Request for Backup Plan Approval

PSAP Name: Graham County 911 Communications

PSAP Plan Contact (title/telephone number/email address): Misty Hembree 911 Communications Director 828-479-7985 office 828-735-0068 cell misty.hembree@grahamcounty.org

Location

Where is the Primary PSAP is located (street address)? 70 W. Fort Hill Robbinsville NC 28771

Where is the Backup PSAP is located (street address)? 55 E. Ridge Dr. Bryson City NC

What other departments are located in the Backup PSAP facility?
none

How far is the Primary PSAP from the Backup PSAP in airline miles? (There is currently no defined distance requirement but a one mile minimum is a reasonable expectation.) Approx.25 miles

Please attach a geographical (such as a google) map showing the primary location and backup location.

Positions/Workstations

How many telecommunicator positions are in the Primary PSAP? 3
How many telecommunicator positions are normally manned in the Primary PSAP? 1 to 2
Can you staff for more positions to handle peak workloads in the Primary PSAP? Yes
How many additional positions are used during peak workloads in the Primary PSAP? 1

How many telecommunicator positions are in the Backup PSAP? 4
How many telecommunicator positions will be manned in the Backup PSAP? 2

Can you staff for more positions to handle peak workloads in the Backup PSAP? Yes

Equipment

Please describe the make and model of the telephone switch in the Primary PSAP. Zetron Intergrator 3300

Please describe the make and model of the telephone switch in the Backup PSAP. Zetron Maxx Calltaker

Please describe the make and model of the CAD in the Primary PSAP. Geoconex CAD

Please describe the make and model of the CAD in the Backup PSAP. Southern Software CAD

Please describe the make and model of the recorder in the Primary PSAP. Revcord V 9.3

Please describe the make and model of the recorder in the Backup PSAP. Eventide

Radio Equipment

What equipment in the Backup PSAP will be used to dispatch 911 calls? Zetron Max Dispatch

How will the radio equipment in the Backup PSAP connect to the radio network? Swain's radio will be equipped with Graham County's primary radio channel. An antenna will be erected on Swain County's radio tower to transmit from. We have tested coverage between swain and graham counties. Also we have a small cashe of Viper radios that can be used as secondary channel when needed.

Network

How many 911 trunks are currently in the Primary PSAP and who is the carrier? 3 wireline /2wireless

How many admin lines are currently in the Primary PSAP and who is the carrier? 2

How many 911 trunks will be in Backup PSAP and who is the carrier? 8 frontier
How many admin lines will be in the Backup PSAP and who is the carrier? 5 frontier

What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP? We use the Frontier rerouting through their disaster recovery modem to re-route calls to Swain County's psap
How long will it take to re-route 911 trunks from the Primary PSAP to the Backup PSAP? 10 min approximately.

What is the process to re-route admin trunks from the Primary PSAP to the Backup PSAP? The same process through the frontier disaster recovery modem.
How long will it take to re-route admin trunks from the Primary PSAP to the Backup PSAP? Approx 10 min.

How will the Primary PSAP be network connected to the Backup PSAP? They will not be connected through the network at this point. That connection will be established with the new 911 Center that will be completed in 2018 from the grant funds that Graham County was awarded. I will have to amend this document with the completion of that project.
Who is the carrier?
What is the bandwidth?

How will this network connection between the Primary PSAP to the Backup PSAP be used? For instance will it be used to keep the CAD data current at both locations? Until the new facility is completed Swain County will provide Graham County with the cad information to input into our system when it is available again. Will it be used to carry 911 calls from the B side of the switch at the backup location to the A side at the Primary location? Will other applications be running on this network connection?

Interim PSAP

Who will answer your 911 calls while you are relocating to the Backup PSAP? Swain county dispatch will staff to handle incoming calls until Graham County staff can get to the facility.

How long will it take to relocate staff to the Backup PSAP and begin taking calls? Approx. 45 min to 1 hr.

What is the process to re-route calls from the Primary PSAP to the Interim PSAP while relocating staff to the Backup PSAP? See Attached Details for Disaster Recovery

What is the process to re-route calls from the Interim PSAP while relocating staff to the Backup PSAP? N/A

Please attach a signed Memorandums of Understanding (MOUs) and any other applicable agreements. Please insure that the signatories have the appropriate authority to commit their respective agencies.

Power

Describe the back-up power system at the Primary PSAP? UPS power back up along with a Generac 220 generator.
What is the capacity of the generator and the UPS in the Primary PSAP? UPS can run for up to 1.5 hrs on full charge and the generator can run the entire building.
How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation? 1000 gal propane tank will operate 40 hrs. off of full load.

Describe the back-up power system at the Backup PSAP? Kohler generator
What is the capacity of the generator and the UPS in the Backup PSAP? 110 kw generator and UPS can run center for 30 min
How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation? 400 gallons should run for 6 days.

How often will you test your Backup plan? Four times per year.
How long will you take calls at the Backup PSAP when you exercise your plan? One hour of operation.

