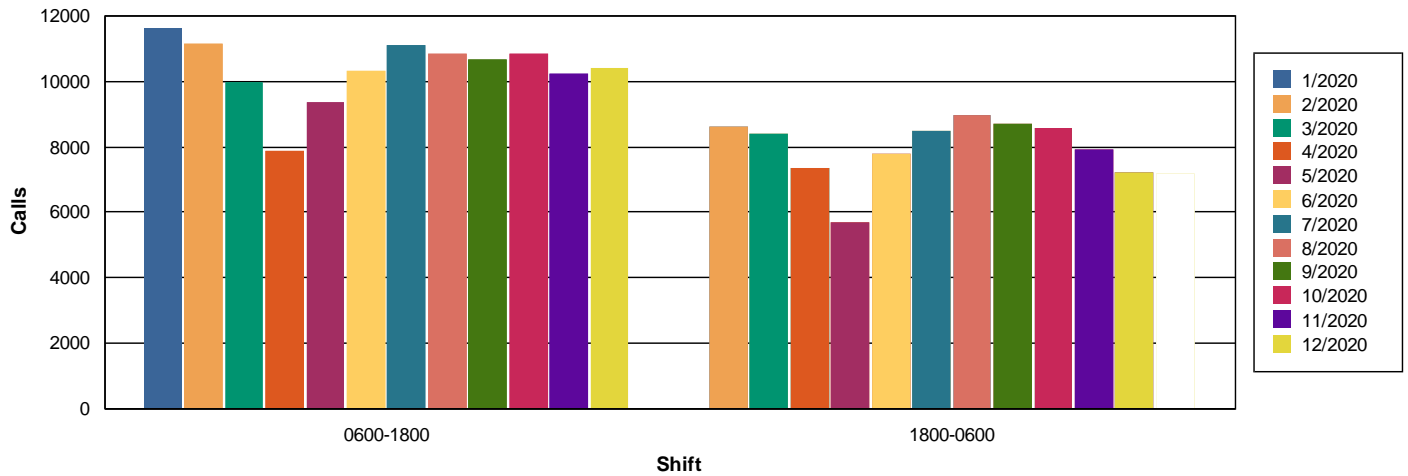
Cleveland Metroparks

# Year End Statistics

## CVD - Bedford

### Calls Received by Month and Shift

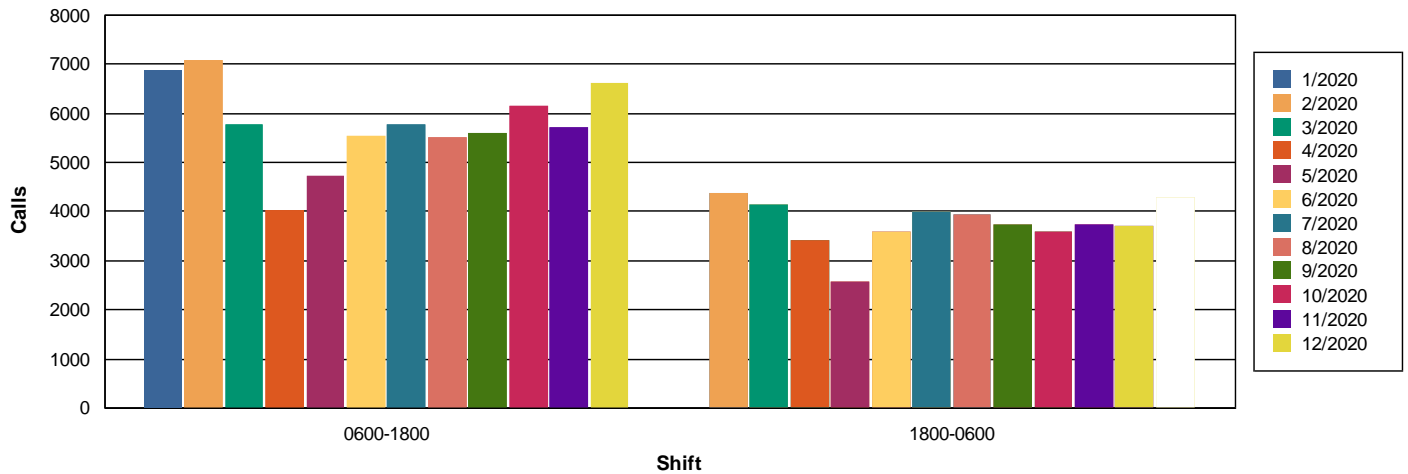
For 2020



## CVD - Brecksville

### Calls Received by Month and Shift

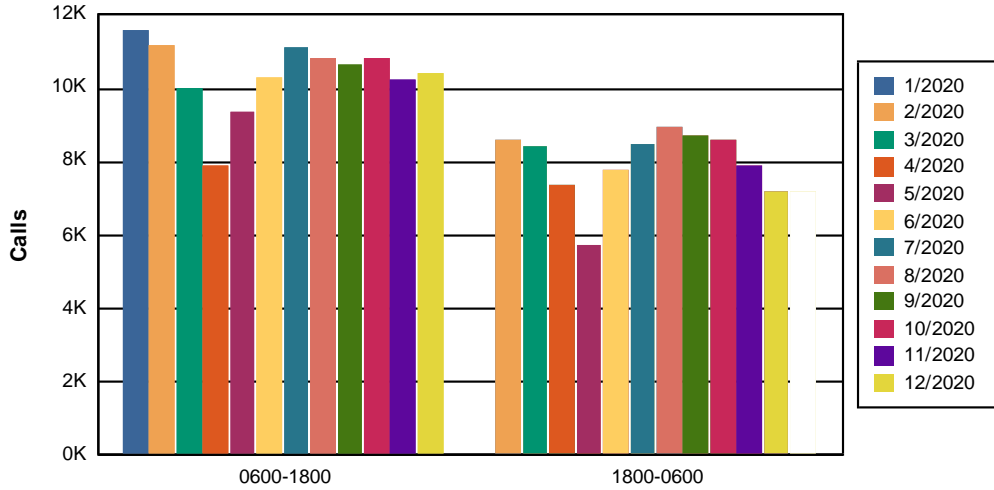
