

TEMPORARY RESOLUTION NO. 55-18

PERMANENT RESOLUTION NO. _____

A RESOLUTION TO APPROPRIATE FROM THE UNENCUMBERED BALANCE AND AMEND THE CERTIFICATE WITH THE COUNTY AUDITOR IN THE 911 TARIFF FUND (223), AUTHORIZING THE SERVICE-SAFETY DIRECTOR TO ENTER INTO A CONTRACT FOR THE PURCHASE OF NEW 911 SOFTWARE FOR THE LANCASTER POLICE DEPARTMENT IN COMPLIANCE WITH THE FAIRFIELD COUNTY 911 PROJECT FINAL PLAN

WHEREAS, the City of Lancaster entered into an agreement in 1986 pursuant to Ohio Revised Code Chapter § 128.08 (formerly R.C. § 4931.42) with Fairfield County and the City of Pickerington to operate a countywide 911 system; and

WHEREAS, that agreement was amended in 2006 pursuant to R.C. § 128.12 to address necessary modernization, including software and hardware updates for wireless technology. (See Exhibit A Attached); and

WHEREAS, the Lancaster Police Department's current 911 software will no longer be supported based on its obsolescence and the City is required under both the agreement and the Revised Code to maintain a fully functioning 911 public safety answering point; and

WHEREAS, pursuant to R.C. § 128.03(F) the City is not required to competitively bid this expenditure as it is in compliance with the Fairfield County 911 Project Final Plan; and

WHEREAS, the Lancaster Police Department, after careful consideration of the alternatives, has chosen Zuercher Technologies Zuercher 911 as the only system that meets all of the requisite specifications based on its proposal. (See Exhibit B Attached);

BE IT RESOLVED BY COUNCIL OF THE CITY OF LANCASTER, STATE OF OHIO

SECTION 1. The City of Lancaster Auditor amend the Certificate of Appropriations with the County Auditor in the amount of One Hundred Thirty-Five Thousand Twelve Dollars and Seventy-Seven Cents (\$135,012.77) in the 911 Tariff Fund (223).

SECTION 2. That the City of Lancaster Auditor appropriate from the unencumbered balance in the amount of One Hundred Thirty-Five Thousand Twelve Dollars and Seventy-Seven Cents (\$135,012.77) into expense account (223.328.5613) (911 Tariff Improvements).

SECTION 3 The Service-Safety Director is hereby authorized to enter into a contract for the purchase of Zuercher Technologies Zuercher 911 software, hardware, maintenance and related fees not to exceed One Hundred Thirty-Five Thousand Twelve Dollars and Seventy-Seven Cents (\$135,012.77).

SECTION 4. That this resolution shall take effect and be in force from and after the earliest period allowed by law.

Passed: _____ after _____ reading. Vote: Yeas _____ Nays _____

Date Approved: _____

President of Council

Clerk: _____

Mayor

Offered by: _____

Second by: _____

Requested by Safety Committee

Exhibit A

Draft#
June 6, 1988
Revised 04/2006

FAIRFIELD COUNTY

9-1-1 PROJECT

FINAL PLAN

June 6, 1988

Added Addendum 2006

Mel Meloy 9-1-1 Coordinator

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On March 11 1986, the Fairfield County Commissioners adopted a resolution, pursuant to provisions of Section 4931.42. ORC, to approve a 9-1-1 emergency telephone service Planning Committee.

The mission of this committee is to develop a plan for implementing a countywide 9-1-1 emergency service telephone system in Fairfield County, members of the Planning Commission are:

Jon Myers, Fairfield County Commissioner

Judy Shupe, President Fairfield County Commissioners *

Mike Kiger, Fairfield County Commissioner

Terry Dunlap, Violet Township Trustee*

David Smith, City of Lancaster Mayor*

Chief Steve Sells, City of Lancaster Fire Department

Kevin Dailey, Fairfield County Fire Association

Tom Moe, EMA Director

Commander Ralph Portier, Pickerington Police Department

Mel Meloy, Fairfield County 9-1-1 Coordinator

Deputy Chief Dave Bailey, Lancaster Police Department

Chief Deputy Jerry Perrigo, Fairfield County Sheriff's Office

* Denotes Mandatory Vote Member per ORC

TECHNICAL COMMITTEE MEMBERS

Judy Shupe, Fairfield County Commissioners Designee

Deputy Chief Dave Bailey, Lancaster Police Department *

Lindel Jackson, Mayors Office City of Lancaster

Chief Deputy Jerry Perrigo, Fairfield County Sheriff's Office *

Terry Morris, Fairfield County Fire Association

Terry Dunlap, Violet Township Trustee

Mel Meloy, Fairfield County 9-1-1 Coordinator

Chief Steve Sells, Lancaster Fire Department

Tom Moe, EMA Director *

Chuck Kemerer SBC Representative *

Timothy Welsh, Nextel Cellular Rep

Ed Laramee, Fairfield County Auditor's Office

Chief Kenn Taylor, Violet Township Fire *

Carolyn Sharp, Communications Supervisor Pickerington Police Department

Bob Kalish, President of the Fairfield County Mayor Assoc.

Lt. Gary Lewis, Ohio State Highway Patrol*

Mark Sharp, President of Township Trustee's *

Randy Carter, Fairfield Computer Department

On June 18, 1985 House Bill 491 was signed into law. This law:

Established a procedure whereby local units of government may institute a planning process to establish a 9-1-1 emergency telephone service.

Provides for cost sharing in implementing the plan among telephone users, local political subdivisions and telephone companies.

Requires that the plan be approved by a significant majority of political subdivisions prior to implementation

Provides for the selection of either two emergency telephone service options, Basic 9-1-1 or Enhanced 9-1-1.

PLANNING PROCESS

The Fairfield County Commissioners established a ten member 9-1-1 Planning Committee on March 11, 1986. This committee, in conjunction with a Technical Advisory Committee, was charged with drafting a plan for implementing a 9-1-1 emergency telephone system in Fairfield County.