Backup Facility

Does your Backup facility provide for the needs of employees? yes
How will sufficient food, water, sleeping, and hygiene needs for the staff for the projected duration the emergency be provided? Swain county has a shower facility and also can utilize an adjacent building for cot space. Also Graham County has an EM FEMA travel trailer that sleeps 4-6 people also has a shower unit that can be used if necessary. This question will be determined by local operational policies and procedures, but it does need serious consideration and planning. While there is no hard and fast rule in place, it seems reasonable the backup facility should be self-supporting for a minimum of 72 hours.

Additional

Please provide a diagram of your back-up plan. Show the equipment to be supported in the Primary PSAP and the Backup PSAP, the network connections between the Primary PSAP and the Backup PSAP, the trunking to the Primary PSAP and the Backup PSAP, and any other relevant information. N/A at this time as Swain County will provide Graham with data to input into their system when it is operational again. Keeping in mind that this will be completed when the New 911 Center is completed and operational

Financial Documentation

Non-Eligible Costs		Eligible Costs		Comments
Product/Service		Product/Service		
	Cost	One-Time Costs	Cost	
Base Antenna &Install				
at Swain Co. dispatch	2813.67			
		Recurring Costs Annual	Cost	
		Recurring Costs Monthly	Cost	
		Admin line call forward	$13/mo	Necessary to transfer our admin. line to Swain Co.

The Plan

Please provide a narrative on how the proposed Backup plan will work.

Graham County 911 Communications

Back up PSAP Plan

Location, Community's served

Graham County 911 Communications center is currently located at 70 W. Fort Hill Robbinsville in the far Western end of NC, we boarder Cherokee County, Swain County, Macon Co. as well as Tennessee. We operate out of the Graham County EMS Building. EMS shares the building with the Graham County Mapping Department as well as 911 Communications office.

We dispatch for Graham County EMS, 2 Fire Departments and USFS as well as NCFS including Graham County Fire Department and, Stecoah Fire Department. Graham County has Station 1 Robbinsville, Station 2 Snowbird Fire, Station 3 Santeetlah Fire, and Station 4 Meadow Branch Fire also Graham County Rescue Squad and Stecoah Rescue Squad. We dispatch for Graham County Sheriff's Office, as well as Cherokee Tribal Police officers, 1 Wildlife officer and 1 USFS officer. Tennessee Valley Authority officer, US Park Service, and Emergency Management.

Within these departments we serve the Town of Robbinsville, Town of Santeetlah, Stecoah Township, and the Town of Fontana Dam, as well as Cherokee Tribal Lands, NC Forest Service lands, and US Forest Service lands inside Graham County.

Normal operations at our center are two (2) telecommunicators on duty per shift. The Director as well as the Assistant also work a telecommunicator shift. In 2015 our inbound ali Count was 8259 calls, with peak month of July at 844 calls. This reflects 911 inbound calls only.

Graham County proposes to utilize another existing PSAP for a backup communications center. The address for the proposed site is 55 E. Ridge Dr. in Bryson City, NC, which is located on the western side of the county, approximately 28 miles from the Graham County 911 Center.

911 calls

Graham County's current operation will allow us to switch the 911 lines to Swain County Dispatch by using Frontier's Network Control Modem to transfer 911 calls.

We currently have the Zetron Intergrator 3300 phone system. Swain County operates the newer version of the Zetron Max Calltaker.

CAD and Map

Swain County has been provided with the Graham county Map to upload onto their system. Calls will be taken from Swain County phone system and handled in their CAD equipment and managed from there. Our esn codes follow our 5 fire districts, and fire/rescue calls get dispatched according to what esn/fire district the call comes from. It is our policy that we dispatch all fire departments to structure fires and follow the esn/fire districts for brush fires. Graham County only operates one EMS system for the entire county.

Radio Communications

Graham County installed a radio and antenna at Swain County center to have radio communications on Graham County local government channel. That equipment will give the ability to communicate to Graham County's EMS and Fire/Rescue personnel on their channel through Swain County radio system.

Also Graham County has a cashe of 6 Viper handheld radios and a local talk group channel that are available for the Sheriff's office to operate from if Local Government channel is busy.

Recordings and call Logs

Swain will be providing Graham with a copy of each call to log into our system when available and recordings if necessary to be imputed into our CAD system when it is available.

In the event that we have to use the plan Graham County would notify Graham County Fire Law and EMS/EM of the situation. Then we would notify Swain County Emergency Management Director of the situation and transfer our 911 calls to their PSAP.

The Graham County 911 Director and assistant will contact all dispatch personnel immediately and advise that we will be operating from Swain County in disaster recovery mode until further notice. We would have two tele-communicators traveling to Swain County with and ETA of 45 min. During the travel time Swain County Dispatch will answer the transferred calls and dispatch units accordingly while our telecommunicators are in transit.

We would continue operations in this manner until no longer needed.

How often will you test your Backup plan? Four times per year.

How long will you take calls at the Backup PSAP when you exercise your plan? 1 hour.

