



## CAECD Board of Managers | Amended Agenda

10:30a.m. or upon adjournment of the Executive Committee,  
Wednesday, May 12, 2021

Access via Zoom or Conference Call

<https://zoom.us/j/94965399048?pwd=Ums0L1IvaTlOSjNRek50NnpNN0hYZz09>

Dial In: +1 346 248 7799

Meeting ID: 949 6539 9048

Passcode: 355057

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Commissioner Russ Boles, Williamson County  
Commissioner Cynthia Long, Williamson County  
Representative John Cyrier  
Representative Celia Israel  
Representative Terry Wilson  
Representative Erin Zwiener

1. **Call to Order by the Chair**
2. **Consider Approving Purchase of Additional Communications Circuit to Provide Redundancy for Hays County PSAP**  
**Richard Morales, Director of Emergency Communications**
3. **Consider Approving Additional Year Subscription of Data Hub with GeoComm**  
**Susan Cooper, GIS Program Manager**  
**Andrew Hoekzema, Director of Regional Planning & Services**
4. **Consider Approving Appointments to the CAECD Strategic Advisory Committee**  
**Deborah Brea, Executive Assistant**
5. **Staff Reports**  
**Betty Voights, Executive Director**
6. **Adjourn**

*Persons wishing to provide comment on an agenda item during the CAECD Board of Managers Meeting may do so by emailing Mason Canales at [mcanales@capco.org](mailto:mcanales@capco.org) no later than 5 p.m., Tuesday May 11, 2021. Please include the participants first and last name, organization, county representing and the agenda item for which comment is being provided. Comments will have a time limit of three minutes each. Persons who join the CAECD Board of Managers Meeting will be provided a call-in number to participate remotely.*

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT  
BOARD OF MANAGERS MEETING**

**MEETING DATE:** May 12, 2021

**AGENDA ITEM:** #2 Consider Approving Purchase of Additional Communications Circuit to Provide Redundancy for Hays County PSAP

**GENERAL DESCRIPTION OF ITEM:**

Hays County Public Safety Building (PSB) which houses Hays County SO, Kyle PD, and University of Texas PD is currently the only location in the CAECD region that does not have a backup network in place. When the original AT&T Switched Ethernet (ASE) was placed back in 2018 and 2019 regionwide, the Hays County SO building installation came to a halt when it was discovered that due to environmental factors AT&T was unable to complete the install. At that point CAPCOG staff began working with AT&T to plan for the Hays County PSB.

During the construction of the new PSB, AT&T announced that the ASE network components that had been used regionwide would no longer be available for new installation. Instead they presented a new product called ASE On-Demand which was not only extremely costly but would also require upgrading all existing ASE classic sites. Without upgrading all other PSAPs Hays County PSB would essentially be isolated in the event of an outage effectively defeating the role of contingency or fail-over routing.

Through further discussions with AT&T CAPCOG staff has concluded that the most efficient and timely solution is to diversify the existing AT&T Virtual Private Network (AVPN) and provide Hays County PSB with an additional circuit. The AVPN is an established fiber pathway leading into the Hays County PSB, but the dual circuits will route through different Central Offices eliminating a single point of failure.

The attached quote identifies the one-time construction cost of \$566,000 and an annual cost for the dual AVPN circuits of \$31,000. This item was not budgeted and requires use of the CAECD Unassigned Funds; this balance based on the adopted budget is \$2,622,416.

**THIS ITEM REPRESENTS A:**

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

**PRIMARY CONTACT/STAFF MEMBER:** Richard Morales, Director of Emergency Communications

**BUDGETARY IMPACT OF AGENDA ITEM:**

Total estimated cost: \$566,000 special constructions cost; recurring annual service cost of \$31,000

Source of funds: 9-1-1 Fees

Is item already included in fiscal year budget?  Yes  No

Does item represent a new expenditure?  Yes  No

Does item represent a pass-through purchase?  Yes  No

If so, for what city/county/etc.? \_\_\_\_\_

**PROCUREMENT:** Utilize the Texas Department of Information Resources (DIR) master agreement/contract.

**ACTION REQUESTED:** Authorize the use of the CAECD Unassigned Funds to purchase the additional circuit with one-time construction cost of \$566,000.

