

PSAP Grant Program Grant Ranker

View Application--113--NICE 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: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Voice Recorders and logging system (**VOICE**)

Primary PSAP Applicants: Portsmouth Police Communications

Jurisdictions Served: Portsmouth, City of

Project Director:

Chris Patterson

PSAP Manager

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Project Description:

Total Project Cost \$134,562.00

Amount Requested: \$134,562.00

Statement of Need:

The City of Portsmouth has had to institute extreme budget cuts across the board like many other Cities across the country due to the economic situation. The City at this time cannot allocate any additional funding for projects or equipment due to the shortage of incoming revenues. The Portsmouth Police Communications Unit however is still tasked with providing superior customer service to the citizens of Portsmouth. The upgrade to the NICE system will allow us to capture E-911 wireless calls efficiently and correctly. We would be able to use the system for investigations as well as provide CD copies per FOIA request from citizens, attorneys and the courts in an expedient manner. The system is currently slow and has caused major problems with our ability to produce quality information requested. Not receiving funding will result in us not meeting FOIA request in a timely manner as well as not properly capturing all E-911 calls for service to be recorded.

Comprehensive Project Description:

NICE Inform provides enabling multimedia and control capabilities. It converts the existing nicelog recorder from a "logger only" solution to a CLS server and add Storage Server and Storage Center Software. This will provide us with a better solution to manage our data more efficiently and will be able to access it much faster. NICE Inform provides information from various sources, including: video, text and data, streamlining information-sharing, and investigations/evidence delivery. The unique comprehensive capabilities of NICE Inform can be tailored to the specific needs of our command and control center for our first responders and homeland security. The system will allow us to deliver improved collaborations of information and

operational efficiency and security to our system.

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

The Portsmouth Police Communications Unit will benefit from NICE Inform's ability to capture, analyze and share multimedia incident information. Emergency services supervisors and management will be able to use NICE Inform to consolidate multimedia incident information from radio OVER-IP & TELEPHONY sources and synchronize with captured control center operator screens. NICE Inform's comprehensive incident reconstruction capabilities will give management a clearer view of incidents from all angles, leading to a more thorough analysis of events for improved safety and security. This will also provide a better method of sharing the data with different departments and be able to access the data and save the data in many different ways. New Gen technology is right around the corner and we must be prepared to capture and record all incoming information in a timely manner that can be recovered and shared for all stakeholders.

Budget and Budget Narrative:

see attachment The proposed quote covers the cost for following items: Hardware Software Loggers Installation Project Management Training and Maintenance and software Assurance All of the above cost will need to be covered for this project to be installed and maintained properly.

Evaluation:

The Portsmouth Police Communications Unit Management, along with the on site system analyst will follow the project thru installation and completion. The project will be evaluated monthly by the management staff for efficiency and productivity. System will be evaluated on how fast the data can be retrieved and CD's and files created. Monthly reports will also be generated to track the amount of information shared and retrieved thru the system. Hundreds of CD's are requested yearly thru FOIA request and the system should increase our efforts to provide quality prepared CD's in a more timely and efficient manner.

Attachments