

PSAP Grant Program Grant Ranker

View Application--174--Smyth County Recruit & Retention

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: Smyth County 9-1-1

Jurisdictions Served: Chilhowie, Town of
Marion, Town of
Saltville, Town of

Project Director:

Shannon Williams
911 Coordinator
121 Bagley Cir; Ste 110 Marion, Va 24354
276-783-3298 (phone)
276-783-9314 (fax)
smyth911@smythcounty.org

Project Description:

Total Project Cost \$6,180.00

Amount Requested: \$6,180.00

Statement of Need:

With the art of trying to have the right number of skilled people and supporting resources in place at the right times to handle an accurately forecasted workload Smyth County is looking for other means of recruiting, hiring, training & retaining of personal.

Comprehensive Project Description:

Today's methods of recruiting, testing and training are not meeting our needs of reducing turnover. We deal with reality in an environment of high expectations and we need to come up with better ways of hiring. With the addition of the Critical program which was developed by testing experts & validated by over 45 agencies across the US, Critical will help our agency to know which applicants possess the skill & abilities necessary for the success in the stressful emergency dispatch environment.

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

Research indicates that 80% of newly-hired telecommunicators who leave before the end of their probation do so because they had inadequate job-related knowledge, skill and abilities. With the addition of Critical software which test applicants for critical skill & abilities necessary for success in today's complex and stressful dispatching environment will provide Smyth County with better trained personal to support any future technology.

Budget and Budget Narrative:

CritiCall testing software with 5 years of warranty

Evaluation:

The evaluation will be conducted by the computer software's ability to better screen telecommunicator applications, thus providing for a better skilled work force.

Attachments

CritiCall.doc

CritiCall[®] Single-User Price Confirmation

Agency: **Smyth County 9-1-1**

CritiCall Software CD-Rom (Includes 1 Headset)	\$3,395.00	Single-User System
CritiCall Elite Premium Customer Service Support	\$3,400	* Includes five-Years Unlimited Technical Support, Updates and Upgrades
Shipping and Handling	\$30.00	Shipping & Handling (2 Day Delivery)
TOTAL VALUE	\$6,825	Billed Net 30

I, on behalf **Smyth County 9-1-1** agree to the pricing and terms above and we will provide a purchase order or payment by _____.

Authorized Signature _____

Print Name _____

Please make all checks payable to "Biddle Consulting Group, Inc."

*** Please reference invoice number on your payment**

This price quote is valid through November 15th, 2008

Kim Ward

CritiCall Account Manager

193 Blue Ravine Road, Suite 270

Folsom, CA. 95630

(800)999-0438 ext. 139/ Fax (916)294-4255