Following the appointment of the committees, several planning elements were to be considered:

- TECHNICAL CAPABILITY OF PERTINENT TELEPHONE SYSTEMS
- 9-1-1 PLAN PREPARATION
 - A. Name and number of telephone companies involved
 - B. Type of 9-1-1 system (Basic or Enhanced)
 - C. Location and numbers of Public Safety Answering Points (PSAP's)
 - D. How PSAP's connect to telephone networks
 - E. How response to calls will be initiated
 - F. Costs and appointment for the system selected
- CONDUCTING PUBLIC HEARINGS ON THE PLAN
- ADOPTION OF THE PLAN BY THE PLANNING COMMITTEE (the committee may modify or adopt the plan by a majority vote)
- TRANSMITTAL OF THE PLAN TO POLITICAL SUBDIVISIONS
The adopted final plan is to be sent by certified mail following:

- Legislative authority of each municipal corporation.
- Each board of Township Trustees
- ACTION BY POLITICAL SUBDIVISIONS

Within sixty days of receipt, each political subdivision MUST act by resolution to adopt or deny the final plan and provide its response in writing to the Fairfield County Commission.

- REQUIREMENTS FOR THE PLAN TO BE EMPLEMENTED

The following approvals are required for the plan to become effective:

- A. Fairfield County Commission
- B. The legislative authority of any municipality that contains at least 305 of the total county population
- C. The legislative authorities of municipal corporation and townships that contain at least 60% of the total county population

- INSTALLATION OF THE SYSTEM

BASIC 9-1-1 SERVICE

This systems is the least functional and least sophisticated of the two choices. It changes the seven digit telephone number system into a three (9-1-1) number system. Some of the basic feature include:

- Called Party Hold – enables the answering party to hold the line open even if the caller hangs up
- Ringback – Enables the 9-1-1 operator to ring the telephone used to place a 9-1-1 call immediately after the caller hangs up.

ENHANCED 9-1-1 SERVICE

This system accelerates the speed of processing a call for public safety service. The operator does not have to search manuals or notes to determine the jurisdiction to which a call should be forwarded.

E 9-1-1 features include:

SELECTIVE ROUTING – SR directs all 9-1-1 calls originating in Fairfield County to the predetermined PSAP responsible for the jurisdiction in which the call originated.

AUTOMATIC NUMBER IDENTIFICATION – ANI displays to the operator the telephone number of the phone from which the call was placed.

Another feature of ANI is one button, high speed call transfer ability. This allows the operator to extend calls to pre-programmed numbers at secondary answering points by pressing a single button. The call is extended more quickly than it takes a caller to dial the remaining four digits of the seven numbers I use for emergency services.

DETAIL PRINTER (optional under this plan) – The printer provides a hard copy documented record of:

- Telephone number of the phone used to call 9-1-1;
- Operator position at which the call was answered;
- Time call was answered;
- Time call was transferred – if transferred;
- Time call was terminated;
- Trunk line over which call was received.

AUTOMATIC LOCATION INFORMATION – ALI is a visual display that shows the operator information about the origin of the calling telephone;

- Area code and telephone number of the calling phone
- Date and time the call entered the 9-1-1 system;
- Address of the telephone making the call, including apartment number, suite or office number;
- Jurisdiction and community in which the phone is located;
- Name of telephone subscriber (resident or business)
- Type of phone (residential, business, PABX, pay phone, unlisted);
- Jurisdiction and agencies required to respond to the location of the calling phone

TECHNICAL COMMITTEE RECOMMENDATIONS

The Technical Committee recommends the following 9-1-1 project parameter to the Planning Committee and to the Fairfield County Commissioners:

1. Fairfield County will purchase or lease the Enhanced 9-1-1 system described above.
2. The Fairfield County Commission should purchase two PSAP's, one to be located in the City of Lancaster to serve the residents of that jurisdiction, the other to be located at the Fairfield County Sheriff's Department to serve the residents and agencies in the remainder of Fairfield County.
3. Townships and other political subdivisions in Fairfield County will receive 9-1-1 emergency service calls through the Fairfield County Sheriffs PSAP. Such calls will be extended to the responding agency promptly via a high speed dialer automatically programmed to connect with the responder's existing or dedicated 9-1-1 telephone
4. The Fairfield County Commission should consider implementation of 9-1-1 emergency telephone service to be Phase #1 of a two phase project.

Upon full implementation of 9-1-1 (Phase#1), the Commissioners should actively and aggressively consider the feasibility of implementing of a central dispatching unit (Phase #2) for fire and emergency medical services in Fairfield County. The purpose of Phase #2 is to improve service to residents of Fairfield County, improve and update communications equipment and more effectively coordinate mutual aid efforts among those agencies.

OPERATION AND MAINTENANCE OF EQUIPMENT

1. The Fairfield County Commission, in conjunction with the Fairfield County Sheriff, will establish, equip, furnish, operate and maintain the PSAP located at the Sheriff's Department.
2. The Fairfield County Commission will purchase and provide the City of Lancaster with a PSAP. The City will furnish peripheral equipment (such as printers or records) and maintain the PSAP serving the residents of the City of Lancaster.
3. All other political subdivisions receiving extended 9-1-1 PSAP calls to their responding agencies will provide a dedicated telephone handset and the necessary telephone lines over which the calls will be received.

COST FORMULA

Telephone Company Costs:

The three telephone companies serving Fairfield County (Ohio Bell Telephone, general Telephone and United Telephone) will be responsible for non-recurring telephone network costs necessary to establish the central 9-1-1 system. The companies will receive a public utility excise tax credit for those costs.

Telephone Customer Costs:

Telephone customers receiving the 9-1-1 service will pay for recurring costs (maintenance costs) associated with the telephone network system. These charges will be included in the residential and business customer's phone bill. The amount of the charge will be 12 cents per line per month. Any changes in rate will be determined by normal PUCO rate making procedures.

Local Political Subdivision Costs:

Local political entities will pay for their own recurring and non-recurring costs associated with the 9-1-1 system hardware.

COST ALLOCATIONS

The Fairfield County Commission will assume costs for the purchase and installation of the PSAP provided to the City of Lancaster, the initial training and one year warranty.

The City of Lancaster will be responsible for the cost of its PSAP's maintenance and repair, personnel, future training of personnel, telephone lines and trunks and peripheral equipment.

The Fairfield County Commission, in conjunction with the Fairfield County Sheriff will be responsible for all 9-1-1 equipment, personnel and training associated with the PSAP located at the Sheriff's Department.

Township and other political subdivisions receiving calls extended from a PSAP will be responsible for maintaining their own (existing) emergency telephones. They will be responsible for maintaining telephone lines and instruments to accommodate 9-1-1 calls extended from a PSAP. They must also continue to provide personnel to answer the 9-1-1 emergency telephone at the present level of manpower.

