

PSAP Backup Plan

Request for Backup Plan Approval

PSAP Name: Mitchell County Central Communications Center

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

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Location

Where is the Primary PSAP located (street address)?

47 Crimson Laurel Circle, Suite 6, Bakersville, NC 28705

Where is the Backup PSAP located (street address)?

McDowell County Emergency Communications
294 S. Main St
Marion, NC

What other departments are located in the Backup PSAP facility?

Marion Police Department in the Main level of the building, McDowell Emergency Communications in the lower level

How far is the Primary PSAP from the Backup PSAP in airline miles? 24 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. Will attach

Positions/Workstations

How many telecommunicator positions are in the Primary PSAP? 5

Commented [DDD1]: Done. While there is not quick and easy way to get from Bakersville to Marion, using them as your backup seems a very logical choice. Because the Frontier CO and your PSAP in Bakersville are at the end of the current Frontier line, using McDowell will allow you to use another Frontier served PSAP, that connects to the Sylva selective router by a different geographical path.

PSAP Backup Plan

How many telecommunicator positions are normally manned in the Primary PSAP? 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? 5
How many telecommunicator positions will be manned in the Backup PSAP? 1
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 3300

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

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

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

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

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? A portable radio will be used to transfer information back to a point in Mitchell County. If we are only without telephone service we will radio back to the Communications Center for dispatch. If we have an event that requires evacuation of the facility we will have a back up paging system at Parkway Fire and Rescue in Spruce Pine and will radio back to that point for dispatch. We will be utilizing existing paging equipment for this process at this time

Commented [DDD2]: So you can use a portable radio to relay call information from the McDowell County PSAP to either the Mitchell County PSAP in Bakersville or the Parkway Fire Department in Spruce Pine?

Commented [DDD3]: Since you have paging capabilities from the fire department, that's good. We would be ok with not paging, and just broadcasting the call to field responders. The need to page out fire and rescue personnel is a local decision/priority.

PSAP Backup Plan

How will the radio equipment in the Backup PSAP connect to the radio network? It will be RF to the VIPER tower located on Woody's Knob located in Mitchell County.

Network

How many 911 trunks are currently in the Primary PSAP and who is the carrier? 4 Frontier
How many admin lines are currently in the Primary PSAP and who is the carrier? 5 Frontier

How many 911 trunks will be in Backup PSAP and who is the carrier? We will utilize their existing 8 trunks as assist in answering calls. McDowell is also Frontier. This is proven to work as we have implemented this process several times in the past 12 to 18 months.,
How many admin lines will be in the Backup PSAP and who is the carrier? We will again utilize their 6 admin lines and assist answering call. Frontier is the carrier.

Commented [DDD4]: Hard to argue with a part of a backup plan that has already been tested and proved to work. That's good information.

What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP? We currently call the Frontier NOC to reroute. We are waiting to test the "Network Control Modem" to transfer calls. (This is scheduled to be tested the first week in May)
How long will it take to re-route 911 trunks from the Primary PSAP to the Backup PSAP? No more than 15 minutes.

What is the process to re-route admin trunks from the Primary PSAP to the Backup PSAP? Call forwarding function.
How long will it take to re-route admin trunks from the Primary PSAP to the Backup PSAP? Roughly 2 minutes

How will the Primary PSAP be network connected to the Backup PSAP? We will utilize a "hotspot" to connect back to the PSAP
Who is the carrier? US Cellular
What is the bandwidth?

Commented [DDD5]: Give us a little more here, so I can better understand what you're planning to do. I think I envision your plan as using McDowell as a "stand alone" backup center. Your 911 calls will be re-routed to McDowell County. You will use a portable radio transmitting on a VIPER talkgroup to relay calls for service back to either your primary PSAP or the Parkway Fire Department in Spruce Pine for dispatch to your field units. So I'm not sure what network connection the wireless hotspot is going to address.

PSAP Backup Plan

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? We will utilize this to VPN into the SALI located at the Primary PSAP.

Commented [DDD6]: I realize Frontier does things a bit differently from AT&T and Century Link. Brief explanation of what the SALI does. What if the SALI is down at your primary PSAP? Is this hotspot going to connect the remote CAD laptop in Marion to the CAD server in Bakersville? If so, same question as above. What if you totally lose the backroom at the primary PSAP and the CAD server is down?

Interim PSAP

Who will answer your 911 calls while you are relocating to the Backup PSAP?

Commented [DDD7]: Don't see an answer to this one. I'm assuming McDowell County will answer your call s while you transition to Marion.

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

Commented [DDD8]: Don't see an answer to this one either.

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

Commented [DDD9]: Include an answer such as the interim PSAP is McDowell County, which is the same as your backup PSAP location. If calls cannot continue to be answered at the primary PSAP, they will be answered at McDowell County until your staff can get there.

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

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? Generac Propane Generator attached to a Eaton UPS.
What is the capacity of the generator and the UPS in the Primary PSAP? 70KW
How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation? We are on a keep fill rotation and the tank for the generator is a 500 gallon tank

Describe the back-up power system at the Backup PSAP? Kohler Generator and Eaton UPS

PSAP Backup Plan

What is the capacity of the generator and the UPS in the Backup PSAP? 230KW generator and unsure of UPS capacity
How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation? Generator is fueled by Natural Gas

How often will you test your Backup plan? Twice a year
How long will you take calls at the Backup PSAP when you exercise your plan? Approximately an hour

Commented [DDD10]: The testing schedule and frequency is up to you. I would suggest you think about a bit more often than twice a year, and operate in the backup mode for more than one hour. Since you are using an existing primary PSAP as your backup location, I'm not so much concerned about testing to make sure the equipment works. But I am concerned about the lack of time your staff will be provided to become familiar with operating in the backup environment. My opinion is, every member of your staff should have the opportunity to work in the backup setting twice a year for a minimum of 4-6 hours. Again, that's just my two cents.

Backup Facility

Does your Backup facility provide for the needs of employees?
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.
Mitchell County will assure that there is adequate food and water supplied. McDowell's facility has restroom facilities and staff will be provided with cots to sleep if the need arises.

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. Our plan at this time will utilize McDowell existing trunks. Mitchell County is in the process of developing an upgrade project to include a new facility that will alter what we are currently utilizing for a back up plan. This is a project that should be realized in the next 18-24 months.

PSAP Backup Plan

The Plan

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

In the event that we have a telephone outage or a need to evacuate the Primary PSAP a call will be made to either utilize the Network Control Modem or have the NOC to transfer calls to McDowell Emergency Communications along with transfer of admin lines to the same facility. McDowell will be notified of the transfer and appropriate staff will be deployed to McDowell. Staff that is deployed to McDowell will be sent with a “disaster” pack that includes all necessary policy, protocol and contact information along with a laptop and “hotspot” that will be utilized for 911 maps and VPN access to the SALI and a 800 (VIPER) radio to transfer information back to the appropriate location. A laptop with maps and a temporary CAD will be equipment that will be relocated to the back-up facility.

If the telephone lines are the only aspect out of service a Telecommunicator will remain on site to accept radio transfer to dispatch appropriate agency(s).

If there is a need to evacuate the facility a staff member will be deployed to Parkway Fire and Rescue to receive radio transmissions to dispatch appropriate agency(s) from a dispatch point there.

How often will you test your Backup plan? Already answered above
How long will you take calls at the Backup PSAP when you exercise your plan? Previously answered