

PSAP Backup Plan

Request for Backup Plan Approval

PSAP Name: **Beaufort County Sheriff's Office 9-1-1 Center**

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

Victor Williams
Director of Communications
252-402-5123 Cell
252-946-7111 Office
vwilliams@co.beaufort.nc.us

Location

Where the Primary PSAP is located (street address)?

Beaufort County Sheriff's Office
210 North Market Street
Washington, NC 27889

Where the Backup PSAP is located (street address)?

Craven County Emergency Services
411 Craven Street
New Bern, NC 28560

What other departments are located in the Backup PSAP facility?

New Bern Police Department

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.)

30.14 Miles

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

http://www.mapdevelopers.com/distance_from_to.php?&from=210%20n%20market%20st%2C%20Washington%2C%20NC%2027889&to=406%20Craven%20St%2C%20New%20Bern%2C%20NC%2028560

Commented [DDD1]: On Stanley's backup plan, he is showing the street address of his primary center to be 411 Craven St. Not sure which is right, just pointing out there may be a discrepancy there.

Checked and 411 is there physical address and 406 is there mailing address. I have changed.

Commented [DDD2]: More than enough geographic separation. This will ensure your backup solution is on a separate power grid and 911 calls will route through a different Central Office to the backup site.

PSAP Backup Plan

Positions/Workstations

How many telecommunicator positions are in the Primary PSAP? **4**
How many telecommunicator positions are normally manned in the Primary PSAP? **2-3**
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? **1-2**

How many telecommunicator positions are in the Backup PSAP? **5**
How many telecommunicator positions will be manned in the Backup PSAP? **2-3**
Can you staff for more positions to handle peak workloads in the Backup PSAP? **YES**

Commented [DDD3]: Your normal staffing is 2-3, and Stanley shows the same normal staffing of 2-3. Since he has 5 positions, this should be enough for y'all to co-exist in the same room. If more space is needed, there is a huge training room available, with network capability.

That's correct and we have discussed that if needed for a longer period of time we can use the training room.

Equipment

Please describe the make and model of the telephone switch in the Primary PSAP.
Sentinel Patriot 3.3

Please describe the make and model of the telephone switch in the Backup PSAP.
Airbus DS Sentinel 4.0

Please describe the make and model of the CAD in the Primary PSAP.
Spillman 6.3

Please describe the make and model of the CAD in the Backup PSAP.
Spillman 6.3 via VPN

Commented [DDD4]: Please provide a little more information here. Will there be a backup CAD server at Craven? Your financial spreadsheet shows ~\$17K for server hardware and ~\$7K for server software, but doesn't say for what? We say you cannot run your backup center CAD on the server in the backroom at your primary site. If your CAD server is "hosted" at a different location and you network into it from the primary and/or the backup PSAP, that would be ok. Also I haven't seen anything mentioned about mapping. Does your mapping program reside in your CAD?

Yes will be using this server in Cravens equipment room and our cad does bring are maps to the table. Craven also has our maps with information in there CAD as well.

Please describe the make and model of the recorder in the Primary PSAP.
Nice Product Number 40285-448 Version 3.1

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

Radio Equipment

What equipment in the Backup PSAP will be used to dispatch 911 calls?
Viper System & VHF System

How will the radio equipment in the Backup PSAP connect to the radio network?
Combination of direct simplex operations and repeaters. The backup site has standalone equipment.

Commented [DDD5]: Can you provide a little more explanation here? This response appears to be identical to the Craven response on their backup plan. How will you dispatch the calls for service to your field responders in Beaufort County?

For the Sheriff Deputy's will be using the viper system. For EMS talk will be using the viper system. For the Fire talk and Fire/EMS page will use our VHF system via radio with antenna from cravens roof. I have already tested to see that we can connect with our repeater and that was a strong connection. All of the PD's we work are on the viper system as well.

PSAP Backup Plan

Network

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

How many 911 trunks will be in Backup PSAP and who is the carrier? **5 Century Link Auto Roll**
How many admin lines will be in the Backup PSAP and who is the carrier? **4 Century Link**

What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP? **Century Link switch will be providing auto transfer to craven when the primary's fail or go unanswered. Century Link will be providing direct numbers to the NOC in the event we have to evacuate as Primary.**

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

What is the process to re-route admin trunks from the Primary PSAP to the Backup PSAP? **Will notify the NOC when we need this done.**

How long will it take to re-route admin trunks from the Primary PSAP to the Backup PSAP? **5-10 min, however if they are unanswered in the primary they will auto roll to the primary.**

How will the Primary PSAP be network connected to the Backup PSAP? **Ethernet with VPN Backup**

Who is the carrier? **Century Link**

What is the bandwidth? **50MB Ethernet 3MB QOS**

Note: I have ticket in with NC Information Technology to hopefully obtain better pricing.