CITY OF LANCASTER
PROJECTED 9-1-1 COSTS

DESCRIPTION	AMOUNT
Installation and training	\$ 4,400.00
PSAP Equipment (2 trunks/ 2 positions)	42,200.00
Extended Hours Warranty (1 st Year) *	1,300.00
SYSTEM TOTAL **	\$47,900.00
Maintenance (years 2-5) ***	\$25,300.00
Monthly Rate for Five Year Lease + (equals \$91,780.20 over 60 months)	1, 529.67

*Does not include IDM Display Units

*Provided by Fairfield County Commission

***Costs covered by City of Lancaster. Does not include, IDM Display Units

+ Lease rate floats to time of acceptance and is tied to U.S. Treasury T-Bill rate

NOTE; AMOUNTS ARE ESTIMATED BUT WITHN A REALISTIC RANGE OF ACTUAL COST.

FAIRFIELD COUNTY SHERIFF'S OFFICE

PROJECTED 9-1-1 COSTS

DESCRIPTION	AMOUNT
Installation and training	\$ 5,100.00
PSAP Equipment (2 trunks/ 2 positions)	45,300.00
Extended Hours Warranty (1 st Year) *	1,400.00
SYSTEM TOTAL **	\$51,800.00
Maintenance (years 2-5) ***	\$26,200.00
Monthly Rate for Five Year Lease + (equals \$91,780.20 over 60 months)	1, 627.99

*Does not include IDM Display Units

+ Lease rate floats to time of acceptance and is tied to U.S. Treasury T-Bill rate

NOTE; AMOUNTS ARE ESTIMATED BUT WITHIN A REALISTIC RANGE OF ACTUAL COST.

TOWNSHIPS AND AGENCIES PROJECTED 9-1-1 COSTS

Each township or political subdivision will continue to provide personnel at their emergency telephone location to receive extended calls from the PSAP. No increases or decreases in manning are considered in this section of this report.

State laws governing 9-1-1 require that existing emergency telephone service numbers be maintained for no less than two years. With the implementation of 9-1-1 existing telephones will accept both 9-1-1 and the seven digit number previously in use. Another instrument and line are not required for 9-1-1.

FIRE BARS: If a telephone tied to a fire bar is in use when a call is extended from the PSAP, the call will automatically roll over to another phone on the bar.

Peripheral equipment such as *printer and recorders are optional and may be purchased by each locality if they wish.

**PROJECTED TELEPHONE COSTS
BY PRESENT TWP. USERS.
(monthly)**

LOCATION	PHONE ADDED+	PRESENT PHONE MAINTAINED
Amanda Twp.	N/A	\$30.00
Basil Twp.	\$30.00	30.00
Berne Twp.	30.00	30.00
Bloom Twp.	N/A	30.00
Bremen-Rushcreek Twp.	30.00	30.00
Clearcreek Twp.	N/A	30.00
Greenfield Twp.	30.00	30.00
Millersport	30.00	30.00
Pleasant Twp.	30.00	30.00
Richland Twp.	30.00	30.00
Thurston Twp.	30.00	30.00
Violet Twp.	30.00	30.00
Ohio State Patrol	30.00	30.00

*Optionl printers require telephone lines at \$30.00 per month each.

+Assumes agency wants a separate 9-1-1 telephone. Add \$30.00 per each additional instrument

MISDIRECTED CALLS

A PSAP receiving a misdirected call will screen and transfer the information to the proper dispatch point. Emergency Service Providers dispatched to a misdirected call shall begin emergency service as provided by law and notify the proper center dispatch center for call transfer and appropriate dispatch.

When the 9-1-1 system cannot determine the address location from which a 9-1-1 call originates and, thereby, the PSAP to which the call is to be routed, the call will be routed to the default PSAP at Fairfield County Sheriff's Department.

9-1-1 TELEPHONE OUTAGE REPORTING PROCEDURES

The telephone companies and any other carriers having transmission lines into Fairfield County Public Safety Answering Point (PSAP) for the purpose of transmitting an emergency 9-1-1 call from anyone to that public safety entity shall notify the PSAP involved within thirty minutes once discovering that:

1. Any or all of their 9-1-1 voice transmission lines are out of service.
2. Any or all of their 9-1-1 data link lines are out of service.
3. Any disruption of 9-1-1 service exists(this will include, but not limited to, a cable cut, etc.)

For the purpose of this resolution, "OUT OF SERVICE" is defines as "The PSAP being unable to receive the voice of the caller and/or unable to receive automatic number identification (ANI) or automatic location identification (ALI) caused by a telephone company or a carrier problem(s)."

In the event that more than one PSAP has a disruption in its 9-1-1 service, the Fairfield County Sheriff's Office shall be notified within the thirty minute time frame of the existing problem. The Fairfield County Sheriff's Office will then notify the appropriate Fairfield County PSAPS of the existing problems via the LAW ENFORCEMENT AUTOMATED DATA SYSTEM (LEADS) and will also notify the Fairfield County 9-1-1 Coordinator.

The above 9-1-1 Telephone Outage Reporting Procedure was passed by the Fairfield County Commissioners on November 12, 1996.

ADDENDUMS MADE TO FINAL PLAN

Addendum A: Plan amended to include the City of Pickerington as a PSAP and shall be added and considered a member of the technical committee as a PSAP in Fairfield County, and be eligible for any monies that may be appropriated for countywide upgrades to the PSAP's in Fairfield County. Therefore all 9-1-1 calls originating in the city of Pickerington will be routed to the City of Pickerington PSAP.

Addendum B: Plan amended to include the City of Lancaster as a PSAP and shall be added and considered a member of the technical committee as a PSAP in Fairfield County, and be eligible for any monies that may be appropriated for countywide upgrades to the PSAP in Fairfield County. Therefore all 9-1-1 calls originating in the city of Lancaster will be routed to the City of Lancaster PSAP.

Addendum C: Plan amended to say each PSAP in Fairfield County (Lancaster Police, Pickerington Police, Fairfield County Sheriff) have elected to receive all cellular calls originating in their respective jurisdictions.

