

PSAP Grant Program Grant Ranker

View Application--181--Augusta County 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: Augusta County

Jurisdictions Served: Augusta, County of

Project Director:

DONNA GOOD

EOC DIRECTOR

18 Government Center Lane, Verona, Va. 24482

540-245-5503 (phone)

540-245-5506 (fax)

dgood@co.augusta.va.us

Project Description:

Total Project Cost \$37,680.00

Amount Requested: \$37,680.00

Statement of Need:

Augusta County is seeking funding to assist with training. We have 24 employees that received basic training at the Central Shenandoah Training academy and few have received additional training outside of the on-the job instruction. Grant funds would allow the County to training instructors that would be able to provide in-house to staff. Due to budget restrains and cuts, PSAP training program has diminished. The training will improve operational services for call handling by promoting consistency and improving the call takers knowledge of the answering of all calls for service wireless and wireline 9-1-1 calls. Additional training would help our quality assurance and time processing calls.

Comprehensive Project Description:

The comprehensive project would be to allow telecommunicators the advantage of outside training that would they could apply to their call taking and dispatching. Many speakers and training classes have been identified as beneficial for today's telecommunicator. The training plan includes classes that will be available to Supervisors, telecommunicators and administrators. Funding requested will include coordination, facilities, fees and other related items in order to support the successful completion of the training program. The classes include entry level to management level positions to include Central Shenandoah Training Academy classes, APCO, NENA, Public Safety Training Consultants, PowerPhone, Medical Priority and OSSI CAD, such as: Active Shooter Incidents for Public Safety Communications, Liabilities Issues in the

911 Center, PSAP Technology Introduction to VOIP for PSAPs, Interoperability, Next Generation 911, Emergency preparedness, EMD, CISM, Hostage Negotiations, additional NIMS Training, advanced Fire Dispatch School, Domestic and Family Violence for Dispatch, Communication Training Officer and Supervisor training. Funding is requested for public education for promotional items for each PSAP to educate on the proper use of wireless 9-1-1 and wireline 9-1-1 that was identified in the previous study conducted by the E-911 Wireless Services Board.

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

With the additional training and instructions would allow the telecommunicators to be educated on the advancing technology and equipment. Training is a valuable tool for PSAP staff to maintain their certifications and higher quality employee.

Budget and Budget Narrative:

Budget: Training \$ \$25000 Quality 9-1-1 Dispatcher Evaluation software \$ 12680 Budget total: \$37,680 The training project would be to allow telecommunicators the advantage of outside training that would they could apply to their call taking and dispatching. Many speakers and training classes have been identified as beneficial for today's telecommunicator. The training plan includes classes that will be available to Supervisors, telecommunicators and administrators. Funding requested will include coordination, facilities, fees and other related items in order to support the successful completion of the training program. The classes include entry level to management level positions to include Central Shenandoah Training Academy classes, APCO, NENA, Public Safety Training Consultants, PowerPhone, Medical Priority and OSSI CAD, such as: Active Shooter Incidents for Public Safety Communications, Liabilities Issues in the 911 Center, PSAP Technology Introduction to VOIP for PSAPs, Interoperability, Next Generation 911, Hostage Negotiations, Additional NIMS Training, Advanced Fire Dispatch School, Domestic and Family Violence for Dispatch, Communication Training Officer and Supervisor training. Funding is requested for public education for promotional items for each PSAP to educate on the proper use of wireless 9-1-1 and wireline 9-1-1 that was identified in the previous study conducted by the E-911 Wireless Services Board. Augusta EOC's goal is to establish a better quality assurance program and the improve the evaluation of calls and training techniques. This will assist in providing risk management and improving dispatch performance. The Quality 911 Dispatcher Software can be used in conjunction with our voice recorder system or as a stand-alone option.

Evaluation:

The evaluation will consist of determining base line level of training of all 911 staff and the attendance to training sessions, student evaluations of courses and instructor evaluations. Augusta EOC will evaluate the improvements within their PSAP by comparing statistical data and call process times, quality, performance and risk management.

Attachments