

## **Commitment and Perseverance Pay Off With the Mahoning County, Ohio Bid Award**

9-1-1 Call Centers, also known as Public Safety Answering Points (PSAPs), are the public's first line of contact with public safety authorities in an emergency. Mahoning Co., OH is supported by nine locations: Austintown, Beaver, Boardman, Canfield, Campbell, Sebring, Struthers, Youngstown, and Mahoning County Communications Center. The nine locations fall under the purview of The Mahoning County Emergency Management Agency.

The Mahoning County EMA provides for the health, safety and welfare of the residents of Mahoning County. The EMA is responsible for the mitigation, preparedness, response and recovery actions for all major emergencies and disasters. The EMA is tasked with the coordination and administration of the countywide "All Hazards" emergency operations plan. The EMA also facilitates planning and resource deployment of County Departments and Agencies, including faith based organizations in times of crisis.

In 2010, the need to replace aging 9-1-1 equipment for the County was becoming imminent. Although the process would not culminate for another two years, research would begin immediately. Commercial Electronics Corp's account executive, Ritchie Curtis, made initial contact with the director of Mahoning County 9-1-1, Maggie McGee, to specifically discuss the 9-1-1 recording system. Ritchie Curtis began the journey with Ms. McGee by helping define the needs of the county with product demonstrations showing the latest technology in the marketplace. The HigherGround product was a lead contender representing the latest advancements of technology in the industry.

Mr. Curtis nurtured the relationship maintaining contact with numerous phone calls, site visits and two additional product demos to the 9-1-1 Board. The Board saw demonstrations from many competitors throughout this time period, however, CEC's reputation in the industry for excellent customer service and providing a high quality voice recording product (HigherGround) paid great dividends - Mahoning County awarded the contract for the nine recording systems to Commercial Electronics in October 2012. CEC recognizes Mr. Curtis's perseverance was in no small measure instrumental to this end. Commercial Electronics is looking forward to a great long-term relationship with the Mahoning County 9-1-1 District.