

PSAP Backup Plan

Request for Backup Plan Approval

PSAP Name: **Chowan Central Communications**

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

Cordell Palmer
Director
252-482-8484
cord.palmer@chowan.nc.gov

Location

Where is the Primary PSAP located (street address)?

305 West Freemason Street
Edenton, NC 27932

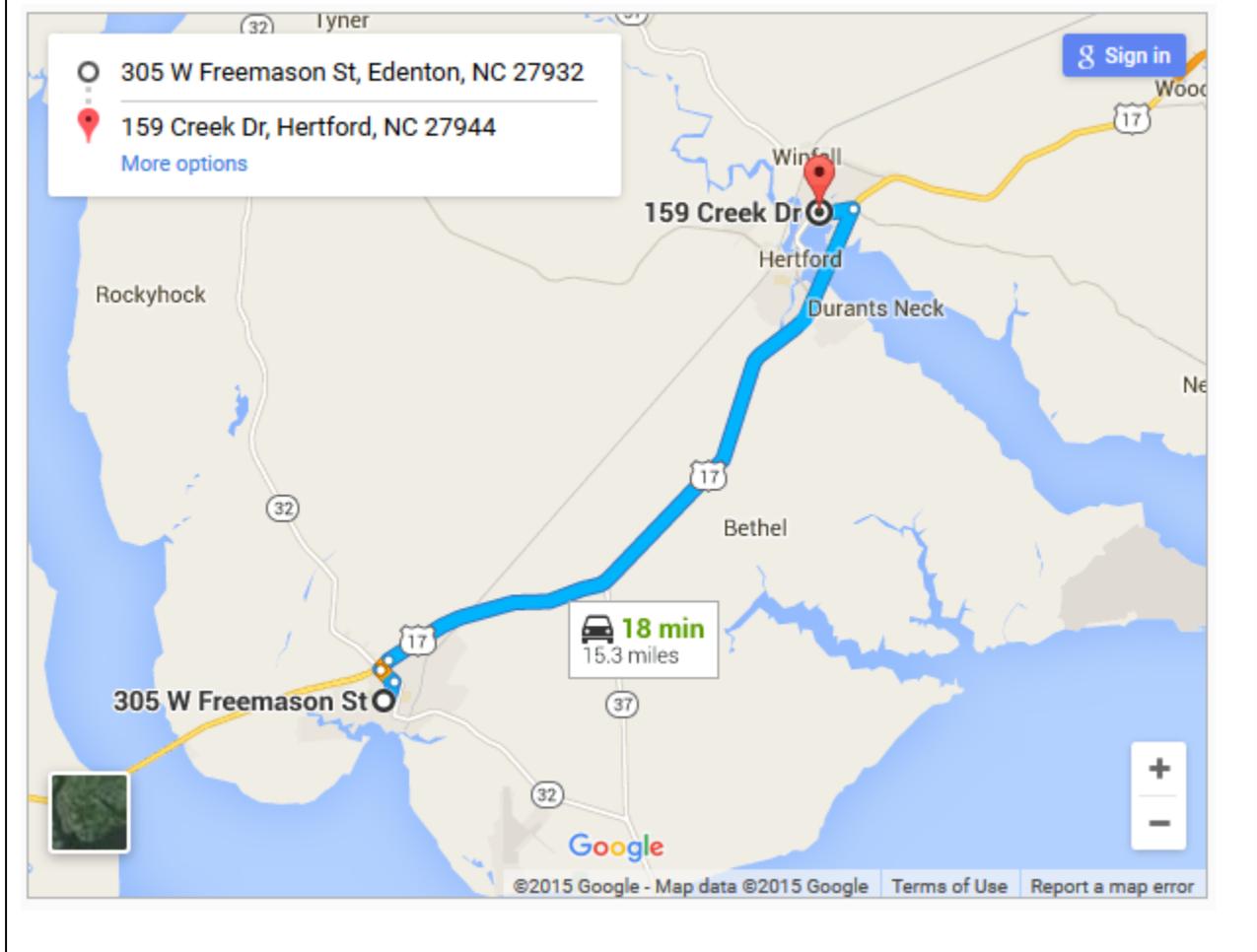
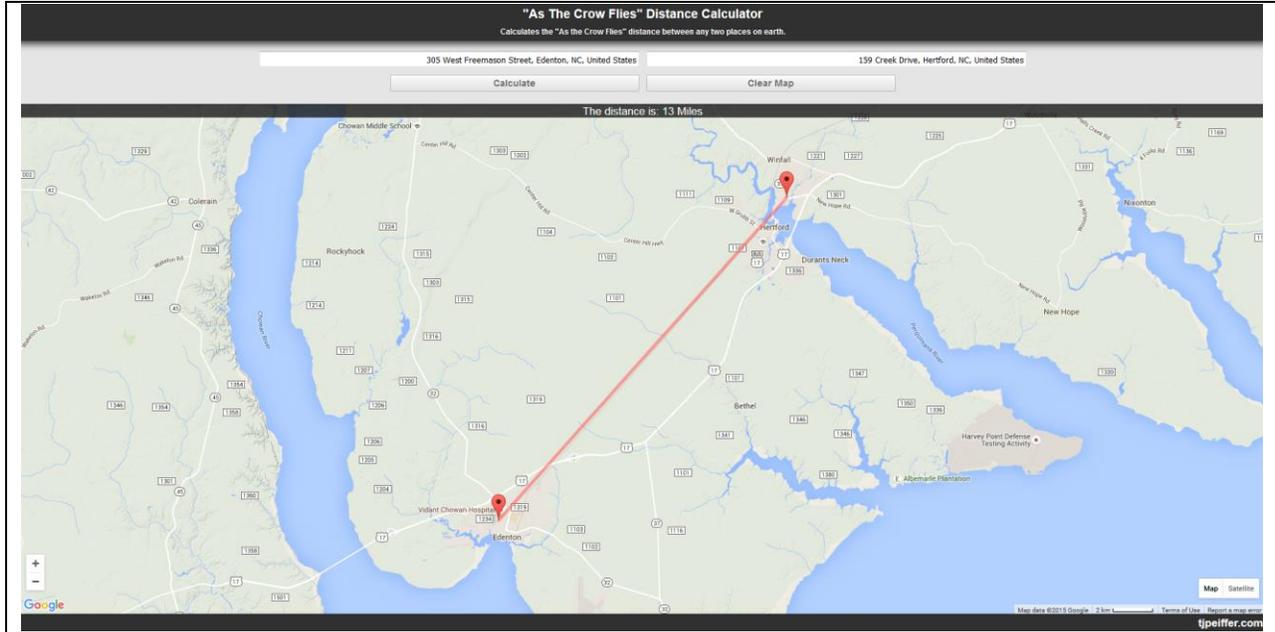
Where is the Backup PSAP located (street address)?

