

**INDIAN RIVER COUNTY, FLORIDA
M E M O R A N D U M**

TO: Honorable Board of County Commissioners

THROUGH: Jason E. Brown, County Administrator

THROUGH: Tad Stone, Director
Department of Emergency Services

FROM: Maria Resto, Emergency Services Manager
Department of Emergency Services

DATE: April 23, 2019

SUBJECT: E911 State Grant Application

It is respectfully requested that the information contained herein be given formal consideration by the Board of County Commissioners at the next scheduled meeting.

DESCRIPTION AND CONDITIONS:

The Indian River County's E911 system consists of three Public Safety Answering Points (PSAPs) and one back up PSAP located at the Emergency Operations Center (EOC). The Indian River County Sheriff's Department PSAP provides call-taking, law enforcement and fire rescue dispatch services to the Town of Indian River Shores, the Town of Orchid, the City of Fellsmere, and all unincorporated areas of Indian River County. Additionally, they also receive call transfer 911 emergencies from the PSAPs located within the City of Vero Beach Police Department and the City of Sebastian Police Department for Fire Rescue services.

Staff is seeking Board approval to apply for the E911 State Grant Program, which was established to financially assist counties with required upgrades and replacement of E911 Public Safety Answering Point (PSAP) equipment. On October 18, 2011, the Board approved staff's recommendation to replace the E911 call-taking equipment at the Indian River County Sheriff's Office Public Safety Answering Point (PSAP). Subsequently, on December 20, 2011 the Board approved replacement of E911 call-taking equipment at the three remaining PSAP locations.

The current call-taking map, which is utilized by all PSAP locations, has been in use since 2011 and no longer fits the County's needs for usability and adaptability. The company is not offering any upgrades and we have a current year-to-year maintenance agreement. Since the map was first installed, the company has changed hands, and customer support struggles to understand the County's unique setup. The map itself is not intuitive to users, has limited zoom, does not have integrated RapidSOS, and is lacking in features such as bookmark creation, markups, indoor floorplans, etc. Updating the map data is a long and complicated process when compared to competitors' maps. Disseminating the map data across the network to each PSAP uses an

unsupported third party freeware. In short, the current map does not align with the County's NG911 goals.

The E911 State Grant Program will not fund the entire call taking map project but will offset expenditure costs should Indian River County receive an allocation from the E911 Board. Pursuant to Florida Administrative Code 60FF, the Chairman must sign the grant application before submittal to the E911 Board.

FUNDING:

Emergency Services has planned for the expense of replacing the current call-taking map in the FY 19/20 budget by anticipating the full cost of \$122,318.75. It is necessary that all PSAPs have the same call taking map software. However, the covenants of the E911 State Grant process this year will allow a county to apply for funding of one primary PSAP. To this end, staff is requesting the E911 Board for \$36,857.65 for new mapping software, which will cover the cost of one primary PSAP.

RECOMMENDATION:

Staff recommends the Board authorize the Chairmen to execute the E911 State Grant Application.

ATTACHMENT:

1. Application for the E911 State Grant Program
2. Indian River County Grant Form