

# Ohio 9-1-1 Newsletter

January 2019

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## **Ohio DAS Welcomes New Leadership**

With the arrival of 2019 comes change for the Ohio Department of Administrative Services (DAS). Specifically, with the new administration of Governor Mike DeWine, DAS has new leadership. Matthew M. Damschroder has taken over as the new director of DAS, and Ervan D. Rodgers II is serving as the State of Ohio's Chief Information Officer (CIO) and assistant DAS director. As such, Rodgers assumes the role of the non-voting chair of the Statewide Emergency Services Internet-Protocol Network (ESINet) Steering Committee.

**Here is a portion of an introductory message from Rodgers that appeared in a recent edition of the IT Transformation newsletter published by DAS:**

Prior to my appointment as the state CIO/assistant director, I was the CIO at the Ohio Attorney General's Office (AGO) where I focused on developing IT strategies to help better serve and protect Ohioans. This included hands-on experience with digitizing core business processes, e-business, developing value-added solutions, change management and mentoring management teams. I served on the board of directors for Ohio Geographically Referenced Information Program; HandsOn Central Ohio, a nonprofit resource referral agency; CyberOhio Advisory Board; and the Franklin University Cybersecurity and Public Safety Advisory Board.



*State of Ohio Chief Information Officer Ervan D. Rodgers II*

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## **Wireless 9-1-1 Government Assistance Fund Reconciliation Form**

As in years past, the Ohio 9-1-1 Program Office will again distribute the Wireless 9-1-1 Government Assistance Fund (WGAF) Reconciliation Form in 2019. The form was developed by the Ohio 9-1-1 Program Office staff to facilitate the collection of data and allow the Program Office to fulfill its mandate to monitor for compliance with Ohio Revised Code (ORC) 128.571.

As of Jan. 1, 2018, counties are permitted to use funds from WGAF disbursements to support no more than three wireless PSAPs, except in counties in which there is a municipal corporation with a population exceeding 175,000. Such counties are permitted to support four wireless PSAPs with WGAF disbursements. Also, funds may be used for central countywide 9-1-1 system equipment.

This year's WGAF Reconciliation Form has been distributed with a May 31 due date and will only encompass 2018 WGAF reporting.

## **ESINet Steering Committee Membership**

Two long-standing members of ESINet Steering Committee have been re-appointed to their positions and will continue to serve the citizens of Ohio in their current capacities. Tom Robbins, director of public safety for the City of Marion, Ohio, has been re-appointed to his position representing the Ohio Municipal League. In addition, John Leutz has been re-appointed to continue representing the County Commissioners' Association of Ohio on the steering committee. Both of these committee members have been heavily involved with 9-1-1 in Ohio for a long time and particularly in the progress that has been made in recent years.

## **County 9-1-1 Spotlight: Lake County**

For this quarter's edition of the 9-1-1 Spotlight, the Ohio 9-1-1 Program Office reached out to Lt. Cynthia Baker and our local partners in Lake County.

What is your name, job title, what agency do you work for, and for how long?

My name is Lt. Cynthia Baker, lieutenant-in-charge of operations. I work for the Lake County Sheriff's Office Central Communications. I was hired as a dispatcher in October 1988, promoted to sergeant in 2001 and Lieutenant in 2005.

How long have you been involved specifically with 9-1-1?

Since 1988, when the small agency I worked for dissolved to join the new Lake County Sheriff's

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Office Central Communications.

Give us a brief description of how 9-1-1 operates locally in your county.

The Lake County Sheriff's Office Central Communications is the only collaborative Communications Center or PSAP in Lake County; we contract dispatch services with 11 police agencies and nine fire agencies. Central Communications is the Primary PSAP, answering all Wireless 9-1-1 calls in the county. If a 9-1-1 call is from an area that we do not contract with, our dispatchers transfer and supervise the call until the secondary PSAP has a confirmed location and nature of call.

What is your favorite part of being involved in 9-1-1?

Because I have been involved with 9-1-1 since the very early years, it has been a pleasure to be involved as 9-1-1 evolved to Enhanced 9-1-1. As phase I and phase II were adopted, our capabilities to mark latitude and longitude on our computer-aided dispatch mapping system allowed us to provide better service. I look forward to the next generation of texting to 9-1-1, the guidelines set forth to make the rules uniform across the state and the funding to make it a reality.

What might your staff or other county 9-1-1 coordinators be surprised to learn about you?

When I am not at work, I am enjoying my 10 grandchildren. My husband and I love to travel, and I look forward to more of it in the future. I have volunteered my time for numerous community outreach programs, my favorite being National Night Out, which I have not missed in 10 years. I also enjoyed volunteering for the Ohio Right to Read Program in the Painesville City School System.



*Lt. Cynthia Baker, Lake County Sheriff's Office*

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## **2018 Support and Compliance Recap**

Ohio 9-1-1 Support and Compliance Coordinator Sharon McMurray completed her assessments for calendar year 2018. During the implementation phase, which began in May 2018 and ran through the end of the year, there were no funding penalties attached to non-compliant status. Sharon reported that for 2018, 60 counties achieved compliant status, 27 counties were non-compliant, and one county offered no submission to be evaluated.

The Ohio 9-1-1 Program Office expects that those counties that were not compliant with the PSAP Operations Rules in 2018 will be able to reach compliant status in 2019. Indeed, many of them may already have met the requirements for 2019 based on slight changes that needed to be made. Now that the implementation phase of the Support and Compliance Program has concluded and the operational phase has begun, continuing non-compliance in 2019 could lead to loss of funding.

As always, the Ohio 9-1-1 Program Office is here to answer questions and assist in any way possible in regards to the Support and Compliance Program.

### **Contact Information**

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