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? **This VPN connection will be used for CAD data only**

Interim PSAP

Who will answer your 911 calls while you are relocating to the Backup PSAP? **Craven County 9-1-1**

How long will it take to relocate staff to the Backup PSAP and begin taking calls? **1 Hour**

Commented [DDD6]: Can you define auto roll? Also I ran a circuit utilization report on your 911 lines for the year 2016 to date. Question; why do you have the trunks split into wireline and wireless? You get a class of service on every call that tells what kind of call it is. Is there a reason for this I'm not seeing? Also, I think you could probably drop one trunk and never miss it. One of your wireline trunks for the year so far was only busy (being used) 0.003% of the time.

Century Link tells me that our lines can be set up that if they can't reach us that they will roll automatic to Craven which will eliminate any interruption in service. In the event we have to evacuate our center be it fire or other reason we will contact the noc and have them transfer our calls as were moving our staff. The trunks were split that way when I arrived and my plan is to change when we're installing the new vesta system. I have discussed this with my staff that's been there much longer than me and there answer is that when large events such as hurricanes are occurring 5 lines are not enough. Thank God we haven't had to deal with a Hurricane the last couple of years. I will soon have a 5th position that can be manned during the large events.

Commented [DDD7]: To make sure I understand, CenturyLink will pre-program their equipment, so if a 911 for Beaufort County cannot be delivered (gets a busy signal at the Beaufort County switch) or is not answered in a pre-determined number of rings, the call will automatically alt-route to the Craven County PSAP? (Correct) And are the calls routing to existing Craven County trunk lines, or to new trunk lines you will be installing at Craven County? (existing lines at Craven)

Commented [BTG8]: Comparatively speaking, this is too much bandwidth. We are getting information from PSAPs that already have connections in place so we can help you decide how much is needed sometime in the near future. (sounds great)

Commented [DDD9]: I'm thinking this is way more bandwidth than you need, but I'll let Tina weigh in on that. Thank you for checking with NC DIT to see they can provide you a better price. (sounds good)

Commented [DDD10]: You are using an existing primary PSAP as both your interim and backup PSAP solution, and I think that's a good idea. You have a somewhat lengthy (you can't do anything about) relocation time to the backup site. Will Craven have access to your maps so they will be able to plot the location of a wireless caller, while you are transitioning to their PSAP? Yes they already do.

PSAP Backup Plan

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

Automatic via Century Link or directly contact NOC if we have to abandon.

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

Automatic via Century Link or directly contact NOC if the call were previously moved by the NOC

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. Copy provided the signature page for Craven County will be provided upon our receipt.

Commented [DDD11]: We really need a copy of the MOU signed by both counties. I have this and will forward to you.

Power

Describe the back-up power system at the Primary PSAP? **FULL Generator Support for 911 with 4 Hour UPS and Generator direct connect with automatic transfer.**

What is the capacity of the generator and the UPS in the Primary PSAP? **We have Eaton 9170+ 660 UPC and Generac 125KW Generator**

How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation? **There is enough Fuel to run for 10-12 hours. We have agreement with the county Schools to provide fuel during planed events such as hurricanes to provide truckloads of fuel to re-fuel as needed.**

Describe the back-up power system at the Backup PSAP? **FULL Generator Support for 911 with 4 Hour UPS and Generator direct connect with automatic transfer. Have manual transfer boxes in place for additional backup generator if necessary that will be in place during planned events such as hurricanes.**

What is the capacity of the generator and the UPS in the Backup PSAP? **Have 2 30KW UPS and 1 350KW gen on site with switches for additional generator if needed for backup.**

How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation? **10,000 gallons will operate continuous for 17 days with refuel plans in EOP.**

PSAP Backup Plan

How often will you test your Backup plan? **Semi-annually or quarterly, as both Centers run full time already.**

How long will you take calls at the Backup PSAP when you exercise your plan? **Until the issues with the primary have been resolved.**

Commented [DDD12]: Agree that equipment in both centers gets tested every day, and that's a good thing. I would recommend quarterly testing, at least in the beginning, so your staff can get used to working in a new environment. Quarterly is what will do in the beginning.

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. **If event appears to be more than 24 hours before personnel shift changes can occur shower facilities will be delivered to site. If local food vendors are not available for meals Emergency Operations Plans would require movement of MRE's and bottled water from the EM CRDP to the break room of the PSAP. COTS and comfort kits provided all personnel as needed.**

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.