Addendum D: Plan amended to say for as long as there is an existing contract the Fairfield County Sheriff's office has assumed the responsibility of law enforcement protection for the Village of Canal Winchester, there for all 9-1-1 calls originating from Canal Winchester shall be directed to the Fairfield County Sheriff's office. Calls for Fire and EMS for the Madison Twp Fire Department, Franklin County, shall be transferred to the Columbus Fire Department for dispatch.

Addendum E: The Fairfield County Sheriff's Office has assumed responsibility for dispatching of the following Fire Departments at no charge:

Amanda Twp Fire Department
Basil Joint Fire District
Berne Twp Fire Department
Bloom Twp Fire Department
Bremen- Rushcreek Fire Department
Clearcreek Twp Fire Department
Greenfield Twp Fire Department
Millersport Fire Department
Thurston Fire Department
Pleasant Twp Fire Department
Richland Twp Fire Department

Addendum F: Provision Of Wireless Enhanced 9-1-1

Fairfield County will implement wireless enhanced 9-1-1 utilizing current FCC, PUCO, and /or the Ohio 9-1-1 Council Requirements. Enhanced wireless service will be implemented in two (2) phases:

- Phase I – All wireless service providers will be notified at least six (6) months prior to the desired activation date that Fairfield County is requesting Phase I wireless enhanced 9-1-1 emergency service. All wireless service providers operating in the county will be identified, their towers located and addressed, and routing to the proper PSAP based on tower location and/or sector will be established. With Phase I, the 9-1-1 PSAP will receive the wireless callers callback number, and the tower address and/or sector location.
- Phase II – All wireless service providers will be notified at least six (6) months prior to the desired activation date that Fairfield County is requesting Phase II wireless enhanced 9-1-1 emergency service. With Phase II, the 9-1-1 PSAP will receive the wireless callers callback number, the tower address and/or sector location, and the callers longitude and latitude coordinates (with an accuracy level consistent with FCC regulations).

Wireless Carriers Operating in Fairfield County

As of November 1, 2005, the following wireless carriers were operating in Fairfield County:

Nextel – Ohio
National E911 Deployment Manager
12000 Sunrise Valley Dr
Reston, VA 20191

Sprint PCS
E911 Implementation
6330 Sprint Parkway
Overland Park, KS 66251

Verizon Wireless
E911 Implementation
One Verizon Pl
Alpharetta, GA 30004

Cingular Wireless

E911 Compliance Officer
P.O. Box 97061
Redmond, WA 98073-9761

T-Mobile
Senior Manager of Regulatory Affairs
T-Mobile USA
12920 S.E. 38th St
Bellevue, WA 98006

Alltel Wireless
Director E911
1 Alltel Dr
B5F5
Little Rock, AR 72202

Wireless Enhanced 9-1-1 Networking

Each Primary PSAP will obtain separate trunking for the routing of wireless calls from the host local exchange company. All other connections to the telephone network will be in accordance with the Fairfield County final 9-1-1 Plan.

Emergency 9-1-1 calls originating from cellular telephones will be routed to a primary PSAP according to the cellular service provider tower location.

As provided for in Fairfield County Final 9-1-1 Plan, the primary PSAP will respond to wireless calls by directly dispatching an emergency responder, by relaying a message to the appropriate jurisdictional emergency provider, or by transferring the call to the appropriate jurisdictional emergency provider.

All misdirected wireless calls will be administered in the manner identified in the Fairfield County Final 9-1-1 Plan for wireline calls.

Initial Wireless 9-1-1 Costs

Upgrades to existing equipment are required to provide enhanced 9-1-1 wireless services.

As of November 1, 2005, all PSAP's in Fairfield County have upgraded their existing CAD and Mapping systems to be able to accept Phase I and Phase II Wireless calls.

The Local Exchange Carrier will upon receipt of letter of intention to accept wireless Phase I and Phase II calls upgrade the local network for the delivery of wireless calls to the listed PSAPS in the Fairfield County Final 9-1-1 Plan.

The costs shown are a comprehensive estimate of the SBC tariff passed by the PUCO, May 13, 2005, for cost recovery for the local exchange carrier.

Phase I Nonrecurring Service Charge	\$3439.08
Phase II Nonrecurring Service Charge	<u>\$11237.28</u>
Total -	\$14676.36

Phase I Recurring Monthly Charge	\$ 862.23
Phase II Recurring Monthly Charge	<u>\$ 109.47</u>
Total -	\$ 971.70

Disbursement Of The Wireless 9-1-1 Government Assistance Funds

Fairfield County shall provide countywide wireless enhanced 9-1-1 in accordance with sections 4931.40 through 4931.70 of the Ohio Revised Code beginning as soon as reasonably possible after receipt of the first disbursement from the wireless 9-1-1 Government Assistance Fund.

Funds received from the State of Ohio from the Wireless 9-1-1 Government Assistance Fund shall be placed in a separate fund at the Fairfield County Auditors Office.

Funds shall be used for all Nonrecurring and Monthly Recurring cost and any additional upgrades required to continue to provide Enhanced Wireless 9-1-1 service. After these expenses have been satisfied, a reserve fund shall be established for contingencies set by the 9-1-1 Technical Committee, then the funds shall be disbursed to each individual PSAP by the Fairfield County Auditor according to the following formula:

Percentage of Total calls taken in the county received at each PSAP

As of 11-01-2005, the following percentages are as follows:

Fairfield County Sheriff's Office	63%
Lancaster Police Department	27%
Pickerington Police Department	10%

Total call figures to be used will be those provided by Intrado. This formula shall be reviewed every 6 months or as needed by the Fairfield County 9-1-1 Technical Committee.

Such funds received at each PSAP shall be used as accordance set forth in the Ohio Revised Code 4931.65 or as subsequently amended by the General Assembly.

Addendum G: Interoperability shall be maintained at all PSAP's. Any proposed modifications to any PSAP's interoperability shall be brought back to the 9-1-1 Technical Committee for approval.

This document and all attached addendums have been reviewed and has been passed by the 9-1-1 Technical Committee on February 22, 2006. This document and all addendums are being sent on to the 9-1-1 Planning Committee for their approval.

The Fairfield County 9-1-1 Final Plan and all addendums have been accepted on this date, April 14, 2006 by the 9-1-1 Planning Committee.

