

## PSAP Grant Program Grant Ranker

# View Application--16--Page County Wireless PSAP Project

**Grant Period:** 2010

**Tier:** Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

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

**Priority:** Other Enhancement Items (**OTHER**)

**Primary PSAP Applicants:** Page County EOC

**Jurisdictions Served:** Page, County of

### Project Director:

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Sheriff

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### Project Description:

**Total Project Cost** \$91,795.00

**Amount Requested:** \$91,795.00

### Statement of Need:

The Page County PSAP is requesting \$91,795 to upgrade and enhance the server, CAD hardware, stats computer and the equipment to synchronize the 911 phones and mapping with the CAD system and server. The server and the CAD hardware need to be upgraded to increase the intake of calls. The upgrade will allow the dispatcher the availability to enter information from the caller quicker. The decrease in the amount of time it takes the dispatcher to enter the callers information is very critical in an emergency, HazMat, natural disaster and a terrorist attack. This will be very beneficial when receiving enormous amount of calls. The second enhancement will be to upgrade the stats computer. This is beneficial because it will allow us to keep up with the upgrades. So, the system doesn't become obsolete. The stats computer is 4 years old and the screens are 12 years old. Therefore, they either need to be upgraded or replaced in the future. We have found through comparing the cost of a new computer versus upgrading the current one that it would be more cost effective in the long term to upgrade the hardware. The third part of our enhancement will be to synchronize the 911 phones and mapping with the CAD system. This is an essential piece of equipment when providing quality assurance for cases. Currently, there is a difference of 5 minutes between the 911 phones/mapping and the CAD and radios. Synchronizing will allow everything to be operating on the same time. The impact of this project on operational services would be that if we would have a large scale emergency, natural disaster, HazMat emergency or a terrorist attack the updated and enhanced hardware will allow the PSAP to handle the demand of calls and provide quality assurance. With that said the

consequences of not receiving this grant funding could be devastating in an emergency or even in a disaster. Page County may be a rural community within the Shenandoah Valley but this does not change the fact that we are within the "90-mile" radius of Washington DC and is considered within the "50 mile" radius of the North Anna nuclear site. Both of these locations bring fear of a possible hazards and an increase of population fleeing from Washington DC to Page County. Page County has the Norfolk & Southern Railway traveling through the center of the county and directly through the center of the towns. The potential of a hazardous material incident is very likely in Page County. With these enhancements and upgrades it will allow us to meet the needs of our community and our future needs. Without this funding we will not be able to update or enhance the server, CAD hardware, stats computer, the 911 phones and mapping. We will be allowing the current equipment to become obsolete and increase the down time of the CAD system, server and stats computer. The long-term inclusions are that we are providing upgrades and enhancements that will allow our PSAP to be effective and efficient for our community. This project will prevent our equipment from becoming obsolete. The upgrade and enhancement of the CAD system, server, stats computer and synchronizing of the 911 phones and mapping is cost effective for the local sustainability of our local PSAP because it is preventing our equipment from becoming obsolete.