The Plan

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

In the event that there is significant damage or technical failure to the Primary 911 Center that warrants conditions to relocate the Supervisor BFA on duty will notify the CenturyLink NOC that we need to move the 911 trunks and the admin lines to Craven County PSAP. The 911 router would be to the Craven County 911 Trunks. The admin alt routes would be to 252-633-0498 in Craven County Communications. Supervisor BFA & BFA1 on duty would report to back up site while BFA2 completed the instructions for transfer of calls and data as well as all call radio announcements to providers.

How often will you test your Backup plan? **Simi Annually**

How long will you take calls at the Backup PSAP when you exercise your plan? **4-5 Hours**

PSAP Backup Plan

Financial Documentation

<u>Non-Eligible Costs</u>		<u>Eligible Costs</u>		<u>Comments</u>
<u>Product/Service</u>		<u>Product/Service</u>		
<u>Cost</u>	<u>One-Time Costs</u>	<u>Cost</u>		
	Expand Cravens Combiner Gately Quote SQU15-01677	13,405.41	Installation estimated at 20 weeks from the date of plan	Commented [DDD13]: Vic, I cannot find any quotes submitted that document these numbers. If quotes have been submitted, I apologize, and will look further for them. I will make some general comments on the expenses you have listed; Marsha will give your plan a final financial review before it can be totally approved. Sounds good.
	Radio components to provide Sheriff, EMS, & Fire Radio – Paging Motorola QU0000363388	24,834.00	Installation estimated at 20 weeks from the date of plan	Commented [DDD14]: This sounds like a radio equipment thing. May not be eligible. I cannot find where you sent this quote. Your correct this is radio and no need to send quote because the board will not pay. This is the unfunded mandate I was speaking about. I do understand that's the way funding committee has set the parameters and will just have to deal with it. Not mine and your problem.
	Installation & Antenna SQU15-01663	5,861.88	Installation estimated at 20 weeks from the date of plan	Commented [DDD15]: Again, not all parts of a radio system are surcharge eligible. Will need to see the quote to know for sure.
	50MB Ethernet 3MB QOS to Craven 911 Century Link Quote	48.00	Installation estimated at 20 weeks from the date of plan	Commented [DDD16]: Antenna and installation are not surcharge eligible. Again there not fundable. Your correct
	Servers - Hardware	17,400.00	Installation estimated at 20 weeks from the date of plan	Commented [DDD17]: What kind of server? CAD? Yes CAD
	Network Environment	7986.50	Installation estimated at 20 weeks from the date of plan	Commented [DDD18]: Need more information This is what allows us store in the cloud
	Network Equipment	8,399.10	Installation estimated at 20 weeks from the date of plan	Commented [DDD19]: What kind of network and equipment?
	Servers - Software	6,850.00	Installation estimated at 20 weeks from the date of plan	Commented [DDD20]: Software for CAD server? YES
	Storage	40,015.18	Installation estimated at 20 weeks from the date of plan	Commented [DDD21]: What kind of storage? Storage in the cloud

PSAP Backup Plan

		Installation and Configuration	10,000.00	Installation estimated at 20 weeks from the date of plan Approvable
		Priority Dispatch upgrade for backup	7,462.00	Installation estimated at 20 weeks from the date of plan Approvable
		Recurring Costs Annual	Cost	
		Recurring Costs Monthly	Cost	
		50MB Ethernet 3MB QOS to Craven 911 Century Link Quote	1806.00	
			Per month	
		Smart Net 24x7 coverage	350.00	

NORTH CAROLINA
BEAUFORT COUNTY
CRAVEN COUNTY

MUTUAL AID AGREEMENT FOR
9-1-1 COMMUNICATIONS AND
DISPATCH BACKUP PSAP's

This Mutual Aid Agreement for 9-1-1 Communications and Dispatch Backup PSAP's ("Agreement") is made and entered into this 1st day of June, 2016, by and between BEAUFORT COUNTY, a body politic and corporate of the State of North Carolina ("BEAUFORT"), and CRAVEN COUNTY, a body politic and corporate of the State of North Carolina ("CRAVEN"), collectively referred to as the "**Parties.**"

BACKGROUND STATEMENT; PURPOSE

North Carolina General Statutes Section 166A-19.72 allows and authorizes mutual aid assistance and cooperation between political subdivisions provided that such agreements are consistent with the State emergency management program and plan. The Parties hereto wish to enter into this Agreement, consistent with the provisions of the State emergency management program and plan to provide mutual aid during times of disaster or any emergency situation to ensure that all available resources are potentially available in the event that either Party's 9-1-1 Communication Center Administrator requires the aid of the other.

