

PSAP Grant Program Grant Ranker

View Application--55--FY09 PSAP Grant

Grant Period: 2009

Tier: Replacement of out of service wireless E-911 equipment to enable primary PSAP to maintain current service levels to the general public (**OUT OF SERVICE**)

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

Priority: Mapping system (**MAPPING**)

Primary PSAP Applicants: Tazewell County
Jurisdictions Served: Town of Bluefield
 Town of Cedar Bluff
 Town of Pocahontas
 Town of Richlands
 Town of Tazewell
 Tazewell

Project Director:

Erwin Earnest
 Communications Director
 145 Blackwell Street Tazewell, VA 24651
 276-988-0803 (phone)
 275-988-5012 (fax)
 eearnest@tazewellcounty.org

Project Description:

The Project is for the purchase of a Dispatch Mapping Software program, Data Management System (GIS, MSAG, Mobile Managers; Installation and Training; and Software Support and Maintenance), Data Analysis (GIS, MSAG and ALI) and PSAP Wireless Review Consulting. The project also includes the replacement of three (3) CPE workstations and the addition of a fourth workstation. The four (4) CPE workstations will meet or exceed the recommended hardware specifications as outlined by the vendor. Please note our Center has just recently received funding for four (4) new PC Radio Consoles. The new workstations, including the addition of a fourth workstation should greatly enhance our dispatch capabilities.

Total Project Cost \$73,620.00

Amount Requested: \$58,896.00

Matching Funds: \$14,724.00

Additional Local Funds:

Statement of Need:

Tazewell County's 911 Center's existing mapping system (ALI-Trakker) has not worked properly since it came on-line in the summer of 2004, which also means it has not been updated. The County currently utilizes a stand-alone GIS mapping system with manual lookup. To this date, we have been unable to make the existing mapping operational, but if it were to become operational, the existing mapping technology is now at the end of its life cycle. This Project will not only provide our PSAP with a functioning mapping system but will also provide not just new workstations but a much needed supervisor's workstation and the ability to acquire, manage and implement new GIS data.

Project Impact:

Emergency calls to the center (wireline, wireless Phase I and 2, and the re-bid of wireless calls) are not plotted. Instantaneous plotted caller locations will greatly reduce the response time of dispatching the appropriate agency/s. Also, using the new Data Management System to acquire and manage new data, we should be able to assist the five (5) townships in our county in providing updated data to our databases.

Consequence of Not Receiving:

The Center will be required to first get the existing mapping system operational and then maintain a legacy solution that is quickly becoming antiquated and that does not meet the growing needs of public safety. If and when operational, we will still be faced with the inability to keep current PSAP mapped-ALI up to date and accurate without periodic billable data conversions at approximately \$1,500 per conversion. There will be a greater probability of technical support issues as the application passes through its "End of Life" cycle.

Part of Long Term or Strategic Plan?: Yes

Likelihood of Completion Unfunded?: 10%

Other Available Funding Sources?: No

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

Is Project Locally Sustainable?: Yes

Comprehensive Project Description:

The objectives for the Project is to acquire an upgraded next generation mapping system and new CPE workstations, including the addition of a supervisors' workstation (total of four workstations). This Project will also include Data Analysis, Data Management System and PSAP Wireless Review Consulting. The Dispatch Mapping System will accurately locate all 911 calls and integrate with the current Telephony and CAD systems. Data Analysis will help identify potential problems with database synchronization between the GIS, MSAG and ALI databases. The Data Management System includes a GIS Manager, MSAG Manager and Mobile Manager (GPS) and will allow for the collection of new data and decreased time and effort in adding to and maintaining the GIS database. Lastly, the PSAP Wireless Review Consulting will ensure that Phase I and II calls will be plotted accurately. Since the County has a well developed ArcGIS database in place (for stand-alone mapping system), turn around time for implementation should be minimal. The sustainability of the Project should be greater than average due to the ability of expandable applications and features.

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

The proposed vendor has a well established integration or compatibility between both the Telephony System and Computer-Aided-Dispatch or CAD System (Plant/CML and Southern Software) since 2001.

