

# Grant Application

## General Information

<b>Grant Project Title</b>	Hertford County PSAP Consolidation Project
<b>Grant Fiscal Year</b>	2014
<b>Project Director</b>	Emergency Management Director
<b>Project Contact</b>	Chris Smith
<b>Title</b>	Emergency Management Director
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<b>Grant Program</b>	E-911 Consolidation
<b>Grant Type</b>	Consolidation
<b>PSAP Applicant, Based upon Grant Type</b>	Hertford County Emergency Services

## Project Description

*Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.*

**Please outline project goals and objectives.**

Hertford County currently has three PSAP's in operation – Hertford County 911 Center; Town of Ahoskie 911 Center; and Town of Murfreesboro 911 Center. Having multiple PSAPs not only taxes the citizens of Hertford County unnecessarily, but also negatively impacts response time in that certain calls need be routed from one call center to the next via phone transfer(s) to the appropriate responding PSAP. Pending state legislation relating to PSAP operations and management, namely the focus on persons per shift, and increased training for same, will pose a considerable financial hardship for all the PSAPs. Therefore, local officials recognized the need to explore consolidation, and as a result formed a committee with representation from all jurisdictions to research and make recommendations to their respective governing bodies. Findings were as follows: 1) equipment at two of the three PSAPs is at end-of-life or approaching end of service and would not be cost effective to upgrade; 2) only two of the three PSAPs has computer-aided dispatching (CAD); 3) none of the facilities housing the existing PSAPs have the capacity for expansion to house a consolidated communications center.

Therefore, this Project seeks funding for the construction and up-fitting of a state-of-the-art emergency communications center for PSAP consolidation. If funded this Project will meet Hertford County's primary goal to establish one, county-wide PSAP to achieve interoperability and improved communications services among all emergency responders by meeting the following objective

- o Eliminating 9-1-1 call center transfers thus improving response time for all emergency service provisions
- o Developing uniform dispatching protocols for fire, rescue, emergency management and law enforcement with stakeholder input via user committee
- o Training all telecommunications personnel to state and industry standards
- o Enhancing mutual aid and interoperability between emergency service provisions
- o Achieving & maintaining 9-1-1 next generation capabilities via a comprehensive capital planning program
- o Establishing a sound, effective governing structure to provide oversight and management of the Hertford County Emergency Communications Center

The following documentation will be attachments to this grant application:

- Project Timeline
- Space Program & Floor Plan
- Technology Plan
- Inter-local Agreement(s) for the Consolidation of 911 Service and Creation of Joint Agency
- Hertford County Central Communications 2012-13 Budget

**Please provide an implementation strategy and work plan, including a timeline.**

The three PSAPs will continue to operate within their existing framework during the construction phase; therefore, there will be no disruption to emergency dispatching services. The Inter-local Agreements outline the implementation strategy as it relates to staffing, governance, financial oversight and funding. The Project timeline follows the standard, prescribed three-year buildout for construction and cutover. Once grant approval acknowledgement is received, the County Manager in consultation with the E911 Governance Board will begin the process of hiring an E911 Director for further project management and oversight.

***Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.***

Currently, we do not anticipate any compatibility issues in that the grant application requests funding for all new equipment because of end-of-life issues with a majority of the existing infrastructure in two of the three PSAPs. In the areas of addressing and mapping, currently all three PSAPs use a common vendor for data management. Again, we do not anticipate any interface and/or compatibility issues if the Project is funded per request.

## **Statement of Need**

*Required for all grant types, this statement should reference the relationship of the grant project to NCGS §62A-47(b),(c) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.*

***Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.***

Hertford County, population of 24,669 located in rural eastern North Carolina, not only meets the definition of "rural" as contained within the general statutes of North Carolina (its largest Town having a population of only 5,309), but also meets the criteria relating to population density with only 69 persons per square mile. Hertford County is designated by the NC Department of Commerce as Tier I, meaning it is one of the most economically distressed counties in the state. Rural counties face a wide range of socio-economic challenges such as limited infrastructure (roads, water/wastewater, fiber optics), limited workforce; and stagnant economic growth (less than two percent in any given year). Therefore, meeting ever increasing federal/state unfunded mandates pose a challenge on an annual basis. However, we must meet same the statutory requirements and mandated services of our urban counterparts with a much more narrow, finite revenue stream. The need for grant funding and assistance is ever present.

***Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.***

1. Building Construction – Construction of a new facility is our funding priority in that all three PSAPs are located within an existing law enforcement center(s) and are inadequate to accommodate a communications center that will meet pending legislative requirements and/or industry standards. The renovation and/or expansion of any of these facilities would cause considerable disruption of service within those facilities and more than likely would require temporary housing of certain functions at an added cost to the project.
2. Phone System, radio infrastructure, and dispatch consoles – Consolidation will require the purchase of uniform systems throughout the communications center. Currently, all PSAPs have different telephone systems, radio infrastructure and dispatching consoles.
3. Recording Equipment – Voice recorder/logger equipment is necessary regarding quality assurance of dispatching protocols, but also because all existing PSAPs are law enforcement dispatcher centers; therefore the proposed center will also serve as a law enforcement dispatch center.
4. Generators & UPS – Redundancy and a backup power source is critical to the functions of an E911 center and is required by law. The purchase of generators and uninterruptable power sources will be needed to ensure continued operability in critical and/or crisis mode.
5. Computer Aided Dispatching (CAD) – Of the existing PSAPs, only two are currently equipped with computer aided dispatching. The installation and licensing for CAD system software will be necessary for six (6) 911 telecommunications workstations.

Failure to receive funding for this project will place a financial hardship on each municipality and an undue tax burden on the citizens of Hertford County in meeting new state requirements as individual answering points thereby potentially increasing the tax rate for each jurisdiction. Consolidation of these PSAPs will provide more efficient and effective lifesaving service to the citizens of Hertford County. Without consolidation funds, this project cannot move forward.

***Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.***

See Attachment

***Please identify the likelihood of completing the project without grant funding, the availability of other funding source(s) for the project, including 911 fund balance, the percentage of grant funding being requested in relation to total project costs.***

Hertford County's residential taxes represents 51% of its overall tax base. The current county tax rate (one of the highest in the State, is .84 cents); Murfreesboro's tax rate is .66 cents; Ahoskie's tax rate is .76 cents. Therefore, certain citizens pay in upwards of \$1.60/\$100 valuation of property. Loss of other revenues in the face of the economic downturn (sales tax decrease of some 25%; interest income decrease from upwards of \$300,000 to \$15,000), has already placed additional burden on the residential tax base. This project cannot move forward without 100% grant funding in that the county's nor municipal general funds can absorb the capital expenditures for consolidation. No other funding sources have been identified that could fund a project of this nature. Hertford County's E911 Fund Balance as of June 30th, 2012 is \$352,099; Town of Murfreesboro Fund Balance is \$57,179 and the Town of Ahoskie's Fund Balance is \$ 301,039. These balances are not sufficient to fund this project. The amount requested to fund this project is \$5,051,840.

## **Consolidation Project Governance Plan**

*This study is required for all consolidation projects. Consolidation projects involve combining two or more PSAPs into a single primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by such independent PSAPs. In addition to providing this governance plan, the localities that govern the PSAPs involved in the consolidation must provide interlocal agreements in support of consolidation, copies of which must be attached to the application submission.*

***Indicate how a consolidation would take place and improve service.***

Currently all 911 calls received in the towns of Murfreesboro and Ahoskie are answered in PSAPs located at their respective police departments. Likewise the County's calls goes directly into its Law Enforcement Center. These PSAPs are manned by a single telecommunicator the majority of the time. Should multiple calls be received simultaneously, a person can easily become overwhelmed. Moreover, if a call requires a considerable amount of time to dispatch, others emergency calls can go unanswered or unattended to the detriment of the public, exposing the entity to liability. The consolidation would take place by integrating the three existing PSAPs and creating an independent entity via an Inter-local Agreement for Consolidation of E911 Services. Existing PSAPs would be integrated into one primary PSAP, becoming the Hertford County E911 Communication Center to be housed within the newly constructed facility. Hertford County would serve as the fiduciary agent responsible for all grant requirements. Economies of scale will be realized immediately in the operation of one primary PSAP instead of three, saving taxpayer dollars in an economically distressed county. The result will be an overall improvement to the delivery a vital, lifesaving service to the citizens of the County. Services will be improved as follows:

- Administration and control falls within an integrated governing structure
- Standardized System(s) of Operations for dispatching
- Protocols and SOP's are standardized for dispatching of all emergency services (fire, ems, law enforcement)
- Uniform training to industry standards of all communications' personnel
- Development and administration of a comprehensive quality assurance program
- Improved and consistent communication(s) of emergency events to all emergency services providers

***Indicate how the consolidated PSAP should be organized and staffed.***

Pursuant to the approved inter-local agreement(s), Hertford County Board of Commissioners will appoint a nine-member Governance Board with representation from the following: Police Chief(s) from participating jurisdictions; Sheriff or his designee; EMS; Firemen's Association; Town of Ahoskie Fire Department; Emergency Management; councilmembers from participating jurisdictions; county commissioner and a member-at-large. The Board will act in an advisory capacity, charged with certain administrative oversight of the Hertford County E911 Communications Center. A department in county government, the Hertford County E911 center will be managed by an E911 Director who shall be an employee the County (hired by and reporting to the county manager), and current full-time employees (12) of each PSAP will retain their position and become county employees as well. The Hertford County Finance Officer shall be the Finance Officer for the E911 Communications Center and all financial operations (including purchasing; payroll & benefits) shall be conducted by or under the supervision of the county finance department in accordance with state and local laws and regulations.

***Indicate what services the consolidated PSAP should perform.***

Hertford County E911 Communications Center will answer and process all calls for service for the Towns of Murfreesboro, Ahoskie, Cofield, Como, Harrellsville, Winton as well as the unincorporated areas of the county. This includes calls for service for medical, fire, rescue, law enforcement, animal control, forestry and emergency management. It is also proposed and a part of this grant application for the Center to house the Emergency Operations Center, again providing improved, consolidated dispatching services to the citizens during disasters.

***Indicate how consolidated PSAP policies should be made and changed.***

The Governance Board as established via the inter-local agreement(s) will develop all operational policies, procedures, and dispatching protocols for the E911 Communications Center prior to cutover. Those operational policies and procedures will be administered by the E911 Director.

***Indicate how the consolidated PSAP should be funded exclusive of grant funding.***

The Hertford County E911 Communications Center will be a department of county government funded via E911 fees and local revenues. In accordance with existing rules and regulations governing state E911 funding, all fees collected by the NC 911 Board and distributed to participating entities will be deposited in a special reserve fund and expended in accordance with eligibility criteria on an annual basis. Remaining non-reimbursable costs will be facilitated through local funding based on a per capita formula as approved in the inter-local agreement. Hertford County as the lead agency shall make annual appropriations to the cost of maintenance, operation, repair and capital costs of the E911 Communications Center with a base sum equivalent to its current 911 costs. All increased costs will be shared, again based on a per capita formula estimated as follows: Ahoskie - 26%; Murfreesboro – 11% and Hertford County – 63%. These percentages are calculated based upon the population of each existing PSAP with Hertford County's percentage representative of the remaining incorporated jurisdictions, as well as the unincorporated areas of the county.

***Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.***

The governing bodies of Hertford County, Towns of Murfreesboro and Ahoskie have all adopted the inter-local agreement as required to participate in this grant process. Prior to adoption, a working group with representatives from each municipality was established and met with various vendors and visited several E911 centers to have a greater understanding, as well as "buy in" into this consolidated effort. As a result, the inter-local agreements were adopted unanimously and the working group will continue to oversee and monitor the project to completion.

***Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.***

This grant application requests funding for a newly constructed E911 Center to be situated on a 35-acre tract of county-owned property, and will be co-located with the County's Courthouse and Government Center complex. The existing PSAPs will continue to operate as is during the construction phase with cutover being implemented on a staggered basis. Prior to the legislation establishing E911 fees, existing PSAPs were in operation and funded via tax revenues only. In accordance with the inter-local agreement, PSAPs will continue to provide funding via tax revenues in support of enhanced 911 functions for the overall public health and safety of the citizens of Hertford County.