AGREEMENT

The Parties agree to the following terms and conditions:

1. **REQUESTING ASSISTANCE**

- A. When temporary assistance is needed pursuant to this Agreement, the Administrator or either Party's 9-1-1 Communication Center shall notify the Administrator of the other Party's 9-1-1 Communications Center of the need for such assistance, and the requested assistance shall be provided if feasible to do so. Such request shall be made in writing whenever possible.
- B. In an emergency situation, the notification of the need for emergency assistance need not be in writing, but a written notification shall be provided as soon thereafter as possible. In an emergency situation, the notification may be made by telephone or radio contact.

2. **GRANT OF AUTHORITY**

- A. Each Party hereby authorizes and grants to its respective 9-1-1 Communication Center Administrator the authority to give, use and expend for the benefit of the other Party all available resources needed to assist the requesting party in providing reasonable and adequate 9-1-1 communication services for the residents of the requesting party.

- B. The Party who is requested to extend aid may withhold resources from the requesting Party in its sole discretion.

3. **DUTIES OF PARTY REQUESTING AID**

- A. The Party requesting aid will advise and assign the 9-1-1 Communication resources that shall be used by the responding Party to include additional personnel and portable equipment necessary.
- B. The Party requesting aid will provide for the physical needs of those employees and personnel of the Party rendering aid to include food and any temporary shelter needs unless otherwise agreed by the Party rendering aid.
- C. The Party requesting aid will reimburse and make whole the Party rendering aid for any and all damage to equipment, or loss of use of materials incurred by reason of extending aid.
- D. The Party requesting aid will indemnify, save, defend and hold harmless the Party rendering aid from any action or suit arising out of extending such aid, except for the negligence of the Party rendering aid.

4. **DUTIES OF PARTY RENDERING AID**

- A. The personnel of the Party rendering aid to the other Party shall, at all times, act in accordance with their respective certifications, and in accordance with their respective policies and procedures; and shall remain under the direct control, supervision and direction of their respective agency.
- B. The Party rendering aid will be responsible for the services rendered by its personnel.
- C. Unless otherwise specified, the personnel of the Party extending aid will continue to operate under the command and control of their own supervisors.

5. **EQUIPMENT AND INSURANCE**

- A. Each Party to this agreement shall be responsible for its own equipment and insurance, including workers compensation, at any time while assisting the other Party.

6. **TERM AND WITHDRAWAL**

- A. The term of this Agreement shall be for a period of (5) years from the date first above written and shall terminate automatically at the expiration of that term.
- B. Either Party may terminate this Agreement upon one hundred eighty (180) days prior written notice to the other Party.

7. **OTHER MUTUAL AID AGREEMENTS**

- A. This Agreement does not affect any other service or mutual aid agreement previously entered into by or between the Parties, nor does it prevent either Party from entering into other such agreements.

8. **PROCEDURES**

- A. Each Party to this Agreement shall create a document to detail the procedures for implementing a transfer of 9-1-1 Communications to the other Party.
- B. The Parties shall conduct regular, joint training sessions with their respective employees regarding their duties and obligations under this Agreement.

9. **MISCELLANEOUS**

- A. This Agreement sets forth the full understanding of the Parties, and all prior negotiations and understands with regards to the same are merged herein.
- B. If any of the provisions of this Agreement shall be held by court of competent jurisdiction to be unconstitutional or unenforceable, the decision of such court shall not affect or impair any of the remaining provisions of this Agreement, and the Parties shall, to the extent they deem to be appropriate, take such actions as are necessary to correct any such unconstitutional or unenforceable provision.
- C. This Agreement shall be executed by the parties hereto in duplicate originals, each of which, when executed, shall constitute one and the same Agreement and one of which shall be retained by each party.
- D. This Agreement shall be governed in accordance with the laws of the State of North Carolina. Exclusive venue for any action, weather at law or in equity, shall be the Superior Courts of Beaufort County, North Carolina.

The Balance Of This Page Is Deliberately Blank

IN TESTIMONY WHEREOF, BEAUFORT COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, and CRAVEN COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, all as of the day and year first agreed upon.