**BACK-UP DOCUMENTS ATTACHED:** Memo from Emergency Communications Director and AT&T Quote with DIR Pricing

**BACK-UP DOCUMENTS NOT ATTACHED** (*to be sent prior to meeting or will be a handout at the meeting*): None



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**BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON**

**MEMORANDUM**  
**April 23, 2021**

**TO: Capital Area Emergency Communications District - Board of Managers**

**FROM: Richard Morales, Director Emergency Communications**

**RE: Hays County Public Safety Building Additional Communications Circuit**

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Hays County Public Safety Building (PSB) needs an additional backup telecommunications circuit as the rest of the PSAPs in the region. The new building currently houses Hays County SO, Kyle PD, Texas State University PD, and in early May on a temporary basis San Marcos PD. San Marcos PD is the contingency route for Hays County PSB. When San Marcos PD is relocated the PSB will have no contingency route in case of failure. Hays County PSB is serviced by Century Link Communications as the last mile connection and had not been able to provide an additional route. We had planned to install an additional route for the AT&T Switched Ethernet (ASE) service in 2018/19 timeframe however, AT&T was unable to provide the service. On the premise of the Hays County PSB relocation in Dec 2020, AT&T had provided a solution for an additional route building. The design and proposal were delayed as the market proposal for the AT&T solution was changing once again. Recently we reviewed the ASE On Demand proposal and discovered that the it did include an additional route and circuit; however, it was in the same path. After several outages at Hays County PSB we did not believe the same path would be prudent or acceptable as a failover.

AT&T provided an additional proposal which diversifies the current AT&T Virtual Private Network (AVPN). This proposal provides a diverse fiber entrance to Hays County PSB for two AVPN circuits. The existing fiber path would be re-used for one new circuit and be provisioned to the Austin Central office. The additional circuit path would be through the Lockhart Central office. This would specifically avoid an outage in a single path and convert the 9-1-1 call traffic through the additional path. The additional path requires a one-time construction cost of \$566,000 and a recurring cost for both paths of \$31,000 annually.

With the addition of the San Marcos PD PSAP and the required resiliency needed for the current operators in the Hays County PSB we recommend the proposal provided. We request the funding for special construction cost be made available from the CAECD Unassigned Funds to purchase and provide the dual circuited paths for Hays County PSB.



**AT&T**  
**AT&T Virtual Private Network (AVPN)**  
**Budgetary DIR Pricing**  
**CAECD / Hayes County**  
**SERVICE CHARGES**

**Company:** CAECD  
**Contact:** Melissa Reynolds  
**Phone:** 512 916-6024  
**Email:** [mreynolds@capcoq.org](mailto:mreynolds@capcoq.org)  
**City/State/Zip:** Austin, TX 78744

**Date:** 1/29/2021  
**Client Solutions Executive:** Melissa Forward | Email: [mf2918@att.com](mailto:mf2918@att.com)  
**Technical Consultant:** Leonard Trevino | Email: [lt4524@att.com](mailto:lt4524@att.com)  
**Term:** 24 Months

Description	Quantity	Unit Price	Extended Monthly Price	**Non-Recurring Charge/Installation
<b>Service Address:</b> 810 S. Stagecoach Trail San Marcos Tx 78666 / CKT 1				
AT&T 20Mbps Switched Ethernet Access	1	\$750.89	\$750.89	\$5,600.00
AT&T 20Mbps AVPN MPLS Port	1	\$479.12	\$479.12	\$285.60
AT&T 20Mbps AVPN POP Diversity	1	\$58.73	\$58.73	\$1,120.00
<b>Total</b>			<b>\$1,288.74</b>	<b>\$7,005.60</b>
<b>Service Address:</b> 810 S. Stagecoach Trail San Marcos Tx 78666 / CKT 2				
AT&T 20Mbps Switched Ethernet Access	1	\$750.89	\$750.89	\$5,600.00
AT&T 20Mbps AVPN MPLS Port	1	\$479.12	\$479.12	\$285.60
AT&T 20Mbps AVPN POP Diversity	1	\$58.73	\$58.73	\$1,120.00
<b>Total</b>			<b>\$1,288.74</b>	<b>\$7,005.60</b>
<b>NOTE: Special Construction note 8 below as this circuit will have diversified fiber buildout</b>				
<b>AT&amp;T AVPN Recurring Charges:</b>			<b>\$2,577.48</b>	
<b>AT&amp;T AVPN Non-Recurring Charges:</b>				<b>\$14,011.20</b>