## **Regional Initiative Enhancement/Replacement Project**

*Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.*

***What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.***

N/A

***Identify intended collaborative efforts***

N/A

**Identify how resource sharing will take place.**

N/A

**Indicate how the initiative impacts the operational or strategic plans of the participating agencies.**

N/A

## Financial Data

<b>Current 911 Fund Balance</b>	\$352,099.00
<b>Amount Requested</b>	\$5,051,840.00
<b>Total Project Cost</b>	\$5,051,840.00

## Budget and Budget Narrative

*A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2012 PSAP budget.*

### **List planned expenditures.**

Construction Phase:

This Project calls for the construction of a 10,124 square foot facility that meets all the requirements of the NC 911 Board for site access, security, etc. This square footage provides 4 - 5 position stations and an EOC with additional space to add 1 - 2 position stations in future years. This Project cost is consistent with similar projects at an estimated \$250 per square foot with a 12% escalation (increased costs from one time period to another); 15% design fee and 5% contingency. This brings the total costs for the construction phase of a 10,124 square foot facility to \$3,370,920. Please note design fees include project management to contract with a project manager to oversee all aspects of this project to include grant reporting, developing a detailed timeline and coordinating with other contractors and their subcontractors.

Permit Fees. The facility will be located in an unincorporated area of the county and therefore will be permitted by the County's Inspection Department. It is estimated that permitting fees will be in the range of \$10,000 (\$1,000/10,000 square feet). Site development and geotechnical surveying will be at a minimum in that site development costs have been performed on the proposed site as a result of construction projects currently underway on the 35 acre site. Connection for water and sewer will not require considerable water or sewer line extension only connection to existing infrastructure on the site.

### **Provide a budget narrative that briefly explains the reason for each requested budget item.**

Communications Systems:

Telephony (Admin) – includes usage of the existing redundant VIOP system with additional CISCO 8945 phones. This will be an extension of the planned phone configuration in the Hertford County Administration building.

Telephony (E911) – installation and equipment for an E911 phone system for six 911 workstations to include server and recording capabilities.

CAD System – installation and licensing of software system on five (four telecommunicators & one supervisor) E911 telecommunications workstations.

Radio System – Consolidated radio system. This includes approximately 150 users on 14 VHF channels utilizing a PTP to current radio tower. System will include Viper consoles for communications with agencies that use as primary and future migration of other agencies, as well as the acquisition of 16 additional VHF frequencies mainly for current tactical operations.

IT Equipment – includes layer 2 and 3 routing and switching six 911 telecommunications workstations, 6 monitors per station, 2 administration PC's, redundant clustered servers in a virtual environment with real time failover recovery, onsite and offsite backup storage, server racks and environmental controls.

EOC Media Control Room – Conferencing equipment including projector and PC with multiple format capabilities including PowerPoint, TV and DVD playback, lockable media cart, speakers, remote control capabilities and multiple displays capable of displaying 3 sources simultaneously and integrated multi-format live video conferencing system.

Camera Monitoring System – 8 HD camera systems with motion recording and event/time search features for security purposes

Door and Fire Security System – Physical security system for all doors/windows with integrated fire alarm

UPS – Hardware and installation for an appropriately sized uninterruptable power supply for servers and 911 workstations.

Cabling Infrastructure – provides for cat6 wiring throughout building, wire managers, tracks and ladders, patch panels and fiber connections to voice and data networks.

Console Furniture – desks, chairs and six-way monitor stands for six telecommunication stations.

**State how you will follow applicable procurement law, rules, and policies.**

Hertford County will act as the fiduciary agent for this project. Therefore, the responsibility of ensuring all applicable procurement laws, rules, and policies are followed will fall on the Hertford County Finance Officer, utilizing existing fiscal policies and procedures.

***If the project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.***

As prescribed in the Interlocal Agreement(s) in operational year one, Hertford County will appropriate an amount equivalent to its prior years' operational budget for E911 as a base sum. All other increased costs of the 911 Center will be funded by participating jurisdiction utilizing a per capita formula, again approved in the interlocal agreement. This funding mechanism will be utilized in ensuring years.

## **Evaluation**

*All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.*

***Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline for meeting short, intermediate, and long term goals.***

As with all major construction projects, evaluation and oversight of construction phase will be the responsibility of the County Manager and an onsite Project Manager provided by the architectural firm. A monthly construction conference will be held between the Contractor, Project Manager, County Manager and Chairman of Governance Board to review project progress. Once firm has been procured and notice to proceed is formally issued, an updated project timeline will be submitted; thereafter monthly reporting will be performed in accordance with grant guidelines.

***Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.***

Prior to grant award, the governance board will be officially seated and an organizational meeting held for the election of officers, and adoption of official meeting schedule and appointments to user committee(s). It will then be the responsibility of the Chairman and the Governance Board to begin the process of establishing performance parameters for project completion and E911 operations. Evaluation of construction progress and reporting will be that of the County Manager. Progress and monitoring of the creation of standard operating procedures, training modules, quality assurance programming will be the responsibility of the governance board in consultation with the user committee(s).

***Identify how data will be collected and presented.***

According to various phases within the project timeline, i.e., design; bidding, construction, etc., the Project Manager will provide a standard reporting format for each phase with percentage of phase completed to date -- until project completion. The Governance Board will also establish a standard reporting format, collecting its data from user committee meetings, research and recommendations from IT regarding equipment specifications, and the county manager and finance officer regarding personnel and procurement processes and procedures. This information will be electronically submitted to all stakeholders, as well as the granting authority.

## CONSOLIDATION PSAP PROJECT COST

### Budget – Construction Phase

10,124 sq. ft. building	@ \$250/sq. ft.	\$2,531,000
Escalation	@ 12%	303,720
Design	@ 15%	379,650
Contingency	@ 5%	126,550
Permitting		10,000
Geotechnical/Surveying		10,000
Water/Sewer Connection		10,000
<b>Subtotal</b>		<b>\$3,370,920</b>