(County Seal)



BEAUFORT COUNTY

By

Jerry E. Langley
Jerry E. Langley, Chairman

ATTEST:

Kathleen Mosher

Kathleen Mosher, Clerk to the Board

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Anita C. Radcliffe

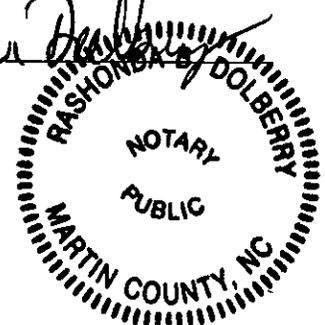
Anita Radcliffe, Beaufort County Finance Officer

I, Rashonda B. Dolberry, a notary public in and for said county and state, do hereby certify that on the 23rd day of June 2016, before me personally appeared JERRY LANGLEY, with whom I am personally acquainted, who being by me duly sworn, says that he is the Chairman of the Board of Commissioners for Beaufort County, and that KATIE MOSHER is the Clerk of the Board of Commissioners for Beaufort County, the body politic and corporate described in and which executed the foregoing instrument; that she knows the common seal of said body politic and corporate; that the seal affixed to the foregoing instrument is the said Chairman; that the said common seal was affixed, all by order of the Board of Commissioners of said body politic and corporate; and that the said instrument is the act and deed of said body politic and corporate.

WITNESS my hand and official seal this 23rd of June, 2016.

Rashonda B. Dolberry

My Commission Expires:
January 9, 2018



IN TESTIMONY WHEREOF, CRAVEN COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, and BEAUFORT COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, all as of the day and year first agreed upon.

CRAVEN COUNTY

(County Seal)

By _____

George S. Liner, Chairman

ATTEST:

Gwendolyn M. Bryan, Clerk of the Board

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Craig Warren, Craven County Finance Officer

I, _____, a notary public in and for said county and state, do hereby certify that on the ___ day of _____ 2016, before me personally appeared GEORGE S. LINER, with whom I am personally acquainted, who being by me duly sworn, says that he is the Chairman of the Board of Commissioners for Craven County, and that GWENDOLYN M. BRYAN is the Clerk of the Board of Commissioners for Craven County, the body politic and corporate described in and which executed the foregoing instrument; that she knows the common seal of said body politic and corporate; that the seal affixed to the foregoing instrument is the said Chairman; that the said common seal was affixed, all by order of the Board of Commissioners of said body politic and corporate; and that the said instrument is the act and deed of said body politic and corporate.

WITNESS my hand and official seal this _____ of _____, 2016.

My Commission Expires:

NORTH CAROLINA
BEAUFORT COUNTY
CRAVEN COUNTY

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The Parties agree to the following terms and conditions:

1. **REQUESTING ASSISTANCE**

- A. When temporary assistance is needed pursuant to this Agreement, the Administrator or either Party's 9-1-1 Communication Center shall notify the Administrator of the other Party's 9-1-1 Communications Center of the need for such assistance, and the requested assistance shall be provided if feasible to do so. Such request shall be made in writing whenever possible.
- B. In an emergency situation, the notification of the need for emergency assistance need not be in writing, but a written notification shall be provided as soon thereafter as possible. In an emergency situation, the notification may be made by telephone or radio contact.

2. **GRANT OF AUTHORITY**

- A. Each Party hereby authorizes and grants to its respective 9-1-1 Communication Center Administrator the authority to give, use and expend for the benefit of the other Party all available resources needed to assist the requesting party in providing reasonable and adequate 9-1-1 communication services for the residents of the requesting party.

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3. **DUTIES OF PARTY REQUESTING AID**

- A. The Party requesting aid will advise and assign the 9-1-1 Communication resources that shall be used by the responding Party to include additional personnel and portable equipment necessary.
- B. The Party requesting aid will provide for the physical needs of those employees and personnel of the Party rendering aid to include food and any temporary shelter needs unless otherwise agreed by the Party rendering aid.
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- B. The Party rendering aid will be responsible for the services rendered by its personnel.
- C. Unless otherwise specified, the personnel of the Party extending aid will continue to operate under the command and control of their own supervisors.

5. **EQUIPMENT AND INSURANCE**

- A. Each Party to this agreement shall be responsible for its own equipment and insurance, including workers compensation, at any time while assisting the other Party.

6. **TERM AND WITHDRAWAL**

- A. The term of this Agreement shall be for a period of (5) years from the date first above written and shall terminate automatically at the expiration of that term.
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7. **OTHER MUTUAL AID AGREEMENTS**

- A. This Agreement does not affect any other service or mutual aid agreement previously entered into by or between the Parties, nor does it prevent either Party from entering into other such agreements.

