

## PSAP Grant Program Grant Ranker

# View Application--201--Stafford Recruitment Effort

**Grant Period:** 2010

**Tier:** Broaden or increase the delivery of wireless E-911 equipment or services beyond established minimum functional standards (**BROADEN**)

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

**Priority:** Recruitment of personnel (**RECRUIT**)

**Primary PSAP Applicants:** Stafford County Sheriff's Communications

**Jurisdictions Served:** Stafford, County of

### Project Director:

Carol Adams  
Communications Director  
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### Project Description:

**Total Project Cost** \$44,487.00

**Amount Requested:** \$44,487.00

### Statement of Need:

STATEMENT OF NEED: This request is an enhancement program priority listed item. The Stafford County Communications Center is a Division of the Stafford County Sheriff's Office and does see an impact to funding as a result. This coupled with current budget shortfalls seen by many local governments including Stafford County, make funding for recruitment efforts a challenge. Recruitment within the Dispatcher center is critical. Stafford, like other PSAPs experience a chronic shortage of call takers and police and fire-rescue dispatchers. One of the most serious direct results of these shortages is longer response times to answer 9-1-1 emergency and less-urgent calls for service. Stafford has seen its abandoned call rate exceed the recommended levels as defined in the Project Retains Tool Kit provided through APCO International. Many factors impacting this is the ever-increasing type devices from which the public can access 9-1-1, i.e. wire line phones, wireless phones, Voice over Internet Protocol (VoIP) phones and the ever-increasing number of 9-1-1 calls made from them. An additional operational impact of the staffing shortfall is felt directly by the field responses through the increased number of police and fire-rescue field units dispatchers must control and monitor simultaneously. Employee turnover in Stafford is no different than over PSAPs. We have seen in the past year a 20% turnover. This is in part due to staff's feeling of being overworked because of chronic staffing shortages. The principle purpose of this grant request is to develop tools to assist in the recruitment efforts for Stafford County.

### **Comprehensive Project Description:**

Goals and Objectives: Provide a tool by which Stafford can effectively market the job position of Dispatcher in and around its community to address the chronic staff shortages through recruitment. Activities to be Accomplished: 1. Recruiting firm assistance to design a recruiting program and recruiting materials; including video (DVD & CD) 2. Purchase of recruiting materials including display furniture 3. Media outreach: TV, radio, public service announcements, printed public postings 4. Collaboration with local high schools, community colleges and universities and participation in community events, job fairs, etc.

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

It will support PSAP readiness through successful recruitment of qualified candidates.

### **Budget and Budget Narrative:**

A line-item project expenditure breakdown inclusive of itemized cost schedule and explanation for each requested budget item is attached. There are no other funding sources identified or available to provide a completion of this project and there is none seen in the foreseeable future. The Grant committee's consideration is greatly appreciated.

### **Evaluation:**

Identifying a successful recruiting program is determined by the number of applicants who are recruited, tested and interviewed for the position and subsequently successful completion of the hiring process and employed. The goal is a 30% increase over FY2008. The data for the program will be collected by Stafford ECC staff, tracked in an appropriate database and reported quarterly to the Stafford Sheriff's Office Professional Standards Unit.

### **Attachments**

<a href="#">Stafford Recruitment Tool Request.pdf</a>

## *STAFFORD RECRUITMENT TOOL REQUEST*

ITEM	PURPOSE	BASIS FOR COST	QTY	COST
Nomadic Display	Visual display	Quote	1	\$19,986.52
Dell desktop work stations with video cards, DVD/Blue Ray, 24" widescreen display, speakers, 1 year warranty	Hardware configuration to support visual display	Dell product pricing	2	\$1,999.99
Video Production	Design recruitment program and recruiting materials; including video (DVD & CD)	Stafford Sheriff's Office similar product services provided costs	1	<u>\$18,000.00</u>
TV Air time		General TV airtime costs	1	<u>\$4,500.00</u>
Total				<u>\$44,486.51</u>