Judy Shupe President Fairfield County Commissioners

David Smith Mayor City of Lancaster

Terry Dunlap President Violet Township Trustee's

A Public Safety Software Solution

PROPOSAL



**Prepared for
the Lancaster
Police Department, OH**

May 18, 2018





Zuercher Technologies | 4509 W 58th Street | Sioux Falls, SD 57108
605.274.6061 | 877.229.2205

May 18, 2018

Chief Adam Pillar
Lancaster Police Department
130 South Broad Street
Lancaster, OH 43130

Dear Chief Pillar,

Zuercher Technologies (Zuercher) is pleased to offer the Lancaster Police Department (LPD) this proposal for Zuercher 911, our NENA i3-compliant Next Generation 9-1-1 (NG9-1-1) call taking software solution. Zuercher proposes a turn-key, comprehensive solution that includes all the requisite application software and the integration and support services essential to reinforce the LPD's emergency communication goals.

With 25+ years of experience in the 911 industry, Zuercher understands the mission of the PSAP and its impact on the success of public safety. Today's and future 911 solutions require more integration and multimedia capabilities than ever before. Solutions need to be easy to use, integrated, and intuitive, allowing entities like the LPD to manage the current and emerging voice, data, and video requirements.

Zuercher achieves this level of performance through the design and implementation of our unified and integrated 911 solution that includes:

- Premiere NENA i3-compliant NG9-1-1 hardware and software
- Standards-compliant Commercial Off-the-Shelf (COTS) technologies
- Support for both legacy call delivery and future ESInet solutions
- Software that is user-friendly and easy to administer
- Unparalleled service and support
- A partnership with a proven leader in digital and VoIP-based 911 systems
- Operational innovations such as automatic abandoned call processing, CAD + 911, and modular user interface

This proposal updates the document provided on November 17, 2017, with revised pricing.

If we are fortunate enough to earn the LPD's business, we will stand behind our commitment to deliver the required solution and complete the project with the same zealous pledge to customer support and service that we are known for throughout the U.S.

Sincerely,

A handwritten signature in blue ink, appearing to read "Josh Bowling".

Josh Bowling
Account Manager
josh.bowling@zuerchertech.com
605.218.1590

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About Zuercher Technologies and TriTech Software

Based out of Sioux Falls, South Dakota, Zuercher Technologies has been providing public safety agencies with high-quality, fanatically-supported software since 2003. Zuercher Technologies is a part of TriTech Software Systems, which is the largest public safety software company in the world. Together, we hold over 3,500 agency installations, serving 255+ million citizens in 16 countries. Zuercher itself has over 1700 customers in 43 states, Puerto Rico, and Spain.

TriTech Software Systems is a leading provider of mission-critical integrated public safety software and services to local, state and federal agencies. Police, fire, and emergency medical service agencies (“EMS”) representing over 3,000 installations, rely on TriTech’s solutions, including its computer-aided dispatch, mobile data, records management systems, jail management, analytic and intelligence, field-based reporting, EMS billing reimbursement and collections systems, Software-as-a-Service based billing solutions, and electronic patient care reporting. Backed by a long history of successful software system deployments, TriTech has an exceptional customer list of top-tier public safety agencies and boasts the industry’s leading reputation for superior reliability, functionality, and customer service.



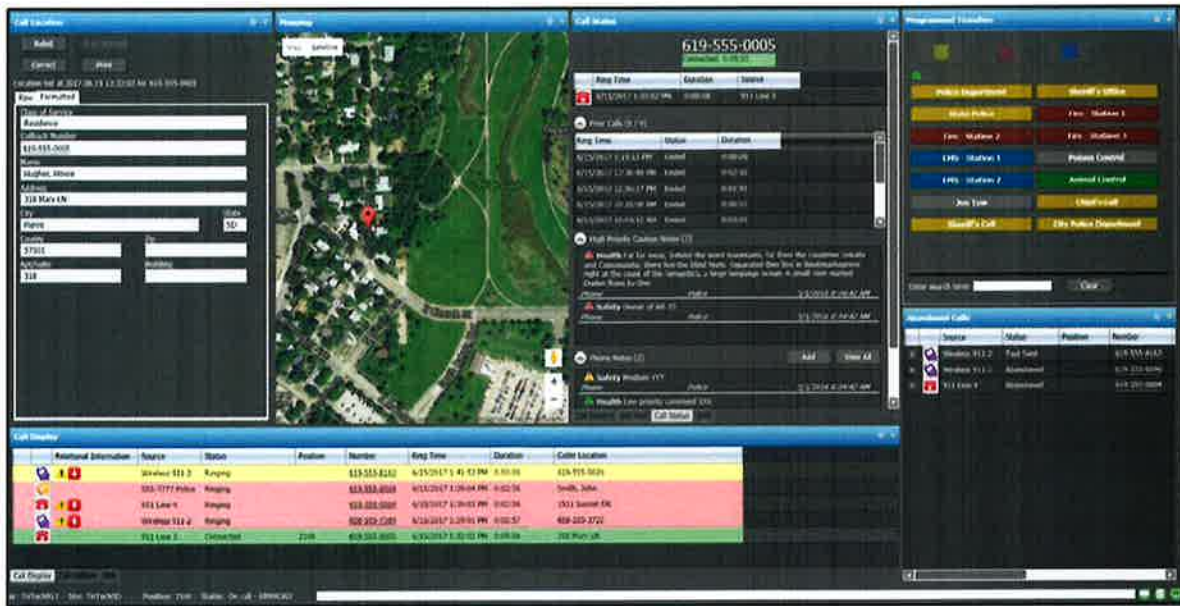
Since our inception, we have held one of the highest customer retention rates in the industry. This has been achieved by providing a combination of the best software and support and maintaining our passion for public safety. Our number one goal is to give each of our clients the tools they need to succeed.

Zuercher Technologies has shown growth and increasing revenue each successive year. The company has been under the same leadership since its inception. Zuercher Technologies has not been involved in any litigation with regard to projects or contracts, nor has it ever filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. In addition, the company has never been disqualified from participation on a contract by any agency, public or otherwise.

At Zuercher Technologies, we’re empowering public safety professionals in the important work they do by raising the bar for what they can expect from their software. We only do public safety software. And we do it right.

Why Zuercher 911?

