

## PSAP Grant Program Grant Ranker

# View Application--74--Charles City Individual PSAP Grant

**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:** Enhancement **Grant Type:** Individual PSAP

**Priority:** Other (**OTHER**)

**Primary PSAP Applicants:** Charles City County

**Jurisdictions Served:** Charles City

### Project Director:

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### Project Description:

Charles City County Sheriff's Office is seeking funding from the Wireless Grant Program to replace their existing and out-dated Digital Recording System. Currently Charles City is utilizing a recording system by a vendor who is no longer in operations, and have been receiving technical support through an affiliated recording vendor. This vendor however, has expressed they will no longer continue to provide support for the out dated software within the near future. In order for Charles City to maintain the standards of a PSAP, the replacement of the recording equipment is necessary.

**Total Project Cost** \$23,500.00  
**Amount Requested:** \$188,000.00  
**Matching Funds:** \$4,700.00  
**Additional Local Funds:**

### Statement of Need:

The PSAP of Charles City County is seeking funding assistance from the Virginia Wireless Board to up grade their existing out dated digital recorder. Having effective and reliable recording equipment not only safeguards the PSAP and other emergency services personnel, but also safeguards the citizens of Charles City County. The difficulty level in retrieving data from the out dated recorder has also increased the liability issue for the county. In the instance call information or radio information is needed during a critical situation, it will take the PSAP an extensive amount of time to retrieve such information. It is a lengthy process that requires the user to constantly have to shut down the system and reboot several times before accessing the system. Once they have gained access they are then required to clear several alarms, before

attempting to navigate thru the system and retrieve needed information.

### **Project Impact:**

This project will improve the ability for Charles City County to accurately record radio and emergency call traffic. It will also reduce the time associated with retrieving data possibly needed for verification of critical information during an emergency call. Not only will it reduce the time of retrieval but it also safeguards the PSAP and other emergency services personnel during and following an emergency situation.

### **Consequence of Not Receiving:**

The consequence of not receiving funding will mean Charles City will continue to use the out dated equipment, and run the risk of not having adequate technical support. Again the vendors supplying assistance have stated they will no longer provide support for out of date digital recorder within the near future.

**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:**

The primary goal of this project is to up grade existing non vendor supported equipment and software, by receiving assistance from the Virginia Wireless Board. The objective is to continue to provide an effective back up for emergency and non emergency traffic along radio airways and telephone lines, in turn safeguarding the citizens as well as emergency services personnel. Implementation Strategy The first step will be to receive quotes from vendors currently providing support for existing non vendor supported equipment. Once quotes have been obtained, the next step will be to arrange demonstrations with these vendors to decide how compatible new equipment will be with existing equipment. PSAP will contact other communication centers who that utilize potential vendors to receive feedback on the conversion process from out dated equipment to new equipment. Next PSAP will determine which vendor will provide the equipment and services suitable for Charles City County and begin the conversion process or the implementation process of the new system. Project will be finalized, but PSAP will continue to work with selected vendor to resolve any problems encountered during conversion or implementation. Project Timeline  
Project start July/August 2008 Obtaining accurate quotes from local vendors Demonstrations August/Sept 2008 To determine which vendor is best suitable for Charles City County Client Feedback September 2008 Contacting current clients of potential vendor Final Selection October 2008 Decide which vendor county will use to provide new equipment Implementation November/December 2008 Start the initial process of conversion or installation of new equipment Finalize Project January/February 2008 Continue to monitor and use new equipment and software

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

PSAP has not determined what type of interface if any will be needed for installation of new equipment and software. Interface will and compatibility will be determined upon selection of equipment and software vendor

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

The PSAP will need to have an effective and reliable digital recorder in order to provide a high lever of service to the citizens of the county. This equipment is used on a daily basis to aid in providing additional assistance for not only citizens, but emergency services personnel as well.

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

This equipment will continue to provide a reliable means of recalling critical information on a daily basis within the PSAP

### **Budget and Budget Narrative:**

Project consists of the purchase of software and any affiliated equipment needed to sustain software. Budget (Quote provided by Applied Digital Solutions) Qty Description 1 12 Channel Recording System, includes \$10,800.00 Single AIT Turbo Drive 3 4 Channel Analog Interface 1 Open leads cable for up to 150.00 24 Channels, 5m long 1 Digital Recording Protection Plan, 995.00 Includes Database Memory Backup 1 Public Safety Basic Application Pack 1,000.00 Product SubTotal \$12,945.00 Services Implementation Services \$1,941.75 1 year Extended Warrant (8X5) 776.70 Service SubTotal \$2,718.45 Shipping \$200.00 Project Subtotal \$15,663.45 Additional Prepaid Maint. \$6,186.84 Final Total \$21,850.29

### **Ongoing Expenses:**

Only foreseeable ongoing expense will be the yearly maintenance contract that selected vendor will provide. Currently county has a maintenance contract with vendor supplying assistance for out dated equipment, and will continue to locally fund maintenance when such equipment is replaced or upgraded.

### **Evaluation:**

Project will be determined successful based on funding received and the implementation of a fully functional recording system.

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

The short term outcome will be to quickly replace existing equipment before PSAP encounters any additional problems and before services being provided are discontinued. The intermediate desire will be to correct any existing problems enabling the PSAP from fully functioning as a workable agency. The long term outcome will be to continue to meet state mandates as a PSAP with an effective recording system.

### **What measures will be used to determine outcomes?:**

The measures for each outcome will be the initial application for funding. If funding is received the next outcome will be met by the instillation of recording equipment and how it performs within the PSAP. Finally the long term outcome will be met once instillation is complete and all previous problems encountered have been corrected

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

Data will be collected by contacting vendors who currently provide technical support and contacting agencies that utilize selected vendors.

### **How will data be presented?:**

Data will be presented by selected vendor, so method can not be determined at this time

### **Attachments**