**Notes:**

- Pricing quoted based on DIR Contract No. DIR-TEX-AN-NG-CTSA-005.
- \*\*Non-Recurring Charges (NRC) are waived if the service is maintained for 24 months.
- Firm Pricing quote will be developed by DIR. Service is ordered and billed through DIR.
- AVPN/MPLS handoff will be delivered as 100bT via RJ45.
- CoS Package - Multi-Media High.
- AT&T typically deploys Ciena Network Termination Unit (NTE) at telco closet.
- Customer responsibility for physical space for NTE, conduit access (if needed) for fiber path from property line to telco room, electrical, grounding, router and power
- CIRCUIT 2 will have a one time Special Construction cost to build diversified fiber path to premise: \$492,688.23 + DIR 12% markup = \$551,810.91 .

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT  
BOARD OF MANAGERS MEETING**

**MEETING DATE:** May 12, 2021

**AGENDA ITEM:** #3 Consider Approving Additional Year Subscription of Data Hub with GeoComm

**GENERAL DESCRIPTION OF ITEM:**

CAPCOG began using GeoComm’s Data Hub system after CAECD approval in October 2019; it is used for the 911 GIS mapping work necessary to support a high level of accuracy in preparation for NextGen 911. Our staff and local governments use the system to detect and analyze errors in the 9-1-1 GIS database that would cause problems with call routing, information available to 9-1-1 call takers, or routing of responders to a call. This service has been essential to the program’s ability to position the region for a transition to Next-Gen 9-1-1 later this year and continued access is needed to follow through with these efforts.

This board approved the existing agreement at \$90,403.40 for the first year of service which included \$21,455.40 in non-recurring costs, and annual subscription costs of \$68,940.04 for access to monthly uploads corresponding with the monthly public safety answering point (PSAP) map update. This agenda item represents a request for renewal of the annual subscription for FY 2021. The approved FY 2021 budget for this item was \$78,145.

**THIS ITEM REPRESENTS A:**

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to a previously discussed item
- Special item requested by board member
- Other

**PRIMARY CONTACT/STAFF MEMBER:**

**Susan Cooper, GIS Program Manager  
Andrew Hoekzema, Director of Regional Planning & Services**

**BUDGETARY IMPACT:**

Total estimated cost: \$68,940.04

Source of Funds: CAECD revenue

- |   |   |  |
|---|---|--|
| Is item already included in fiscal year budget? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Does item represent a new expenditure?          | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |
| Does item represent a pass-through purchase?    | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |
| If so, for what city/county/etc.?               | n/a                                     |  |

**PROCUREMENT:** Via the H-GAC Buy Contract #EC07-18 with a written quote from GeoComm

**ACTION REQUESTED:**

Approve Purchase Order of \$68,940.04 for GeoComm DataHub Subscription Renewal.

**BACK-UP DOCUMENTS ATTACHED:**

GIS Data Hub Project Agreement with GeoComm

**BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting):**

None

## GIS Data Hub Project Agreement

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This Agreement is made by and between **Capital Area Emergency Communications District (CAECD)** ("Customer") organized under the laws of the state of Texas and **Geo-Comm, Inc.** ("GeoComm") a Minnesota corporation with its principal offices at 601 West St. Germain Street, St. Cloud, MN, 56301.

GeoComm's certified staff of Emergency Number Professionals (ENPs), GIS Professionals (GISPs), and Project Management Professionals (PMPs) have a proven track record of delivering on GeoComm's services and solution implementation projects in 49 states nationwide and is willing to provide services to the Customer.

The parties agree to the following:

### Section 1 – Scope of Work

Upon execution of Agreement, GeoComm will provide solutions and services as described in the exhibits.

### Section 2 – Pricing and Payment Terms

The Customer will pay GeoComm **\$90,403.44** for one-time fees, and year one annual recurring fees as further described in Exhibit A - Pricing.