### **Comprehensive Project Description:**

Goal #1: Decrease the amount of time it takes for a dispatcher to enter information into the system by 10% Objective #1: Purchase the hardware to update and enhance the CAD System and the Server Objective #2: Install the equipment to update and enhance the CAD System and Server Goal #2: Increase the capabilities and the longevity of the Stats Computer Objective #1: Purchase the system to upgrade and enhance the stats computer Objective #2: Install the system to upgrade and enhance the stats computer Goal #3: Synchronize the 911 phones and mapping with the CAD system and the server to provide quality assurance and eliminate the 5 minute difference between the CAD system, the server, 911 phones and mapping. Objective #1: Purchase the Ethernet time server and hardware Objective #2: Install the Ethernet time server and hardware Implementation Strategy: The main implementation strategy will be to upgrade and enhance of the server. Upgrading and enhancing the server and the CAD hardware. This upgrade will allow dispatchers the availability to increase the intake of calls. The second part of the implementation strategy will be to upgrade and enhance the stats computer. This upgrade will prevent the equipment from becoming obsolete. The third part of the implementation strategy will be to synchronize the 911 phones and mapping with the CAD system and server. This upgrade and enhancement will allow everything to be synchronize and will guarantee quality assurance for future cases. The implementation of the project will allow us to meet the demands of our community, to increase the amount of information that a dispatcher can enter within any given time, to enhance the quality assurance of PSAP by synchronizing the 911 phone calls and mapping with the CAD system and the Server, upgrade the stats computer to enable it to continue to produce the stats needed and to prelude the hardware from becoming obsolete. Work plan: \* Receive quotes/bids for CAD System hardware \* Receive quotes/bids for Server upgrade \* Receive quotes/bids for stats computer upgrade \* Receive quotes/bids for Ethernet Time Server/Hardware \* Committee meets to review bids/quotes \* Order the CAD System hardware upgrades \* Order the Server upgrades \* Order the stats computer upgrades \* Order the Ethernet Time Server/Hardware \* Receive the CAD System hardware upgrades \* Receive the Server upgrade \* Receive the stats computer upgrade \* Receive the Ethernet Time Server/Hardware \* Install the CAD System upgrade \* Install the Server upgrades \* Install the Stats computer upgrades \* Install the Ethernet Time Server/Hardware \* Provide training for the CAD System, Server, Stats Computer and Ethernet Time Server \*Utilize the CAD System, Server, Stats Computer and the Ethernet Time Server/Hardware \*Emergency Operation Center Supervisor will evaluate the project monthly \*Submit Financial and Programmatic Report for closeout Timeline: Month 1 to Month 2: Receive quotes/bids for the hardware to update the CAD System, Server, Stats Computer and the Ethernet time server/hardware Month 3 to Month 4: Order and receive the hardware for the CAD System, Server, Stats Computer and the Ethernet time server/hardware Month 5: Install the CAD System, Stats Computer and the Ethernet time server/hardware Month 6 to Month 12: Utilize the enhancements and upgrades of the CAD System, Stats Computer and the Ethernet time server/hardware. The Emergency Operation Center Dispatch Supervisor will evaluate the CAD System, Server, Stats Computer and the Ethernet Time Server/Hardware. Month 12: Complete and submit the Financial and Programmatic Report including invoices for closeout The longevity of the project will be that the hardware is being updated and enhanced which is keeping it from becoming obsolete. The project is increasing the speed of the hardware. Therefore, the dispatcher can enter information into the system quicker.

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

The upgrade and the enhancement of the server, CAD hardware, stats computer and the equipment to synchronize the 911 phones and mapping with the CAD system and server will support the future technologies for PSAP readiness by conceding us to meet the demands of of the community. These upgrades and enhancements occluding our PSAP from becoming obsolete within the near future. If we continue to upgrade the PSAP's hardware and software then we are meeting the demands and the needs of our community. By completing these upgrades we are conceding the equipment from becoming obsolete. Which will allow the server, CAD hardware, stats computer and the equipment to synchronize the 911 phones and mapping with the CAD system and server to support our future technologies for PSAP readiness. The Ethernet Server will allow our 911 phone calls and mapping system to be synchronized with the CAD System and the Server. Which is allowing PSAP to provide quality assurance in the future. The STATS upgrade is upgrading a system that is 4 years old. If this system isn't upgraded soon it will become obsolete. This system allows PSAP to produce stat reports.