For 2020



**CVD - Bedford**

**Calls Received by Day of the Week and Shift**

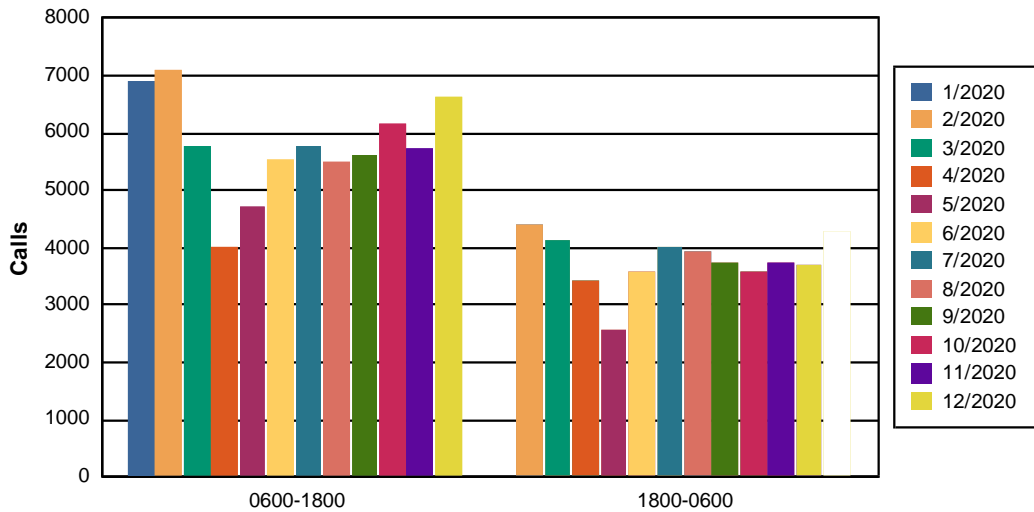
For 2020



**CVD - Brecksville**

**Calls Received by Day of the Week and Shift**

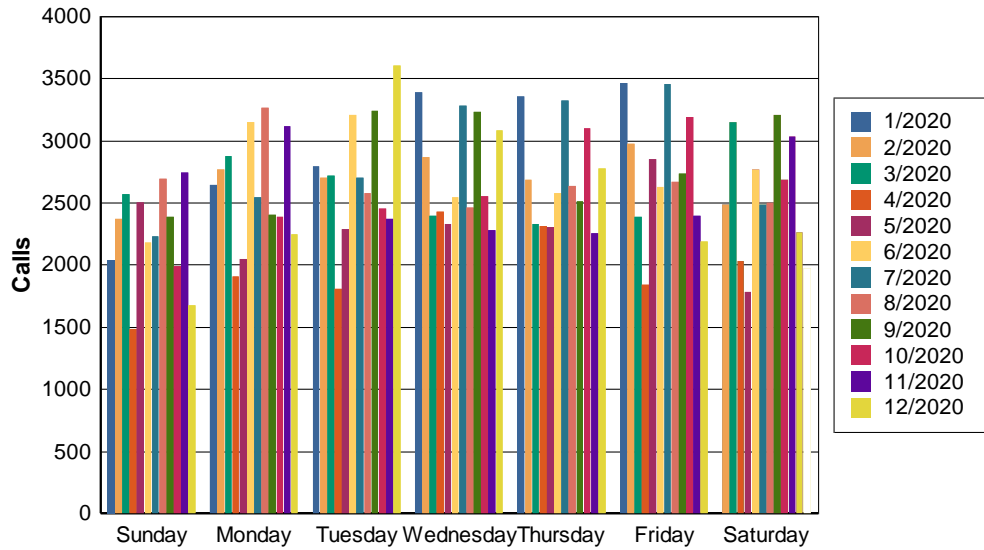
For 2020



