

Back Up PSAP Proposal

**Vance County Board of Commissioners
November 7, 2011**

New State Regulations

- The NC 911 Board has proposed a series of standards for all recognized PSAP's (911 call centers) in the State.
- These standards regulate everything including training, staffing, equipment and protocols.
- While not officially adopted at this point, the new standards are expected to be put in place in the next 12 months and are not expected to change from what has been proposed.

Back UP PSAP Requirement

- One of the requirements of the new regulations is that of a backup PSAP (911 Center).
- While our center meets or exceeds all of the requirements in every other category, we do not have a true backup PSAP.
- We do have agreements with surrounding counties for temporary backup services in the event of an outage; however, under the new standards, this does not meet the requirement.

Backup PSAP Requirement Cont.

- The backup PSAP must be capable of the following:
 - Supporting E-911 operations for an extended period of time.
 - Have the same number of available positions as the primary PSAP.
 - Have the same basic capabilities as the primary PSAP.
 - Must be geographically located a safe distance from the primary PSAP (1 mile or greater).
 - *Cannot be in a room that is used for other things (conference room, etc.)*

Options???

- We have explored several options regarding a backup PSAP including.
 - [Utilizing our old 911 Center](#)
 - Location is too close to the primary and does not meet the distance requirement of the 911 Board.
 - [Expanding on current partnerships](#)
 - Existing PSAP's in other counties cannot support our personnel or call volume for an extended period of time.
 - [Regionalization \(partnerships with other counties\)](#)
 - May be possible with certain allowances.
 - We may be able to share some costs especially those associated with the building itself.
 - Technology would have to be duplicated for each County

What are our Neighbors Doing

- [Granville County:](#)
 - They are completely remodeling their secondary site in Butner to give it the same functionality as the primary site.
 - They are replacing everything from top to bottom to create a secondary site that is identical in seating capacity and capability to the primary site.
- [Franklin County and Warren County:](#)
 - They know they need to do something but do not have the available ETS funds to do anything right now.

Recommendation

- We create / construct a backup PSAP that meets all the requirements established by the NC 911 Board.
- We can pay for the construction costs, equipment costs and almost all of the recurring costs utilizing 911 Surcharge Funds.
- Currently we have enough 911 Surcharge funds in reserve to cover almost all (if not all) of the cost of completing this project and will need **NO LOCAL FUNDS**.

Regionalization

- We will be approaching Warren and Franklin Counties about creating a regional backup 911 Center that would meet all of our needs.
- Allowances would have to be made to ensure that each County would have the space that it needs to accommodate its personnel and equipment.
- We do feel that there are merits to putting in a regional center.
- If this concept is approved, we will be meeting with representatives from the two counties to gauge their interest.

