

Minutes of the Committee-of-the-Whole of Stow City Council Meeting held on Thursday, January 6, 2022 at 6:00 p.m.

Any members of the public wishing to have a public comment read at a standing committee or Council meeting must provide their name, address, and comment in writing to the Clerk of Council no later than 3 P.M. the day of the meeting. Comments may be delivered in person, by mail or emailed to [ClerkofCouncil@stow.oh.us](mailto:ClerkofCouncil@stow.oh.us). Any written public comments will be read by the Clerk of Council or another appropriate meeting participant during the requested meeting.

Public comments must come directly from the person requesting the comment to be read and cannot be compiled or vetted by a third-party representative. Any public comments requested to be read shall provide their name and address for the record and shall be read in the same reasonable time permitted to those speaking in person. Any public comments submitted by persons other than the indicated (signed) party will not be read.

- Council Members Present: Harrison, Feldman, McIntire, Fiocca, Licate, Lowdermilk
- Council Members Absent: Ward 1 Vacant
- City Officials Present: Mayor Pribonic, Finance Director Costello, Police Chief Film, Fire Chief Stone, Law Director Syx, Clerk of Council Villers and Deputy Clerk of Council Mottram
- Press Representatives: Akron Beacon Journal

**Call to Order**

President McIntire called the meeting to order.

**Approval of Minutes**

None.

Additional representatives present to give the presentation and answer questions were as follows:

Lori Pesci Summit County – Director Public Safety, Brian Nelson Summit County – Chief of Staff, Bobbi Smyth Stow PD – Dispatcher, Angie Mack Stow PD – Dispatcher, Jason Roblin – MCM Consulting Group, Inc. – Project Manager/Staff Supervisor and Jason Dodson – Roetzel & Andress Law Firm – Legal Consultant.

**New Business**

T-177 AN ORDINANCE AUTHORIZING THE MAYOR TO EXECUTE A COOPERATIVE AGREEMENT WITH THE CITY OF AKRON, THE CITY OF CUYAHOGA FALLS, THE CITY OF FAIRLAWN, THE CITY OF TALLMADGE, AND THE COUNTY OF SUMMIT WHEREBY THE COUNTY WILL ACQUIRE, DESIGN, CONSTRUCT, FURNISH, MAINTAIN AND FINANCE A JOINT PSAP BUILDING, AND AUTHORIZING THE MAYOR TO EXECUTE THOSE AGREEMENTS DEFINED IN THE COOPERATIVE AGREEMENT, INCLUDING BUT NOT LIMITED TO, AN INTERGOVERNMENTAL AGREEMENT FOR THE ESTABLISHMENT OF A COUNCIL OF GOVERNMENTS WITH THE CITY OF CUYAHOGA FALLS, THE CITY OF FAIRLAWN, THE CITY OF TALLMADGE, AND THE COUNTY OF SUMMIT, FOR PURPOSE OF OPERATING A CONSOLIDATED PRIMARY PSAP, GUARANTEE AGREEMENTS, LEASE AGREEMENTS, AND A JOINT USE AGREEMENT FOR THE USE AND OPERATION OF THE JOINT PSAP BUILDING LOCATED IN THE CITY OF TALLMADGE.

T-177 inserted for clarification as follows:

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WHEREAS, at the general election held on November 3, 2020, the voters of the City of Stow passed Issue 23 authorizing the City of Stow to enter into an agreement to transfer control of the Safety Services Communication Center from the City of Stow to a regional dispatch center for the purpose of providing safety services communications; and

WHEREAS, the City of Akron, City of Cuyahoga Falls, City of Fairlawn, City of Stow and County of Summit each operate separate primary Public Safety Answering Points (“PSAPs”) through which they dispatch emergency calls to public safety forces, both within their communities and for other political subdivisions for which they have contracts to provide dispatch services, including the City of Tallmadge (the “Contracted Dispatch Communities”); and

WHEREAS, the County of Summit, City Cuyahoga Falls, City Fairlawn and City of Stow desire to consolidate the operations of their separate PSAPs into a consolidated PSAP serving those communities and the Contracted Dispatch Communities; and