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(County Seal)



BEAUFORT COUNTY

By

Jerry E. Langley
Jerry E. Langley, Chairman

ATTEST:

Kathleen Mosher

Kathleen Mosher, Clerk to the Board

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Anita C. Radcliffe

Anita Radcliffe, Beaufort County Finance Officer

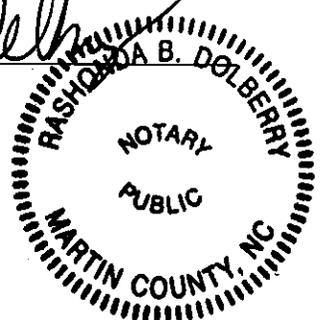
I, Rashonda B. Dolberry, a notary public in and for said county and state, do hereby certify that on the 23rd day of June, 2016, before me personally appeared JERRY LANGLEY, with whom I am personally acquainted, who being by me duly sworn, says that he is the Chairman of the Board of Commissioners for Beaufort County, and that KATIE MOSHER is the Clerk of the Board of Commissioners for Beaufort County, the body politic and corporate described in and which executed the foregoing instrument; that she knows the common seal of said body politic and corporate; that the seal affixed to the foregoing instrument is the said Chairman; that the said common seal was affixed, all by order of the Board of Commissioners of said body politic and corporate; and that the said instrument is the act and deed of said body politic and corporate.

WITNESS my hand and official seal this 23rd of June, 2016.

Rashonda B. Dolberry

My Commission Expires:

January 9, 2018



IN TESTIMONY WHEREOF, CRAVEN COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, and BEAUFORT COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, all as of the day and year first agreed upon.

CRAVEN COUNTY

(County Seal)

By _____

George S. Liner, Chairman

ATTEST:

Gwendolyn M. Bryan, Clerk of the Board

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Craig Warren, Craven County Finance Officer

I, _____, a notary public in and for said county and state, do hereby certify that on the ___ day of _____ 2016, before me personally appeared GEORGE S. LINER, with whom I am personally acquainted, who being by me duly sworn, says that he is the Chairman of the Board of Commissioners for Craven County, and that GWENDOLYN M. BRYAN is the Clerk of the Board of Commissioners for Craven County, the body politic and corporate described in and which executed the foregoing instrument; that she knows the common seal of said body politic and corporate; that the seal affixed to the foregoing instrument is the said Chairman; that the said common seal was affixed, all by order of the Board of Commissioners of said body politic and corporate; and that the said instrument is the act and deed of said body politic and corporate.

WITNESS my hand and official seal this _____ of _____, 2016.

My Commission Expires:

Office of the Sheriff

Ernie Coleman

SHERIFF

Beaufort County Sheriff's Office
210 North Market Street
Washington, NC 27889

Office: 252-946-7111

Fax: 252-946-0993

Date 06/23/2016

North Carolina 911 Board
Attn: Richard Taylor, Executive Director
PO Box 17209
Raleigh, NC 27619-7209

Mr. Taylor,

On behalf of Beaufort County Sheriff's Office 9-1-1 Center I am requesting an extension for the implementation of our Backup PSAP plan. The plan was submitted to the 911 Board staff on 06/23/2016 but has not been approved. Also a timeline for completion and implementation of the plan was submitted 06/23/2016. Should you have any questions, please contact me.