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

Equipment replenishment and/or upgrade had been considered a component of the PSAP's strategic plan. As with all such initiatives, the availability of funding often necessitates the need to revise long-term goals and objectives. PSAP equipment needs are, as should be, continually reviewed and prioritized.

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

The purchase will support PSAP readiness by allowing for the accurate location of each call. Support for future technologies for PSAP readiness allows for the scalability both horizontally and vertically; addition of positions and addition of technologies as in Mass Notification, Automated Vehicle Location and Pictometry. Automated call plotting and expandable features will greatly assist the PSAP with being prepared for emergencies and crisis. As stated at the earlier, our center has received funding for four (4) new PC Radio Consoles and with the addition of a new functional mapping system and support and the replacement of aging workstations and addition of supervisors' workstation, PSAP readiness will be exponentially increased.

Budget and Budget Narrative:

GeoLynx 911 Dispatch Mapping Software 4 GeoLynx 911 Dispatch GIS \$29,000 4 Software Support and Maintenance \$4,900 1 Installation and Training \$5,600 Total \$39,500 GeoLynx DMS Data Management System 1 GeoLynx DMS 911 GIS Manager \$6,995 1 GeoLynx DMS 911 MSAG Manager \$2,500 1 GeoLynx DMS 911 Mobile Manager \$5,600 1 Installation and Training \$2,460 1 Software Support and Maintenance \$2,100 Total \$19,655 Data Analysis Total \$1,175 PSAP Wireless Review Consulting Total \$4,890 Dell

Workstations 4 OptiPlex Total \$8,400 Grand Total \$73,620 The Dispatch Mapping System will accurately locate all 911 calls and integrate with the current Telephony and CAD systems. The Data Management System includes a GIS Manager, MSAG Manager and Mobile Manager (GPS) and will allow for the collection of new data and decreased time and effort in adding to and maintaining the GIS database. Data Analysis will help identify potential problems with database synchronization between the GIS, MSAG and ALI databases. The PSAP Wireless Review Consulting will ensure that Phase I and II calls will be plotted accurately.

Ongoing Expenses:

Any ongoing expenses for future/long-term funding for this project will be included in the upcoming Tazewell County 911 Center's annual budget and beyond.

Evaluation:

In evaluating planned performance measures in meeting the goals and objectives of the Project, the first step will be the analysis of our databases for GIS, MSAG and ALI. Barring any problems with databases, installation of new CPE workstations and Mapping System should immediately meet the main goal of accurately plotting 911 calls. The wireless review consulting should also reveal if wireless calls are plotting accurately and if not, identify problems and rectify. Lastly, the Data Management System should be measurable by a decreased time and effort in adding to and maintaining the GIS database.

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

The desired outcomes of the project in relation to short-, intermediate-, and/or long-term should follow the timeline as listed: Short-term will be Data Analysis to ensure synchronization of databases (GIS, MSAG, and ALI) and the deployment of a Mapping System that automatically and accurately plots 911 calls and the integration with the CAD System. The intermediate outcomes should be the acquisition and management of new GIS data, in addition to a shorter and less costly turn around time. The long-term outcome will be the expansion of the complete system to include Mass Notification, Automatic Vehicle Location, Pictometry, HAZMAT plumbing and other next generation technologies.

What measures will be used to determine outcomes?:

The primary measures used to determine the desired short- and intermediate-term outcomes will be time related. Seeing calls automatically plotted on the mapping system will reduce time in location identification and responding agency notification, along with a reduction in overall agency response time. Also, there should be a reduction in turn around time with the acquisition and implementation of new GIS data. The measures for long-term outcomes should be mainly economic in nature; the cost of integrating addition expandable features should be reduced; not having to purchase a stand-alone mass notification or automatic vehicle location system.

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

Data may be collected by present call accounting equipment, evaluated by questionnaires to dispatch and responding agencies personnel, and/or the sampling call notification and response times before and after the implementation of new systems.

How will data be presented?:

Data could be presented in several standard formats that show comparison data.

Attachments