

PSAP Grant Program Grant Ranker

View Application--64--Blacksburg CPE 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: Stand-alone CPE (**CPES**)

Primary PSAP Applicants: Blacksburg Police Communications

Jurisdictions Served: Montgomery

Project Director:

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Project Description:

The Town of Blacksburg has identified the need to replace the current CPE equipment. The current Plant MAARS system is outdated and will potentially not be supported by Verizon Business in the near future. The purchase will allow the Town to process 9-1-1 calls more efficiently with modern technology and functions.

Total Project Cost \$267,000.00

Amount Requested: \$150,000.00

Matching Funds: \$53,400.00

Additional Local Funds: \$63,600.00

Statement of Need:

The Town of Blacksburg currently uses the Plant MAARS customer premise equipment (CPE) for the processing and handling of calls to the PSAP. Verizon has indicated that the company will no longer put any research and development into this product to meet future E-911 needs, replacement parts are difficult to locate when they fail, and the equipment is quickly becoming obsolete and outdated. Additionally, Verizon will not provide technical support for this system. This effects daily operations of 911 call handling within the PSAP and could potentially cause the PSAP to fail to meet its mission in properly handling 911 calls. Therefore, the Town of Blacksburg PSAP feels that replacing the CPE is crucial for continuing to provide 911 service to our citizens and the public and will increase our functionality in the PSAP.

Project Impact:

The purchase of replacement CPE will allow all 9-1-1 calls to be processed more efficiently for proper

response. Due to the age and lack of spare parts for the current system, it will also greatly decrease the chance for down time due to failures or hardware issues.

Consequence of Not Receiving:

The project will not be able to move forward and the purchase will be delayed into another budget fiscal year.

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?: 56%

Is Project Locally Sustainable?: Yes

Comprehensive Project Description:

A growing department located in the largest town in the state of Virginia, the Town of Blacksburg seeks to provide the public with the assistance that they require in an efficient manner by incorporating newer technology. The VESTA Pallas telephone system is vital to our department in that it supports both the 911 and administrative call processing. This system offers more advanced wireless 911 call handling features and provides crucial audio and visual call alerts. It is a software program that allows users to interact with the application using a mouse, monitor, and keyboard. Dispatchers can customize the display of information of the programs modules. The goal is to provide the most updated and compatible hardware to the existing applications, such as CAD and mapping that dispatchers utilize everyday, and to be able to upgrade our phone system as needed thru the current service levels to the public. The Town of Blacksburg proposes a seamless transfer from the old Plant equipment to a more current, upgraded, 3-position Vesta Pallas system. Our ultimate goal is to ensure system reliability and solvency. We also look forward to a more efficient and user-friendly interface as well.

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

The Town will work with Verizon to ensure that the new CPE equipment is fully functional and properly interfaced with our current phone system.

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

This project will be the first of many steps to advance the PSAP with modern technology in order provide the best service to our citizens.

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

The CPE replacement will ensure that future technologies such as VoIP call processing is capable. It will move the PSAP toward a modernized facility capable of handling the advancements relating to 9-1-1.

Budget and Budget Narrative:

The Town of Blacksburg has consulted with, and received pricing from, our existing vendor, Verizon, for a 3-position system as outlined below: Total Equipment \$240,000 Installation, Training, Maintenance, Tech Support \$ 27,000 (Year One) \$ 27,000/Year (Years 2-5), Blacksburg will absorb these future costs Total Costs \$267,000 Total grant request \$150,000 The Town of Blacksburg will budget to absorb the remaining initial costs, as well as the ongoing physical maintenance for the system. In short, this request is simply to replace our outdated MAARS equipment. The Plant MAARS system is becoming harder to maintain and has well extended beyond an appropriate life cycle. This system, though reliable, has a future that is questionable at best. Maintenance and ongoing support will be scarce or non-existent in the near future. The Town of Blacksburg wants to plan for the future and maintain reliable 911 services for our citizens and avoid a situation when the current system is no longer viable and causes failures in service.

Ongoing Expenses:

After the initial purchase and first year maintenance cost, the Town will budget the operational cost to sustain the yearly maintenance.

Evaluation:

The success of the project will be measured by having the equipment purchased, installed, and personnel trained and operating appropriately and at a speed that maintains or exceeds the current service levels to the public. We plan to have this system completely up and running with daily use as soon as funding is available.

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

The short term goal is to reduce the chances of failures and hardware issues due to outdated equipment with limited spare parts. The intermediate goals are to continue to add functions to 911 call processing to assist dispatchers with proper response. The long term goal is to continue to move forward with all future 911 technologies.

What measures will be used to determine outcomes?:

Thorough evaluation.

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

Data will be collected through an updated MAGIC system that will be included with the purchase. Key personnel will continue to evaluate the system and proper performance.

How will data be presented?:

Written reports and statistics.

Attachments