

PSAP Grant Program Grant Ranker

View Application--52--MAGIC REPLACEMENT

Grant Period: 2009

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

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

Priority: Call accounting equipment (**CALL**)

Primary PSAP Applicants: Hampton Police Communications

Jurisdictions Served: Hampton

Project Director:

Cpt. Susan Canny
Commander
22 Lincoln St 9th Floor Hampton, Virginia 23669
757-727-6755 (phone)
(fax)
scanny@hampton.gov

Project Description:

Our current MAGIC, Magic 2.6, call reporting equipment is no longer vendor supportable. Verizon has offered to provide maintenance coverage with no guarantee that they will be able to obtain any replacement parts. They have advised us to upgrade the system. Although the system is still functioning for the most part, it continues to malfunction causing loss of data or ability to obtain information from it. Funding from this grant will be used to upgrade to a new call reporting equipment that is upgradable and supportable.

Total Project Cost \$50,000.00

Amount Requested: \$40,000.00

Matching Funds: \$10,000.00

Additional Local Funds:

Statement of Need:

The current MAGIC system 2.6 was installed in 1999 and has not been updated. The system is no longer updatable nor is supported by the Vendor. Verizon has stated that they will not guarantee that replacement parts are available. Additionally, the system is periodically malfunctioning. This is the only call accounting and number verification system for the PSAP.

Project Impact:

The MAGIC system serves as the only call accounting system and emergency number recall system for the PSAP. Loss and malfunction of this equipment will result in the actual call verification being lost as well as our ability to retrieve incoming call numbers that fail to display on the ANI/ALI screen.

Consequence of Not Receiving:

The MAGIC Equipment has been malfunctioning causing loss of data and inability to retrieve data. It is no longer supported nor are parts guaranteed to be available for it. Failure to fund this project will result in the PSAP being left with the possibility of total failure of the equipment with no back up and no replacement.

Part of Long Term or Strategic Plan?: Yes

Likelihood of Completion Unfunded?: 0%

Other Available Funding Sources?: No

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

Is Project Locally Sustainable?: Yes

Comprehensive Project Description:

Replacement of the existing MAGIC 2.6 that is non-upgradeable and not supported by the Vendor with the current upgradable MAGIC system supported by VERIZON.

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

Interface currently Exists

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

This system will be used in the current center and will be capable of being moved to the new PSAP projected for 2012 It is designed to be upgradeable.

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

It will continue to support call accounting and verification.

Budget and Budget Narrative:

50,000 total cost. 40,000 to be funded by the Grant, 10,000.00 Match from City of Hampton

Ongoing Expenses:

Maintenance and upgrade is the only ongoing cost. This will be covered under the current and future Maintenance Agreements the city holds with Verizon.

Evaluation:

Project will be evaluated based on decreased downtime and increased performance of the equipment

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

Both long term and short term outcomes are to have reliable equipment that will not be prone to failure due to being outdated and non-sustainable.

What measures will be used to determine outcomes?:

Amount of downtime and servicablity of equipment

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

Errors and downtime reviewed monthly

How will data be presented?:

Written document

Attachments