Vance Co. E-911 Equipment



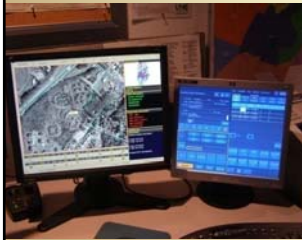
ANI – ALI Controller



Touch Screen Radio



800 MHz Radio System



Digital Phone and Mapping Equipment



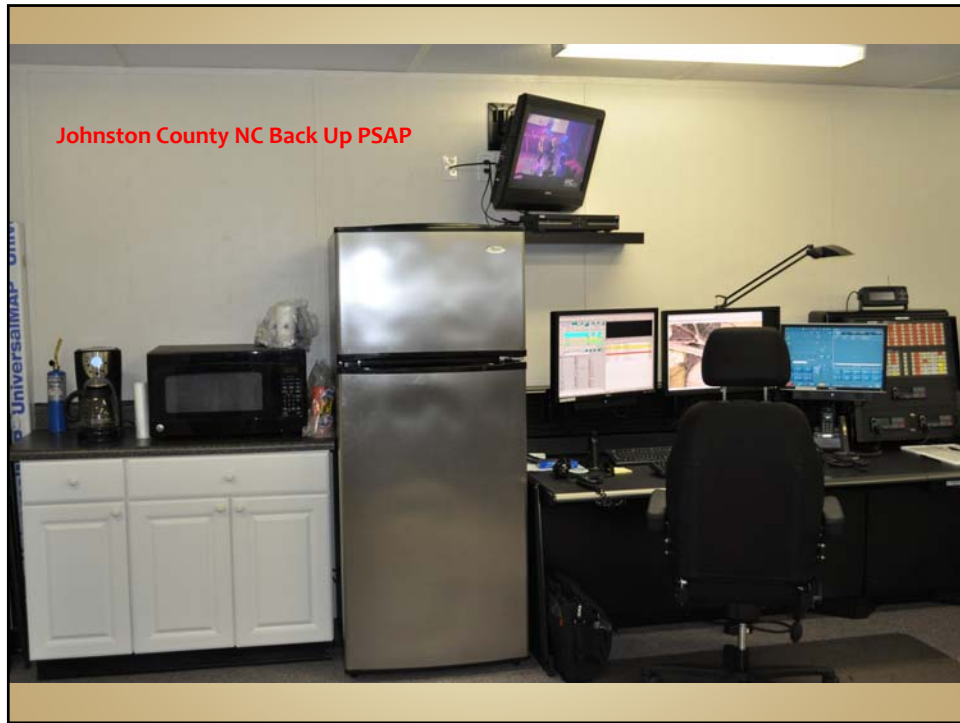
Computer Aided Dispatch System

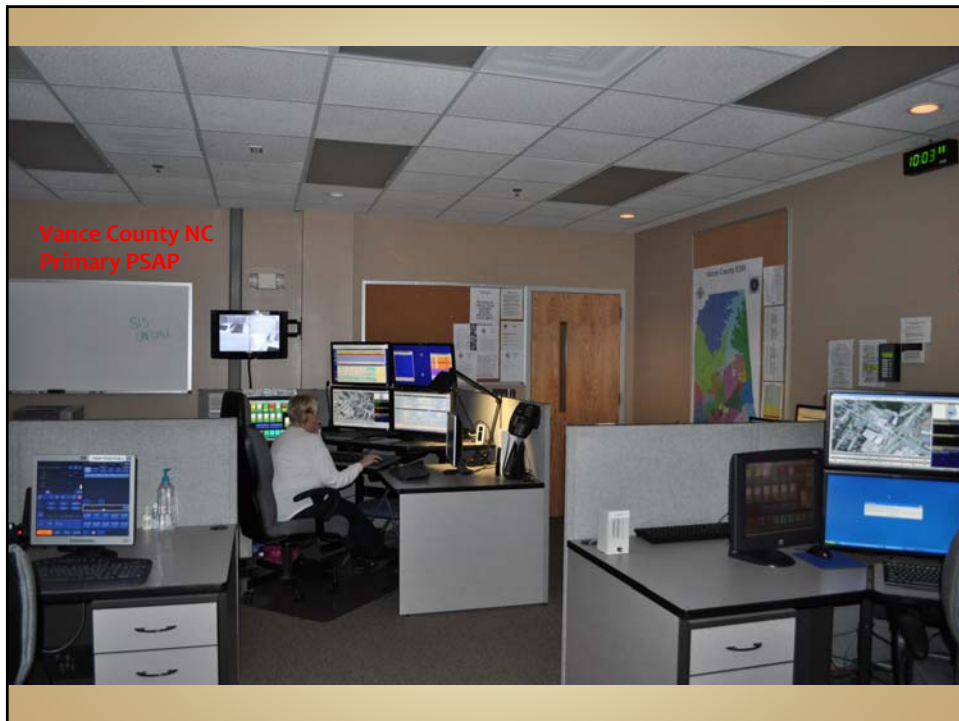
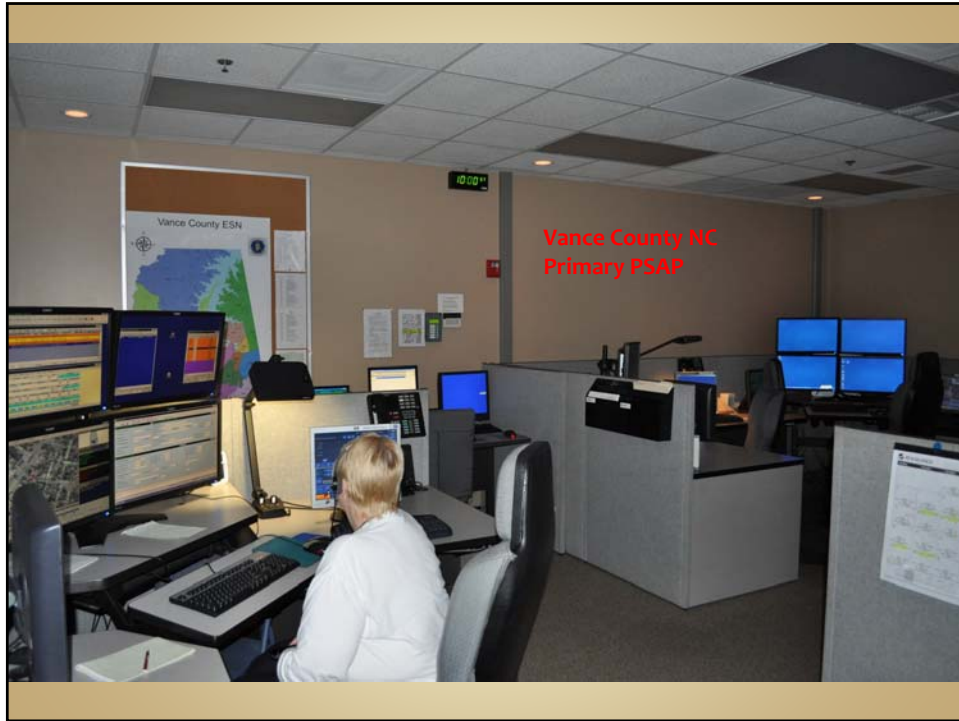


What would it look like?

