

PSAP Backup Plan

Request for Backup Plan Approval

PSAP Name: Avery County Communications

PSAP Plan Contact (title/telephone number/email address):
828-733-3858 James C. Johnson/ Director jamey.johnson@averycountync.gov

Location

Where is the Primary PSAP located (street address)?
200 Montezuma Street Newland, NC 28657

Where is the Backup PSAP located (street address)?
650 Kirksey Drive, Morganton NC 28655

What other departments are located in the Backup PSAP facility?
Burke County Communications

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.) 37.5 miles by roadway by air 17 miles estimate. Also 221 south to I-40 can be traveled.

Commented [DDD1]: Diagram included. Given the occasional challenges of traveling in the mountains, you illustrated two routes from Newland to Morganton. NC 181 is the preferred route, but you can also travel NC 221 South to I-40.

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

Commented [DDD2]: Above comment should have been placed here.

Positions/Workstations

How many telecommunicator positions are in the Primary PSAP? 3
How many telecommunicator positions are normally manned in the Primary PSAP? 3
Can you staff for more positions to handle peak workloads in the Primary PSAP? No
How many additional positions are used during peak workloads in the Primary PSAP? N/a

How many telecommunicator positions are in the back up PSAP? 3
How many telecommunicator positions will be manned in the back up PSAP? 3
Can you staff more positons to handle work load in the back up PSAP? No

PSAP Backup Plan

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

Air Bus Sentinel Patriot. We will not be moving our phone or splitting. We will be buying mobile commands on the Burke County System.

Commented [DDD3]: Jamey, is your Patriot switch geo-diverse? Are you going to move the B side of the switch to Morganton?

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

Southern Software Version 15.3.1.224

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

Southern Software Version 15.3.1.224

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

Audilog

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? There will be 3 control stations. Integrated with 3 console positions. Each position will have 3 lap tops one for cad and mapping. One for console paging and dispatch and one for phone.

Commented [DDD4]: Can you please provide a little more detail here? Will these control stations be something like consolettes, and set up in front of the telecommunicators, as the means for them to key the radio system?

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

Connects via RF control. We will place a antenna and transmitter on Burkes tower that has been checked and can see one of our existing towers and we will use VHF and also have a viper hand held at each station. Existing telex consoles will be used for tone paging with the purchase of 1.

Commented [DDD5]: Again, I need more detail. You will use RF to access your Avery County radio system through the control stations at the backup positions? Are you using a VHR or 800 radio system?

Network

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

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

AT&T is the carrier and we will be running trunk lines and ali information into Burke County

Commented [DDD6]: You didn't answer these questions. I think AT&T is the carrier, but you need to state that.

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

How many admin lines will be in the Backup PSAP and who is the carrier? 2

PSAP Backup Plan

What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP? They will be separate trunks and the calls will both run into the Primary and the backup center.

How long will it take to re-route 911 trunks from the Primary PSAP to the Backup PSAP? No time because the calls will already be going there like they come into the Primary. The 911 calls as they come into Avery will also come into Burke. They will be routed so that once Burke clicks on tab they can see them coming as well. If this occurs they will answer the calls and dispatch until we arrive. Also if we go down in my MOU I have to notify Burke and we will let them know that we are down and on our way.

Commented [DDD7]: Is there some kind of delay before the calls route to Burke County? Is there a setting that tells the telephone equipment to send the call to Burke if it's not answered in Avery in so many seconds, or by so many rings?

Jamey, still not totally clear on this. I don't see where you say you are moving the B side of your phone switch to Burke County. But you indicate you plan to install trunk lines at Burke County. Are you going to have a "night switch" installed at your PSAP, so when you turn it on, it will busy out the trunks at your center, and route the calls to Burke?

What is the process to re-route admin trunks from the Primary PSAP to the Backup PSAP? N/a
How long will it take to re-route admin trunks from the Primary PSAP to the Backup PSAP? N/a
We will have trunks down there as well. It is the hopes that 3 admin lines will be installed and we can roll our numbers over from the primary to the backup.

Commented [DDD8]: We're talking administrative lines here. Are you going to have admin lines installed at Burke too?

How will the Primary PSAP be network connected to the Backup PSAP? Telephone system will not be connected. Cad and Mapping will be connected through a server that backs up to each other if one fails. AT@T is the carrier. Bandwidth will be ????

Who is the carrier? AT@T

What is the bandwidth?

We will place a server in Burke County that will be backed up too every 5 minutes hours. We at this time have 3 servers in county at different locations doing this already. If one fails we work off the other without any interruption.

