

View Application--79--RADFORD CITY 2009 911

Grant Period: 2009

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: Mapping servers and workstations (**MAPPING SUPPORT**)

Primary PSAP Applicants: Radford Police Communications

Jurisdictions Served: Radford

Project Director:

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Project Description:

Replace and upgrade current E911 network hardware and software for continuity of current E911 capabilities and enhancing current services. Project includes replacement of the E911 network server, upgrades to three CPEs with memory and new monitors. Upgrade current software E911 interface solutions for mapping and CAD which are built on .NET frameworks' providing more rapid speed in which data is exchanged within the system allowing PSAP personnel the best available response to emergencies.

Total Project Cost \$47,655.00

Amount Requested: \$38,124.00

Matching Funds: \$9,531.00

Additional Local Funds:

Statement of Need:

Current network hardware, including the server and console positions, has been working at current levels since installation in 2004. Ever growing technology forces the need for hardware to accommodate new software solutions which will leave current software solutions outdated and soon to be unsupported. Failure to replace and upgrade to current hardware and software solutions will open avenues of failure during emergency response, causing disruption in the continuity and level of service now provided by the PSAP.

Project Impact:

Maintain and increase the continuity of services currently provided by simply fixing the issues which cause machines and or software to "lock up" or "freeze" in the midst of an emergency. These types of issues are becoming more and more repetitive due to the age of both hardware and software. Optimum technology is needed for optimum continuity of service, which impacts life and death situations.

Consequence of Not Receiving:

Consequences for non-funding are continued unannounced interruptions of service from technical difficulties which places the public, their property and the public safety personnel that we serve at high risk in life threatening situations.

Part of Long Term or Strategic Plan?: Yes

Likelihood of Completion Unfunded?: 20%

Other Available Funding Sources?: No

Percent of Grant Funding Requested To Total Funding Cost?: 80%

Is Project Locally Sustainable?: Yes

Comprehensive Project Description:

Goals – Replace outdated PSAP network server, upgrade PSAP network consoles. Upgrade interfaced E911 mapping and CAD software to current enhanced solutions. Objectives – Maintain and enhance continuity of E911 wireless service and position PSAP for future technology enhancements by providing the PSAP with current, stable technology. Implementation Strategy – Purchase and install new network server, upgrade CPEs with memory and new monitors. Purchase and install upgraded CAD/mapping software solution. Project completion date is 90 days from grant award. The project will be sustained through budget yearly maintenance provided by vendors and on site personnel.

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

Project design is upgrading existing solutions, total compatibility is the outcome.

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

Completed project will provide growth ability with future planned technologies for the PSAP, which include interoperable digital radio solution and interoperable mobile data solutions using configurations from completed designed project to provide enhanced continuity of services.

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

Replacing and upgrading over and above current hardware specifications supports migration to future technologies by giving the capacity to process future digital technologies and software solutions without complication or disruption to services.

Budget and Budget Narrative:

PURCHASE DESCRIPTION Quantity **COST** E911 Network Server 1 \$7,000 CPE Memory Upgrade 3 \$1,500 CPE Monitor Replacement 12 \$4,800 GEOLynx Mapping Upgrade 1 \$14,500 Data Maintenance System 1 \$18,655 E911 CAD Interface Upgrade 1 \$2,500 ANI/ALI Database Upgrade 1 \$4,000 Total: \$52,955 Local Match 20% \$10,591 Grant Request Total \$42,364 Replace E911 network server to enable PSAP to process current and upgraded software solutions allowing for optimal continuity of E911 services. Related hardware upgrades included are memory upgrades on each 911 console which will provide more robust workstations to handle current and future software upgrades and replacing the monitors which are aged and need to be enlarged to maximize viewing capability. Upgrading mapping solution will replace current map solution which will go unsupported by mid 2009 with improved mapping solution allowing for continuity of services. The Data Maintenance System (DMS) will replace the unsupported street maintenance system software in use now and be maintained by the city's GIS personnel with current data interfacing with all current software. The DMS will manage newly requested ANI/ALI database. Budgeted costs are actual costs based on pricing and quotes.

Ongoing Expenses:

Ongoing costs will be yearly maintenance and support which is funded by yearly budget.

Evaluation:

Compare statistical data of disruption of services provided by systems logs and in house hardware/software failure logs. Compare statistical data of response times from receipt of call for service to dispatch of call for service.

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

Short and intermediate term outcomes will be immediate continuity of services eliminating continual disruptions. Desired long term outcome will be consistency and continuity in performance and operations and the ability to grow with future interoperability technology which is supported by the full implementation of this project.

What measures will be used to determine outcomes?:

Decrease in down time by hardware software issues which will be measured by data. Increase in communications performance from inception of call for service to dispatch call for service which will be measured by data.

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

Data collection and evaluations will be done by using systems currently in place in the PSAP and network systems and by using data extraction from CAD software for response times. Data will be compiled on a monthly basis for comparisons.

How will data be presented?:

Collated data will be presented in chart.

Attachments