WHEREAS to effectuate the consolidation of the operations of their separate PSAPs, the County, City of Cuyahoga Falls, City of Fairlawn and City Stow, together with the City of Tallmadge, desire to form and become members of the Summit Area Regional Council of Governments (the “COG”), that shall be responsible for the ongoing operation, staffing, funding and governance of a consolidated primary PSAP (the “COG PSAP”); and

WHEREAS, the County is the owner of certain real estate located at 630 North Avenue, Tallmadge, Ohio 44278, identified in the Summit County Records as Parcel No. 6010570 (“Joint PSAP Site”), which consists of 6.143 acres of real property and improvements, including parking facilities, outbuildings and a 35,769 square foot single-story building (“Joint PSAP Building”); and

WHEREAS, the County, City of Cuyahoga Falls, City of Fairlawn, City of Stow and City of Tallmadge desire that the COG operate the COG PSAP at the Joint PSAP Site and within the Joint PSAP Building; and

WHEREAS, the City of Akron further desires to relocate and operate its separate PSAP (“Akron PSAP”) at the Joint PSAP Site and within the Joint PSAP Building; and

WHEREAS, the County further desires to utilize a portion of the Joint PSAP Building for the operation of the Summit County Regional 800 MHz Regional Radio System (the “SCA8RRS”); and

WHEREAS, to effectuate the aforementioned transactions, the County, City of Akron, City of Cuyahoga Fall, City of Fairlawn, City of Stow and City of Tallmadge (the “Cooperative Parties”) desire to enter into a Cooperative Agreement (“Cooperative Agreement”) to provide for the following:

i. With the exception of the City of Akron, the Cooperative Parties shall enter into an Intergovernmental Agreement (“Intergovernmental Agreement”) and take all other steps, including the adoption of bylaws, necessary to establish and organize the COG; and

ii. The County shall undertake (a) improvements to the Joint PSAP Site, including parking lot improvements and security fencing and other security improvements, (b) renovations and improvements of the Joint PSAP Building, and (c) acquisition and installation of furniture, fixtures and equipment in the Joint PSAP Building, and the installation of a radio tower upon the Joint PSAP Site, all for the support of the COG PSAP, the City of Akron PSAP, and the SCA8RRS (collectively, the “Joint PSAP Project”); and

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iii. The parties shall allocate amongst the COG, City of Akron and the County the proportionate share for each entity of the costs borne by the County to undertake the Joint PSAP Project based on the amount of space within the Joint PSAP Building to be used by each entity; and

a. The County and the COG shall enter into a lease agreement for the lease of space for the COG PSAP in the Joint PSAP Building, and the recovery from the COG of a proportionate share of the County's costs in undertaking the Joint PSAP Project ("COG Lease"); and

b. The County and City of Akron shall enter into a lease agreement for the lease of space for the Akron PSAP in the Joint PSAP Building, and the recovery from Akron of a proportionate share of the County's costs in undertaking the Joint PSAP Project ("Akron Lease"); and

iv. Ongoing, the County shall provide certain services pertaining to the Joint PSAP Site and Joint PSAP Building such as repair, maintenance, custodial and snow plowing services, lawn care and landscaping, the costs of which shall be recovered as set forth in the COG Lease and Akron Lease; and

v. The County, COG and City of Akron shall enter into a Joint Use Agreement, which shall accompany the aforementioned leases, and which shall govern the shared use of the Joint PSAP Site and Joint PSAP Building; and

vi. The City of Cuyahoga Falls, City of Fairlawn, City of Stow and City of Tallmadge shall each enter into an agreement with the County whereby each guarantees payment by the COG of a proportionate share of the base rent, additional rent, and any other costs owed by the COG to the County pursuant to the COG Lease (the "COG Members Guaranty Agreement"); and

vii. The Akron Lease shall contain provisions whereby the City of Akron guarantees repayment of a proportionate share of the base rent, additional rent and any other costs owed by the City of Akron to the County pursuant to the Akron Lease; and

viii. The County and the COG shall enter into an IT and GIS Services Agreement whereby the County shall provide information technology and geographic information services to the COG for the operation of the COG PSAP; and

ix. Such other agreements as set forth and agreed to by the Cooperative Parties in the Cooperative Agreement; and

WHEREAS, this Council finds and determines, after reviewing all pertinent information, that it is necessary and in the best interest of the City of Stow to authorize the Mayor to execute the Cooperative Agreement, to authorize the creation of the COG, and to authorize the Mayor to execute the agreements set forth in the Cooperative Agreement, including, but not limited to the COG Intergovernmental Agreement, COG Lease, Akron Lease, Joint Use Agreement and COG Members Guaranty Agreements; and

WHEREAS, it is necessary for Council to clearly indicate its concurrence so long as the same is accomplished in accordance with the law.