### Budget – Communication Systems Phase

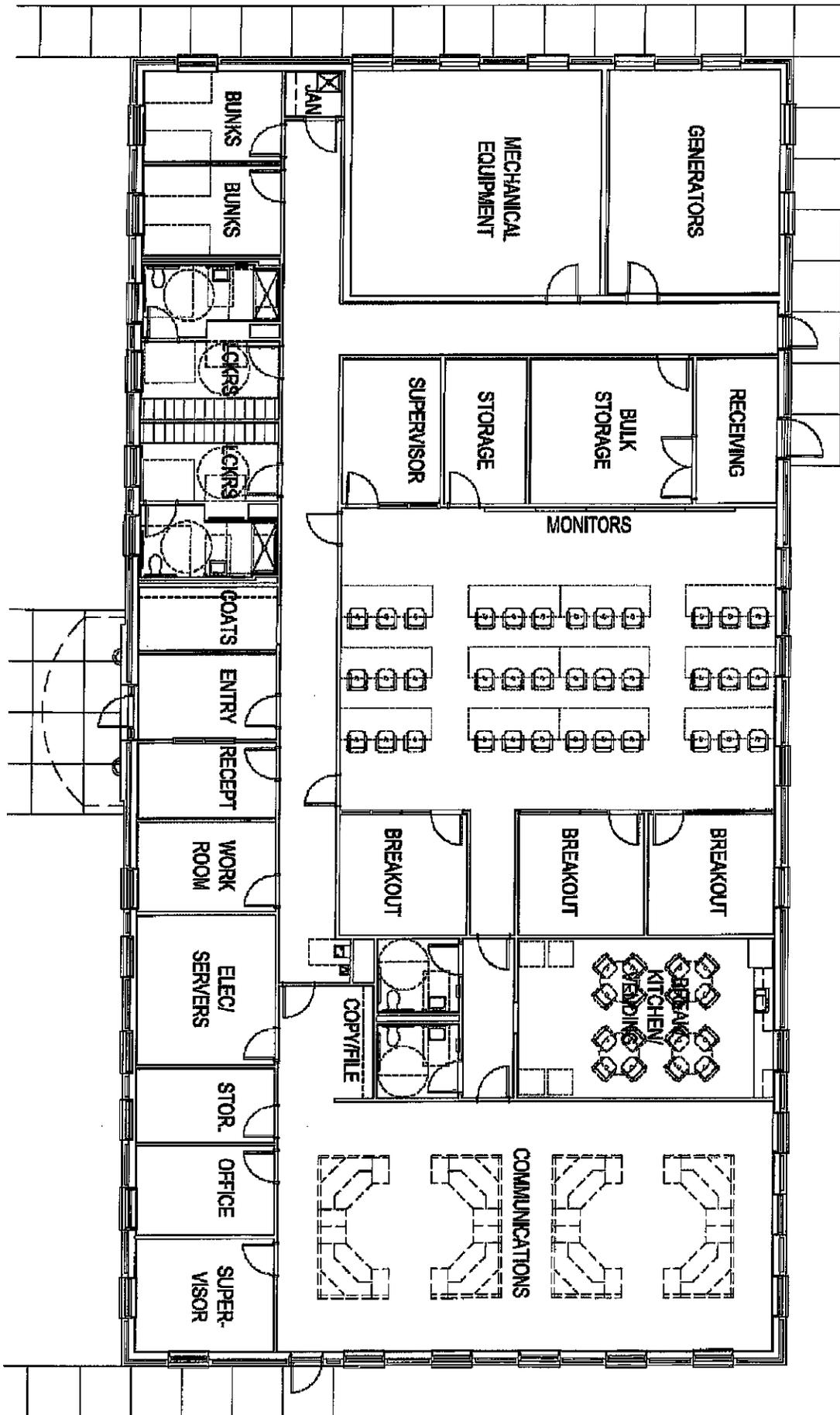
Telephony (Admin)	\$ 29,080
Telephony (E911)	220,000
CAD	220,000
Consolidated Radio System	441,000
IT Equipment	294,400
EOC Media Control Room	98,160
UPS	110,000
Cabling Infrastructure	112,000
Camera Monitoring System	39,120
Door & Fire Security System	60,000
Telecommunication Station Furniture	<u>57,160</u>
<b>Subtotal</b>	<b>\$1,680,920</b>

### TOTAL PROJECT BUDGET

**\$5,051,840**

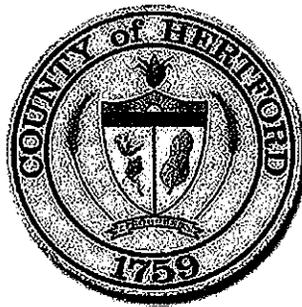
Hertford County Courthouse  
 Additional Space Program  
 911-EOC  
 April 5, 2012

Space	Area	Quantity	# Users	Total	
Entry	120	1	2-4	120	
Reception (future position)	100	1	2	100	
Coats	50	1	1	50	
Printing/Work/Storage	120	1	4	120	
Break/Kitchen	400	1	4-6	400	
Restrooms	80	4	1	320	
Bunks	120	2	4	240	
Lockers	100	2	2	200	
Showers	60	2	1	120	
Receiving	100	1	1	100	
Bulk Storage	200	1	2	200	
911	1,200	1	3-4	1,200	4 now + 3-4 future
Office (Supervisor)	150	1	1	150	
Office	120	1	1	120	
Servers/Electronics	200	1	1	200	
Storage	100	1	1	100	
EOC	1,200	1	2	1,200	
Office (Supervisor)	150	1	1	150	
Breakout	150	3	1	450	
Storage	100	1	1	100	
Mechanical/Electrical	450	1	1	450	
Generators	400	1	1	400	
<b>Total Net Area</b>				<b>6,490 SF</b>	
<i>Departmental Efficiency factor</i>				<i>1.30</i>	
<b>Total Departmental Area</b>				<b>8,437 SF</b>	
<b>Building Grossing Factor</b>				<b>1.20</b>	
<b>Departmental Total</b>				<b>10,124 SF</b>	