A VERSATILE, SCALABLE SYSTEM. The Zuercher 911 solution is based on an integrated suite of scalable Commercial Off-the-Shelf (COTS) application modules and key industry-standard hardware components. It is packed with configuration options which allow users to set up the software to match their agency's call flow, not the other way around. These configuration options support an agency's changing needs over time, and the solution scales well to accommodate the unique needs of both small and large agencies. Zuercher's experience working with agencies of all sizes throughout the US has provided the company with the background needed to realize a suite of applications with unparalleled functionality.



EFFICIENT CALL PROCESSING AT THE CORE. Every agency is different, and every agency has unique needs when it comes to processing both 911 and non-emergency calls. The flexibility of the Zuercher 911 solution allows the agency to configure the call flow along with the modular workstation screen layout to work efficiently in any environment. With unique features like a configurable call screen, automatic abandoned call processing, integrated text-to-911 features, and the ability to receive multimedia messages when providers are capable of delivering them, the call-taker can stay focused on quickly and efficiently processing emergency calls for service.

EASY TO LEARN AND USE. While Zuercher 911 is rich in functionality, its user interface is clean and crisp, uncluttered by excess fields or tabs. This makes the system easy to learn and allows users to efficiently and quickly view key call information. The intuitive modular design of the workstation allows the 911 call-taker to configure their screen layout to take advantage of the modules that meet his or her needs. Most actions can be completed with a single click or keystroke, improving call processing time. Powerful searching capabilities provide quick access to prior call history and instant recall recordings. The intuitive search feature allows users to progressively search call history on any data within it, including partial phone numbers or partial street names.

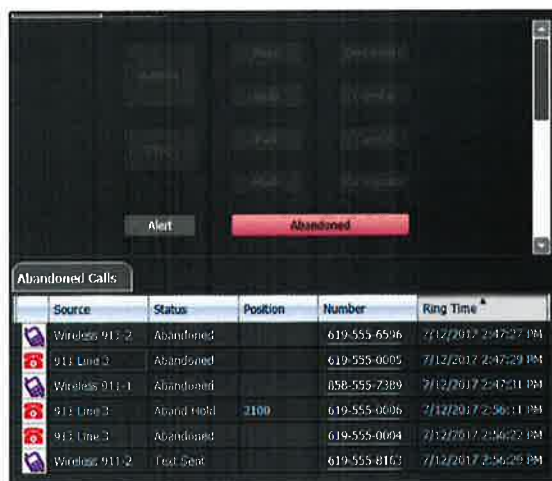
Why Zuercher 911? (continued)

UNPARALLELED SUPPORT. Zuercher and TriTech are 100% committed to the public safety industry and support the mission of all agencies served. Zuercher offers unparalleled support of the products provided. Unlike many other 911 providers on the market, where the primary focus is not public safety, Zuercher understands the needs and the mission-critical nature of every PSAP. When an agency's users or administrators call Support, 24 hours a day, 7 days a week, 365 days a year they will be speaking to the people who can fix the problem, reducing the time it takes to respond to an issue.

IP-BASED NG9-1-1 SOLUTION. Zuercher 911 provides an IP-based, NENA i3 compliant solution that can interface to future NG9-1-1 emergency services IP network (ESInet). NG9-1-1 is redefining how agencies receive emergency information, and Zuercher 911 is the first step towards an NG9-1-1 call center. The software ensures that every Zuercher 911 PSAP remains technologically compatible with all relevant public safety partners.

STABILITY AND REDUNDANCY. Zuercher 911 is engineered to eliminate any single point of failure. The system architecture includes redundant network switches, media gateways and high-availability

Virtual Machine (VM) servers. Zuercher 911 gives the agency the flexibility to choose the level of redundancy they desire. Agencies can opt for a single server host with software redundancy, redundant VMs, hot swappable power supplies, dual network cards, and raid configured hard drives, or a redundant dual host solution with multiple servers, or even a completely geo-diverse solution that provides system load balance and redundancy across multiple locations. Each 911 workstation and server is engineered with dual network cards along with the network architecture to ensure dual network paths, ensuring the connection stays available via the redundant network switch in the event of a local internet service or network failure. Each Zuercher 911 position is equipped with a backup phone that is independently connected to the network, which guarantees that the call-taker can always answer calls in the event of a workstation failure.



The screenshot displays a software interface with a dark background. At the top, there are buttons labeled 'Alert' and 'Abandoned'. Below these, a section titled 'Abandoned Calls' contains a table with the following data:

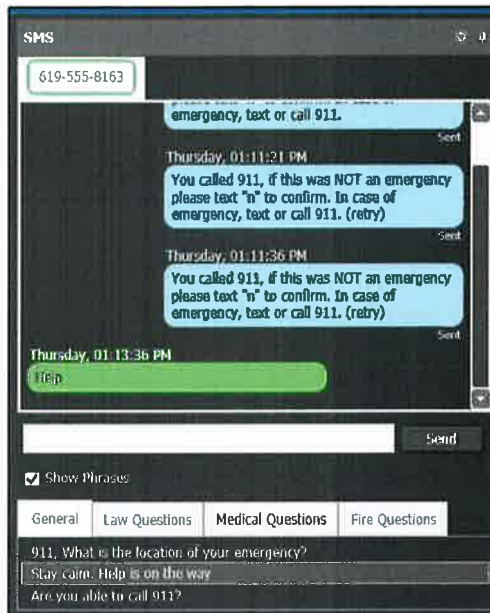
Source	Status	Position	Number	Ring Time
Wireless 911-2	Abandoned		619-555-6596	7/12/2017 2:47:27 PM
911 Line 2	Abandoned		619-555-0005	7/12/2017 2:47:29 PM
Wireless 911-1	Abandoned		858-555-7389	7/12/2017 2:47:31 PM
911 Line 2	Abandoned	2100	619-555-0006	7/12/2017 2:50:11 PM
911 Line 2	Abandoned		619-555-0004	7/12/2017 2:50:22 PM
Wireless 911-2	Text Sent		619-555-8163	7/12/2017 2:50:25 PM

Zuercher 911 Advantages

ABANDONED CALL MANAGEMENT. Zuercher 911 provides a comprehensive set of tools for resolving every abandoned call received by a PSAP, including instant notification of abandoned calls, one-click automated call-back processing, re-queuing for answer priority, and automatic call clearing by detecting additional calls from the same phone number or redials from the call-taker.