Commented [DDD9]: Ok, I think I understand the telephone system won't be connected. What about CAD? Will there be a network connection to connect the CAD server in Newland with a backup CAD server in Morganton? Or are you going to operate somehow on Burke County's CAD? If that be the case, are you going to load Avery County's mapping info on the Burke County CAD system? You have to have a way to plot the location of a wireless 911 call.

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? IT will be used to keep cad and mapping data current the backup location to back up every 5 minutes from our server to that one at the backup so the data at both will be current. As stated before we will not be using our current phone system we will be using there phone system and adding trunk lines and ali information so the calls go into there as well as here at the same time. Our CAD server runs in hyper V. We will be placing a server in the Backup Psap the primary will then replicate to the backup every 5 minutes. It will connect back to the Primary over a vpn connection maintained by our firewall. Cad Server maintains a copy of the mapping data as well. The VPN will be to maintain the Cas Server only. For the Cad server to get updates and connect we will be using

Commented [DDD10]: Who is providing the network connectivity and how much bandwidth do you have? For a PSAP of your size, 20 meg should be plenty. Also in an effort to keep costs down, we are requiring you to obtain a quote from NC Department of Information Technology, for the network connection between primary and backup centers.

Guess I'm curious if you're going to split your phone switch, and put one side in Morganton, and you have to buy a CAD server to put in Morganton, why you don't get enough network connectivity to handle phone and CAD traffic? If the phone servers geographically separated and networked together, if something happened to the A side in Newland, calls could hit the B side in Morganton and still be routed back to Newland, and answered there.

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Burke County's 250 meg internet from Compass Cable the Avery County side is through ERC broadband and is Guaranteed 10 Meg but is currently running 1gbits.

Interim PSAP

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

Burke County Telecommunications officers. We have hired and will continue to hire some of their staff as part time employees and train them on our equipment. If we have to relocate to the backup we will call them in to get started until we arrive. **Until they arrive Burke will take our calls and dispatch them until we arrive on scene.**

Commented [DDD11]: Jamey, you're adding another moving part to your plan. I don't find any information in this plan about how Burke County's mobile unit fits into your plan. If you're going to include it, you have to provide an in-depth explanation on how it's going to be used.

How long will it take to relocate staff to the Backup PSAP and begin taking calls? 45 minutes to one hour

What is the process to re-route calls from the Primary PSAP to the Interim PSAP while relocating staff to the Backup PSAP? The calls goes into the backup just like they come into here there will be no reroute time. If this center goes down the call will ring in Burke County and they will answer the calls and began dispatching.

What is the process to re-route calls from the Interim PSAP while relocating staff to the Backup PSAP? The Interim PSAP and the backup PSAP is one in the same. The calls goes into the backup just like they come into here there will be no reroute time. If this center goes down the call will ring in Burke County and they will answer the calls and began dispatching.

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.

Commented [DDD12]: MOU is included with submitted documentation, and signed by the County Managers.

Power

Describe the back-up power system at the Primary PSAP? Ups that holds for an hour if the generator don't kick on. Gentrac generator that can run 72 plus hours.

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What is the capacity of the generator and the UPS in the Primary PSAP? Ups is an hour.
Generator is 72 hours plus.
How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation? 1000 gallon tank.

Describe the back-up power system at the Backup PSAP? 2 Generators
What is the capacity of the generator and the UPS in the Backup PSAP? 22 days 275 kwz 300 amp ups will run 2 hours.
How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation? 2800 gallons.

How often will you test your Backup plan? Bi monthly
How long will you take calls at the Backup PSAP when you exercise your plan? 8 to 12 hours

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. Burke has break rooms and sleeping quarters. Also a kitchen if needed.

The Plan

Please provide a narrative on how the proposed Backup plan will work.
This backup plan will work because it's a 911 center in a neighboring county that is on different phone lines. Different Power Company and it has it on stand-alone equipment. The only thing that is interconnected to the two centers is that the servers back each other up. The 911 calls go into there at the same time as here. The 3 admin lines will be rolled over from our numbers here. The CAD and Mapping server will back up here every two hours to there also. Everything will be entered the same. We are working towards hiring Burke Employees if we go down to take the calls and dispatch them until we arrive. Our IT personel have talked and if notified of a outage Burke will set up the back up center our equipment will be there on site. We will then send some of our employees that is on our part time staff by Burke County to operate until we arrive. Mapping and Cad data will be the same and they will be trained on how to use this there.

Commented [DDD13]: Jamey, I think you could and need to go into a lot more detail here. Tell us how the call will be routed to and answered in Burke County, how the call will be entered into CAD (and your mapping application) and how the call will be dispatched to field responders?

PSAP Backup Plan

How often will you test your Backup plan? Bi-monthly
How long will you take calls at the Backup PSAP when you exercise your plan? Anywhere from 2 hours to 12 hours.