

## RUSSELL FIRE-RESCUE STATION

April 15, 2010

Vice-Chairman James Dickinson called the meeting to order at 9:00 a.m. Trustee Kristina Port was present. Mr. Mueller was absent due to a work commitment. Mr. Dickinson welcomed guests, Frank Gliha, Geauga County Auditor, Steve Decatur, Chief Information Officer for Geauga County, James Ruff of Banshee Computing, John Triner of Tectronic Office Products, Ron Beach, Russell resident, and Russell Township employees Susan Baker, Sgt. Randy Bialosky, Lt. Mike Carroll, Chief John Frazier, Jack Gallagher, Gerri Heck, and Gene Layne.

Mr. Dickinson introduced the meeting with an overview of his interests in improving the technological situation in Russell Township. He is interested in integrating data and voice systems. He would like to reduce costs, streamline systems, and integrate and improve the Township's connectivity with other communities such as the West Geauga School System. In July of 2008 Telisys representatives made a presentation based on the technology audit that occurred in May of 2008. Mr. Dickinson explained that the Trustees chose not to go forward with the Telisys proposal, but that the Township now has a baseline from which to move forward. Mr. Dickinson indicated that Bainbridge Township and Matt Lynch gave the Geauga County IT network a ringing endorsement. Ms. Port indicated that a technology improvement project is a huge job and it is necessary to have all the department heads present.

She explained that Mr. Ron Beach is a community volunteer who has helped her to capture information on a spreadsheet and update what has been done since the Telisys study. Mr. Dickinson explained that everyone will need to participate in the project.

Mr. Gliha explained that together he and Mr. Decatur have over 70 years of experience in the field of information technology. Mr. Gliha and Mr. Decatur intend to explain what they can do for townships such as Russell, Chester, Burton, Troy, Hambden, and Munson. Mr. Gliha states that Russell Township can save money and should see the County network as a cost effective alternative. If the Township joins the County network it can leverage the current investment for a lower bottom line. Mr. Gliha explained that the County network is made up of a la carte systems. The Township may select one or many of the available systems such as telephony, 4-digit dialing, voice data storage, disaster recovery, off-site storage, \$9 web hosting, VOIP, etc.

Mr. Steve Decatur expressed the appeal of cost effective connections and communications between municipalities. He described the redundant systems housed in the Court House Annex and the Sheriff's Office. Two robotic tape carousel libraries are available and it is no cost to the County to add the Township. No additional technology or manpower would be necessary. The Township would provide the tapes at \$80.00 each. The Sheriff's data is encrypted to CGIS standards. Mr. Decatur recommends that the Township safety forces keep their own systems and backup to the County system. Backups are automatically performed daily at the County and are done manually once a week in the Township. The Police Department uses 3 external hard drives that are rotated out weekly to a secure room in the Police Station. The Fire Department has a mirrored array. A full backup is done and tapes are rotated to a secure room. The County representatives indicate that they do not see their system as a replacement, but as an

## RUSSELL FIRE-RESCUE STATION

April 15, 2010

augmentation to the Township current technology. Local backups would still be done in the Township. The County can offer automatic backups for the cost of tapes. The County loses nothing if the Township chooses not to participate. No capital outlay is required by the County.

Mr. Decatur explained that the Township departments are doing well, but that there are other services which they could utilize. The County can offer more mobility and a seamless transfer between desk and cell phones. They can also offer computer conferencing. Virus protection prices through the County have dropped recently due to increased volume of users. The Township would buy only the licenses it feels it needs.

Mr. Decatur described the archive retention plan used by the County. They use 90 day, 1 year, 5 year, and permanent buckets. Websites may also be stored on the County server. Burton Township edits their website content on the County server.

Battery backups have a shelf life as do other hardware pieces. The County can assist the Township by recommending a replacement and depreciation schedule. They only require that when hardware is purchased that it be compatible with the County standards. Computer repairs could also be performed by our local tech people. The County would require that the tech support people we use become trained in the County system so that a common tool set and common management practices be utilized. Contractors get dispatched from the Help Desk in the County. Direct calls to our local tech support companies are fine, but an email to the Help Desk is also necessary for documentation of need and statistic tracking.

Chief Frazier expressed concern that his emails to the County IT Department were getting no response. Mr. Decatur said it was difficult to respond since he doesn't know what environment the Fire Department is running. Chief Frazier is not in a position to wait around.

Randy Bialosky explained that the Police Department is happy with the system they have now. It is user friendly, easy to maintain, and back-ups are efficient. The system was set up after consulting with Banshee Computer Company. Dell IT support is included in the purchase price. The Police Dept. uses a Samsung VOIP capable telephone system in their new facility. The Police Department prefers TAC over Spillman. Russell and South Russell are on TAC. Spillman does not have accident reporting capabilities. Since sharing information is all about officer safety, Mr. Bialosky says TAC is the better choice. Spillman only gives Geauga County information while TAC offers the larger community of the whole state of Ohio.

Chief Frazier listed the advantages and disadvantages of using the County network from the Fire Department's perspective. Connectivity with the County is great. Spillman is used every day. The Department has 6 MDTs and it is fantastic. They have had one hard disk failure that was fixed within one day. However, the Fire Department purchased a new phone system recently. TelRAD is not VOIP capable and

RUSSELL FIRE-RESCUE STATION

April 15, 2010

it would cost \$7,350 to replace it. His Department also uses Firehouse for reporting. It is said to work very slowly in Bainbridge where the County network is a factor. Firehouse runs faster in Russell where it runs locally. Lighting fiber is simple. The fiber does not need connection through the County. Chief Frazier does not prefer Dell. MicroCenter PowerSpecs and HP's have had excellent reliability for the Fire Dept. While Bainbridge Township has joined the County network, the Police and Fire Departments are still stand alone.

Gene Layne and Jack Gallagher reported that their needs are simple. The Road Dept uses one computer and two-way radios for communication. The Maintenance Dept uses one computer.

Susan Baker is interested in a replacement policy for the hardware in the Township. Ms. Baker's computer, the Zoning Dept., and the Trustees assistant all backup to external hard drives. The Centrex phone system is approximately 15 years old and still working. Ms. Baker has been in touch with Windstream about a key system. Mr. Decatur recommends getting a system that is VOIP ready, not VOIP capable. VOIP capable machines require components that are extremely expensive, such as a \$3,000 add-on module and \$300 phone sets. The County network offer would include having our existing phone numbers ported over to the County network.

Mr. Gliha identifies disaster recovery as the biggest threat to Russell Township's computer situation. Solid state disk backup is not good enough. The shelf life of our hardware is a big risk to the Township. Mr. Dickinson suggested that internally the Township do a better job networking computer hardware. Mr. Beach identifies a buy-in cost to using the County. The costs need to be checked. Backout is harder due to the necessary investment in the County infrastructure. However, Mr. Beach says it is not a bad idea. The Township needs a vision and a systematic approach. Mr. Decatur responded that the backout costs are determined and identified at the beginning. He explained that recently Ravenwood took a piece of hardware with them when they left the network. Metzenbaum has a 3 meg connection to the County. For an additional \$260.00 per month the connection goes to 6 meg. Quality of service is already built in to the County network.

Mr. Dickinson recommends that each department head select the features that would benefit their departments from the menu listed in the County handouts. Mr. Dickinson would like to hear from the department heads within two weeks.

*Upon the motion of Ms. Port and seconded by Mr. Dickinson, the meeting was adjourned at 11:15 a.m.*

Respectfully submitted,

James Dickinson  
Vice-Chair

Melissa Palmer,  
Assistant to the Trustees