159 Creek Drive
Hertford, NC 27944

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.)

Approximately 13 miles. Google maps driving distance is 15.3 miles. The two centers are served by different utilities.

PSAP Backup Plan



Positions/Workstations

PSAP Backup Plan

How many telecommunicator positions are in the Primary PSAP?

4

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?

Typically one additional

How many telecommunicator positions are in the Backup PSAP?

Two fixed and one temporary using laptop computers.

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

Two with the expansion to three to handle peak workloads.

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, the CAD, and the recorder in the Primary PSAP.

Telephone: Cassidian Patriot

CAD: Southern Software

Recorder: Eventide

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

Telephone: Cassidian Patriot (planning upgrade to Cassidian Vesta and A911)

CAD: Southern Software

Recorder: Plan to share recorder capacity with Perquimans County Communications

Network

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

Five trunks all Centurylink. Plan to upgrade to A911 Network

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

Five admin lines all Centurylink

PSAP Backup Plan

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

Plan to upgrade to A911 Network so 911 calls will route to either site based on where the telecommunicator is logged in to receive calls. We would stay with five trunks and the carrier would still be Centurylink.

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

Admin lines would be answered at either location because the interconnection between the two sites. An additional two admin lines would be added at the backup site for admin redundancy. If a failure of the interconnection occurred call forwarding would be used to forward the current primary admin lines to the two additional admin lines at the backup location.

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

Rerouting using A911 would be automatic based upon a telecommunicator being signed in to take calls at either location. If the telecommunicator is signed in at the primary location then the calls would route to the primary location. If the telecommunicator was signed in at the backup location then the calls would route there. If a telecommunicator was not signed in at either the primary or backup location the calls would automatically route to the Perquimans County Communications Center.

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

Instantaneous with A911.

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

If the link between the primary and backup location was not functioning then call forwarding would be used to receive admin calls at the backup location.

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

Approximately one minute. Call forwarding would be used to forward admin calls to the backup location.

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

Ethernet connection. Still determining specification for options. Microwave or fiber.

Who is the carrier?

Will explore options upon final determination of specification and plan approval.

What is the bandwidth?

PSAP Backup Plan

Bandwidth determination will be based on equipment specifications.

How will this network connection between the Primary PSAP to the Backup PSAP be used?

Allow the interconnection of phone equipment, CAD and remote access to various network components like the voice recorder.

Interim PSAP

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

Perquimans County Communications.

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

Approximately twenty minutes.

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

Rerouting will be automatic through A911 and based upon a telecommunicator being signed in to the phone equipment.

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

Rerouting will be automatic through A911 and based upon a telecommunicator being signed in to the phone equipment.

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.

MOU is attached.

Power

PSAP Backup Plan

Describe the back-up power system at the Primary PSAP?

Upon loss of commercial power the UPS holds the load until the generator comes online.

