

## LGFCU Excellence in Innovation Award Project Evaluation

<b>Project ID</b>	IGC-6
<b>Title of Program</b>	Jackson and Swain Counties PSAP Back Up Program
<b>Program Category</b>	Intergovernmental Collaboration
<b>Submission Date</b>	5/30/2017 3:10:36 PM
<b>County</b>	Swain
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<b>County Manager</b>	Kevin S. King
<b>Supervisor</b>	Kevin S. King
<b>Implementation Date</b>	6/14/2016
<b>FLSA Designation</b>	Both (if applicable to a team)
<b>Project Team Members</b>	David Breedlove- Swain County 911 and Todd Dillard- Jackson County 911

### Description of Productivity Improvement

Jackson and Swain Counties have worked together to design and build duplicate 911 systems. The system installed will allow the transfer of 911 calls, admin line calls, radio dispatch, and CAD to the other county, via a dedicated fiber optic circuit, in the event of any failure by either Jackson County 911, or Swain County 911.

Jackson and Swain Counties will each provide back up for the other county's 911 center in the event of equipment failure, fire or other emergency making the respective centers unable to provide service to their citizens.

Jackson and Swain County 911 have worked to align their Standard Operating Guidelines to minimize the confusion when the back up functions are implemented.

A roll over plan has been designed to make the transfer of services as simple and seamless as possible.

### Description of why this project was initiated

The project was implemented to create a mechanism where the counties could work together to create a network for immediate back up of 911 calls and dispatch without building and staffing an additional facility within each county.

**Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).**

**Indication of what resources were used and what was done with any accrued time savings**

This project has been very successful. The system has been fully operational over the last year and the dispatch center now can instantaneously be switch from one county public safety answering point (PSAP) center to another. Each county has reduced costs due not having to create a back up center for their primary PSAP. Using each other and duplicating the systems within each county has helped regionalize the delivery of 911 services and has reduced training expenditures because each county now can train employees from both Jackson and Swain Counties at the same time.

**Other descriptive information**

David Breedlove of Swain County 911 and Todd Dillard from Jackson County 911 created and implemented this idea by receiving funding from the 911 Board to implement the program. This program has saved considerable funds by decreasing staffing, building space and overhead. This program shows that county government can have a regional approach to the delivery of services. Since this project has been implemented, two other entities want to join the program.