

PSAP Grant Program Grant Ranker

View Application--12--Arlington ECC Training

Grant Period: 2010

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: Training of personnel (**TRAIN**)

Primary PSAP Applicants: Arlington County PSCC

Jurisdictions Served: Arlington, County of

Project Director:

John Crawford
ECC Commander
1425 N Courthouse Road, 7th Floor Arlington, VA 22201
703-228-4080 (phone)
703-228-3989 (fax)
jdcrawford@arlingtonva.us

Project Description:

Total Project Cost \$80,000.00

Amount Requested: \$65,000.00

Statement of Need:

Arlington County historically has been able to send 12 individuals to conferences and trainings to maintain a high level of competence, efficiency and readiness in the field of emergency management. Due to fiscal constraints, this level of training has been curtailed and is not available to the majority of ECC staff. This has a negative effect when it comes to scheduling, strategic planning and readiness. With recruitment and retention issues as they are, bringing a competent career development concept to a position is essential in retaining and growing an employee.

Comprehensive Project Description:

Goals and Objectives To better educate, prepare, train and enhance our abilities to effectively handle varied levels of emergency and crisis situations. To build the level of readiness and efficiency in the ECC staff to allow for excess capacity during normal times and proper staffing during emergencies. Training and exposure is essential for that purpose. Workplan In order to provide training to the widest array of staff, trainers will be brought into the Arlington Center and staff will be deployed to selected, valuable trainings and conferences to embrace the philosophy of emergency management and bring it back to his team. This will all occur in a 12 month timeframe from the awarding of the grant.

How will the equipment purchased will support future technologies for PSAP readiness?:

N/A

Budget and Budget Narrative:

APCO Conference; 6 staff attend 12000 NENA Conference; 6 staff attend 12000 Call Center Manager (CCM) Supervisor Training; 15 staff 5000 CAD Activity Reporting (CARS) training; 15 staff 5000 CAD GIS Mapping Training 60 staff 5000 CRYSTAL Reports Training; 10 staff 5000 MagIC Supervisor Training; 15 staff 5000 NICE Recording System Training; 15 staff 5000 Whitlock Group Video System Training; 15 staff 5000

Evaluation:

Training per staff is tracked through the Training and Career Development Unit as well as through the newly established Quality Assurance Unit. Staff readiness is evaluated for scheduling and career ladders have been developed.

Attachments