Mayor Pribonic explained the history of the COG discussions over the past 12-14 years and it was on the 2020 Ballot for the resident's consideration, which was approved/passed by the residents.

Chief Film presented the following:

Management/support positions that will provide that higher level of service:

- History
- This project started in 2015 when Cuyahoga Falls and Stow met to discuss upgrading our Computer Aided Dispatch Software platform. Alone we could not afford to make the purchase. Before long additional entities saw the value in collaboration and plan was set to expand to the entire county.
  
- Collaboration of Resources – Not a new concept to Summit County Agencies
  - County Radio System
  - CAD System
  - HAZMAT
  - SWAT
  - 911 Phone System
  - CRASH Team
  - Drug Unit
  - Dive Rescue Team
  - Matrix Prosecutor Case Software
  
- Shift Supervisors for all shifts
  - Provides 24/7 oversight of the operation
  - When an answer or decision is needed, there is always a supervisor available on duty with no delay.
  
- Quality Assurance Officer
  - Reviews a set number of 911 calls for every employee Proactively
    - Employees receive feedback that is part of their routine work schedule
    - This provides valuable information for an individual training plan for each employee
  
- Training Officer
  - Creates and maintains a new employee training plan
  - Ensures plans stay current with best practices and national standards
  - Maintains ongoing education and refresher training for all employees
  - This position positively impacts employee retention and meeting operational goals and standards
  
- Technical Support Position
  - Directly assigned to the PSAP technology systems and network
  - Plans and performs preventative maintenance and upgrades
  - Engages vendors as needed
  - Stays abreast of upcoming technology changes (examples)
    - Text to 911
    - Enhanced wireless caller location technologies
    - Alarm monitoring services interfaced directly to software systems
    - Next Generation 911
  
- State of the Art Dispatch Center
  - Meet current NFPA Standards
  - High security protocols

- Room to expand

Other factors positively impacted by pooling resources and talents:

- Employee Retention
  - Highly competitive pay and benefits
  - Ability to use time off/take breaks when scheduled and when needed after a difficult 911 call
- Larger overall workforce
  - Larger or longer lasting incidents do not overwhelm a larger staff as quickly
  - More people to call in for overtime when needed (planned and unplanned)
    - Upcoming weather events
    - Planned special details
    - Large scale incidents

The Chief greatly appreciate all the questions, interviews and time taken to visit the current location as well the time taken to go to the Chagrin Valley Dispatch Center, one of the best Regional Dispatch Centers in the State of Ohio. He had heard from many people in the work groups that they have been impressed with Stow’s City Council interest and participation in this process the past year.

Chief Stone presented the following:

He briefly and voiced again his approval and desire to move forward with the consolidated dispatch. The City had the opportunity to be leaders and partners in a state of the art center that would be able to ensure continued excellence in dispatching of our safety forces for years to come. The fire service had realized that a two-tiered dispatch platform, such as this, was the most efficient and expedient way to get our safety forces out the door and to the emergency scene. During emergency operations, especially at a fire scene where the minimum assignment was three (3) fire apparatus an ambulance and incident commander, the radio traffic becomes heavy and stressful. It was imperative that during these very dangerous operations, our dispatch was able to provide important communications throughout the operation, which typically was hours long. He viewed it as an investment and insurance for his future and others. Years from now, long after he was retired, he’d know that what was put in place would be something that could be utilized as a member of our community. The efforts to a consolidate dispatch was recommended by the City Administration, the Dispatchers (who would be working there), Police Chief Film, and himself as the Fire Chief.

Stow Safety Forces Dispatchers Bobbi Smyth and Angie Mack presented as follows:

On behalf of the City of Stow Safety Forces Dispatchers, please accept their letter with our full support of the consolidated dispatch center proposal. All the other communities have passed legislation to move forward with consolidation and were moving forward with or without the City of Stow.