What is the capacity of the generator and the UPS in the Primary PSAP?

The generator is 750KW and runs the whole building once online. The UPS is estimated to be between one and two hours.

How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation?

The on-site fuel supply is estimated to last two weeks.

Describe the back-up power system at the Backup PSAP?

Upon loss of commercial power the UPS holds the load until the generator comes online.

What is the capacity of the generator and the UPS in the Backup PSAP?

The generator is 125KW and runs the entire building once online. The UPS serves only the 911 Center and is estimated to provide power between one and two hours.

How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation?

595 Gallons of Diesel (when full) – Approximately 65 hours

The Plan

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

In the event of a total loss of all systems telecommunicator's would go to the backup location to start taking calls. In the interim 911 calls would automatically route to Perquimans until a telecommunicator could get to the backup location and start taking calls. An analog phone set would be in place for forwarding admin lines before leaving primary PSAP.

In the event of an impending failure (like the generator not coming online upon a loss of power) one of the two telecommunicator's working would leave Chowan and head to the Perquimans communications center. Once the one is online in Perquimans and can take over answering calls. The second one having been relieved would forward the admin lines and head to Perquimans.

PSAP Backup Plan

How often will you test your Backup plan?

Weekly

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

24 hours

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.

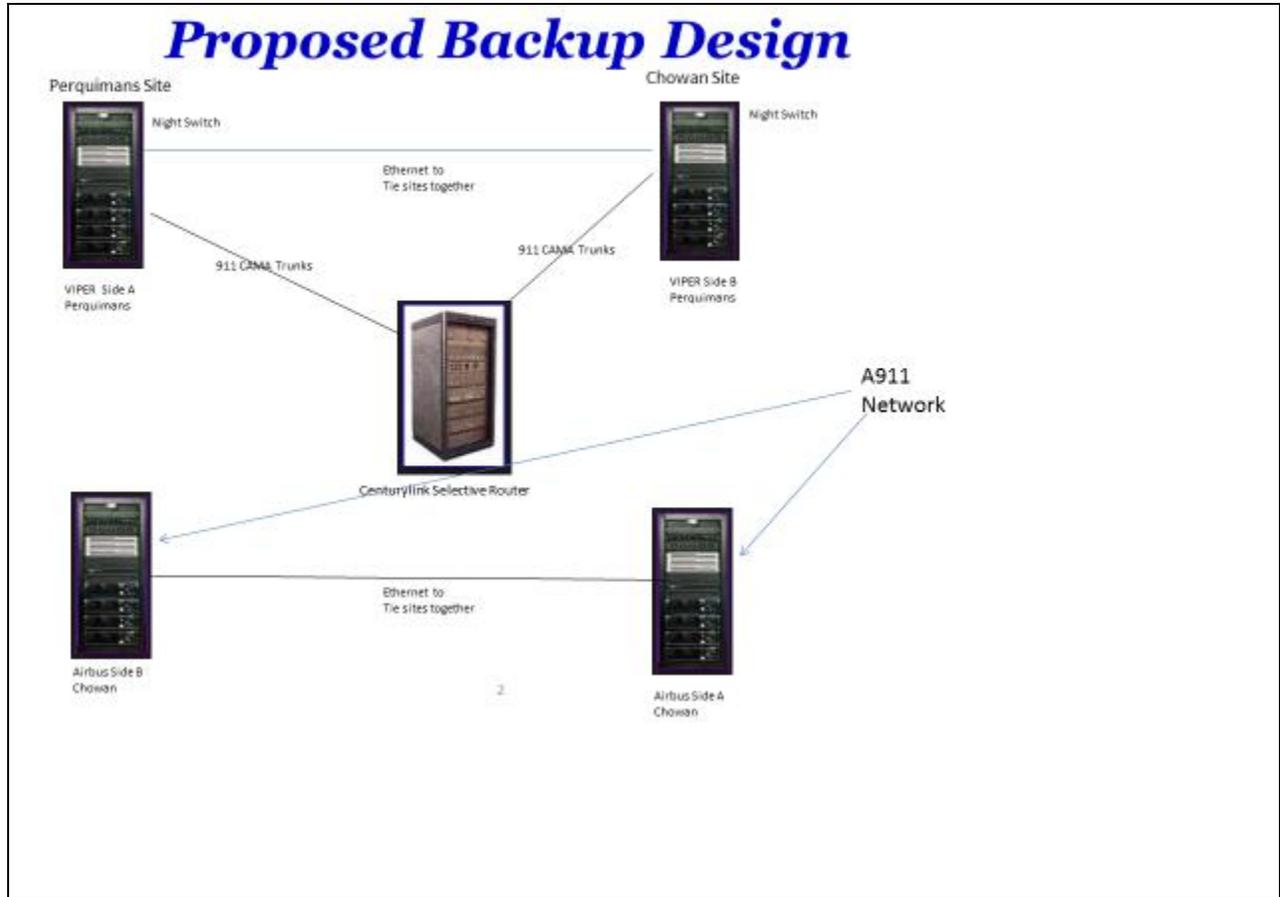
The backup center is co-located with an existing center that already supplies for these needs.