**Budget and Budget Narrative:**

Itemized Budget: Ethernet: (2) Ethernet Time Server @ \$1,943.50 each Total: \$3,887.00 (1) Ethernet Time Server Misc. Hardware @ \$25.00 each Total: \$25.00 Category Total \$3,912.00 CAD System: (1) Dell PowerEdge 2900 Series File Server w/ Current Windows Server O/S-Tower or Rack Mount Configuration @ \$6,450.00 each Total \$6,450.00 (1) Microsoft SQL Server 2005 Licensing with 20 Client Access Licenses @ \$3,400.00 each Total \$3,400.00 (1) Dell PowerConnect Web Managed Network Switch 24-Port @ \$475.00 each Total \$475.00 (4) Dell OptiPlex 700 Series CAD Workstations with Single Dell UltraSharp 20" Flat Panel Monitor @ \$1,700.00 each Total \$6,800.00 (1) APC SmartUps Battery Backup-1500 USB @ \$575.00 each Total \$575.00 (1) Symantec Endpoint Protection Software for Network @ \$525.00 each Total \$525.00 Category Total \$ 18,225.00 RescueSTAR: (1) R5.8.1 Upgrade Pack @ \$736.40 each Total \$736.40 (1) SPT Firmware 1 yr. RSTAR @ \$397.65 Total \$397.65 Category Total \$ 1,134.05 Sentinel Position Equipment: (5) SENT R5 1.1 Upgrade Pack @ \$736.40 each Total \$3,682.00 (5) Sentinel 5.XSPT 1 yr. @ \$801.20 each Total \$4,006.00 (5) IRR Maint Rel No Chrg Total \$0 (5) Sentinel IRR SPT 1 yr. @ \$197.35 each Total \$986.75 (5) Wkst Intg HP XW4600 XP @ \$2,315.23 Total \$11,576.15 (5) 4-Channel, PCI Sound Card @ \$807.09 Total \$4,035.45 (5) Sentinel IWS Config Fee @ \$662.76 Total \$3,313.80 Category Total \$27,600.15 STATS: (1) STATS 3.0 Upgrade @ \$1,178.23 Total \$1,178.23 (1) RescueSTAR 5.0 upgrade/stats @ \$4,418.39 Total \$4,418.39 (1) Wkst Intg HP XW4600 XP @ \$2,315.23 Total \$2,315.23 (1) Generic Workstation @ \$368.20 Total \$368.20 (5) STATS SPT Datab 1 yr. @ \$114.88 each Total \$574.40 Category Total \$ 8,854.45 SEALI: (1) Sentinel Enhanced Ali 2.1 @ \$2,945.59 Total \$2,945.59 (2) Wkst Intg Hp XW4600 XP @ \$2,315.24 Total \$4,630.48 Category Total \$7,576.07 Workstation Extended Warranty: (9) WAR 3YR 24x7 XW4300/44/46 @ \$366.73 Total \$3,300.57 Category Total \$3,300.57 SMART: (1) Wkst Intg Hp XW4600 XP @ \$2,315.23 Total \$2,315.23 (1) Generic Workstation @ \$368.20 Total \$368.20 (1) Stats Spt Datab 1 yr. @ \$114.88 Total \$114.88 Category Total \$2,798.31 Miscellaneous: (1) 24 Port Procurve Switch @ \$571.44 Total \$571.44 (1) wire, blocks & etc. @ \$736.40 Total \$736.40 (1) 4Port PS2 USB Soho KVM Switch @ \$223.87 Total \$223.87 (5) 20in Black LCD with Multi Media @ \$405.03 Total \$2,025.15 (2) 19in Black 360 Degree Swivel LCD with Multimedia @ \$405.03 Total \$810.06 (1) Shipping @ \$1,374.99 each Total \$1,374.99 (1) Professional Services-Installations & configuration @ \$11,777.00 each Total \$11,777.00 (1) Project Management @ \$875.64 Total \$875.64 Category Total \$18,394.55 TOTAL: \$91,795 Budget Narrative: (2) Ethernet Time Server and misc. hardware Total \$3,912.00 These are servers that will synchronize the 911 phone calls and mapping to be on the same time as the CAD System and the Server. This upgrade is needed to ensure quality assurance within the PSAP. Based on research the Ethernet Time Server and misc. hardware will cost \$1956.00 each (1) CAD System Upgrade Total \$18,225.00 The CAD System will include a Dell PowerEdge 2900 File Server w/Current Windows Server O/S-Tower or Rack Mount Configuration, Microsoft SQL Server 2005 Licensing with 20 Client Access Licenses, Dell PowerConnect Web Managed Network Switch 24-Port, Dell OptiPlex 700 Series CAD Workstations with Single Dell UltraSharp 20" Flat Panel Monitor, APC SmartUPS Battery Backup-1500 USB and Symantec Endpoint Protection Software for Network Antivirus. The upgrade to the CAD system and the server will provide the ability to enter information into the system quicker. This will allow the dispatcher to decrease the amount of time answering calls. This will be very beneficial in large scale emergencies, natural disasters, HazMat and terrorist attacks. Based on research the CAD System upgrade will cost \$18,225.00 each. (1) RescueSTAR Total \$1,134.05 The RescueSTAR will include the R5.8.1 Upgrade Pack and the SPT FirWare 1 Yr. RSTAR. The RescueSTAR upgrade will enhance the system where all phone calls that come into the Emergency Operation Center to include 911 calls (fire, rescue & law enforcement), Sheriff's Office