There were several reasons they believe Council should approve consolidating dispatching services, not the least of which was improved service delivery.

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From an operational standpoint, having all our neighboring agencies located in the same center allows for a seamless sharing of information, rather than relying on the transfer of calls between jurisdictions resulting in the potential loss of critical seconds or even minutes. Having the ability to coordinate mutual aid between agencies at one location was imperative for the survival of small departments and paramount to response times. It also provided staffing levels that would better equip the center to handle a large-scale incident, or multiple incidents, without being overwhelmed.

Another feature of the new center which would help improve service delivery and provide an advantage for retaining employees, while other centers struggle in this area, was the designated training room. This training area would allow new employees to receive adequate training prior to being placed on the floor. Currently, training is on-the-job, which could often interfere with daily operations and overwhelm new hires. Having ample staffing and a designated training room, experienced dispatchers would also be able to participate in continuing education training. Moreover, a Quality Assurance (QA) position would be on staff to provide oversight on daily operations. Finally, in addition to being housed with the regional CAD and Radio System Administrators, the new center would have dedicated IT staff to serve public safety needs exclusively. Staffing at the Stow dispatch center did not allow for any of these currently.

It was also important to note that as a founding member, our community would have a voice on how the center operated. Consolidating now ensures that all the dispatchers currently employed with Stow would retain their employment as well as seniority. If the City forgoes this opportunity now, but decides to join later, Stow would lose a seat at the table, dispatch jobs would not be guaranteed and seniority would be lost.

If Council decided not to participate in the consolidate, as a Unit, we have personal concerns about the loss of qualified personnel through layoffs as a result of the reduction of revenue and call volume from Tallmadge and the consolidated center being a premier location for dispatchers to move on to.

Before planning efforts began on this project, our Unit was reluctant about consolidating. We enjoy the intimacy we had with our Police and Fire departments even though we currently have the responsibility of dispatching for other communities. However, we believe that each community has had the opportunity to be heard in the plan's development and consolidating dispatching operations was what was best for our citizens, and the safety of our safety forces, in being able to provide the best service possible. The dispatcher appreciate Council's support.

*Mr. Costello presented the following:*

Mr. Costello explained the current Operating Costs were estimated at \$1.6 million. Currently there were 14-15 Dispatchers and five were hired when Tallmadge joined. When Tallmadge leaves Stow should reduce the current Dispatches by five which would decrease to \$1.1 million in operations. The current cost of join and operate would be \$965,000 for the first year. He was unsure of the exact General Fund cost but determined the 911 Fund was \$60,000 to \$70,000 annually.

*The present representatives introduced were: Lori Pesci Summit County – Director Public Safety, Brian Nelson Summit County – Chief of Staff, Bobbi Smyth Stow PD – Dispatcher, Angie Mack Stow PD – Dispatcher, Jason Roblin – MCM Consulting Group, Inc. – Project Manager/Staff Supervisor and Jason Dodson – Roetzel & Andress Law Firm – Legal Consultant and were available for questions.*

Mr. Nelson explained the ½% sales tax levy operation, which lead to tough decisions and more creative decisions with no additional cost to the taxpayers. He talked about several benefits for new technology, mutual aid, everyone working together, \$94 million COVID-19 funding, 3,000 small business grants, 31 communities benefited along with the public schools, non-profit Arts Program, the Fairlawn virtual Court Program Case Management and protection for the residents.

Mr. Lowdermilk talked about his concerns and timelines with draft contracts without final contracts being in place. He felt the first COG attempt was a failure and thought this was a better plan. It was determined the 2020 Ballot passed 60% to 40%; however, he felt it was premature going on the Ballot because the voters did not have all the information. He asked if Stow would lose the 911 Funding. Mr. Nelson explained they were not allowed to distribute monies to four PSAP's.

*Mr. Licate read into the record the following:*

Mr. Licate thanked Mr. Costello, the Chiefs, the Summit County representatives and Stow's Dispatchers for providing so much information. When deciding on a policy, he thought it was important to be respectful of the research on the subject, the opinion of experts – in this case our public safety leaders, and the will of the people. He had the opportunity to be informed by each of these, so he would use his time to share what I have learned with the public through my questions.