Additional

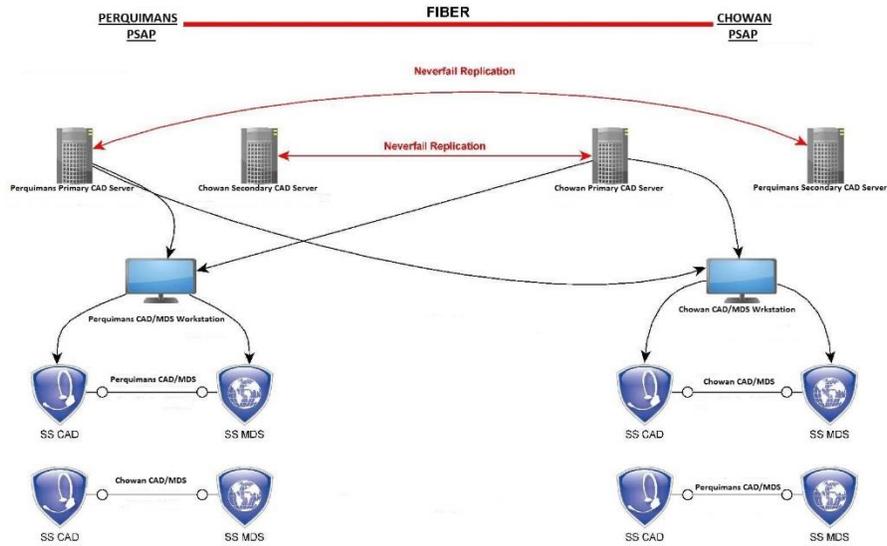
Please provide a diagram of your back-up plan. Show the equipment to be supported in the Primary PSAP and the Backup PSAP, the network connections between the Primary PSAP and the Backup PSAP, and the trunking to the Primary PSAP and the Backup PSAP and any other relevant information

Below are two proposed backup designs. The first was drawn by Centurylink our phone provider and the second by Southern Software our CAD provider.

PSAP Backup Plan



Chowan PSAP & Perquimans PSAP Proposed CAD Backup Design



**STATE OF NORTH CAROLINA
MEMORANDUM OF UNDERSTANDING
COUNTY OF CHOWAN & COUNTY OF PERQUIMANS
BACKUP PSAP**

This Agreement, made this 16th day of May, 2016, by and between the County of Chowan (herein Chowan) and the County of Perquimans (herein Perquimans), for the purpose of insuring a functional Backup Public Safety Answering Point (herein PSAP) for both parties;

WITNESSETH:

WHEREAS, Chowan and Perquimans are both bodies corporate and political existing pursuant to the laws of the State of North Carolina; and

WHEREAS, Chowan and Perquimans are currently engaged in operating and maintaining respective county-wide "911 communications system"; and

WHEREAS, Chowan and Perquimans are desirous of insuring that any citizen utilizing the "Emergency 911" system in Chowan County or Perquimans County have their call answered as promptly and efficiently as possible; and

WHEREAS, during times of natural disaster and other unpredictable events, a county's 911 communications system may be temporarily disabled; and

WHEREAS, each party hereto recognizes the economy and benefits of utilizing the other's 911 emergency communications system temporarily and facilities for a longer term; and

WHEREAS, the parties desire to set forth in this MOU the terms by which Chowan and Perquimans may utilize the other's 911 emergency communications centers for the benefit of the people of Chowan and Perquimans Counties; and

NOW, THEREFORE, in consideration of the terms, conditions, and covenants expressed therein, the parties agree as follows:

1. PURPOSE OF AGREEMENT

The purpose of this MOU is to establish a formal agreement whereby Chowan utilizes Perquimans as its Backup 911 Center, currently located at 159 Creek Drive in Hertford, NC, during such times as Chowan may experience failure of its primary 911 Center, and Perquimans utilizes Chowan as its Backup 911 Center currently located at 305 West Freemason Street in Edenton, NC, during such times as Perquimans may experience failure of its primary 911 Center, subject to the terms of this MOU.

2. RESPONSIBILITIES OF CHOWAN

2.1 Chowan agrees to provide a physical location for placement and use of equipment needed for Perquimans to function as their 911 Center.