AUTOMATIC ABANDONED CALL PROCESSING. Abandoned 911 calls from wireless phones have placed a significant burden on 911 centers. As cell phone technology and usage continues to grow and evolve, abandoned call volume will continue to grow. Zuercher's automatic abandoned call processing allows an agency to respond to any abandoned wireless call with a configurable, automated SMS/text message, saving valuable time and allowing 911 call takers to focus on emergency calls.

CALL STATUS. Within Zuercher 911's Call Status Module, the call-taker instantly has access to a list of prior calls that have been placed from the caller's phone number, including notes added by the call-takers during those incidents. Phone notes provide the ability for the call-taker or administrator to add critical data to any phone number (such as officer safety information, medical alerts, or keyholder information), alerting the call-taker of that information in advance on subsequent 911 calls.



INTEGRATED TEXT-TO-911. Zuercher 911's Text-to-911 functionality is integrated directly into the call flow, ensuring text-to-911 calls are processed in the same fashion as a standard voice 911 call. In Zuercher 911, text-to-911 calls are presented in the call queue exactly like a voice call and the call taker is presented with features and functionality identical to the voice call. The text call can even be transferred to another center, if allowed by an agency's Text Control Center (TCC). Text responses can be pre-configured and organized into folders to ensure quick and concise response to text messages, saving valuable seconds in the response. This text message is presented to the call-taker in the familiar "bubble" format that cellular phone users are already accustomed to.

Zuercher 911 System Architecture

In the past, the computer and the telephone—two powerful but separate tools—did not work together efficiently. However, the trend toward universal data access has changed the face of both technologies and is accelerating their merger. Zuercher 911 is the unification of computer processing and telephone calls. For this reason, the Zuercher 911 system is a first-class NENA i3 compliant NG9-1-1 telephony solution.

A telephone system with the latest production version anchors the Zuercher-engineered solution for the LPD. The system supports both legacy network requirements along with future ESINet and NG9-1-1 requirements.

The call-taker and dispatcher desktops are equipped with Zuercher 911 Computer Telephony Integration applications. The LPD's call-taker positions are also fitted with a Genovation keypad for direct control of telephone functions and a Polycom SoundPoint IP-650 telephone. This Polycom backup telephone can function independent of the core workstation, even in the event of a workstation hardware failure. ANI and ALI are both delivered to the Polycom telephone display to ensure the location information is displayed without reliance on the workstation.

No single point of failure is at the core of the Zuercher 911 solution. 911 is the backbone of public safety, and ensuring that every system is always available is of the highest priority. To ensure 24/7 functionality, Zuercher 911 uses best in class hardware and software redundancy for all mission-critical systems and functions. Each 911 position includes a telephone desk set that can be used if the computer workstation experiences a failure. The desktop phone set operates completely independent of the workstation.

The Zuercher solution provides hardware redundancy to eliminate any single point of failure in the following ways:

- Dual/redundant hot-swappable server power supplies
- Dual/redundant network cards
- Dual/redundant network switches
- Shared storage RAID configured hard drives
- Redundant audio code gateways for 911 and admin trunks
- Redundant data sharing devices providing ALI to third-party equipment
- Redundant ALI modems
- Redundant network paths to each device
- Support for critical or recommended spares

The Zuercher solution provides software redundancy in the following ways:

- Redundant Zuercher 911 (VM) Servers (one on each host server)
- Redundant voice path via duplicated PBX (physical or virtual)
- Virtualization high availability (automated load balancing and failover between servers)

Zuercher 911 Implementation

The Zuercher 911 solution is implemented by experienced experts from TriTech. This implementation methodology has been refined and optimized over the past several years. This standard implementation process is designed for deployment of Commercial Off-the-Shelf (COTS) solutions for public safety clients in mission-critical environments.

The process follows the Project Management Institute (PMI) general guidelines for project management to deliver a high quality, cost-effective project implementation process that ensures successful installation. This methodology includes a highly refined professional services component with a matrix engagement of specialized personnel (such as Business Analysts and Trainers) who lead a consultation-driven methodology to optimize the COTS solution for the LPD's operations.

TriTech's implementation process starts with project initiation and planning phases that focus on solution and scope definition, assembling the project teams, and planning for the project execution. The execution phase focuses on the core approach for deployment of each system and related interface(s) and includes the following elements:

- Operational/requirements review
- Data gathering and configuration phase
- Validation of the setup
- Workflow and unit testing

This consistent approach, along with TriTech's proven training and cutover process, provides the controls that will ensure a successful project for the LPD.

Training

TriTech collaborates with agencies to present a comprehensive training program that meets their individual training and operational needs. Training takes place during the week(s) of installation at the site and covers call takers, supervisors, and system administrators. The classes are scheduled based on participant availability and call center needs.

Training is hands-on and employs simulations using data, processes, and information relevant to the call center. TriTech uses production configurations and environments for training that match those of the call center because the most productive and successful training sessions occur when agents and supervisors can relate the training to their jobs.

Testing

TriTech uses standard acceptance testing methodology designed to allow clients to thoroughly evaluate and verify the functionality of the software applications deployed. Following installation and prior to any testing, TriTech provides agencies with a Task Completion Report (TCR) signifying the completion of the installation.

TriTech conducts the Functional Acceptance Testing (FAT) of the Zuercher 911 solution (pre- and post-go live, as appropriate) to available system functionality. The purpose of the FAT is to test specific functionality of the Zuercher 911 system and to formally document that Zuercher 911 meets the required functionality according to the Agreement between the LPD and TriTech. This process is completed prior to Final Acceptance of the system.

Zuercher 911 Maintenance and Support

Maintenance

For the licensed Zuercher 911 applications, the annual support maintenance agreement includes software fixes, patches, upgrades and new version releases. New applications or modules that are separately licensed and priced are not included in updates.

Zuercher 911 is enhanced via incremental version releases and service packs throughout the product life cycle. Zuercher typically provides updates or service packs to its products on a quarterly schedule. These are released to address software issues and minor enhancements to the product line. Version releases are typically scheduled once or twice each year and address larger functional or technical enhancements. Clients are expected to stay within one year of the current release.

Zuercher 911 software upgrades are performed with the assistance of a Technical Services Engineer (TSE) and a designated agency contact. When a new software release becomes available for general release, a TSE schedules time to review the software release notes with the agency. This will ensure that the agency is aware of the new features, enhancements, and defect repairs included with the software release. Once the agency reviews and agrees to proceed with the upgrade, the TSE schedules a mutually agreed upon date and time for the software upgrade.