When evaluating a policy or legislation, his questions generally focus on two criteria: efficiency and effectiveness – or efficacy. Would the new policy be more efficient than what was in place currently - meaning what were we getting for the resources that would be invested in terms of tax dollars, personnel, etc. that we do not already have?

With regard to efficacy – would the new policy be more effective at serving the citizens of Stow than what we currently have in place? Would there be better outputs or outcomes because of this new policy than what we already have.

In terms of efficiency, Dispatch centers must meet NAFP standards that change every three years. That means expensive upgrades to software and equipment. These were increasingly expensive for one city to shoulder. Hence, many cities have already made the move to enter partnerships like that proposed five, eight or even ten years ago. They have realized that it was better to take advantage of economies of scale, and history shows that once a partnership was up and running – other jurisdictions were quick to join which further reduces costs for everyone. Stow already shared county-wide CAD software and shared in that cost savings. In short, his research indicated that partnerships for dispatch were more efficient in general.

When we look at the situation specifically in Stow we found that the City of Tallmadge currently contracts with Stow for dispatch. Tallmadge would join the partnership and that would cost Stow \$526,000. Stow would also lose \$40,000 in state 911 Fees. The efficiency question, it made good fiscal sense to join this partnership – again, as more communities join – the financial picture would look better and better.

In addition, this partnership presents better opportunities for our dispatchers in terms of training and career opportunities. He feared that if Stow goes it alone, call volumes would drop and Stow would not be able to sustain our current number of dispatchers. In addition, Stow would be competing to hire dispatchers with

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a new state of the art center just down the road. Not only was that another loss of efficiency, but it also includes the impact of job loss on human beings in our community.

This wasn't only about the question of finances and efficiencies, from what he learned, it was about saving lives. And this was where the efficacy question was important. Stow could not afford a similar state-of-the-art facility and technology that comes with it alone. The proposed partnership means more capability to locate people in need, particularly with people increasingly using mobile phones it was necessary to have the upgraded GPS/GIS technology that the new center would have – it meant faster response times as transfers between answering points were eliminated due to the consolidation. It means that calls could be answered and dispatched simultaneously instead of one after the other. Our public safety leaders have been clear on this. A dispatcher that he spoke to told the story of how a transfer delayed services and cost a life – and how the proposed center can mitigate that.

So, the efficiency question was important – were we using our resources efficiently. Is the cost worth the change? But he was concerned with the efficacy question – were services going to improve? If so, how do you put a price on lives saved by more effective delivery of services? What were you willing to pay to get that ambulance to your loved one a bit faster if they are injured or ill? So my question was, have I accurately evaluated the improvement in services that Stow would see if we join the partnership – the Council of Governments – improvements in efficacy that appear to translate into lives saved? Or put another way, how would joining this partnership improve the delivery of services in Stow in terms of response time or any other outputs/outcomes you would like to discuss?

Mr. Nelson and Mr. Roblin explained there would be adequate coverage for each shift and explained fire calls can become very stressful depending on the situation and the number of callers. Pulling the resources together the facility could do more with less in a reduction in call times, quicker responses, which bottom line saved lives. Mr. Nelson spoke about the need for the capital planning component for future investments. Ms. Mack and Ms. Smyth explained the benefits of working together as a team with adequate supervision making it a long-term careers, the facility was nice, being able to do their jobs better, time off would be more flexible, utilizing state of the art technology, continued training, employee retention, and career paths leading to employee satisfaction.

Mrs. Harrison and Chief Film talked how capital planning was very important because there was a need for computer equipment upgrades plus the 911 phone line contract with Akron would be ending soon. Mrs. Harrison felt another plus was before spending funds it had to be approved by the Board and including the Dispatchers was a good idea.

Mr. Feldman agreed an Executive Director was important. It was determined the communication between dispatchers and residents would be better with new software and cross training. The CARES ACT/ARPA funds would be used for the facility and Zoom Licenses as well as other items. Mr. Nelson was appreciative with the commitment from the Administration(s), Mayor(s) and Council members over the years continuing to learn through the process. A brief discussion was held on how each community/city were uniquely different.

Mr. McIntire talked about the 911 Fund and its use under the COG. Mr. Nelson explained how community credits were designed, the development for all involved, and the five founding COG members who benefited because they had voting powers plus how the new members were different. Discussion was held regarding the hiring struggle of qualified employees, employee retention and the continued pandemic situation. Mr.