# E911 Consolidation Project Timeline

Task Name	Start Date	End Date	Duration	Predecessors	Assigned To	Comments
<b>1</b> <input type="checkbox"/> <b>Pre-Grant Notification Period</b>	<b>03/01/13</b>	<b>05/31/13</b>	<b>66</b>			
2:     Appoint Governance Board	03/01/13	03/29/13	21		municipalities	
3:     Conduct Organizational Meeting	04/01/13	04/15/13	11		gov. board	
4:     Draft SOP's, Standards & Protocols	04/17/13	05/31/13	33		gov. board	
<b>5</b> <input type="checkbox"/> <b>Grant Award &amp; Project Planning</b>	<b>06/01/13</b>	<b>08/30/13</b>	<b>66</b>			
6:     Accept & Execute Grant Award	06/01/13	06/17/13	12		commissioners	
7:     Qualification of Architect	06/18/13	07/30/13	31		county manager	
8:     Execute Architectural Agreement	08/19/13	08/30/13	10		commissioners	
<b>9</b> <input type="checkbox"/> <b>Design Development</b>	<b>09/02/13</b>	<b>12/31/13</b>	<b>87</b>			
10:    Schematic Design	09/02/13	10/15/13	32		Architect	
11:    Design & DOI Approvals	10/16/13	12/31/13	55		Architect	
<b>12</b> <input type="checkbox"/> <b>Construction Bidding</b>	<b>01/06/14</b>	<b>09/01/14</b>	<b>171</b>			
13:    Draft Construction Documents	01/06/14	03/14/14	50		Architect	
14:    Board & DOI Review	03/17/14	05/30/14	55		Architect	
15:    Bid Authorization & Award	06/02/14	09/01/14	66		commissioners	
<b>16</b> <input type="checkbox"/> <b>Construction</b>	<b>09/15/14</b>	<b>10/30/15</b>	<b>295</b>			
17:    Pre-construction Conference	09/15/14	09/15/14	1		Architect	
18:    Notice to Proceed	09/16/14	09/16/14	1		commissioners	
19:    Construction	09/22/14	10/30/15	290		contractor	
<b>20</b> <input type="checkbox"/> <b>Communications Integration</b>	<b>05/01/15</b>	<b>02/29/16</b>	<b>217</b>			
21:    RFP - Equipment Purchase(2)	05/01/15	05/11/15	7		county manager	
22:    Accept Proposal & Award Contracts	06/01/15	07/06/15	26		county manager	
23:    Order/Installation/Testing	07/13/15	02/29/16	166		IT Director/Vendor(s)	



# **Hertford County E911 Facility Plan**

**Hertford County Information Technology**

**1/14/13**

## **SUMMARY**

The purpose of this plan is to help establish high level technology goals and a strategic IT plan focusing specifically on planning and detail for the Consolidated E911 Communications.

This document is intended to provide a brief outline of proposed information technology operations and equipment at the proposed E911 Communication Center and help expose any additional requirements.

## **GOALS AND PRIORITIES**

- Establish one county-wide PSAP to achieve interoperability among all emergency responders to improve upon the present E911 system capabilities through integration of new technologies, equipment and services that will provide for more effective and efficient services to citizens
- Provide redundancy of the E911 Communications Center utilizing virtual technology and high availability servers, providing an instantaneously available backup system.
- Create a robust and survivable E911 Communications Center, utilizing cutting edge technology in servers, workstations, switching, backups and displays.

- Meet quarterly with E911 Director, County Manager & Chairman of E911 Governance Board to maintain appropriation communication and collaboration between internal and external stakeholders to ensure that critical technology needs are identified and addressed.

## **CURRENT TECHNOLOGY AND RESOURCES**

The Hertford County 911 center currently operates on a legacy HP ML350 G5 platform using Symantec backup software for recoverability and Wireless Communications, non-CAD Sheriff Pack software system

The Information Technology Department for Hertford County will provide all technical support for the EOC including hardware, software, network, GIS, VOIP communications and support for day to day operations.

Patch Panel - 24p (voice)

2U Wire Management

Patch Panel - 48p (data)

2U Wire Management

Patch Panel - 48p (data)

2U Wire Management

HP Switch

Wire Mgmt

Wire Mgmt

KVM Monitor

Server Virtualization Host

Server Virtualization Host

Storage Area Network

(Host virtual machines)

Wire Mgmt

Wire Mgmt

CABLING RACK

Server Rack

Server Rack



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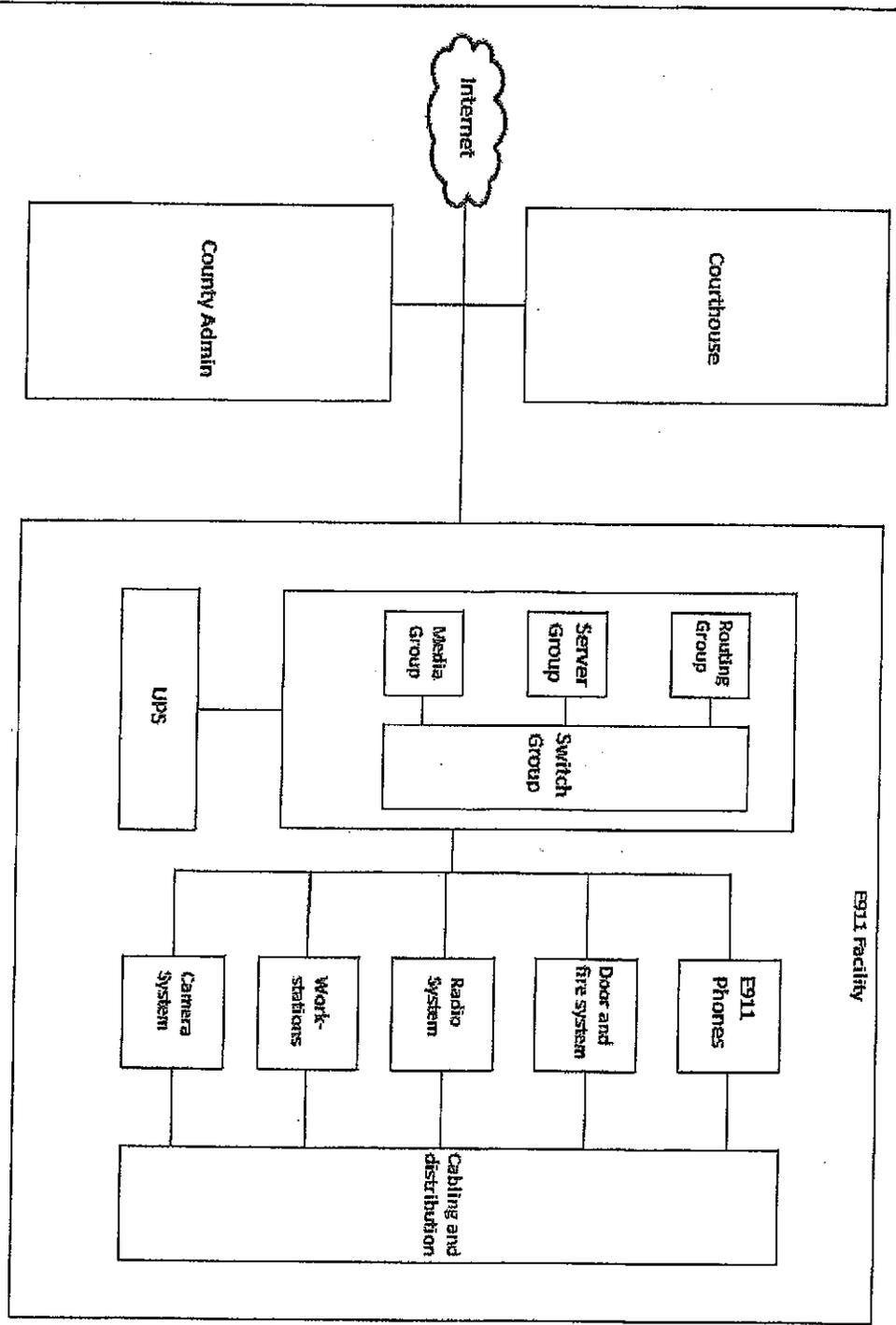
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### F911 Facility Block Diagram