2.2 Chowan agrees to provide antenna space for Perquimans to install necessary radio equipment.

- 2.3 Chowan agrees to provide space in its recording system to capture all telephone and radio traffic associated with Perquimans during a Perquimans failure at Chowan's expense.
- 2.4 Chowan agrees to provide data connectivity (internet) at the Chowan location for Perquimans data use.
- 2.5 Chowan agrees to maintain its 911 Center facility operationally functional and up to date as possible.
- 2.6 Chowan agrees to provide key or other methods of access to Perquimans so that Perquimans will have access should a failure occur in Perquimans.
- 2.7 Chowan agrees to give the Perquimans 911 Director as much advance notice as practicable under the then existing circumstances of its need and intent to operate within the Perquimans facility.
- 2.8 Chowan agrees to process all Perquimans calls during a catastrophic failure until which time Perquimans personnel can reach the backup 911 Center and resume operations.
- 2.9 Chowan agrees to work with Perquimans to help train Perquimans Telecommunicators in dispatch methods for Chowan.

3. RESPONSABILITIES OF PERQUIMANS

- 3.1 Perquimans agrees to provide a physical location for placement and use of equipment needed for Chowan to function as their 911 Center.
- 3.2 Perquimans agrees to provide antenna space for Chowan to install necessary radio equipment.
- 3.3 Perquimans agrees to provide space in its recording system to capture all telephone and radio traffic associated with Perquimans during a Chowan failure at Perquimans' expense.
- 3.4 Perquimans agrees to provide data connectivity (internet) at the Perquimans location for Chowan data use.
- 3.5 Perquimans agrees to maintain its 911 Center facility operationally functional and up to date as possible.
- 3.6 Perquimans agrees to provide key or other methods of access to Chowan so that Chowan will have access should a failure occur in Chowan.
- 3.7 Perquimans agrees to give the Chowan 911 Director as much advance notice as practicable under the then existing circumstances of its need and intent to operate within the Chowan facility.
- 3.8 Perquimans agrees to process all Chowan calls during a catastrophic failure until which time Chowan personnel can reach the backup 911 Center and resume operations.
- 3.9 Perquimans agrees to work with Chowan to help train Chowan telecommunicators in dispatch methods for Perquimans.

Both parties also covenant and agree to the following:

1. **Governing Law.** This Agreement shall be governed by and construed in accordance with the internal laws of the State of North Carolina, without reference to any conflict or choice of laws provision which would operate to make the internal laws of any other jurisdiction applicable.
2. **Warranty.** The parties hereto warrant and represent that they have full authority under applicable law to participate fully in this Agreement and all of its several provisions.
3. **Modification.** This Agreement shall only be modified, amended or supplemented, by a written instrument signed by both parties to this Agreement.
4. **Unenforceability.** If any provision of this Agreement is held to be illegal, invalid or unenforceable under any present or future laws, such provision shall be severable and the remainder of the Agreement shall continue in full force and effect.
5. **Entire Agreement.** This Agreement is only the agreement between the parties hereto with respect to the subject matter hereof and contains all of the terms agreed upon, and there are no other agreements, oral or written, between the parties hereto with respect to the subject matter hereof.
6. **Term.** The term of this Agreement shall commence upon execution by both parties on July 1, 2017 or sooner if facilities, equipment and staff are ready and will continue until one of the parties delivers a notice of intent to terminate at least twelve months prior to the end of the noticing party's fiscal budget year.
7. **Termination.** Either may terminate this Agreement by delivering to the other party a notice of its intent to terminate twelve months prior of the end of the noticing party's fiscal budget year. Any such notice shall be delivered by registered or certified mail and shall be addressed as follows:

Chowan County Sheriff
PO Box 78
Edenton, NC 27932

Perquimans County Emergency Services Director
PO Box 563
Hertford, NC 27944
8. **Non-Discrimination.** Neither party hereto shall discriminate on the basis of race, religion, creed, color, gender or national origin.
9. **Other Agreements.** Nothing herein shall prevent either party to this Agreement from entering into other agreements or memoranda of understanding with other counties or local governmental entities in relation to the same subject matter herein.
10. **Remedies.** This Agreement shall be enforceable by each party by all remedies available at law or in equity. Failure or delay to exercise any right, remedy or privilege hereunder shall not operate as a subsequent enforcement.

IN WITNESS WHEREOF, Chowan and Perquimans have caused this Agreement to be approved or ratified in the manner prescribed by law, and have authorized execution by the officers below.

CHOWAN COUNTY

Jeffery A. Smith
(insert full name/title here)
Jeffery Smith, Chairman

ATTEST:

Susanne Stallings
(insert title - such as County Clerk)
Susanne Stallings, Clerk

[seal]

PERQUIMANS COUNTY

Janice McKenzie Cole
(insert full name/title here)
Janice McKenzie Cole, Chair

ATTEST:

Mary P. Hunnicutt
(insert title - such as County Clerk)
Mary P. Hunnicutt, Clerk to the Board

[seal]

NORTH CAROLINA - Perquimans COUNTY

I, William C. Heath, III, a Notary Public in and for the aforesaid County and State, do hereby certify that Mary P. Hunnicutt (insert name of person attesting above) personally appeared before me this day and acknowledged that she is Clerk of Perquimans County, a North Carolina municipal corporation, and that by authority duly given and as the act of the County of Perquimans, the foregoing instrument was signed in its corporate name by its Manager, sealed with its corporate seal, and attested by herself as Clerk (if that's the title the one attesting is).

