

PSAP Grant Program Grant Ranker

View Application--46--Expanded Integration of GIS Into Dispatch Center

Grant Period: 2010

Tier: Broaden or increase the delivery of wireless E-911 equipment or services beyond established minimum functional standards (**BROADEN**)

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

Priority: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: Hanover County ECC

Jurisdictions Served: Ashland, Town of
Hanover, County of

Project Director:

Kevin Nelson
GIS Manager
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(fax)
knelson@co.hanover.va.us

Project Description:

Total Project Cost \$98,000.00

Amount Requested: \$51,101.00

Statement of Need:

Identification of Funding Priorities This grant application is intended to request \$51,101 under the FY10 Wireless E-911 Enhancement Program. The purpose of this grant is to assist the County in the integration enhancement of GIS technology into the Dispatch Center through the development of an ArcServer web-based intranet application and conversion to using the State's Road Centerline data layer as the County's default street centerline data layer. Based on the "PSAP Grant Program GIS Related Grant Request Priority Matrix", this request is consider a high GIS priority. None of the funds being requested under this grant application are to offset already budgeted funds. The County fully supports its GIS and Dispatch Center programs. The funds being requested are for software licenses and services necessary to implement the project. No salary reimbursement or soft costs are being requested as part of this grant application. A portion of this project is intended to better integrate County and State databases, which is being pursued solely because of the benefits that the County sees in implementing the coordination effort. Impact on Operational Services The existing mapping module component has been developed by the vendor that developed the overall Dispatch System. However, even the latest version of this mapping product has limited capability and continues to use antiquated technology, thus, limiting the overall efficiency of dispatch operations. By implementing a GIS mapping solution that takes advantage of the latest GIS ArcServer technology advancements, the Dispatch Center will be able to provide enhanced service to

County citizens and businesses. The new application will incorporate enhanced geocoding, access to more data layers, access to GIS attribute data, access to power outage/weather/traffic data, and will take advantage of web-based browser technology. Consequences of Not Receiving Funding Due to the nature and setup of the dispatch operations, this project will not move forward without financial assistance. As with all localities Hanover is experiencing budget shortfalls, which will limit the ability to implement projects of this type. These grant funds will serve as the basis for not only the implementation of this application, but for future integration of GIS technologies into the Dispatch Center. Inclusion of Project in a Long Term Strategic Plan The GIS Office has been tasked with more fully integrating the technology into the Dispatch Center. With limited staff resources, an easy to use user-friendly application needed to be developed to meet this directive. The intent is to develop a web-based GIS mapping application using ArcServer technology that would support dispatch operations. The county has a GIS programmer/database administrator on staff, who will develop, enhance, and support the ArcServer application that is deployed to the Dispatch Center. In addition, the County intends to convert from a stand-alone street centerline file to the State's RCL data file, which is in the long term interest of the County and State. Hanover County sees this as a high priority project and as being in the forefront of the next generation of integrating GIS and Dispatch Center operations. The application developed will use the latest software products from the industry leader in GIS (ESRI). The application will provide a link to real-time GIS data for geocoding incidents and viewing map data. Likelihood of Completing Project Without Grant Funding Due to the nature and setup of the dispatch operations, this project will not move forward without financial assistance. As with all localities Hanover is experiencing budget shortfalls, which will limit the ability to implement projects of this type. These grant funds will serve as the basis for not only the implementation of this application, but for future integration of GIS technologies into the Dispatch Center. Availability of Other Funding Source for Project These grant funds will not replace already budgeted funds. Given the bleak prognosis to receive General Funds for this project, the County is not aware of any other potential funding source for a project of this kind. Percentage of Grant Funding Request to Total Project Costs The County estimates that the total costs for this project will be approximately \$98,000. The grant will fund \$51,101 (52%) with the remaining 47,000 (48%) coming from County funds. The County has calculated that it will expend approximately \$20,000 in staff time implementing the project. The County will provide a minimum of \$20,000 in consulting fees for the street centerline modification request. The County will pay all pertinent software maintenance fees estimated at \$5,000 annually. The County will pay for ancillary costs associated with the training at a cost of \$2,000. In addition, the County will provide the hardware, software, and database structure to support all facets of this project.