Memorandum of Understanding

This Memorandum of Understanding is made on 4-26-16 by and between Graham County 911 Communications 70 W. Fort Hill Robbinsville NC, and Swain County Dispatch 55 E. Ridge Dr. Bryson City NC.

WHEREAS Graham County 911 desires to enter into an agreement in which Swain County Dispatch and Graham County 911 will work together to provide back-up PSAP Service for Graham County 911 in the event that Graham County 911 is unable to receive and dispatch 911 calls.

And WHEREAS Graham County 911 and Swain County Dispatch are desirous to enter into a Memorandum of Understanding between them, setting out the working arrangement that each of the partners agree are necessary to continue 911 operations for Graham County 911 in such an event.

Purpose- The purpose of this Memorandum is to provide framework for the Backup plan between Graham County 911 and Swain County Dispatch.

Obligation- The partners acknowledge that no contractual relationship is created by this Memorandum but agree to work together in true spirit of partnership to ensure that there is a united visible and responsive leadership of the Backup Plan and to demonstrate financial administration and managerial commitment to the project by means of the following individual services.

Cooperation- The activities and services for the Backup plan shall include

A. Services to be rendered by Graham County 911 include: Graham County will purchase and have installed an antenna on Swain County's radio tower and have Graham County's radio channel installed into Swain County's base stations to use for radio traffic for Graham County Units. Graham County will provide their map to be installed onto Swain County's CAD/GIS equipment. In the event Graham County 911 cannot receive or dispatch 911 calls Graham County shall contact Swain County Dispatch and Swain County EM to advise them of the situation; and that we are in the process of using frontiers disaster recovery modem to transfer our 911 calls to them. Graham County 911 will send two telecommunicators to Swain County and will maintain a schedule adequate for the call volume until deemed no longer necessary by both Swain and Graham County 911 departments. During that period of time if needed Graham County EM director will provide an EM camper unit at Swain County for down time and needs for the telecommunicators. Graham County in partnership with Swain County will exercise this plan four times per year for at least one hour and keep documentation of such testing.

B. Services to be rendered by Swain County 911 include: Swain County 911 will allow an antenna to be erected onto their radio tower and Graham County's radio channel to be installed into their radio console, and upload Graham County's map onto their CAD/GIS equipment for use during back up operations. Swain County Dispatch will familiarize Graham County telecommunicators with their phone and CAD/MAP system during an initial training session. At such time when the backup plan is operational for testing or live purposes Graham County will use Frontier disaster recovery modem to transfer 911 calls to Swain County. Swain County Dispatch will receive those calls into their 911 phone system and process them through their CAD/GIS system and dispatch calls received for Graham County on Graham County's provided radio channel until Graham County dispatchers arrive on scene at Swain county to take over these calls approximate response time of 45 min to 1 hr. . Swain County Dispatch agrees to let Graham County telecommunicators use their facility's break room and bathroom/shower, and room for a bunk area or cot space for downtime. Swain County Dispatch partnered with Graham County 911 will exercise the Backup plan four times per year.

Resources- The partners agree that Graham County shall incur costs associated with the radio equipment necessary at Swain County Dispatch to maintain operations of the Backup plan. Graham County EM can provide the use of an EM camper to be used as extra space for downtime for telecommunicators if needed and it is available for use.

Mike Edwards

Graham County Manager

Date: 4-18-16

Kevin King

Swain County Manager

Date: 4/26/16

Western Carolina Comm Systems, Inc.
Post Office Box 488
Sylva, NC 28779

Voice: 828-586-0611
Fax: 828-586-0451

QUOTATION

Quote Number: 2811
Quote Date: Apr 8, 2016
Page: 1

Quoted To:

Graham Co. Communications
Attn: Accounts Payable
12 North Main Street
Robbinsville, NC 28771

Customer ID	Good Thru	Payment Terms	Sales Rep
GCC911	5/8/16	Net 15 Days	

Quantity	Item	Description	Unit Price	Amount
1.00	459309	16 CHANNEL TONE TERMINATION PANEL, TTP 216.	536.20	536.20
1.00	75855	VHF, BA1012, OMNI FG BASE ANTENNA	464.31	464.31
1.00	440562	2 FOOT TOWER STANDOFF BRACKET	159.95	159.95
1.00	411476	COLD SHRINK TUBING	49.40	49.40
1.00	20573	POLYPHASER-FLANGE ARRESTOR, N/F.	62.00	62.00
2.00	29019	N MALE CONNECTOR LMR-600	22.00	44.00
80.00	LMR-600	LMR-600 1/2" COAX CABLE 86672	2.09	167.20
2.00	39931	N-MALE RG58 CRIMP CONNECTOR.	9.45	18.90
8.00	96097	CABLE COAXIAL/RG58 COAXIAL CABLE	1.10	8.80
15.00	LABOR	2 MEN 7.5 HOURS EACH.	75.00	1,125.00

Subtotal	2,635.76
Sales Tax	177.91
TOTAL	**2,813.67**