Witness my hand and Notarial Seal, this 18th day of May, 2016.

My Commission expires: 3/23/18

William C. Heath, III
Notary Public



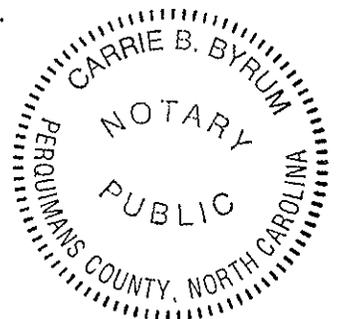
NORTH CAROLINA - Chowan COUNTY

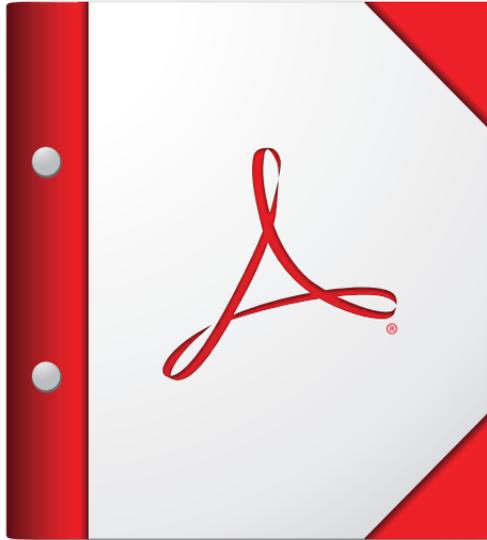
I, Carrie B. Byrum a Notary Public in and for the aforesaid County and State, do hereby certify that Susanne Stallings (insert name of person attesting above) personally appeared before me this day and acknowledged that she is Clerk of Chowan County, a North Carolina municipal corporation, and that by authority duly given and as the act of the County of Chowan, the foregoing instrument was signed in its corporate name by its Manager, sealed with its corporate seal, and attested by herself as Clerk (if that's the title the one attesting is).

Witness my hand and Notarial Seal, this 18th day of May, 2016.

My Commission expires: 10-05-2019

Carrie B. Byrum
Notary Public





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Acrobat X or Adobe Reader X, or later.**