Comprehensive Project Description:

Goals & Objectives Goal 1 – Develop a web-based GIS mapping application using ArcServer technology that would support dispatch operations. Goal 2 - Acquire the necessary software and services to fully integrate GIS mapping into the Dispatch Center. Goal 3 – Develop a routing component for the application that will use the VGIN routable street centerline data presently under development. Goal 4 – Use consulting services to assist the County in converting from a stand-alone County street centerline data layer to using the State Road Centerline data layer for dispatch operations. Implementation Strategy & Work Plan Application Development The GIS Office has been tasked with more fully integrating GIS technology into the Dispatch Center. The intent is to develop a web-based GIS mapping application using ArcServer technology that would support dispatch operations. The county has a GIS programmer/database administrator on staff, who will develop, enhance, and support the ArcServer application that is deployed to the Dispatch Center. The grant funds will be used to acquire the necessary software to support implementation of this project. Presently the County has an application and database server that support the GIS program. The County's GIS is based on ArcGIS 9.3 Server Standard Enterprise with Sql Server 2005 as its relational database management system. Since dispatch operations, including the GIS mapping component, are considered critical and must be running 24/7, the software is installed on its own CAD server. The County proposes to purchase ArcGIS Server Standard Workgroup to install on the CAD server. This software is necessary to publish the ArcServer service that will be deployed for the Dispatch Center. The County will use replication technology to continually keep the data coordinated between the main GIS Sql relational database management system and the CAD dispatch server Workgroup Sql Express or file-based geodatabase. The County uses a third party software product, Freeance, to facilitate the use of ArcServer functionality. ArcServer can be a cumbersome software development package for local governments, who do not have the resources to hire specialized programmers. Hence, the applications will be developed with the aid of a third-party front-end software, Freeance, that provides ArcServer developers an easy to use framework to

develop web pages. This application will geocode and map E-911 wireline and wireless calls for service. It will have the ability to differentiate the type and nature of the calls received, so that dispatch staff can track priority calls. For wireline calls, the application will use a hierarchical geocoding service that begins with the specific address and then looks at the street centerline segment. For wireless calls, the application will plot the call based on coordinate data received from Verizon and then allow the dispatcher to select either a specific address or street segment to assign the call to a record. The County's GIS Manager is also the MSAG Coordinator and, as such, coordinates street and address data between the GIS, CAD Geo, and E-911 MSAG managed by Verizon. Because there is no common database solution between these applications there are instances where the GIS, CAD Geo, and E-911 MSAG data does not match. These errors are considered a priority for resolution by the County. The application developed will incorporate an error reporting feature. The application developed will use a unique data port to send the E-911 call record directly to the ArcServer application for geocoding, which will increase the likelihood of a match. The application developed will provide dispatchers access to numerous County data sets and pertinent attribute data that may assist them in their operations, including the latest orthophotography (2007) provided to the County under the States Virginia Base Mapping Program. The application will also display power outage (Dominion Power and Rappahannock Electric), weather, and traffic congestion data through consumption of outside web services and the development of programmed data downloads. Routing Component The application developed will also incorporate a routing component. The intent is to use the routable street centerline data presently being developed by the Virginia Geographic Information Network (VGIN) to support the routing application. However, it is anticipated that some additional database work will be needed to integrate the State's routable street centerline file into a County routing application, which will be part of the proposed consulting services contract. The intent is to develop a process that will allow dispatchers to generate directional data for any unit that is dispatched. The application will also be accessible to emergency service responders, so that they can have direct access to the information as well.

Street Centerline Integration As part of this grant application the County is requesting some funding for consulting services to assist in converting from a stand-alone street centerline data layer to the State RCL street centerline database. The County presently has a separate street centerline file that is maintained on a daily basis. Changes are forwarded to VGIN on a regular basis to be incorporated into the State Road Centerline data layer. This will aid the County and the State as a single street centerline file will be maintained at both levels. Since the existing County street centerline file is presently used in other County applications, this conversion will require some modifications to the street centerline file in order for the street centerline file to work in all County operations. The grant request is to cover 50% of the total modification cost.