Customer agrees to pay GeoComm on the following payment schedule:

- \$90,403.44 invoiced net 45 days upon contract signing

**Note:** Upon Board approval in October of each year, two through six as shown in Exhibit A, a purchase order will be issued by CAECD for recurring fees of \$68,948.04

### Section 3 – Standards of Work

GeoComm agrees that the performance of work described in this Agreement and pursuant to this Agreement shall be done in a professional manner and shall conform to employ the care and skill ordinarily used by members of GeoComm's profession.

### Section 4 – Notices

All notices under this agreement shall be mailed to the physical address listed below.

#### Capital Area Emergency Communications District (CAECD)

Gregg Obuch, Emergency Communications Director  
6800 Burleson Road, Building 310, Suite 165  
Austin, TX 78744  
Phone (512) 916-6044  
E-mail [gobuch@capcoq.org](mailto:gobuch@capcoq.org)

#### GeoComm

Heather Hoskins, VP of Finance & Admin.  
601 West St. Germain Street  
St. Cloud, MN 56301  
Phone: (320) 240-0040  
E-mail: [hhoskins@geo-comm.com](mailto:hhoskins@geo-comm.com)

### Section 5 – Entire Agreement

This Agreement contains the entire agreement of the parties and all terms and conditions of H-GAC Buy Contract ECO7-18 will apply to this agreement.

Section 6 – Authorization of Both Parties

GeoComm	
Signature	<i>Heather Hoskins</i>
Print Name	Heather Hoskins, VP of Finance & Administration
Date	October 10, 2019

Customer	
Signature	<i>[Handwritten Signature]</i>
Print Name	
Purchase Order # (if required)	
Date	<i>10-17-19</i>



## Exhibit A – Pricing

This contract is based on the following assumptions and parameters:

- Pricing is based on H-GAC Buy Contract EC07-18.
- CAECD or designated jurisdictions will be responsible for resolving data condition errors or contracting with GeoComm under a separate agreement to resolve data errors. GIS data remediation or update services may be provided for an additional price if requested.

H-GAC Item Description	H-GAC Total
GIS Data Hub Additional QC One-Time Fee (per agency; population 1,000,000+)	\$5,546.00
GIS Data Hub Aggregation One-Time Fee (per agency; population 1,000,000+)	Included
GIS Specialist (hourly rate) (GIS Data Hub One Time Professional Services)	\$7,718.14
Project Manager (hourly rate) (GIS Data Hub One Time Professional Services)	\$8,191.26
Year One: GIS Data Hub Additional QC Annual Fee (per agency; population 1,000,000+)	\$49,249.02
Year One: GIS Data Hub Aggregation Annual Fee (per agency; population 1,000,000+)	\$19,699.02
<b>Total:</b>	<b>\$90,403.44</b>
<b>Recurring Annual Fees (Years Two through Six)</b>	
Year Two: GIS Data Hub Additional QC Annual Fee (per agency; population 1,000,000+)	\$49,249.02
Year Two: GIS Data Hub Aggregation Annual Fee (per agency; population 1,000,000+)	\$19,699.02
<b>Year Two Annual Fee:</b>	<b>\$68,948.04</b>
Year Three: GIS Data Hub Additional QC Annual Fee (per agency; population 1,000,000+)	\$49,249.02
Year Three: GIS Data Hub Aggregation Annual Fee (per agency; population 1,000,000+)	\$19,699.02
<b>Year Three Annual Fee:</b>	<b>\$68,948.04</b>
Year Four: GIS Data Hub Additional QC Annual Fee (per agency; population 1,000,000+)	\$49,249.02
Year Four: GIS Data Hub Aggregation Annual Fee (per agency; population 1,000,000+)	\$19,699.02
<b>Year Four Annual Fee:</b>	<b>\$68,948.04</b>
Year Five: GIS Data Hub Additional QC Annual Fee (per agency; population 1,000,000+)	\$49,249.02
Year Five: GIS Data Hub Aggregation Annual Fee (per agency; population 1,000,000+)	\$19,699.02
<b>Year Five Annual Fee:</b>	<b>\$68,948.04</b>
Year Six: GIS Data Hub Additional QC Annual Fee (per agency; population 1,000,000+)	\$49,249.02
Year Six: GIS Data Hub Aggregation Annual Fee (per agency; population 1,000,000+)	\$19,699.02
<b>Year Six Annual Fee:</b>	<b>\$68,948.04</b>