Victor Williams

Director of Communications & 911 Services

Beaufort County Sheriff's Office

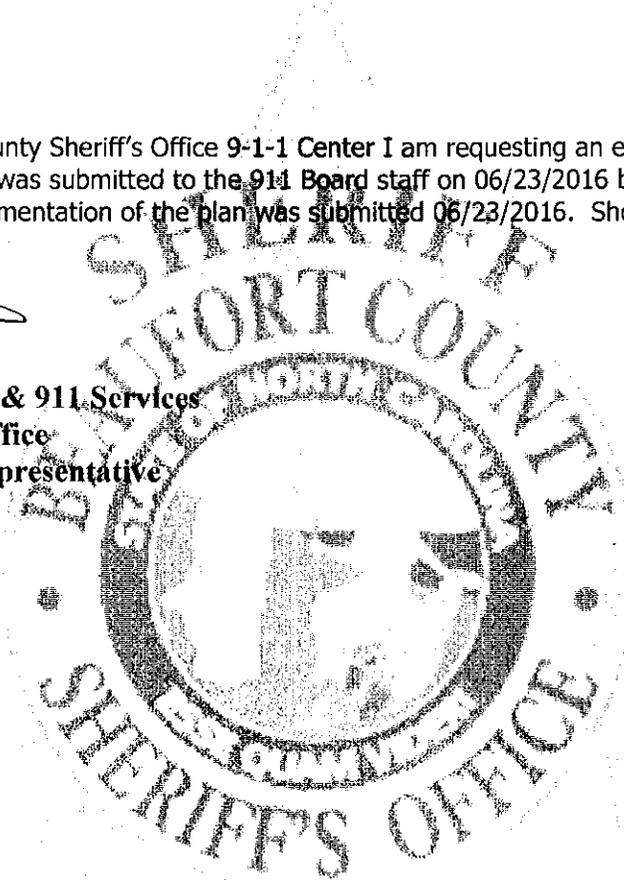
NC N.E.N.A. East Region Representative

210 North Market Street

Washington, NC 27889

Office 252-946-7111

Mobile 252-402-5123



NORTH CAROLINA
BEAUFORT COUNTY
CRAVEN COUNTY

MUTUAL AID AGREEMENT FOR
9-1-1 COMMUNICATIONS AND
DISPATCH BACKUP PSAP's

This Mutual Aid Agreement for 9-1-1 Communications and Dispatch Backup PSAP's ("Agreement") is made and entered into this 1st day of June, 2016, by and between BEAUFORT COUNTY, a body politic and corporate of the State of North Carolina ("BEAUFORT"), and CRAVEN COUNTY, a body politic and corporate of the State of North Carolina ("CRAVEN"), collectively referred to as the "Parties."

BACKGROUND STATEMENT; PURPOSE

North Carolina General Statutes Section 166A-19.72 allows and authorizes mutual aid assistance and cooperation between political subdivisions provided that such agreements are consistent with the State emergency management program and plan. The Parties hereto wish to enter into this Agreement, consistent with the provisions of the State emergency management program and plan to provide mutual aid during times of disaster or any emergency situation to ensure that all available resources are potentially available in the event that either Party's 9-1-1 Communication Center Administrator requires the aid of the other.

AGREEMENT

The Parties agree to the following terms and conditions:

1. **REQUESTING ASSISTANCE**

- A. When temporary assistance is needed pursuant to this Agreement, the Administrator or either Party's 9-1-1 Communication Center shall notify the Administrator of the other Party's 9-1-1 Communications Center of the need for such assistance, and the requested assistance shall be provided if feasible to do so. Such request shall be made in writing whenever possible.
- B. In an emergency situation, the notification of the need for emergency assistance need not be in writing, but a written notification shall be provided as soon thereafter as possible. In an emergency situation, the notification may be made by telephone or radio contact.

2. **GRANT OF AUTHORITY**

- A. Each Party hereby authorizes and grants to its respective 9-1-1 Communication Center Administrator the authority to give, use and expend for the benefit of the other Party all available resources needed to assist the requesting party in providing reasonable and adequate 9-1-1 communication services for the residents of the requesting party.

- B. The Party who is requested to extend aid may withhold resources from the requesting Party in its sole discretion.

3. **DUTIES OF PARTY REQUESTING AID**

- A. The Party requesting aid will advise and assign the 9-1-1 Communication resources that shall be used by the responding Party to include additional personnel and portable equipment necessary.
- B. The Party requesting aid will provide for the physical needs of those employees and personnel of the Party rendering aid to include food and any temporary shelter needs unless otherwise agreed by the Party rendering aid.
- C. The Party requesting aid will reimburse and make whole the Party rendering aid for any and all damage to equipment, or loss of use of materials incurred by reason of extending aid.
- D. The Party requesting aid will indemnify, save, defend and hold harmless the Party rendering aid from any action or suit arising out of extending such aid, except for the negligence of the Party rendering aid.

4. **DUTIES OF PARTY RENDERING AID**

- A. The personnel of the Party rendering aid to the other Party shall, at all times, act in accordance with their respective certifications, and in accordance with their respective policies and procedures; and shall remain under the direct control, supervision and direction of their respective agency.
- B. The Party rendering aid will be responsible for the services rendered by its personnel.
- C. Unless otherwise specified, the personnel of the Party extending aid will continue to operate under the command and control of their own supervisors.

5. **EQUIPMENT AND INSURANCE**

- A. Each Party to this agreement shall be responsible for its own equipment and insurance, including workers compensation, at any time while assisting the other Party.

6. **TERM AND WITHDRAWAL**

- A. The term of this Agreement shall be for a period of (5) years from the date first above written and shall terminate automatically at the expiration of that term.
- B. Either Party may terminate this Agreement upon one hundred eighty (180) days prior written notice to the other Party.

7. **OTHER MUTUAL AID AGREEMENTS**

- A. This Agreement does not affect any other service or mutual aid agreement previously entered into by or between the Parties, nor does it prevent either Party from entering into other such agreements.