Hertford County  
 Winton, NC



DATE	1/14/2013	AUTHOR	ERIC KOSS
REVISED	1/14/2013	FILENAME	HF911
PAGE	1	OF	1

**HERTFORD COUNTY  
NORTH CAROLINA**

**INTERLOCAL AGREEMENT FOR THE CONSOLIDATION OF 911 SERVICE AND THE CREATION OF A JOINT AGENCY PURSUANT TO NORTH CAROLINA GENERAL STATUTE 160A-462 TO PROVIDE EMERGENCY PUBLIC SAFETY COMMUNICATIONS SERVICES WITHIN HERTFORD COUNTY**

**THIS INTERLOCAL AGREEMENT**, made and entered into this 20th day of February 2012, by and between **HERTFORD COUNTY**, a body politic and corporate of the State of North Carolina, hereafter referred to as the "**COUNTY**," the **TOWN OF MURFREESBORO**, hereinafter referred to as "**MURFREESBORO**," and the **TOWN OF AHOSKIE**, hereinafter referred to as "**AHOSKIE**," both being municipal corporations of the State of North Carolina, said towns together with any further municipalities located within Hertford County which may in the future become a party to this interlocal agreement being hereinafter referred to collectively as the "**TOWNS**";

**WITNESSETH:**

**WHEREAS**, the **COUNTY** and the **TOWNS** currently provide public safety communications services for their respective citizens which, although interrelated, function under separate organizational structures; and,

**WHEREAS**, the **COUNTY** and the **TOWNS** recognize the benefits of working together to more closely share and coordinate the provision of public safety communications, telephone and data services; and,

**WHEREAS**, the Murfreesboro Town Council, the Ahoskie Town Council and the Hertford County Board of Commissioners desire to establish a joint agency to operate a combined public safety communications system and center for the answering and dispatching of public safety calls to replace the current structure of three communications centers operating independently as call answering locations to serve the **COUNTY** and the **TOWNS**.

**NOW THEREFORE**, in consideration of the mutual terms, covenants and conditions set forth herein, the **COUNTY** and the **TOWNS** hereby agree as follows:

- A. Purpose. The purpose of this interlocal agreement is to establish a joint agency pursuant to North Carolina General Statute 160A-462 between the **TOWNS** and the **COUNTY** to provide and maintain a consolidated public safety communications system within Hertford County serving both the **TOWNS** and the **COUNTY**. This system will promote the delivery of public safety services to the residents and taxpayers throughout the **TOWNS** and the **COUNTY** in furtherance of the public health, safety, and general welfare of Hertford County citizens and residents.
- B. Name of Joint Agency. The name of the joint agency established by this interlocal agreement shall be the "Hertford County E911 Communications Agency."

C. Organizational Objectives. The organizational objectives of the consolidated public safety communications system established under this interlocal agreement are as follows:

1. To effectively receive calls for routine and emergency assistance, based on established structured call intake protocols, and to coordinate response resources to those calls for service based on the needs of the caller and the direction of field response agencies;
2. To provide participating agencies with a single contact point for the receipt of emergency assistance requests and to provide for the control of coordinated dispatch and radio communications services for law enforcement, fire, EMS, forestry, emergency management and animal control;
3. To maintain an operational emergency center at the location of the current County 911 Communication Center within its current facilities or within a new facility (should grant funds or other adequate funding be provided);
4. To provide the public and field response agencies with trained, certified and/or credentialed 911 communications personnel;
5. To provide funding for the provision of public service communication services by establishing a funding mechanism and defining the budget process for the system;
6. To provide oversight and management of the system and a consolidated communication center by creating a Governance Board representing the participating entities and agencies and implementing a personnel organization;
7. To facilitate coordination and responsiveness to the field response agencies by creating User Committees; and,
8. To provide a mechanism for the addition or withdrawal of parties to this interlocal agreement.

D. Governance Board. The Hertford County E911 Communications Governance Board (hereinafter referred to as "**Governance Board**") shall consist of the following representatives who shall be selected by the agency he or she represents to serve on the Governance Board subject to approval by the Hertford County Board of Commissioners.

The initial **Governance Board** members will develop and present proposed By-Laws to the Hertford County Board of Commissioners for their review and approval. The By-Laws will set staggered expiration dates for each Board member, except the Hertford County 911 Director and the Hertford County IT Director/designee, who will serve ex officio by virtue of their position non-expiring terms on the Board as non-voting members.

The Governance Board shall include the following voting members:

1. Police Chief(s) from participating municipalities;

2. The Hertford County Sheriff, or his designee;
3. A representative of Hertford County EMS;
4. A representative of the Hertford County Firemen's Association which represents all county fire chiefs;
5. A representative of the Town of Ahoskie Fire Department (paid squad);
6. The Hertford County Emergency Management Director;
7. Council member(s) or designees of the participating municipalities;
8. County commissioner or designee
9. Member-At-Large (to be selected by the Governance Board)

The **Governance Board** shall include the following non-voting members:

1. The Hertford County IT Director, appointed by County Manager, or his designee; and,
2. The Hertford County 911 Director, appointed by the Hertford County Manager

E. **User Committees.** The **Governance Board** working with the Hertford County 911 Director shall create or designate Fire, EMS and Law Enforcement User Committees to facilitate coordination and responsiveness. It shall be the responsibility of the user committees to make recommendations in the development of dispatch protocols, procedures, policies and systems related to service delivery for their respective User Service activity and to make recommendations regarding general operating guideline as well as service levels and performance standards.