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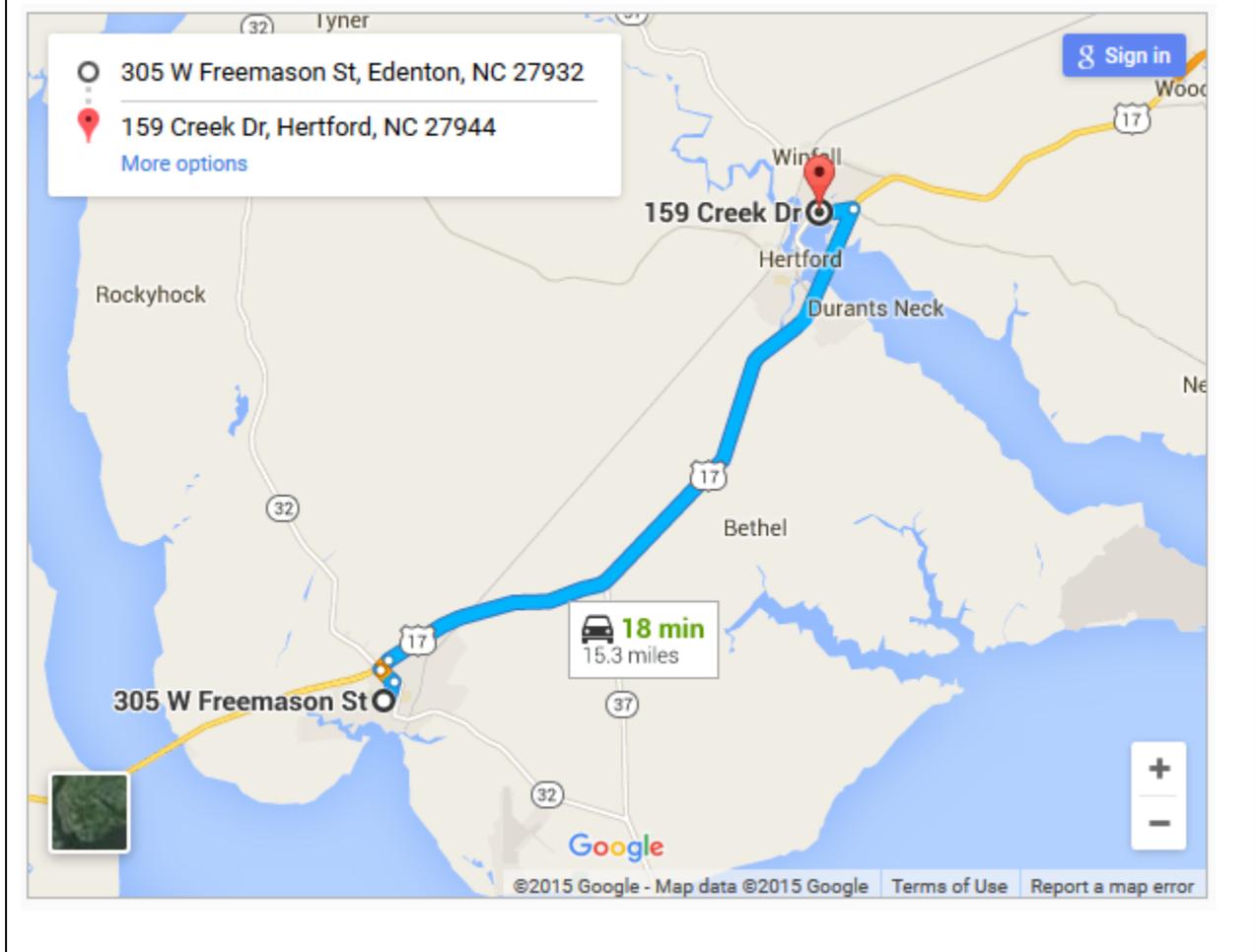
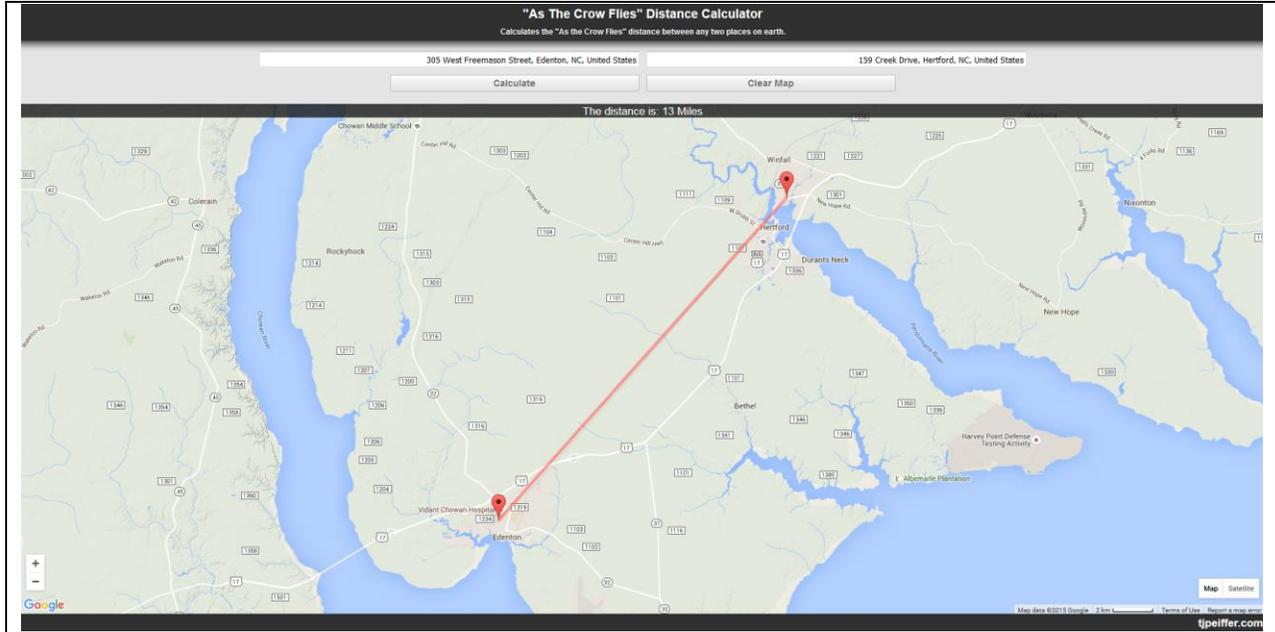
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How many telecommunicator positions will be manned in the Backup PSAP?

Two with the expansion to three to handle peak work loads.

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, the CAD, and the recorder in the Primary PSAP.

Telephone: Cassidean Patriot

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

Instantaneous with A911.

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

If the link Ethernet link between the primary and backup location was not functioning then call forwarding would be used to receive admin calls at the backup location.

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

Ethernet connection. Still determining specification for options. Microwave or fiber.

Who is the carrier?

Will explore options upon final determination of specification and plan approval.

PSAP Backup Plan

What is the bandwidth?

Final determination of bandwidth will be based on equipment specifications and plan approval

How will this network connection between the Primary PSAP to the Backup PSAP be used?

Allow the interconnection of phone equipment, CAD, radio consoles and remote access to various network components like the voice recorder.

