



Center Technology Award Winner

Daniel Grien

Chagrin Valley Dispatch

Chagrin Valley Regional is a full service regional PSAP for 32 different municipalities with three different locations. In 2014, we started out with our Bedford location and soon ran out of room! We then constructed our Cleveland Heights location and in 2019 finished our third location in Brecksville. In 2020 we finally took delivery of our 40-foot communications truck. This vehicle was needed and can fully function independent of our three centers and our staff can perform every single aspect of their job in this vehicle to include answering both 9-1-1 and 10-digits phone calls to paging out our fire departments. Our IT department was tasked to making sure we have all our redundancies in place so in the event we loose a center due to fire, flood, COVID outbreak or connectivity, we remain a fully functional PSAP. The new truck has multiple facets of connectivity from cellular backhaul to satellite technology as well as the ability to deploy with our custom made wireless mesh networks.

All of our technology was hand picked by our knowledgeable IT staff who specifically chose the individual parts based on their ability to work together seamlessly. One of our staff members best described our advancements as going from peanut butter and jelly sandwiches every day to lobster and steak.

Each of our centers boast multiple layers of redundancies. One of the newest enhancements was the telephony systems. Our County utilizes Motorola Callworks as our call answering platform. If the system were to fail, our fire-walls detect the failure and automatically fail over to our in-house PBX. Other than the calls being delivered on a different phone, our employees have no idea that there is an outage. Another enhancement with this update is the automation of call forwarding. In the event of a failure or simply being overloaded with calls, our systems will deliver calls that are not answered to our other centers to ensure every single call whether its a 9-1-1 call or 10-digit non-emergency line gets answered.

In closing, the last week of December we finished our mobile call answering positions. This gives our staff the ability to deploy remotely whether its at home due to COVID or simply relocating to a location without connectivity to one of our centers. These positions give our staff full functionality and the ability to again answer not only 10-digit lines but 9-1-1 lines as well as CAD functionality. This simply grab a portable and one of these positions and they are operational!

