

1 RESOLUTION NO. 2026-098

2

3 SPONSOR Executive Shapiro

4

5 DATE March 30, 2026

COMMITTEE Public Safety

6

7 **A Resolution confirming the award by the Board of Control of a renewal of the master**  
8 **service agreement with Needl., Inc., dba Aurelian, to process non-emergency calls using an**  
9 **automated voice assistance for various Summit County public safety answering points, for**  
10 **implementation and a one-year term, for the period of 5/1/26 through 4/30/27, in an amount**  
11 **not to exceed \$234,000.00, for the Executive’s Department of Public Safety, and declaring an**  
12 **emergency.**

13

14 WHEREAS, the Executive’s Department of Public Safety wishes to renew the master-  
15 service agreement (MSA) with Aurelian to implement and provide one year of service,  
16 commencing on 5/1/26, in an amount not to exceed \$234,000.00; and

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18 WHEREAS, this Council previous adopted Resolution No. 2025-101, which authorized  
19 the Executive to enter into a Master Services Agreement with Needl., Inc., to process non-  
20 emergency calls using an automated voice assistant for various Summit County public safety  
21 answering points, for implementation and one-year of services beginning 5/1/25, in an amount not  
22 to exceed \$284,000.00; and

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24 WHEREAS, Aurelian provides processing of non-emergency calls using an automated  
25 voice assistant, for various Summit County public safety answering points (PSAPs); and

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27 WHEREAS, the County 9-1-1 Plan, adopted on July 9, 2024, has the intention of ensuring  
28 that each PSAP within Summit County has the same technology available to them, for the benefit  
29 of public safety; and

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31 WHEREAS, the master service agreement with Aurelian is exempt from competitive  
32 bidding under Codified Ordinance 177.07(a)(14), as part of the purchase of the 9-1-1 system; and

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34 WHEREAS, this project will be funded by the Summit County 9-1-1 Funds; and

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36 WHEREAS, the Board of Control, at its meeting held March 25, 2026, approved, subject  
37 to the approval of the Information Technology Board, a renewal of the master service agreement  
38 with Needl., Inc., dba Aurelian, to process non-emergency calls using an automated voice  
39 assistance for various Summit County public safety answering points, for implementation and a  
40 one-year term, for the period of 5/1/26 through 4/30/27, in an amount not to exceed \$234,000.00,  
41 subject to the approval of this Council; and

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43 WHEREAS, the Office of Information Technology Board, at its meeting to be held on  
44 April 9, 2026, approved the aforementioned master service agreement with Aurelian; and

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46 WHEREAS, this Council finds and determines, after reviewing all pertinent information,  
47 that the aforementioned MSA with Aurelian is necessary and in the best interest of the County of  
48 Summit;

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50 NOW THEREFORE, BE IT RESOLVED by the Council of the County of Summit, State  
51 of Ohio, that:

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1 RESOLUTION NO. 2026-098

2 PAGE TWO

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4 SECTION 1

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6 The award by the Board of Control of a renewal of the master service agreement with  
7 Needl., Inc., dba Aurelian, to process non-emergency calls using an automated voice assistance  
8 for various Summit County public safety answering points, for implementation and a one-year  
9 term, for the period of 5/1/26 through 4/30/27, in an amount not to exceed \$234,000.00, is hereby  
10 confirmed and the Executive is hereby authorized to execute said purchase agreement and any  
11 other necessary related documents.

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13 SECTION 2

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15 This Resolution is hereby declared an emergency in the interest of health, safety, and  
16 welfare of the residents of the County of Summit, and for the further reason to be able to provide  
17 continuity of public safety services to the residents of Summit County.

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19 SECTION 3

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21 Provided this Resolution receives the affirmative vote of eight members, it shall take effect  
22 immediately upon its adoption and approval by the Executive; otherwise, it shall take effect and  
23 be in force at the earliest time provided by law.

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25 SECTION 4

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27 It is found and determined that all formal actions of this Council concerning and relating  
28 to the adoption of this Resolution were adopted in an open meeting of this Council, and that all  
29 deliberations of this Council and of any of its committees that resulted in such formal action, were  
30 in meetings open to the public, in compliance with all legal requirements, including Section  
31 121.22 of the Ohio Revised Code.

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34 INTRODUCED March 30, 2026

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36 ADOPTED \_\_\_\_\_

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CLERK OF COUNCIL

\_\_\_\_\_ PRESIDENT OF COUNCIL

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42 APPROVED \_\_\_\_\_

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46 \_\_\_\_\_  
EXECUTIVE

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48 ENACTED EFFECTIVE \_\_\_\_\_