

Request for Backup Plan Approval

PSAP Name: **Jones Lenoir County 911**

PSAP Plan Contact (title/telephone number/email address):

Roger Dail / Director / 252-559-1911 / rdail@co.lenoir.nc.us

Location

Where the Primary PSAP is located (street address)?

**200 Rhodes Ave
Kinston, NC 28501**

Where is the Backup PSAP located (street address)?

**794 Hwy 58
Trenton, NC 28585**

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.)

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? **8**

How many telecommunicator positions are normally manned in the Primary PSAP? **5**

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? **Up to 3**

How many telecommunicator positions are in the Backup PSAP? **6**

How many telecommunicator positions will be manned in the Backup PSAP? **5**

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

PSAP Backup Plan

Equipment

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

Viper with Power 911

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

Viper by Intrado

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

Hardware – Dell Servers/Wyse Terminals

Software - TriTech

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

Hardware – Dell Servers/Wyse Terminals

Software - TriTech

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

Nice Call Focus III

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

Nice Call Focus III

Radio Equipment

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

How will the radio equipment in the Backup PSAP connect to the radio network?

Microwave

Network

How many 911 trunks are currently in the Primary PSAP and who is the carrier?

9 trunks/Century Link

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

7 lines/Century Link

How many 911 trunks will be in Backup PSAP and who is the carrier?

9 trunks/Century Link

How many admin lines will be in the Backup PSAP and who is the carrier?

7 lines/Century Link

PSAP Backup Plan

What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP?

Switch on primary viber that needs to be flipped or phone call to Century Link

How long will it take to re-route 911 trunks from the Primary PSAP to the Backup PSAP?

Switch – instant / Phone Call – long enough to speak with someone to do it

What is the process to re-route admin trunks from the Primary PSAP to the Backup PSAP?

Forward primary line to backup primary line

How long will it take to re-route admin trunks from the Primary PSAP to the Backup PSAP?

Approximately 1 minute

How will the Primary PSAP be network connected to the Backup PSAP?

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? 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?

How long will it take to relocate staff to the Backup PSAP and begin taking calls?

20 minutes

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

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

PSAP Backup Plan

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? **Generator**
What is the capacity of the generator and the UPS in the Primary PSAP? **200kw**
How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation?

Describe the back-up power system at the Backup PSAP? **Generator**
What is the capacity of the generator and the UPS in the Backup PSAP? **50kw**
How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation?

How often will you test your Backup plan? **Quarterly**
How long will you take calls at the Backup PSAP when you exercise your plan?
48 hours to one week

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? 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.

PSAP Backup Plan

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.

PSAP Backup Plan

The Plan

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

How often will you test your Backup plan? **Quarterly**

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

48 hours to 1 week