Zuercher's pricing includes the requested maintenance and 24/7 monitoring and diagnostics.

Support

Zuercher 911 software support services are provided from the company's National Support Center in Decorah, IA, where knowledgeable, cross-trained staff can handle peak periods and serve as a backup to product line support teams that ensure day-in and day-out uninterrupted support.

The National Support Center website provides clients with a comprehensive knowledge base, up-to-the-minute status on all service requests, and software documentation, including user guides, white papers, and notices designed to enhance productivity with Zuercher 911.

Remote monitoring for Zuercher 911 is provided 24 hours per day, 7 days per week, and 365 days per year through a real-time IP connection to check system status and health. Should an issue arise, immediate notification is sent to the National Support Center. A technician is alerted and action will be taken to address the issue based on the severity.

Kaseya is the application used for remote access and maintenance of products. The appliance provides CJIS-level security and allows for both escorted and persistent connection access to agency sites. Pre-connection notifications are sent and recorded within the Support ticketing system.

Zuercher 911 References

Agency Name	Berkeley County (West Virginia)
Address, City, State	802 Emmett Rousch Dr, Ste A, Martinsburg, WV 25401
Contact	IT Director Gary Wine, 304-267-5113 or gwine@berkeleywv.org
Client Since	May 2000
Population Served	110,000
Products	Inform CAD, TriTech 911

Agency Name	Chesterfield County (Virginia)
Address, City, State	6610 Public Safety Way, Chesterfield, VA 23832
Contact	911 Systems Manager Alan Weese, 804-796-7065 or weesea@chesterfield.gov
Client Since	2001
Population Served	165,000
Products	TriTech 911

Agency Name	El Paso/Teller County 911 Authority (Colorado)
Address, City, State	2350 Airport Road, Colorado Springs, CO 80910
Contact	System Network Engineer Matt Towell, 719-785-1977 or mtowell@elpasoteller911.org
Client Since	
Population Served	586,137
Products	TriTech 911

Agency Name	Hamilton County 9-1-1 Emergency Communications District (Tennessee)
Address, City, State	3404 Amnicola Highway, Chattanooga, TN 37406
Contact	Director John Stuermer, 423-622-1911 or jo@hc911.org
Client Since	May 2014
Population Served	345,545
Products	TriTech 911

Agency Name	Sumner County (Tennessee)
Address, City, State	255 Airport Road, Gallatin, TN 37066
Contact	SECD Asst. Director Tonya Jetton, 615-451-1200 or tonya@sumner911.org
Client Since	
Population Served	180,000
Products	Inform CAD, TriTech 911

Terms, Conditions, and Financing

Terms and Conditions

All Zuercher's prices shall remain valid for a period of 90 days from the date of this proposal submission, unless otherwise extended in writing by Zuercher.

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Financing

Zuercher Technologies has partnered with Government Capital Corporation to provide financing options for the LPD. All financing options will be administered by Government Capital Corporation. Additional information with regard to these financing options may be provided by contacting Government Capital Corporation as follows:



D.C. Greer
Vice President
Government Capital
Corporation
90 Sandalwood Trail
Brookhaven, MS 39601

Phone: 800-561-0461
Mobile: 601-754-5951
Email:
dc.greer@govcap.com
Site: www.govcap.com

Zuercher 911 Pricing

Software License Fee(s)

911 Software License Fee(s)	Unit Price	Qty	Total Price
911 Clock	\$2,000.00	1	\$2,000.00
911 Position	\$7,000.00	3	\$21,000.00
911 Server Software	\$10,000.00	1	\$10,000.00

911 Software License Fee(s) Subtotal: **\$33,000.00**

Software License Fee(s) Total: \$33,000.00

Implementation Service Fee(s)

911 Implementation Service Fee(s)	Unit Price	Qty	Total Price
911 Call Taker Position Setup and Testing (per workstation)	\$900.00	3	\$2,700.00
911 End User Training (up to 10 students)	\$1,200.00	1	\$1,200.00
911 Supervisor Training (up to 10 students)	\$1,400.00	1	\$1,400.00
CPE Backroom Installation and Testing (Small Implementation up to 4 positions)	\$23,400.00	1	\$23,400.00
Project Management 911 (Small Implementation 1-4 Positions)	\$15,400.00	1	\$15,400.00

911 Implementation Service Fee(s) Subtotal: **\$44,100.00**

Implementation Service Fee(s) Total: \$44,100.00

Project Related Fee(s)

Product Name	Unit Price	Qty	Total Price
Estimated Travel Expenses (To be billed as incurred)	\$7,000.00	1	\$7,000.00
Shipping to Site Zuercher 911 Solution	\$1,058.81	1	\$1,058.81
Zuercher 911 System Integration Fee	\$3,635.25	1	\$3,635.25

Project Related Fee(s) Total: \$11,694.06

Hardware

Product Name	Unit Price	Qty	Total Price
Zuercher 911 Solution Backroom and Workstation Hardware	\$27,694.52	1	\$27,694.52
Zuercher 911 Solution Hardware Extended Warranty - 5 Years	\$7,599.18	1	\$7,599.18

Hardware Total: \$35,293.70

Annual Maintenance Fee(s) (Year 1)

Product Name	Support Level	Total Price
911 Clock	24 x 7 (911)	\$360.00
911 Position	24 x 7 (911)	\$3,780.00
911 Server Software	24 x 7 (911)	\$1,800.00
Zuercher 911 Solution Backroom and Workstation Hardware	24 x 7 (911)	\$4,985.01

Annual Maintenance Fee(s) (Year 1): \$8,497.23

Continuous Upgrade Fee(s) (Year 1): \$2,427.78

***Annual Maintenance Fee(s) (Year 1) Total:* \$10,925.01**

***Annual Maintenance Fee(s) (Year 2) Total:* \$11,471.26**

***Annual Maintenance Fee(s) (Year 3) Total:* \$12,044.82**

***Annual Maintenance Fee(s) (Year 4) Total:* \$12,647.06**

***Annual Maintenance Fee(s) (Year 5) Total:* \$13,279.41**

Estimated Sales Tax:
(State: at %)

Taxable sales: \$0.00

Subtotal: \$135,012.77

Sales Tax Amount: \$0.00

Quote Total: \$135,012.77