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Nelson and Chief Film talked about employee turnover, utilizing part-time employees, the new center would have continuing education/training, the center would have 24/7 supervision, quality control which was a win-win for all those involved. It was determined the Executive Director would be properly vetted to ensure the best supervision and best service to the communities. Mr. Nelson and Mr. Rogue talked about how COVID-19 was an overall general health issue, rewarding the employees allowed a better work environment, less stress, reduced turnover, long term benefits, good reputation and better service. The facility would practice social distancing, employee testing and sterilized areas on a regular basis.

Mr. Lowdermilk talked about the planning for the Fairlawn backup center and his concerns with dispatchers being familiar with the areas. Mr. Nelson explained the mapping system capability and the need for cross training. Ms. Smyth and Ms. Mack explained how the dispatcher scout the areas, learned from those who were familiar with the areas and the teamwork involved. Mr. Nelson explained the duties of a Call Taker who would assist the dispatchers and how it was important to start training now before the facility opened. It was determined the decision whether Summit County would back up other areas had not been determined. Chief Film felt Stow joining the COG was a positive move for everyone and it would take 18-24 months of training. Mr. Lowdermilk had concerns about the By-law process and voting powers. Legal Consultant Jason Dodson, Roetzel & Andress Law Firm explained the By-laws were created and approved by the COG Board. He stated the City of Stow did not have more authority approving the By-laws and only had one vote. He explained it was not the decision of City Council to approve or disapprove the By-laws. It was impossible to create the COG By-laws prior. He gave the example of how it was impossible to create the Stow City Charter prior to Stow being established as a City. Mr. Nelson noted the ORC spoke to COG's which stated the Chief elected official was the voting member and the By-laws would be reviewed by the COG Board. Mr. Lowdermilk asked about the Income Tax Sharing. Mr. Nelson stated Income Tax Sharing did not involve them and Tax Sharing was separate.

Mr. Licate asked about weather conditions involving loss of power at the facility. Mr. Nelson talked about the Broadband fiber ring project involving 31 communities totaling \$29 million at the center and \$20 million for the Public Safety Initiative and the efforts to attract private internet services to allow government and school district access if interested.

Mr. Fiocca asked if there was a job description for the Executive Director because of the importance of the position. It was determined there was a job description which would be properly vetted for capabilities and professionalism.

Summit County would continue to keep the City of Stow informed. The Mayor would report to Council on a monthly basis. Mr. Nelson invited Council to attend the COG Meetings because they were open to the public. He urged Council to contact him if they had any questions or concerns or they could contact Mayor Pribonic and Law Director Syx who have been involved with the process.

Mr. McIntire said the COG topic for discussion would continue at the January 13<sup>th</sup>, 20<sup>th</sup> and 27<sup>th</sup> meetings.

Motion made by Harrison seconded by Fiocca to place T-177 on the January 13, 2022 Regular Council meeting for a first reading. Vote – Yeas: Harrison, Feldman, McIntire, Fiocca, Licate, Lowdermilk. Nays: None. Motion carried unanimously.

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**Remonstrance Period**

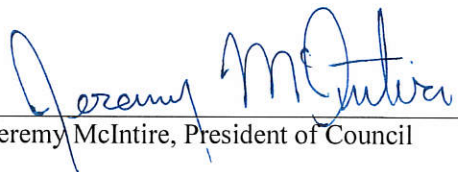
Bruce Campbell, 3331 Pine Hollow Drive, thanked everyone for the dedication and involvement regarding COG. He spoke about his 2014 experiences with Regional Dispatch Centers, felt the Capital Improvement Fund was a good idea and was comfortable with the project. He felt everyone was doing a good job and there was no need to reinvent the wheel.

**Adjournment**

Motion made by Harrison seconded by Fiocca to adjourn. Vote – Yeas: Harrison, Feldman, McIntire, Fiocca, Licate, Lowdermilk. Nays: None. Motion carried unanimously.

The meeting adjourned at 7:55 p.m.

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Lorree Villers, Clerk of Council

  
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Jeremy McIntire, President of Council

Attached for reference:

By-laws  
Location Picture  
FF&E Equipment Listing  
Estimated Annual COG Budget  
Estimated Annual COG Budget Distribution