Other Pertinent Information The County does have an existing mapping module, which provides basic dispatch functionality and uses the County's GIS data. However, the product is not capable of linking to the County's main GIS relational database management system (SDE/Sql Server 2005), but uses a copy of the database. This database is updated on a monthly basis. The new web-based product developed will link directly to the County's main data, so the Dispatch Center will see changes as they are made rather than waiting up to a month. The existing product also only maps to street segments, not to the specific address. The existing product does not have the ability to take advantage of the latest technology advancements, including giving dispatchers access to more attribute data about specific data layers, access to enhanced imagery products, and the incorporation of web-based solutions. The product is also not able to take advantage of automated consumption of power outage, weather, and traffic congestion data. The product continues to rely on the installation of custom software that is not available to all emergency service personnel. The product also does not support routing functionality. This application could also be used when the Emergency Operations Center is activated, which will allow the Dispatch Center and EOC to use the same product as they monitor dispatched units and coordinate activities. Presently all coordination efforts rely on human interaction. Under this proposal, the Dispatch Center, EOC, and GIS will be using the same mapping application during any event. The County's GIS staff are now part of the EOC strategic plan and are required to be present when the EOC is activated. Trying to coordinate disparate mapping applications between emergency service agencies will result in problems that may have life-threatening ramifications.

Activities to be Accomplished July 2009-December 2009 The initial parts of the project will relate to the acquisition and installation of pertinent software. In addition, development of the ArcServer application will begin. The County will implement a unique data port to download the E-911 call record and will meet with Verizon on the structure of the record, so that it can be incorporated into the application. The County will begin to work with a contractor to convert the local street centerline file to the State RCL data file and integrate the routable street centerline database.

January 2010-May 2010 The County expects to finalize the conversion to the State RCL data layer and begin to work with the routable street centerline

file. However, if that file is delayed then the deployment of the application will move forward without the routing component, which will be integrated when available. The application will be tested prior to going live. June 2010 The final ArcServer application will be deployed. The street centerline file along with routing data will be maintained by County staff.

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

The County is committed to developing and supporting the application developed. The grant funds are solely for the software required to implement the project and the consulting services to get the street centerline data into the proper format. All other aspects of this project will be directly supported by County staff. Presently County GIS staff maintain the street centerline file. By using County staff to develop the application the County will assumed an ownership role over the product developed, which will ensure its use for the future.

Budget and Budget Narrative:

ArcGIS Server Standard Workgroup Licenses = \$12,650 (Two Core Licenses + 2 Additional Core Licenses)
 Freeance Web Software (includes Direct Module) = \$7,995
 ArcGIS Server Network Extension License = \$8,405
 Network Extension Training Class (2 staff) = \$1,960 (Class registration fee only)
 Street Centerline File Integration = \$20,000 (one-half of total cost) (Consulting Services – includes some funds to integrate Routable street centerline file developed by State)
 Total Budget = \$51,101
 All software pricing is supported by direct quotes from the pertinent vendors. ESRI software licenses noted will be acquired in accordance with State of Virginia MPA contract #VA030700-ESRI and will be acquired through the eVA system. The Freeance software product is also on State Contract through ASAP Software. Training costs were taken from the ESRI web page. Consulting service costs were provided by a County contractor familiar with the County's data and modifications that will be needed on the street centerline file. It is expected that GIS staff will devote over 400 hours towards this project including approximately 200 hours of programming time developing the application, at a cost of approximately \$20,000. The County will provide a minimum of \$20,000 in consulting fees for the street centerline modification request, including some funds for integrating the routable street centerline file. In addition, the County will provide the hardware, software, and database structure to support all facets of this project. No grant funds are being requested to off-set already budgeted monies. The County will pay all pertinent software maintenance fees and ancillary costs associated with training (lodging, travel, etc.). The County is now acquiring quad-core servers to support dispatch operations. Hence, the County must acquire software licenses to support four core processors. An Enterprise level license is not needed for the separate server, so the grant includes the acquisition of ArcGIS Server Standard Workgroup licenses. The networking component is not considered critical, so the application will run from the main County GIS server. The grant includes acquisition of ArcGIS Server Network Extension Standard Enterprise software. Training for two staff on the Network Extension is also included. The County is only requesting class fees under the grant for this training as the County will pay any ancillary fees associated with the training (lodging, travel, etc.). The grant application also includes acquisition of a license of the Freeance product, which is required to publish the web service developed.