and administration. The RescueSTAR pulls in the data and sorts the 911 phone call and disburse them to the Sentinel positions. Based on research the Rescue STAR will cost \$1,133.65 each. (5) Sentinel Position Equipment Total \$27,600.15 The Sentinel Position Equipment will include five (5) SENT R5 1.1 Upgrade Pack, five (5) Sentinel 5.XSPT 1 year, five (5) IRR Maintenance Rel No Charge, (5) Sentinel IRR SPT 1 year, five (5) Workstation Intg HP XW4600 XP, five (5) 4-Channel, PCI Sound Card and five (5) Sentinel IWS Configure Fee. The Sentinel Position Equipment will provide upgrading the 911 dispatch phone positions. This upgrade will include the 911 dispatch phone positions, touch screens, phones and hardware. Based on research the Sentinel Position Equipment will cost \$5,520.03 each. (1) STATS Total \$8,854.45 The STATS upgrade will include the Stats 3.0 Upgrade, RescueStar 5.0 Upgrade/Stats, Wkst Intg HP XW4600 XP, Generic Workstation, and five (5) STATS SPT Datac 1yr. The STATS update will upgrade a 4 year old system so it can keep up with the demand of the community and to occlude the hardware from becoming obsolete. Based on research the Stats will cost \$8,854.45 each. (1) Seali Total \$7,576.07 The Seali upgrade and enhance will include the Sentinel Enhanced Ali 2.1, the Wkst. Intg HP XW4600 XP and two (2) workstation warranty. The Seali greatly enhances call taking by providing pre-Ali this is a popup box that shows the callers address before the dispatcher answers the call. This enhancement will provide auto re-bids for wireless calls. Based on research the Seali will cost \$7,576.07 each. (1) SMART Total \$2,798.31 The SMART upgrade and enhancement will include the Wkst Intg HP XW4600 XP, Generic workstation and STATS Spt Datac 1yr. The SMART will be used by the Service Technicians during installations and maintenance. Based on research the Smart will cost \$2,798.31 each. (1) Miscellaneous Total \$18,394.55 The miscellaneous will include a 24 port Procurve Switch, wire, blocks, 4 Port PS2 USB Soho KVM Switch, five (5) 20 inch Black LCD with Multi Media, 19 inch Black 360 Degree Swivel LCD with Multi Media, shipping, professional services, installations, configuration and project management. The miscellaneous will cover the installation, management and etc. for the project. This is an estimate based on research. Total \$91,795

### **Evaluation:**

Each month the Emergency Operation Center Dispatch Supervisor will evaluate the project. The monthly evaluation will show the impact that the project has on the community and the PSAP by demonstrating the decrease in the amount of time that it takes a dispatcher to enter the information into the system. In addition, the success of the project will also be demonstrated when the stats computer maintains it capability and we provide quality assurance by synchronizing the 911 phones and mapping with the CAD System and the Server.

### **Attachments**