

PSAP Grant Program Grant Ranker

View Application--28--CAD Workstations

Grant Period: 2009

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: CAD (**CAD**)

Primary PSAP Applicants: Lynchburg ECC

Jurisdictions Served: Lynchburg

Project Director:

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Director

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Project Description:

Replace seven (7) computer workstations in the Communications Room. All these computers are at dispatch consoles and are used to run the Center's computer aided dispatch (CAD) system. All are used to process wireless 911 calls for service.

Total Project Cost \$16,401.00

Amount Requested: \$13,121.00

Matching Funds: \$3,280.00

Additional Local Funds: \$0.00

Statement of Need:

The Lynchburg Emergency Communications Center communications room has seven (7) consoles used for answering 911 calls for service (wireless and wireline). Each of these consoles is equipped with a computer workstation (Dell OptiPlex GX270) that runs the Center's Computer-Aided Dispatch (CAD) program. The computers currently at these workstations were ordered in June of 2004 and have been basically running around the clock since installation. All of the original warranty and maintenance contracts have run out on these machines. Within the last few months some machines have had problems resulting in down time during repairs. In previous years the 911 Revenue money collected by the City was used to help fund replacements such as this, but those monies are no longer available due to funding changes by the State.

Project Impact:

Virtually all information collected during the assessment process of a 911 call is entered into the CAD system. The system assists the calltaker in categorizing the call, collecting the proper information, dispatching the proper units, and tracking those units throughout the rest of the response/report process. If

these workstations are allowed to lapse into a state of disrepair, the number of consoles available for calltaking use will be reduced, which will in turn significantly reduce the Center's ability to handle the current wireless call workload.

Consequence of Not Receiving:

If funding is not received, the City may be unable to afford to replace these workstations in the current year's budget. If the workstations are not replaced and subsequently fail, the Center may not have the appropriate resources to handle all wireless 911 calls for service that would normally be received. Processing time for those calls that are handled will be longer due to the lack of appropriate technology, further hindering our efforts.

Part of Long Term or Strategic Plan?: No

Likelihood of Completion Unfunded?: 50%

Other Available Funding Sources?: Yes

Percent of Grant Funding Requested To Total Funding Cost?: 80%

Is Project Locally Sustainable?: Yes

Comprehensive Project Description:

The goals and objectives for this project are to replace aging CAD equipment to ensure the continued efficient handling of wireless 911 calls for service received by this Center. Upon receipt of the grant, the Center's Network Administrator would order the listed equipment and install after it arrives. Normally equipment of this type is received within two (2) weeks of order, and should be configured and installed within four (4) weeks after delivery. Our Center employs a Network Administrator whose primary duties are to implement and support computer technology in the Center. He would be responsible for the order, configuration and installation, as well as the on-going support of the equipment. No further funds would be required from the State after purchase.

What type of interface or compatibility solution will be used between existing equipment and/or software and that which you intend to purchase?:

No new interface or compatibility equipment/solutions would be required with this project. All existing software or external hardware would be compatible with the new workstations.

What is the overall relationship of your project to your PSAP or locality's established long-range future plans?:

Replacing the CAD workstations will ensure that the Center continues to provide quality Wireless E911 services to the community.

How will the equipment purchased will support future technologies for PSAP readiness?:

The increased processing power of the new systems will support future upgrades to the CAD software.

Budget and Budget Narrative:

7 Gateway E-4610D Computers @ \$835 each = \$5,845 7 Matrox QID Low-Profile PCI Express video cards @ \$773 each = \$5,411 21 Acer AL1916CB 19" LCD Displays @ \$205 each = \$4,305 21 2 Year Replacement Extended Warranty (LCD's) @ \$40 = \$840 The Gateway computers are priced from the government pricelist and are equipped to handle the CAD system. Each comes with a five year warranty. The Matrox video cards are recommended by the CAD provider (Sungard/OSSI) for compatibility with their systems, to include refresh speeds and support for three (3) monitors. Each CAD workstation currently has three (3) monitors to support all CAD functions including maps. This accounts for a total of 21 monitors. The monitors only came with a 3 year warranty. By purchasing the additional 2 years both the computer and the monitors would be covered for the projected life of the system, which is 5 years.

Ongoing Expenses:

There are no ongoing expenses associated with this project.

Evaluation:

Workstations will be evaluated on delivery by the Network Administrator to ensure equipment delivered matches ordered specifications. After configuration and installation, Shift Supervisors will evaluate

operational capabilities to ensure no functionality has been lost from current equipment.

What are the short term, intermediate, and/or long-term outcomes desired for this project?:

To ensure workstations capable of supporting CAD functions for the next 5 years.

What measures will be used to determine outcomes?:

Supervisory and Network Administrator's evaluation.

How will data be collected and how will evaluations be conducted?:

Observations

How will data be presented?:

N/A

Attachments