**CVD – Bedford**

**Calls Received by Day of Week and Month**

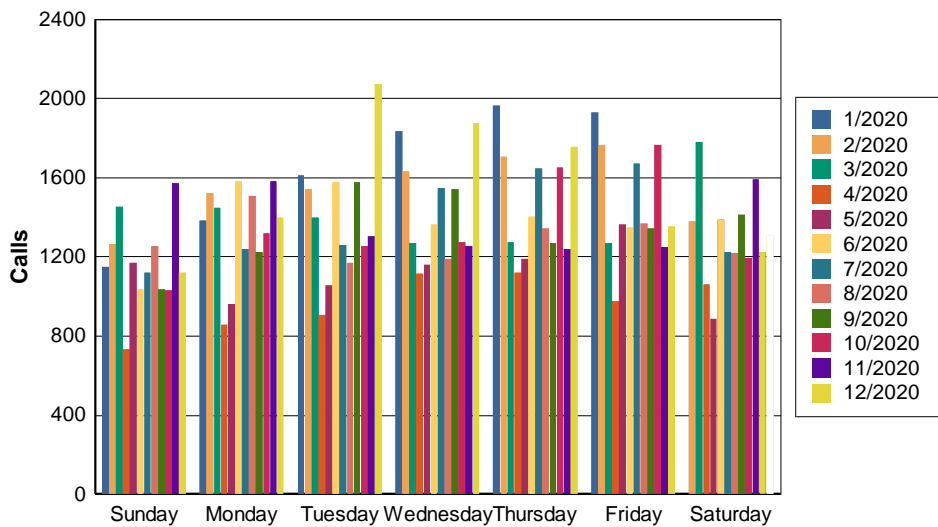
For 2020



**CVD – Brecksville**

**Calls Received by Day of Week and Month**

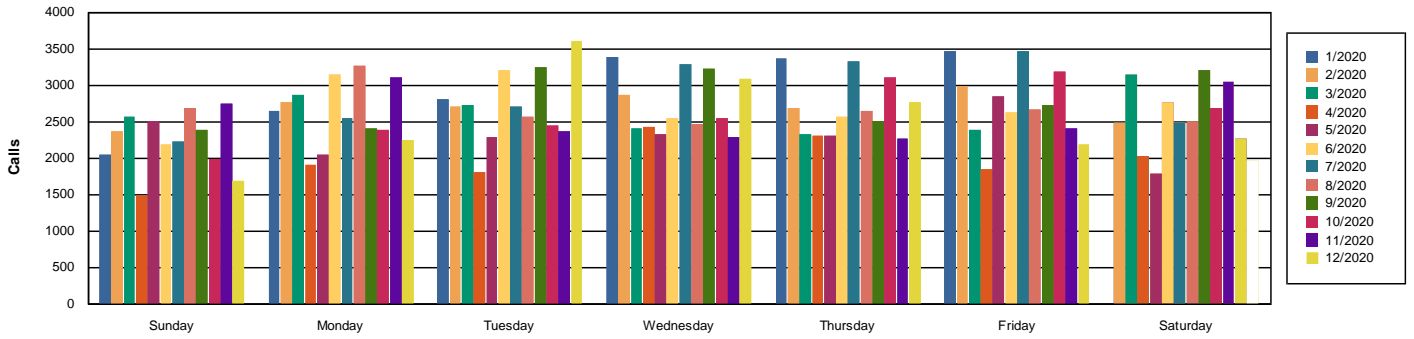
For 2020



**CVD - Bedford**

**Calls Received by Day of Week**