8. **PROCEDURES**

- A. Each Party to this Agreement shall create a document to detail the procedures for implementing a transfer of 9-1-1 Communications to the other Party.
- B. The Parties shall conduct regular, joint training sessions with their respective employees regarding their duties and obligations under this Agreement.

9. **MISCELLANEOUS**

- A. This Agreement sets forth the full understanding of the Parties, and all prior negotiations and understands with regards to the same are merged herein.
- B. If any of the provisions of this Agreement shall be held by court of competent jurisdiction to be unconstitutional or unenforceable, the decision of such court shall not affect or impair any of the remaining provisions of this Agreement, and the Parties shall, to the extent they deem to be appropriate, take such actions as are necessary to correct any such unconstitutional or unenforceable provision.
- C. This Agreement shall be executed by the parties hereto in duplicate originals, each of which, when executed, shall constitute one and the same Agreement and one of which shall be retained by each party.
- D. This Agreement shall be governed in accordance with the laws of the State of North Carolina. Exclusive venue for any action, weather at law or in equity, shall be the Superior Courts of Beaufort County, North Carolina.

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IN TESTIMONY WHEREOF, BEAUFORT COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, and CRAVEN COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, all as of the day and year first agreed upon.

(County Seal)



BEAUFORT COUNTY

By Jerry E. Langley
Jerry E. Langley, Chairman

ATTEST:

Kathleen Mosher

Kathleen Mosher, Clerk to the Board

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Anita C. Radcliffe

Anita Radcliffe, Beaufort County Finance Officer

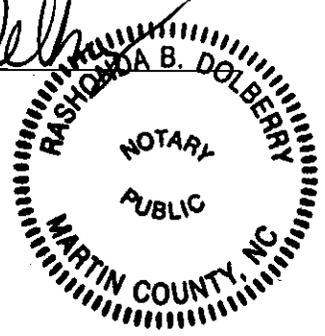
I, Rashonda B. Dolberry a notary public in and for said county and state, do hereby certify that on the 23rd day of June, 2016, before me personally appeared JERRY LANGLEY, with whom I am personally acquainted, who being by me duly sworn, says that he is the Chairman of the Board of Commissioners for Beaufort County, and that KATIE MOSHER is the Clerk of the Board of Commissioners for Beaufort County, the body politic and corporate described in and which executed the foregoing instrument; that she knows the common seal of said body politic and corporate; that the seal affixed to the foregoing instrument is the said Chairman; that the said common seal was affixed, all by order of the Board of Commissioners of said body politic and corporate; and that the said instrument is the act and deed of said body politic and corporate.

WITNESS my hand and official seal this 23rd of June, 2016.

Rashonda B. Dolberry

My Commission Expires:

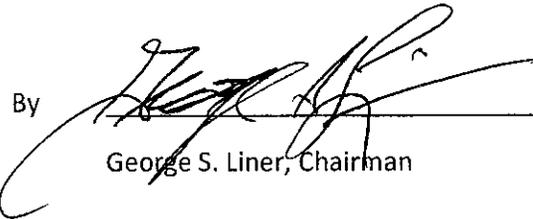
January 9, 2018



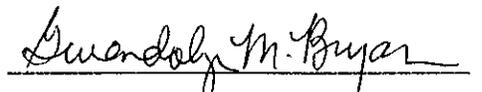
IN TESTIMONY WHEREOF, CRAVEN COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, and BEAUFORT COUNTY has caused this instrument to be executed in its corporate name by its Chairman and its corporate seal to be affixed and attested by its Clerk, all as of the day and year first agreed upon.

CRAVEN COUNTY

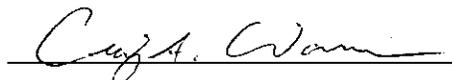
(County Seal)

By 
George S. Liner, Chairman

ATTEST:


Gwendolyn M. Bryan, Clerk of the Board

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.


Craig Warren, Craven County Finance Officer

I, , a notary public in and for said county and state, do hereby certify that on the 1st day of August, 2016, before me personally appeared GEORGE S. LINER, with whom I am personally acquainted, who being by me duly sworn, says that he is the Chairman of the Board of Commissioners for Craven County, and that GWENDOLYN M. BRYAN is the Clerk of the Board of Commissioners for Craven County, the body politic and corporate described in and which executed the foregoing instrument; that she knows the common seal of said body politic and corporate; that the seal affixed to the foregoing instrument is the said Chairman; that the said common seal was affixed, all by order of the Board of Commissioners of said body politic and corporate; and that the said instrument is the act and deed of said body politic and corporate.

WITNESS my hand and official seal this 1st of August, 2016.

My Commission Expires:

June 1, 2019