\$15909.44  
 \$68948.04  
 ✓

**Note: CAECD will issue a purchase order for recurring fees each year two through six, upon Board Approval when they meet in October each year.**

## Exhibit B – Scope of Work

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The following contract is for GeoComm GIS Data Hub. GIS Data Hub is a cloud-hosted system accessed over the internet for data processing and quality control (QC) reporting and GIS data aggregation. GIS Data Hub accepts GIS data in its native format, processes it through configured QC checks, and provides actionable reporting to assist with resolving errors and inconsistencies within the data.

The system will support monthly GIS data submissions from Capital Area Emergency Communications District's (CAECD) member counties:

- Bastrop
- Burnet
- Fayette
- Lee
- Travis
- Blanco
- Caldwell
- Hays
- Llano
- Williamson

### Project Approach

GeoComm will complete the following phases for timely completion of your project.

- Phase One: Project Initiation
- Phase Three: GIS Data Hub Configuration and Data Load
- Phase Five: GIS Data Hub System and Process Training
- Phase Six: Acceptance Test Plan Execution
- Phase Seven: Ongoing Support Services

Throughout each phase, we will dedicate time to project management and ongoing communication. By partnering with GeoComm, you will know the status of your project, that deliverables are being met, and have confidence your objectives are being carried out. We will provide regular status updates which will include:

- General progress updates
- Meetings held, planned, or needed
- Issues/problems encountered or anticipated
- Goals for the next reporting period
- Schedule review
- CAECD responsibilities

While the project phases will occur in mostly chronological order as listed above, some will happen in tandem with others. A detailed description of each project phase is provided on the following pages.

### Phase 1: Project Initiation

At the start of the project, we will assign a project team. The project team will be assigned the project elements, both technical and administrative, to ensure timely completion of the project. The team is a combination of the project-appropriate GIS and 9-1-1 systems experts who will collaborate to deliver the required project components.

One of the first activities of the project team will be to ensure the team has an accurate understanding of CAECD's project objectives. The team will communicate internally to understand the scope of work, project schedule, and individual responsibilities. This is an important step towards successful and timely project completion

## **Project Initiation Meeting**

Once the team is established and has communicated the project objectives, a remote Project Initiation meeting will be held between the CAECD and GeoComm project teams. At this meeting, the GeoComm GIS Project Manager will present our project approach and anticipated project schedule. The meeting agenda will include:

- Introductions and identification of project team members and roles
- Timeline and deliverable review
- Project approach review
- Project communication methods

## **GIS Data Management Workflow Collaboration Meeting**

Following the Project Initiation Meeting, the GIS Project Manager will conduct a GIS Data Management Workflow Collaboration meeting to document a GIS Data Hub GIS data workflow and QC plan. Policies for regular, ongoing GIS data submittal to the system would be established. A quality control plan, including regular communication of QC results to CAECD, would be documented. The QC plan will detail quality control processes to be performed on GIS data submitted to the system.

After the meeting has concluded, GeoComm will execute a series of tasks to work with CAECD to draft, refine, and deliver GIS data workflows to CAECD which incorporate steps needed for continual operation of GIS processing.

## **Phase 2: GIS Data Hub Configuration and Data Load**

Prior to your data being processed through GIS Data Hub for ongoing GIS data QC reporting and aggregation, the data must be configured for use in the application. Following the conclusion of the Project Initiation and GIS Data Collaboration meetings, GeoComm's staff will configure the number and type of specific QC checks to be executed by GIS Data Hub. The checks will be configured based on input received from CAECD during the GIS Data Management Workflow Collaboration meeting.

CAECD member counties' GIS data will be loaded into the system and field mapped. Field mapping controls how fields from submitted GIS data are processed. The one-time field mapping process will allow member counties to continue working in their existing data structure.

After system configuration is complete and GIS data has been field-mapped, GIS Data Hub will be ready to begin receiving data submissions for ongoing data quality reporting and aggregation.

## **Phase 3: GIS Data Hub System and Process Training**

During a web meeting, the GIS Project Manager will distribute and discuss the GIS Data Management workflows which were finalized after the GIS Data Management Workflow Collaboration meeting in Phase One. The workflows will outline the flow of GIS data through the systems.