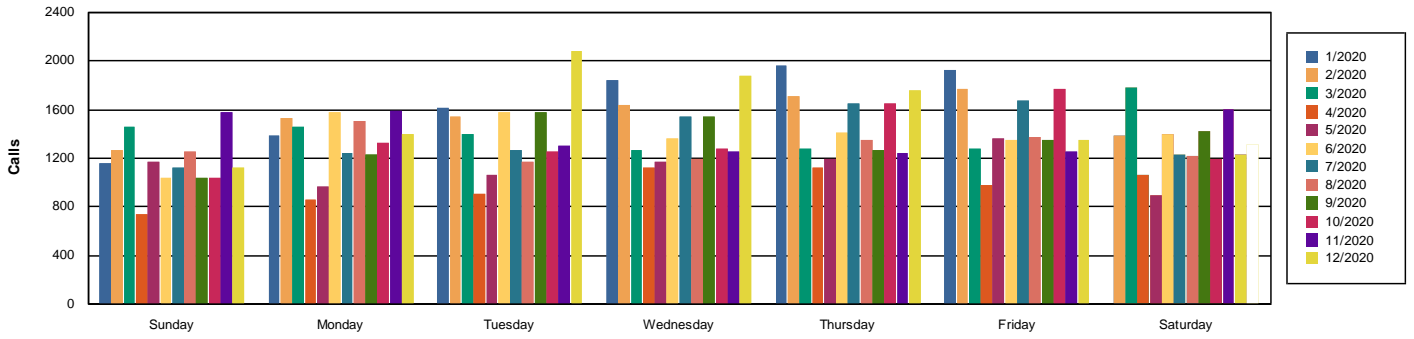
For 2020



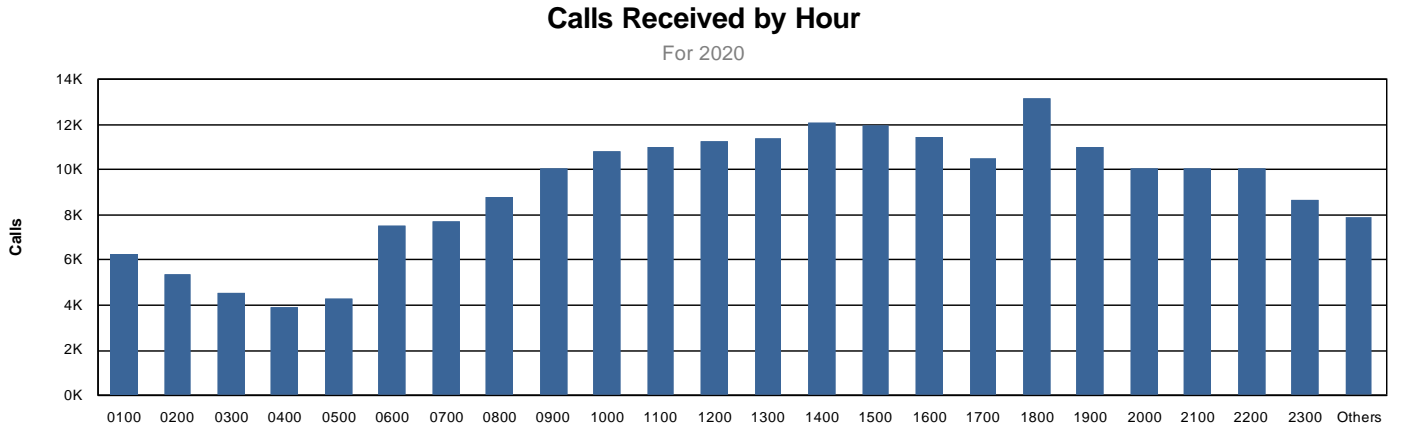
**CVD - Brecksville**

**Calls Received by Day of Week**

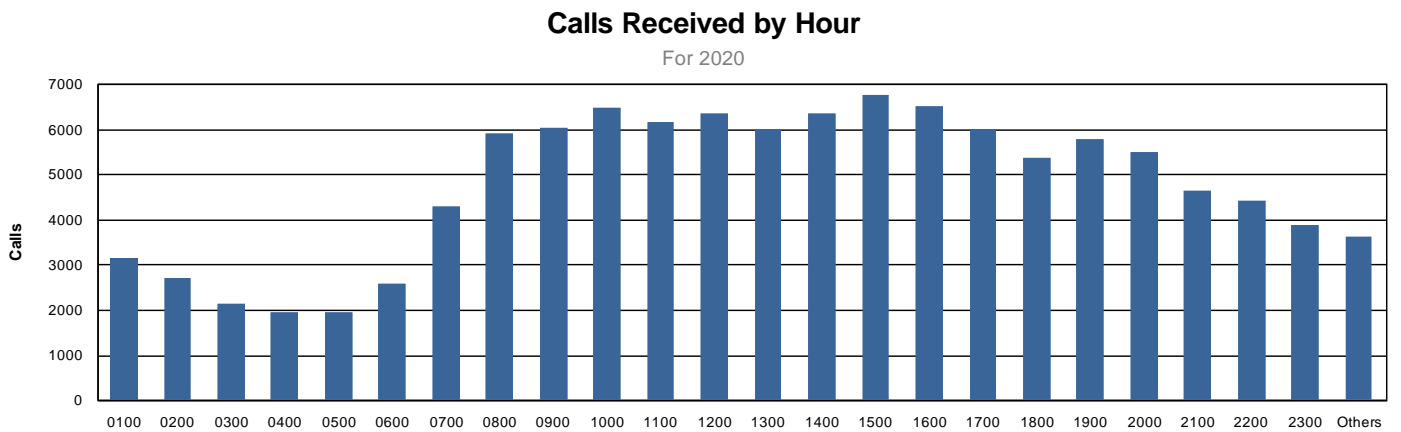
For 2020



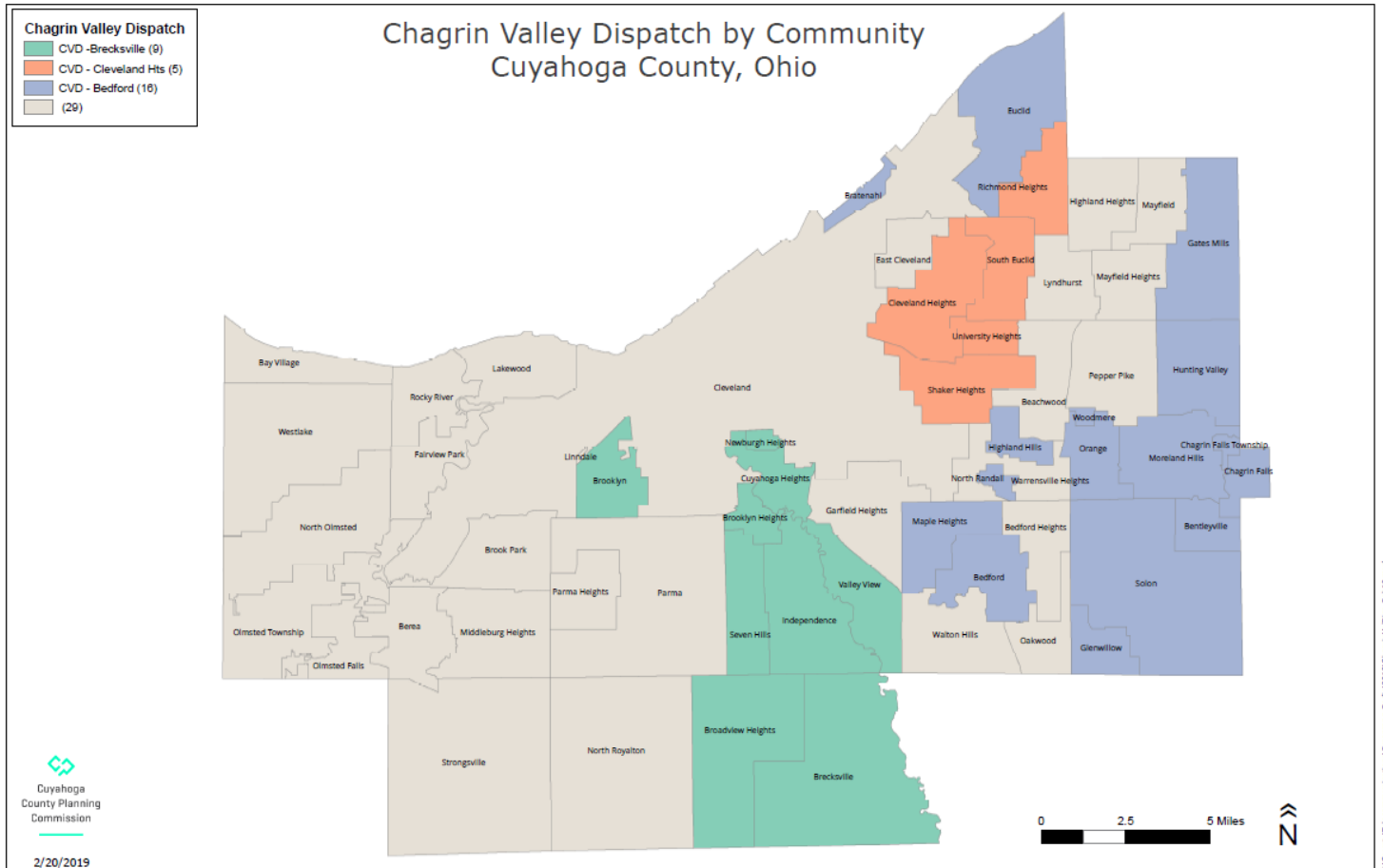
**CVD - Bedford**



**CVD - Brecksville**



# PSAP – Map





CITY OF SOUTH EUCLID, OHIO

ORDINANCE NO.: 19-21  
INTRODUCED BY: Frank  
REQUESTED BY: Mayor

July 26, 2021

AN ORDINANCE

AUTHORIZING AN AGREEMENT WITH THE CHAGRIN VALLEY DISPATCH COUNCIL (CVD), A REGIONAL COUNCIL OF GOVERNMENTS, PURSUANT TO OHIO LAW, TO JOIN CVD'S JOINT POLICE, FIRE AND EMERGENCY MEDICAL SERVICES COMMUNICATIONS SYSTEM FOR THE DISPATCH OF POLICE, FIRE AND EMS SERVICES IN AND FOR MULTIPLE COMMUNITIES, AND AUTHORIZING THE CITY TO APPROVE THE DISSOLUTION OF THE HEIGHTS HILLCREST COMMUNICATIONS CENTER (HHCC).