Interim PSAP

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

Perquimans County Communications.

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

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Rerouting will be automatic at the selective router based upon a telecommunicator being signed in to the phone equipment.

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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.

Will submit MOU for approval upon tentative approval of this plan.

Power

PSAP Backup Plan

Describe the back-up power system at the Primary PSAP?

Upon loss of commercial power the UPS holds the load until the generator comes online.

What is the capacity of the generator and the UPS in the Primary PSAP?

The generator is 750KW and runs the whole building once online. The UPS is estimated to be between one and two hours.

How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation?

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The Plan

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In the event of a up and coming failure (like the generator not coming online during a loss of power) one of the two telecommunicatos working would leave Chowan and head to the Perquimans communications center. Once the one is online in Perquimans and can take over answering calls. The second one having been relieved would forward the admin lines and head to Perquimans.

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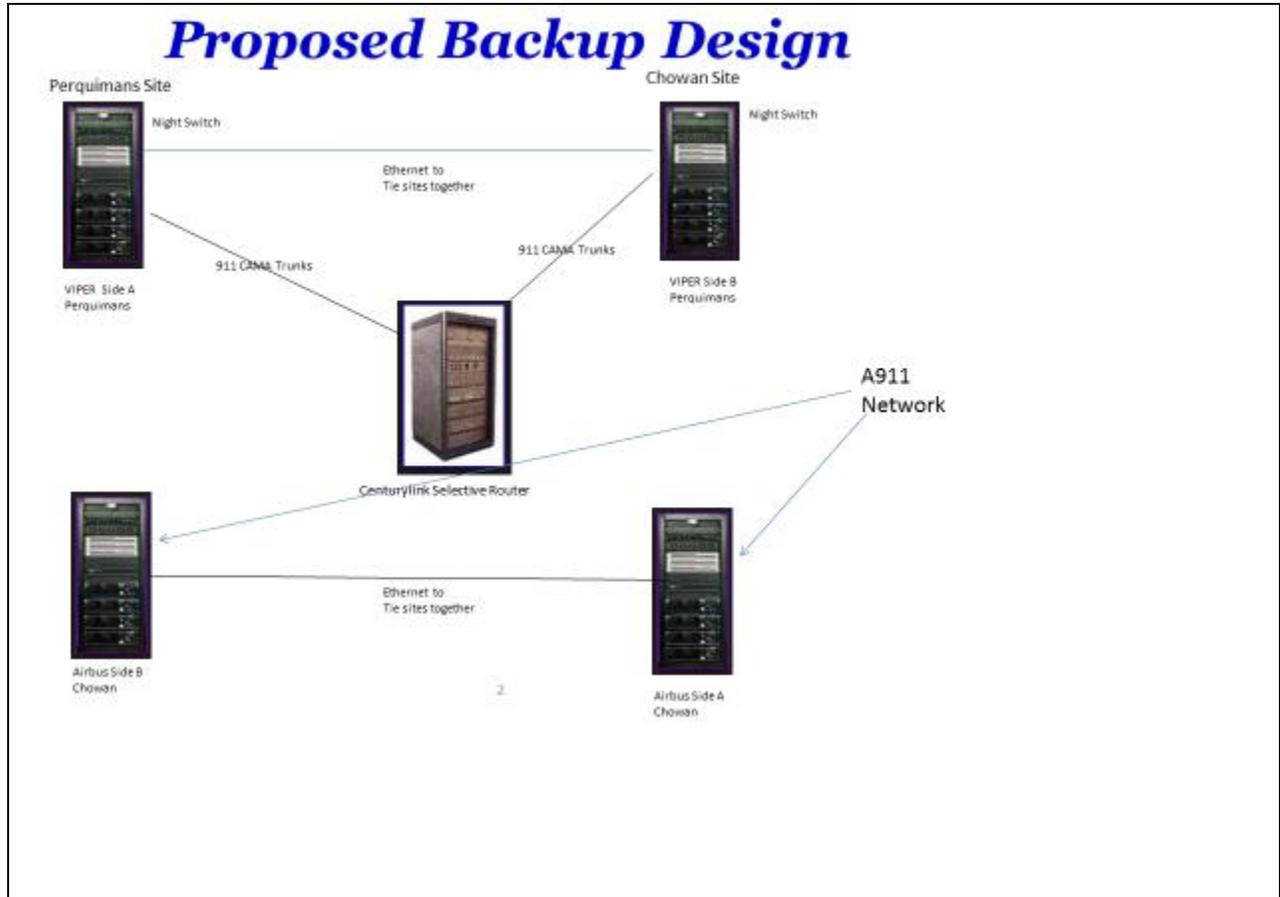
The backup center is co-located with an existing center that already supplies for these needs.

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, and the trunking to the Primary PSAP and the Backup PSAP and any other relevant information

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Chowan PSAP & Perquimans PSAP Proposed CAD Backup Design

