

PSAP Grant Program Grant Ranker

View Application--160--9-1-1 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: Lee County

Jurisdictions Served: Lee, County of

Project Director:

Don Scott
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Project Description:

Total Project Cost \$68,950.00

Amount Requested: \$68,950.00

Statement of Need:

Lee County will be in the very beginning phases of 9-1-1 implementation when this grant award will be available. Lee County will be transitioning from a paper log to the systems that many PSAPs have been utilizing for many years. There is a tremendous learning curve for the current and future employees of our PSAP to bring staff up to a satisfactory level. If funding is not received the much needed training on overall 9-1-1 operations will not be available due to financial hardships of the county and region. Lee County has been working with regional efforts with all of its Virginia neighbors.

Comprehensive Project Description:

The goals of this project are to be able to have 9-1-1 training opportunities within Lee County and areas within the close proximity of Lee County. This would include leveraging assistance and knowledge from Lee County's neighbors such as Scott County and Wise County. This would allow for not only an individual PSAP ability to be trained but provide regional opportunities. Additionally, the training and education of our emergency response organizations is necessary due to the generations of residents that have been using 7 digit number to summons emergency assistance. The activities to be accomplished will include training of PSAP personnel of the county and offered to region. Acquisition of promotional items to promote and train the general public on the proper use of 9-1-1. Within 30 days of award coordinate and identify needs. Within 60 days order first phase promotional items. Within 90 days conduct first training sessions and schedule quarterly with back to back sessions to maximize attendance of personnel Within 120 days order second and final phases of promotional items. Project to be July 2009 – June 2010

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

Training and items to promote current and future technologies in order for the public and PSAP to be educated on various technologies.

Budget and Budget Narrative:

NENA One day session to be determined from below: \$4,000 Two day sessions to be determined from below: \$14,000 Liability Issues in the 911 Center Achieving Excellence in 9-1-1 Center Management Advanced GIS Advanced VoIP Advanced Disaster Planning for PSAPs Disaster Planning for the PSAP Grant Management for PSAPs: From Acquisition to Maintenance Government Education Introduction to Next Generation 9-1-1 Introduction to PSAP Technology Introduction to VoIP for PSAPs Leadership in the 9-1-1 Center Missing! Overcoming Negativity in the Communications Center Wireless/VoIP Public Education APCO Active Shooter Incidents for Public Safety Communications \$5,000 Public Safety Telecommunicator 2 sessions \$15450 Public Education Supplies \$10,000 (to be used on a regional basis) PSTC classes 2 sessions \$5,500 Facilities Facilities rental and AudioVisual Training equipment acquisition. \$5,000 Meals per diem for lunches, lodging etc... \$5,000 Training Coordination, supplies, postage, printing and equipment. \$5,000 Total \$68,950

Evaluation:

The evaluation will be determined by using members of public safety organizations to assist in reviewing operations following training. Call volume and activity will be recorded in the first quarter and again in the last quarter to determine the amount of 9-1-1 calls that were properly made and how the calls were received at the center either by 7 digit or 9-1-1 lines.

Attachments