Evaluation:

The County will track implementation of the project using all of the parameters documented in this application, including those identified in the "Activities to be Accomplished" section. Although the grant funds are primarily for the software necessary to implement the project, the County will provide updates on the overall project throughout its development.

Attachments

20323660.pdf
20326930.pdf
Freeance.pdf



ESRI

ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC.
ESRI, Inc.
380 New York Street
Redlands, CA 92373-8100
Phone: 909-793-2853
Fax: 909-307-3049

*To expedite your order, please attach a copy of this quotation to your purchase order.
Quote is valid from: 07/17/2008 To: 10/15/2008*

Quotation # 20326930

Date: July 17, 2008
Customer # 16906
Contract # 2003MPA2064
COUNTY OF HANOVER
GIS DEPT
7497 COUNTY COMPLEX RD
HANOVER, VA 23069
ATTENTION: Kevin Nelson
PHONE: 804-365-6168
FAX: 804-365-6309

Material	Qty	Description	Unit Price	Total
109897	2	ArcGIS Server Standard Workgroup Up to Two Cores License	4,223.00	8,446.00
110823	1	ArcGIS Server 9.3 Workgroup Installation Package	0.00	0.00
109044	2	ArcGIS Server Standard Workgroup One Core Additional License	2,102.00	4,204.00
			Item Total:	12,650.00
			Subtotal:	12,650.00
			Estimated Shipping & Handling (2 Day Delivery) :	0.00
			Contract Pricing Adjust:	0.00
			Total (excludes applicable sales tax):	\$12,650.00

The prices quoted herein are reflective of the State of Virginia's MPA contract # VA030700-ESRI.

The prices quoted herein (Contract # VA030700-ESRI) are applicable if the purchase is made through the eVA system (<http://www.eva.state.va.us/>).

Shipping and handling included.

Quoted By: Geoffrey Walker, (800) 447-9778 x2931
Email: gwalker@esri.com

Account Manager: Anthony Puzzo
Email: apuzzo@esri.com

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DELIVERY

FOB Redlands, CA, USA

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PAYMENT TERMS

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- ArcInfo (2, 25, 26 and 44)
- ArcGIS Desktop Extensions (7)
- ArcView 3.x and Extensions (1, 7, and 17)

Server GIS

- ArcGIS Server and Extensions
 - Workgroup (either 3, or 5, and 8, 9, 25, 28, 29, 30, 32, 38, 39, 40 and 45)
 - Enterprise (either 3, 4, or 5, and 8, 9, 25, 27, 31, 38, 39, 40 and 45)
- ArcIMS
 - ArcIMS and Extensions (either 3, 4, or 5, and 8, 10, and 31)
 - ArcIMS ArcMap Server (either 3, 4, or 5, and 31)
- Tracking Server (5 and 31)
- ArcGIS Image Server (either 3, 4, or 5, and 8, 31, and 42)
 - ArcGIS Image Server Service Editor (1)
- RouteMAP IMS (either 3, 4, or 5, and 8, 25 and 31)
- ArcGIS Business Analyst Server (5, 8, 9, 21, 25, 28, 39, 40, and 45)

Mobile GIS

- ArcPad (1, 12, 13 and 25)
- ArcPad Application Builder (1 and 25)
- ArcGIS Mobile Deployments (1, 15, 16 and 25)

Developer GIS

- ESRI Developer Network (EDN) Software, Web Services, and Data (6, 7, 24, 25, 26, 33, 34, 35, and 36)
- ArcGIS Engine Developer Kit and Extensions (1 and 14, 15, 22, 25, 26 and 43)
- ArcGIS Engine Runtime and Extensions (1, 15, 22, 25 and 26)
- MapObjects—Windows Edition (1, 14, 15, 16, and 18)

- MapObjects—Java Edition (1, 5, 8, 15, 18, and 19)
- MapObjects LT (1, 14, and 16)
- NetEngine (1, 5, and 15)
- NetEngine Internet (5)

GIS Viewers and Connectors

- ArcExplorer—Java and Windows Editions (20 and 25)
- ArcGIS Explorer (20 and 25)
- ArcGIS For AutoCAD (1, 20 and 25)