F. **Hertford County 911 Director.** The Hertford County E911 Communications Agency shall be managed, operated and supervised by the Hertford County 911 Director, who shall be an employee of Hertford County appointed and supervised by the Hertford County Manager and subject to the rules and regulations of Hertford County. The Hertford County 911 Director shall coordinate the operations of the joint agency working closely with the policies and direction established by the Governance Board.

The responsibilities and authority of the Hertford County E911 Director shall include the following:

1. The Hertford County 911 Director (hereinafter the "**Director**") shall be responsible for the overall operation of the Hertford County E911 Communications system and center and shall develop long-range plans, including strategic capital improvements, staffing and other matters.
2. The **Director** shall be the administrative head of Hertford County E911 Communications and shall be responsible for administration, budget and personnel matters. Such budget

shall be based on the established service levels and performance standards utilizing the input of the User Committees and the **Governance Board**.

3. The **Director** shall be responsible for oversight of call answering, dispatching records maintenance, communications, security and other Hertford County E911 Communications functions and activities.
4. The **Director** shall establish performance standards and comply with personnel and operational policies. The **Director** shall actively and continuously consider and evaluate all means and opportunities toward the enhancement of operational effectiveness of emergency services to the participating agencies and town and county citizens. The **Director** shall present his or her recommendations to the Governance Board and seek concurrence from the **Governance Board** on substantive changes or deviations from established policy.
5. The **Director** shall be responsible for supervising Hertford County E911 Communications personnel consistently with applicable personnel policies and procedures.
6. The **Director** shall review and evaluate proposals from the User Committees for changes to service levels, performance standards, and/or procedures for implementation costs, benefits and liabilities, or other matters, and prepare a written report of findings and recommendations to the **Governance Board** and appropriate authorities for review and implementation.
7. The **Director** shall discharge other duties as assigned by the Hertford County Manager.

- G. **Budget Process and Finances.** The **Director** shall develop the annual operating budget for Hertford County E911 Communications joint agency on a fiscal year basis, beginning on the first day of July and ending on the thirtieth day of June, in accordance with policies established by the Hertford County Manager's Office and timely submit the proposed budget to the **Governance Board** and the amount proposed to be paid by each municipality for participation pursuant to this interlocal agreement to each participating municipality on or before March 15<sup>th</sup> of each year. The proposed budget shall be subject to final approval by the Hertford County Board of Commissioners in its annual budget. In the event that there are any program changes and/or user changes, or in the event of changes in the parties to the agreement necessitating budget changes, during any budget year, any supplemental budget or budget amendments shall be submitted for review by the **Governance Board** and any change in any amount proposed to be paid by each municipality for participation shall be submitted to each participating municipality for review in a timely manner. Final approval of any such supplemental budget or amendment shall be approved in accordance with Hertford County budget amendment procedures.

The Hertford County Finance Officer shall be the Finance Officer for the Hertford County E911 Communications and all financial operations (including purchasing) shall be conducted by or under the supervision of the Hertford County Finance Officer in accordance with procedures established by the Hertford County Finance Office and with applicable laws and regulations.

- H. **Funding.** Hertford County E911 Communications is intended to be a self-sufficient entity financed by 911 fees, grants and funds provided by the **COUNTY** and the **TOWNS**. Starting with the **Operational Date**, any 911 fees collected by the State of North Carolina and sent separately to the **TOWNS** and the **COUNTY** will be combined and deposited in a special revenue fund established by the Hertford County Finance Office for Hertford County E911

Communications operations. **The Operational Date** is planned to coincide with July 1, 2012; however, in the event that the initiation of operations for the combined communication center is delayed beyond such date, the **Operational Date** shall be the date that the combined communication center is open for operations. It is agreed that the **COUNTY** shall appropriate to the annual costs of maintenance, operation, repair and capital costs of Hertford County E911 a base sum in the amount of \$207,776 which represents the sum it appropriated to its own 911 operations in the 2011-2012 budget year (hereinafter referred to as the "**Base Sum**"). The **COUNTY** and the **TOWNS** agree to appropriate to the annual costs of maintenance, operation and repair and capital costs of Hertford County E911 Communications, after the total of such costs are reduced by the amount of any and all grants, 911 funds, a proportionate share (hereinafter referred to as "**Proportional Share**") of any increase in budget costs (hereinafter referred to as "**Increased Costs**") over and above the **Base Sum** provided by the **COUNTY** in accordance with the following formula:

(Participating municipality population) divided by (Hertford County population plus total population of all other municipalities in Hertford County) times **Increased Costs** equals **Proportionate Share**.

[An example being where **Increased Costs** are \$125,000, the population of Ahoskie is 5039 and the total of Hertford County's population (15,416) plus the population of all municipalities in Hertford County (4,214) is 19,630, the **Proportionate Share** of **Increased Costs** paid by Ahoskie would be 26% of \$125,000 or \$32,500]

It is agreed that the population figures used each year shall be the same figures used by the State of North Carolina in its most recent per capita distribution of sales tax pursuant to North Carolina General Statute 105-472.

It is also agreed that the **Proportional Share** of **Ahoskie** and **Murfreesboro** for the first three fiscal years of operation of Hertford County E911 Communications shall not exceed \$\_\_\_\_\_ per fiscal year. In no way shall the Towns be required to pay any proportionate share until all grant funds have been exhausted.

- I. **Existing Equipment.** Public safety communication equipment, software and supplies currently used by the Towns, which are no longer to be used by the Towns after the date Hertford County E911 Communications becomes operational, shall be transferred by the Towns to Hertford County E911 Communications.
- J. **Ownership of Facilities.** Title to all property, equipment, apparatus and supplies purchased and/or acquired in fulfillment of the Agreement shall vest with the **COUNTY**; provided, however, that any capital asset transferred to Hertford County E911 Communications by any of the TOWNS with reservations (hereinafter referred to as "**Reserved Asset**") that it be returned at withdrawal or dissolution, such reservations being acknowledged in writing by the Hertford County 911 Director at or before the date of transfer, shall be subject to the provisions of Section N Withdrawal, below.
- K. **Personnel.** All employees of Hertford County E911 Communications shall be employees of the **COUNTY** subject to its administrative, personnel and legal requirements and managed and

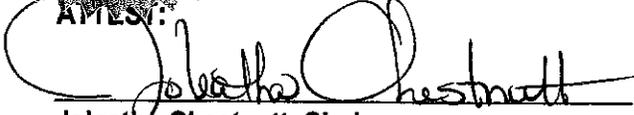
supervised by the Director. All full-time employees of the **TOWNS** in the position of telecommunicators will be retained by County with transfer of **TOWN** seniority, longevity, leave balances or other benefits in accordance with **TOWNS** personnel policies in place at the time of hire with Hertford County E911 Communications.