WHEREAS, the cities of Shaker Heights, Cleveland Heights, South Euclid and University Heights (the "Original Cities") entered into an Agreement effective on June 28, 2016, to form a Regional Council of Governments ("COG"), pursuant to Chapter 167 of the Ohio Revised Code, to be called the "Heights-Hillcrest Communications Center" ("HHCC"); and

WHEREAS, on September 1, 2017, the Original Cities entered into an amended COG Agreement with the City of Richmond Heights to add said City to the HHCC as an Original Member (together referred to as the Cities); and

WHEREAS, the HHCC was formed to establish and operate a joint Police, Fire and Emergency Medical Services ("EMS") communications system for the dispatch of Police, Fire and EMS services in and for the Cities; and

WHEREAS, on December 1, 2016, HHCC entered into an Agreement with the Chagrin Valley Dispatch Council (CVD), for CVD to provide the services of a Project Manager to perform the duties of the planning, construction and outfitting of the dispatch center, and to perform the ongoing services as Dispatch Center Manager for day to day operations services, including IT management and financial services, and that services agreement expires on November 30, 2021; and

WHEREAS, the Board of the HHCC, which is comprised of by the Mayors or City Manager of each member of HHCC, or their representatives, has, by consensus, agreed to consider a proposal to dissolve HHCC and individually join the Chagrin Valley Dispatch Council (CVD), while continuing to operate as a separate Cleveland Heights Center within CVD; and

WHEREAS, the authorization for each member to dissolve the HHCC and join CVD, is subject to the approval of each city's Council; and

WHEREAS, CVD serves 28 communities, and a merger of HHCC into CVD would provide cost savings, particularly for employee health care, due to the purchasing power and ability to negotiate of a larger COG, utility expense savings (IT network), and in contractual services, and CVD has an enterprise fund with revenue from CVD assistance to entities outside of CVD, and the fund benefits all of CVD for future, significant purchases; and

WHEREAS, CVD currently qualifies for funding from the State of Ohio Wireless 9-1-1 fund, while HHCC does not; and

WHEREAS, Fire dispatching efficiencies would be enhanced with a larger dispatch operation; and

WHEREAS, the Federal, State and County governments have a common policy and practice of encouraging communities to consolidate dispatch operations; and

WHEREAS, this Council agrees that it is in the best interests of the City and its citizens that the City should agree to dissolve HHCC and enter into an agreement to join the Chagrin Valley Dispatch Council (CVD).

NOW THEREFORE, BE IT ORDAINED by the Council of the City of South Euclid, Ohio:

Section 1: This Council hereby authorizes the City to vote as a member of the Heights Hillcrest Communications Center (HHCC) to dissolve the HHCC as a Council of Governments, to assign all of the assets of the HHCC to the Chagrin Valley Dispatch Council (CVD), and to take such other actions as are necessary in order to terminate the operations of HHCC, and to permit the continued operations of the Cleveland Heights Dispatch Center within CVD without interruption.

Section 2: This Council hereby authorizes the City to enter into an agreement to join the Chagrin Valley Dispatch Council (CVD), and to take such other actions and enter into such other agreements as are necessary to permit the continued operations of the Cleveland Heights Dispatch Center within CVD without interruption. The agreement between the City and CVD shall be in the form substantially as set forth in the agreement attached hereto and incorporated herein.

Section 3: That it is hereby found and determined that all formal actions of this Council concerning and relating to the passage of this Ordinance were adopted in an open meeting of this Council, and that all deliberations of this Council and any of its committees on or after November 25, 1975, that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section 4: This ordinance shall take effect and be enforced from and after the earliest period allowed by law and upon signature of the Mayor.

Passed this \_\_\_\_\_ day of \_\_\_\_\_, 2021.

\_\_\_\_\_  
Joseph Frank, President of Council

Approved:

Attest:

\_\_\_\_\_  
Keith A. Benjamin, Clerk of Council

\_\_\_\_\_  
Georgine Welo, Mayor

Approved as to form:

\_\_\_\_\_  
Michael P. Lograsso, Director of Law