Business GIS

- ArcGIS Business Analyst (1 or 2 and 25 and 45)
- BusinessMAP (1 and 25)
- ArcLogistics (either 1 or 2 and 25)
- ArcLogistics Server (5, 8, 9, 21, 25, 28, 39, 40, and 45)
- ArcLogistics Navigator Deployments (1, 15, and 16)

Cartographic Production

- Maplex (1)
- Production Line Tool Set (PLTS) for ArcGIS, GIS Data ReViewer, Map Production System-Atlas, Job Tracking for ArcGIS (JTX) (either 1 or 2), Job Tracking for ArcGIS Server (either 4 or 5, and 7)

Web Services

- ArcGIS Online (6, 25, 33, 34, and 35)

Data

- ESRI Data and Maps (either 1 or 5, and 23 and 37)
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COUNTY OF HANOVER
GIS DEPT
7497 COUNTY COMPLEX RD
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ATTENTION: Kevin Nelson
PHONE: 804-365-6168
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109653	4	ArcGIS Server Standard Enterprise for Windows Up to Four Cores Upgrade from Basic Enterprise	8,405.00	8,405.00
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Option 2. If you are purchasing a product with multi-year maintenance terms and are issuing the purchase order for the first year only, please include the following information on your purchase order (PO): **"This PO is in acceptance of quote**

#_____. This order is for the initial year of the multi-year maintenance term. We agree to issue a PO for each subsequent year in a pro rata amount per year to be invoiced annually in advance."

Option 3: If you are purchasing a product with multi-year maintenance terms and are issuing the purchase order for all years upfront but want to be invoiced annually, please include the following information on your purchase order: **"This PO is in acceptance of quote #_____ and covers the total amount for all years included in the multi-year maintenance term. However, ESRI shall invoice annually in advance a pro rata amount for each year of the term."**

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FOB Redlands, CA, USA

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Hardware: Manufacturer's terms apply. Lead times depend on make/models purchased.

Note: Standard delivery method is ground or two-day air for software and surface carrier for hardware. Actual delivery method may vary depending on weight. Other service is available for an additional fee (e.g., overnight delivery).

PAYMENT TERMS

Net thirty (30) days, on approved credit. Orders less than \$800 require prepayment by check or credit card unless your organization is a government agency, university, college, or Fortune 500 company.

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- ArcGIS Desktop Extensions (7)
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 - Workgroup (either 3, or 5, and 8, 9, 25, 28, 29, 30, 32, 38, 39, 40 and 45)
 - Enterprise (either 3, 4, or 5, and 8, 9, 25, 27, 31, 38, 39, 40 and 45)
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 - ArcIMS and Extensions (either 3, 4, or 5, and 8, 10, and 31)
 - ArcIMS ArcMap Server (either 3, 4, or 5, and 31)
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- ArcGIS Business Analyst Server (5, 8, 9, 21, 25, 28, 39, 40, and 45)

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- ArcPad Application Builder (1 and 25)
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- ArcGIS Engine Developer Kit and Extensions (1 and 14, 15, 22, 25, 26 and 43)
- ArcGIS Engine Runtime and Extensions (1, 15, 22, 25 and 26)
- MapObjects—Windows Edition (1, 14, 15, 16, and 18)

- MapObjects—Java Edition (1, 5, 8, 15, 18, and 19)
- MapObjects LT (1, 14, and 16)
- NetEngine (1, 5, and 15)
- NetEngine Internet (5)

GIS Viewers and Connectors

- ArcExplorer—Java and Windows Editions (20 and 25)
- ArcGIS Explorer (20 and 25)
- ArcGIS For AutoCAD (1, 20 and 25)

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- ArcLogistics Server (5, 8, 9, 21, 25, 28, 39, 40, and 45)
- ArcLogistics Navigator Deployments (1, 15, and 16)

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- Maplex (1)
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- Configuration system
- Client side interface templates for use in Internet browsers

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Item	Quantity	Unit Price	Total
Freeance Web Licenses (no CPU limit)	1	\$4,995.00	\$4,995.00
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Freeance Direct Module	1	\$3000.00	\$3,000.00
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