- The center would very closely resemble the current one in both size and seating capacity.
- **NOT THE WHOLE DEPARTMENT JUST THE 911 CENTER.**
- The equipment would also be virtually identical as it would have to be able to be connected to equipment at the main site.
- Everything would need to be replicated from the current site to the new site to facilitate a rapid departure should it become necessary.







How will it function?

- The backup center will be tethered continually to the existing (primary) location for the purpose of data sharing and functionality.
- All functions of the backup center will be continually monitored at the primary center with daily integrity tests performed to ensure that it is ready and functional if it is needed.
- We would also physically occupy the center periodically to test key systems under real world conditions.

Where would it go?

- While we have not decided on a permanent location at this point, we recommend that the building be constructed on land currently owned by the County, preferably near a structure that already exists.
- For security reasons, video feeds and alarms from the backup center would be continually monitored at the primary PSAP.

What Would the Benefits Be?

- We would have a true alternate location to use in the event that we ever needed to evacuate our primary location.
- The new location would be sustainable indefinitely if need be.
- Daily operations would not be impacted in the event of a large scale equipment upgrade.
- We would gain the benefit of a spill over site that could be used in conjunction with the primary location during disasters or periods of high call volume.

Funding Considerations

- We are going through a very unique transition period right now with regard to 911 Surcharge funds.
- For a very limited time we are able to use a portion of our current fund balance to cover the construction costs of the backup PSAP.
 - Normally Surcharge funds cannot be used for this purpose.
 - We have no foreseeable options of a location to house the center without building something.

Funding Considerations – Cont.

- We also cannot carry over more than 20% of our annual allotment from the NC 911 Board over into the next fiscal year.
- We are slated to receive a total of \$353,243.00 in the current fiscal year based on a rotating 5 year average of expenditures.
- This means we can only carry over a total of \$70,648.60
- We estimate that by the end of the current fiscal year, we will have a total of \$586,000.00 that we could put towards this project if approved.

Initial Costs?

- Total cost of the backup PSAP is estimated at \$600,000.00
- With the amount of money that we currently have in reserves, we could come very close to completing this project if we do not complete it altogether.
- If there are any remaining costs, I am confident those costs would be covered through the application and award of a PSAP grant.

Recurring Costs?

- Having a backup PSAP will increase our monthly recurring operational costs.
- However, the vast majority of our recurring costs can be covered utilizing E-911 Surcharge funds.
- The remaining local costs would be limited to utility bills and insurance costs.
- We estimate these being no more than \$450.00 per month / \$5,400 annually

Why should we do this?

- While we do not know for sure that this will become a requirement, we are assured by the State that it will.
- Other jurisdictions that have ETS funds available are taking similar steps.
- Further, we have a very narrow window of time in which to use these funds when they can be used to pay for construction costs.
- If we do not spend these funds now, we cannot carry them over into the next fiscal year without being penalized.
- **THIS IS THE RIGHT THING TO DO.**

Why should we do this Cont.?

- Our annual allotment of 911 Surcharge monies is based on a rotating five year average.
- Each year the oldest year in the five year cycle drops off and the annual allotment is re-averaged with the most recent fiscal year added in its place.
- If we do this now, we will greatly increase our annual allotment for the coming fiscal year due to the increased expense of setting up the backup PSAP.
- *We should see a sizeable funding increase if we choose to do this.*

What Will Happen if we do Nothing?

- We will loose our anticipated funding next year due to our fund balance being too much.
- We will be found to be in non-compliance when the new regulations are adopted and would loose our surcharge funding if we do not come back into compliance.
- We would have to use local funds to pay for the construction costs as ETS funds cannot be use to cover these costs under normal conditions.
- Therefore, we would have to use local dollars to cover the costs of establishing the backup PSAP.

What are we asking for?

- We are asking permission to begin the process of setting up the backup PSAP.
- We are asking for permission to utilize our residual 911 Surcharge funds to cover the costs of the establishment of the backup PSAP.
- We will comply with all NC bidding laws and will be as cost conscious as possible but we must begin this process very soon if we are going to have it completed by the end of June.

QUESTIONS???