Remote GIS Data Hub training services will be provided. Training will provide the subject matter and materials required for system users to successfully leverage the system, including the GIS data management workflows. Training will cover the following topics:

- Access to GIS Data Hub
- GIS Data upload
- QC settings and field mapping
- QC results notification receipt and download
- Accessing the QC summary report
- Workflow diagram and User Guide review

- Review of QC process results
- Correcting reported errors
- Q&A

## Help Guide

Following training, at a simple click of a button, system users will have immediate access to GeoComm's online help guide. The help guide provides all the information users need for operation, administrative set up, and configuration of the software. With the easy-to-use search feature, answers are quickly found rather than thumbing through countless pages in a paper manual.

Another benefit of the on-screen help guide is the information within is always up to date. With each service pack or system release, the on-screen help information is updated as part of the release, eliminating out-of-date paper manuals.

## Phase 4: Acceptance Test Plan Execution

Upon completion of training services, we will work with you to remotely administer the final system Acceptance Test Plan to ensure all functionality contracted for is included in the final system, at which time the system will go-live. GeoComm's Project Manager will develop a comprehensive test plan which will include these items.

## Phase 5: Ongoing GIS Data Hub QC, Reporting, and Aggregation

GIS Data Hub will provide ongoing GIS data QC and reporting which will result in progressive GIS dataset improvement. The ongoing services workflow will be as follows:

- On a monthly basis, CAECD member counties (Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson) will upload GIS data to GIS Data Hub
- The data would undergo various QC checks, based on those configured at the beginning of the project
- Data quality reports would be generated and provided back to the counties
- Data passing QC checks would be aggregated into a regional dataset and provided back to CAECD
- CAECD and/or local GIS data authorities would resolve the errors identified in the GIS data and resubmit the updated data the following month

This process would result in a continuous feedback loop of GIS data updates from CAECD counties, GIS data quality measures, and reporting.

This proposal does not include GIS map data updates. It will be the responsibility of CAECD/member counties to resolve data condition errors identified with GIS Data Hub.

## Synchronization with the MSAG and ALI Database

As part of every map data upload, the system will perform a comparison between the GIS data and the MSAG, and the GIS data and the ALI Database and report results back to CAECD. The results will be a valuable resource for keeping GIS data synchronized with the MSAG and ALI database, as well as a metric for measuring progress toward required synchronization levels. Results will be compiled into reports and made accessible for your review. A new ALI and MSAG are not required for each upload. Comparisons will be completed on the most recent data, ALI, and MSAG submitted.

## Conclusion

Your satisfaction is our goal. As your partner on this project, GeoComm works for you. Our approach to each project demonstrates our dedication to the needs of our customers. Our project management approach is flexible enough to meet your concerns and proven enough to ensure you will be provided with a well-executed

project. We welcome your input throughout the project and encourage you to communicate any feedback you have after the software has been installed and throughout the software support and maintenance agreement. GeoComm looks forward to working with you throughout this project.

## **Project Deliverables**

GeoComm will provide the following GIS Data Hub deliverables to CAECD:

- Remote Project Initiation and GIS Data Management Workflow Collaboration meetings
- Remote configuration and training services
- GeoComm GIS Data Hub term licensing with software support and maintenance services, supporting monthly data submissions for QC reporting and aggregation

## Exhibit C – Customer Responsibilities

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We believe our clients play a critical role in a project's success. While GeoComm will lead the project efforts, we will partner with you to ensure you have in-depth project knowledge and are kept informed about the project status and meeting project goals. It is requested CAECD meet the following project responsibilities.

### General Project Support

- Assist in coordinating and attend periodic conference calls
- Provide pertinent project information and documentation
- Assist in ongoing quality control
- Provide a single point of contact at CAECD available for communication throughout the project and system implementation
- Assign appropriate staff to attend the training courses provided
- Have standard IT procedures in place including disaster recovery, system backups, etc.
- Keep and maintain backup copies of current software and current map data files
- Submit required GIS information (e.g. GIS map data, public safety databases, and/or other resources) to our website (<http://www.geo-comm.com/data-submission>)