- L. **Joinder of Additional Parties.** Additional municipalities located within Hertford County shall be permitted to become parties to this interlocal agreement and participate in the joint agency established hereby with the approval of the **COUNTY**.
  
- M. **Special Equipment.** In the event that a party to this interlocal agreement should require the installation of equipment, or the performance of special services, dedicated to the sole and special use of such party (hereinafter referred to as ("**Special Equipment**")), such party shall bear the entire cost of such **Special Equipment**, its installation, maintenance, operation and repair. Should such party terminate its participation in this interlocal agreement, it shall retain all rights to such **Special Equipment** provided the removal of such **Special Equipment** does not alter, hinder, damage or disrupt the operations or equipment of Hertford County E911 Communications. If the removal of such **Special Equipment** (including software) shall cause such alteration, hindrance, damage or disruption, all interests in such **Special Equipment** by terminating party will be forfeited.
  
- N. **Withdrawal of Party.** A participating governmental entity may withdraw from this agreement at the end of a fiscal year by giving a six (6) month written notice of withdrawal by the party's Manager prior to July 1<sup>st</sup> of the fiscal year in which withdrawal is to be effective. Such written notice is to be delivered to the Chair of the **Governance Board** and to the Hertford County E911 Director. The withdrawal will become effective no sooner than 6 months after said notice is delivered. The withdrawing entity agrees to continue to make all payments required by this interlocal agreement until the effective date of such withdrawal. In the event that the withdrawing party has purchased and installed **Special Equipment** in accordance with Section M, above, or a **Reserved Asset** in accordance with Section J, above, such **Special Equipment** or **Reserved Asset** may be removed in accordance with the terms of this interlocal agreement upon the effective date of withdrawal or shortly thereafter; provided, however, that the withdrawing party shall pay any and all costs associated with the removal and such removal shall not create an interruption of service to the public.
  
- O. **Amendments.** This interlocal agreement may be amended in writing by approval of the **COUNTY** and the **TOWNS**.
  
- P. **Effective Date.** This interlocal agreement shall become effective upon execution by all of the parties to this interlocal agreement and shall be effective for any additional Hertford County municipality who may subsequently become a party to this interlocal agreement upon execution of a written document adhering to the terms of this agreement by such additional party countersigned by the **COUNTY**.

This 20<sup>th</sup>, day of February 2012.



TOWN OF AHOSKIE  
  
\_\_\_\_\_  
G. Brien Lassiter, Mayor

ATTEST:  
  
\_\_\_\_\_  
Joleatha Chestnutt, Clerk

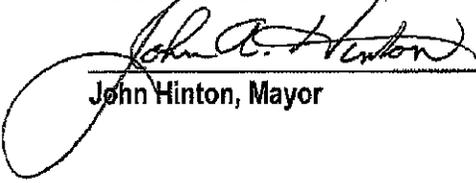
HERTFORD COUNTY

\_\_\_\_\_  
Chairman Board of Commissioners

ATTEST:

\_\_\_\_\_  
Clerk to the Board of Commissioners

TOWN OF MURFREESBORO

  
\_\_\_\_\_  
John Hinton, Mayor

ATTEST:

  
\_\_\_\_\_  
Carolyn Brown, Town Clerk

HERTFORD COUNTY

*Paul G. Freeman Sr.*  
Chairman Board of Commissioners

ATTEST:

*Shelia W. Matthews*  
Clerk to the Board of Commissioners

## BUDGET RECOMMENDATION FOR THE 2012 - 2013 FISCAL YEAR

3:14 pm

## For Fund - 10

		PRIOR YR ACTUAL	CURRENT YR BUDGET	DEPARTMENT REQUEST	MANAGER RECOMMENDED	BOARD APPROVED
<b>COMMUNICATIONS DEPARTMENT</b>						
104185-512100	SALARIES AND WAGES - REGULAR	100,505.91	105,529.00	100,506.00	102,182.00	102,182.00
104185-512600	SALARIES AND WAGES - PT	14,576.25	19,000.00	20,000.00	19,000.00	19,000.00
104185-512900	HOLIDAY PAY	5,979.57	6,000.00	4,871.00	6,000.00	6,000.00
104185-518100	SOCIAL SECURITY CONTRIBUTIONS	8,999.69	9,999.00	9,609.00	9,730.00	9,730.00
104185-518101	DENTAL INSURANCE	122.40	125.00	72.00	125.00	125.00
104185-518200	RETIREMENT CONTRIBUTIONS	7,433.03	7,505.00	7,231.00	7,292.00	7,292.00
104185-518300	HOSPITALIZATION INSURANCE	27,519.36	28,656.00	28,724.00	28,656.00	28,656.00
104185-521200	UNIFORMS	401.77	700.00	700.00	700.00	700.00
104185-526000	SUPPLIES AND MATERIALS - DEPT	476.53	500.00	500.00	500.00	500.00
104185-531100	TRAVEL	0.00	500.00	500.00	500.00	500.00
104185-531200	EMPLOYEE TRAINING	34.50	500.00	500.00	500.00	500.00
104185-535200	MAIN AND REPAIR - EQUIPMENT	22,351.51	45,700.00	45,700.00	45,700.00	45,700.00
104185-550500	LEASE OF EQUIPMENT	4,344.00	6,000.00	6,000.00	6,000.00	6,000.00
		<b>192,744.52</b>	<b>230,714.00</b>	<b>224,913.00</b>	<b>226,885.00</b>	<b>226,885.00</b>
<b>TOTAL FOR FUND COMMUNICATIONS DEPARTMENT</b>		<b>192,744.52</b>	<b>230,714.00</b>	<b>224,913.00</b>	<b>226,885.00</b>	<b>226,885.00</b>
<b>GRAND TOTAL FOR ALL FUNDS:</b>		<b>192,744.52</b>	<b>230,714.00</b>	<b>224,913.00</b>	<b>226,885.00</b>	<b>226,885.00</b>